

Georgia Department of Human Services

QMATIC

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Child Support Director

Stronger Families for a Stronger Georgia

05/18/16

Vision, Mission, and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults

Core Values

- **Provide access to resources that offer support and empower Georgians and their families**
- **Deliver services professionally and treat all clients with dignity and respect**
- **Manage business operations effectively and efficiently by aligning resources across the agency**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer**
- **Develop our employees at all levels of the agency**



Table Of Contents

What is QMATIC?	Slide 4
Why QMATIC?	Slide 5
Implementation Timeline	Slide 6
Now Serving	Slide 7
Results - Dekalb	Slide 8
Results - Fulton	Slide 9
Results - Macon	Slide 10
Wait Time Reduction	Slide 11
Data Management	Slide 12
Questions	Slide 13



What Is Qmatic?

A market leading technology company providing customer experience management solutions that maximize the face-to-face service opportunities

The Qmatic system allows an organization to systematically manage the customer journey from the very first to the last customer touch point

Customer Flow Management links the service points together, helping managers understand the dynamics of the customer's visit and ultimately their experience



Why Qmatic?

- Increased customer service options – improved customer experience
- Decreased customer wait time
- Opportunity to streamline processes
- Improved performance
- Staff accountability/the amount of time spent on office visits by staff
- Use of recorded data to monitor and improve customer service opportunities
 - Number of customers
 - Longest wait time of the day
 - Highest traffic time/ volume of customers



Implementation Timeline

- Equipment Cost Selection Analysis: October, 2014 – January, 2015
- Software Design Planning: February, 2015 – August, 2015
- Office Preparation: August, 2015 – September, 2015
- Installation and Training:
 - Macon: September 28 – October 2, 2015
 - Fulton: November 30 – December 4, 2015
 - Dekalb: February 1 – 5, 2016
- Post Installation Support: Trainers on site the week of and following install and continue to provide support via email when needed

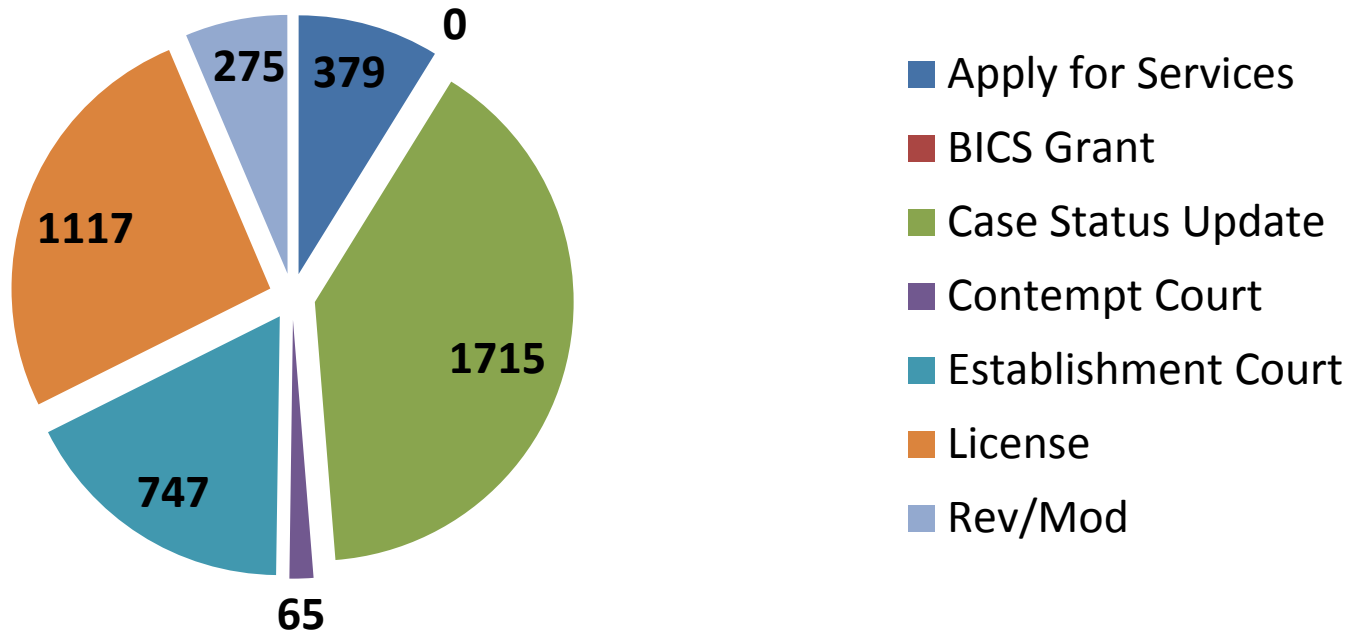


“Now Serving” Sign In East Point



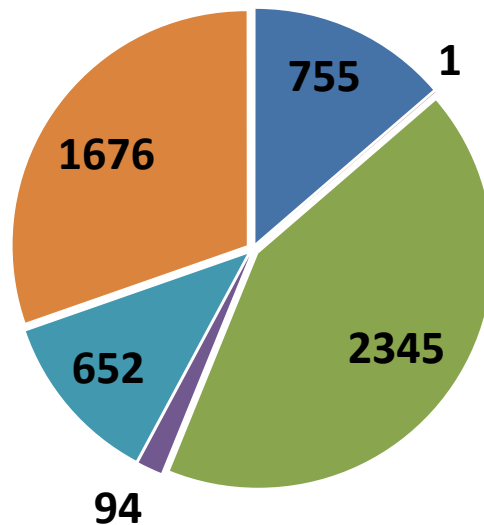
Results

Dekalb
4,298 Customers
February 1 – April 30, 2016



Results

Fulton
5,551 Customers
February 1 – April 30, 2016

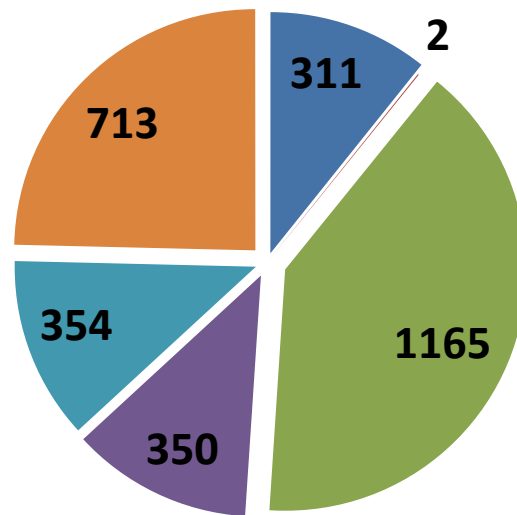


- Apply for Services
- BICS Grant
- Case Status Update
- Contempt Court
- Establishment Court
- License



Results

Macon
2,981 Customers
February 1 – April 30, 2016



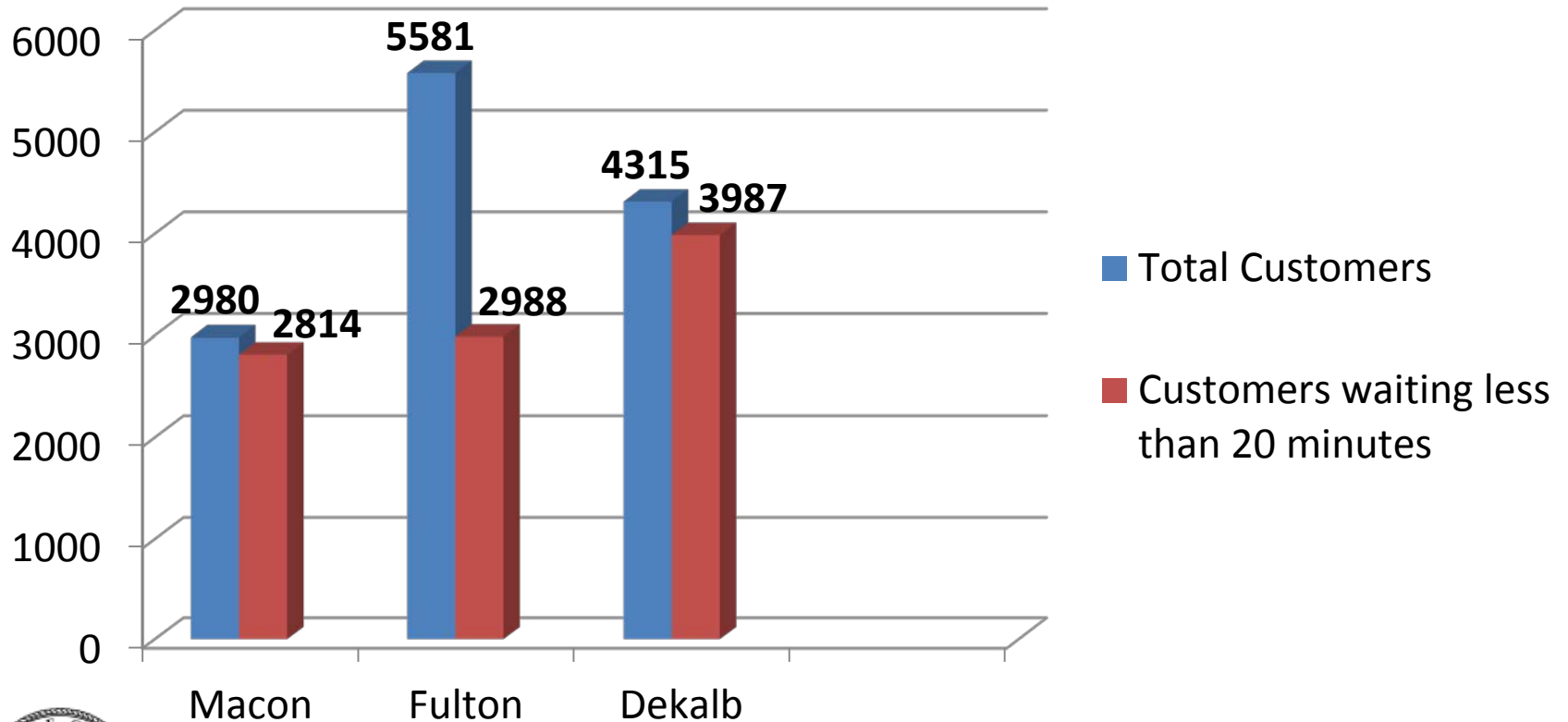
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Wait Time Reduction February 1, 2016 – April 30, 2016

Customer Service Expectation: 15 minutes or less



Data Management

- System allows users to capture customer data
- Create and communicate reports
- Improvement based on facts and analysis
- Real time and historical data
- Optimize staff utilization



Questions?



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