



Georgia Gateway – Progress Report

Department of Human Services Presentation

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Georgia Gateway Impact By The Numbers*



Customers

937,785

*Georgia Gateway
Customer Portal Log-ins*

568,490

*Active Customer Cases in
Georgia Gateway*



*Georgia Gateway
Eligibility Processing*

89,771

*New Applications for All Programs
Processed in Gateway*

66,989

*Renewals for All Programs
Processed in Gateway*



*Georgia Gateway
Help Desk*

73,289

Total Tickets Created

72,500

Tickets Closed

10 secs

Average Wait Time

105,908

*Users Electing
Go Green Option*

*With the Go Green option, Georgia Gateway
gives customers the ability to receive notices electronically,
saving on postage costs and delivery time.*

**Cumulative data from
Pilot (Feb. 6) through June 15*

Wave 1: Accomplishments

- ✓ Georgia Gateway agencies DHS, DCH, DPH, and DECAL passed both the Social Security Administration and Centers for Medicare & Medicaid Services (CMS) audits in May.
- ✓ DFCS' Office of Family Independence (OFI) continues to exceed the application processing timeliness rate required by the federal Food & Nutrition Service (80%).
- ✓ *Go-Green* adoption rate continues to increase, providing cost-savings for taxpayers.

Wave 1: Challenges and Response

- **U.S. Food & Nutrition Service (FNS) approval is contingent upon DFCS processing a minimum of 80 percent of SNAP applications within FNS timeliness standards.**
 - Cases are reviewed daily by local leadership; field support staff assist workers with system questions as they arise to ensure timely processing of cases.
 - *DFCS Office of Family Independence continues to exceed timeliness requirements.*
- **Notices mailed May 10 and May 12 were delayed due to processing and reprint issues.**
 - Comprehensively reviewed notice mailing process, and adjusted it as necessary to better support Georgia Gateway.
 - Implemented system changes, reducing the number and size of print files and enhancing print speed.

Wave 1: Informing the Next Step

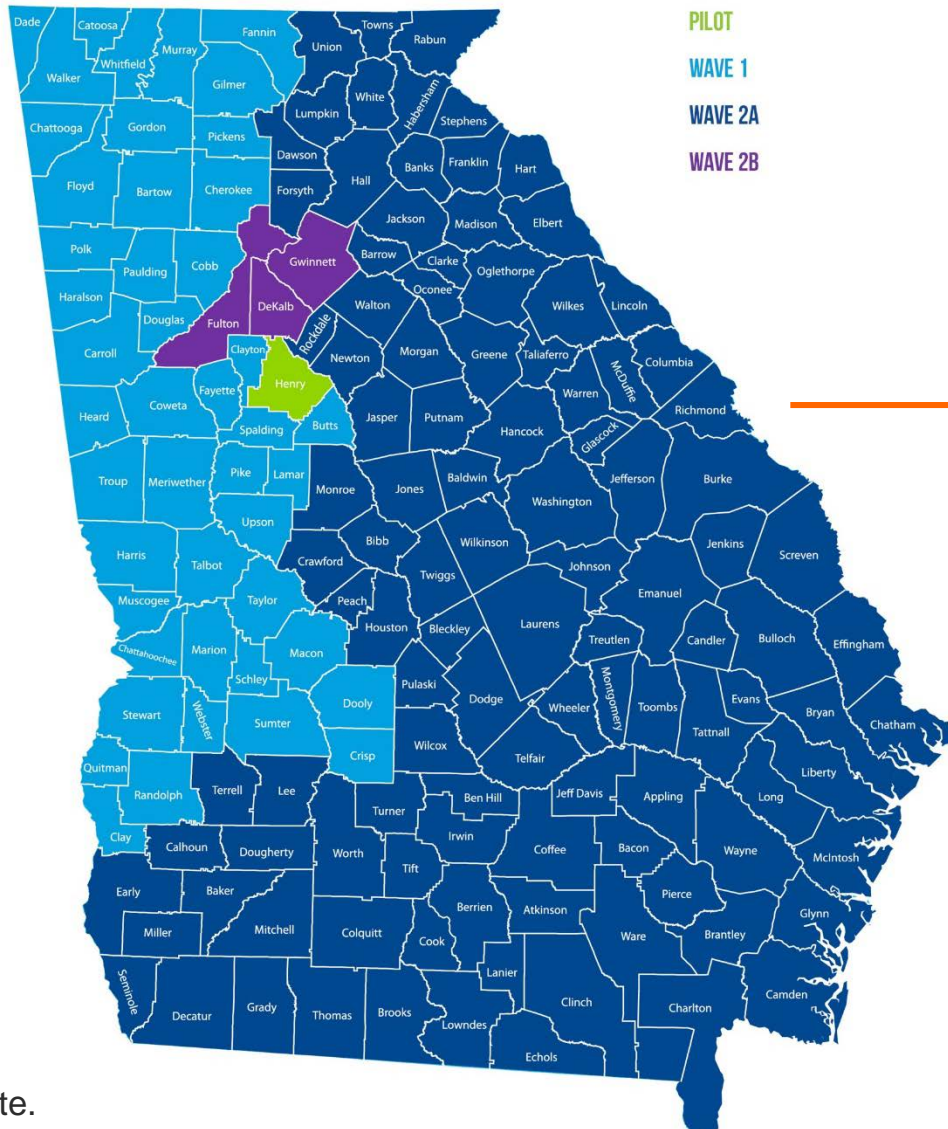
- On-site field support staff are instrumental to Georgia Gateway's successful implementation.
- Providing a “sandbox” environment for workers to test various scenarios after formal training better prepares them for work in the new system.
- Regular, roundtable discussions among all Georgia Gateway agencies has streamlined escalation of potential issues for quick resolution.
- Technology support, including the ability to use Microsoft Surface Pro, has significantly enhanced site support's ability to assist customers and staff.

Wave 2A: Launching July 5, 2017

All remaining Georgia counties—with the exception of Fulton, Gwinnett, and DeKalb—will go live on Georgia Gateway July 5.

- **Wave 2A comprises 109 counties**
 - The largest geographic deployment to date.
- Cases in Wave 2A will begin transitioning to Georgia Gateway on Saturday, July 1.
 - Transition will require downtime: Georgia Gateway and SUCCESS will not be available from 1:00 p.m., June 30 to 8:00 a.m., July 5.
- Added staff to the Help Desk in anticipation of an increase in call volume.
- Informational materials have been distributed to local offices to educate customers about the new system.

Wave 2A: Expectations



Expectations

- 262,029* additional customer cases accessible in Georgia Gateway
- 830,519* customer cases in all, including Pilot and Wave 1
- 576 State staff trained for Wave 2A to date
- Significant increase in Go Green elections

* Estimate.

Wave 2A: Preparing for Potential Challenges

- **Large geographic deployment**
 - Expanding reach of on-site field support staff
 - A robust and tested network of state and Deloitte staff are ready to meet any issues or questions which may arise
- **Richmond County DFCS burned on June 12, displacing all staff**
 - Rerouting work to other areas of the State
 - Training one class of Richmond staff the first week of Go-Live
- **Maintaining timeliness standards for registering new food stamp applications**
 - Directing new applications to registration specialists and same-day service staff
 - Removing the registration role from regular OFI staff

Georgia Gateway Implementation



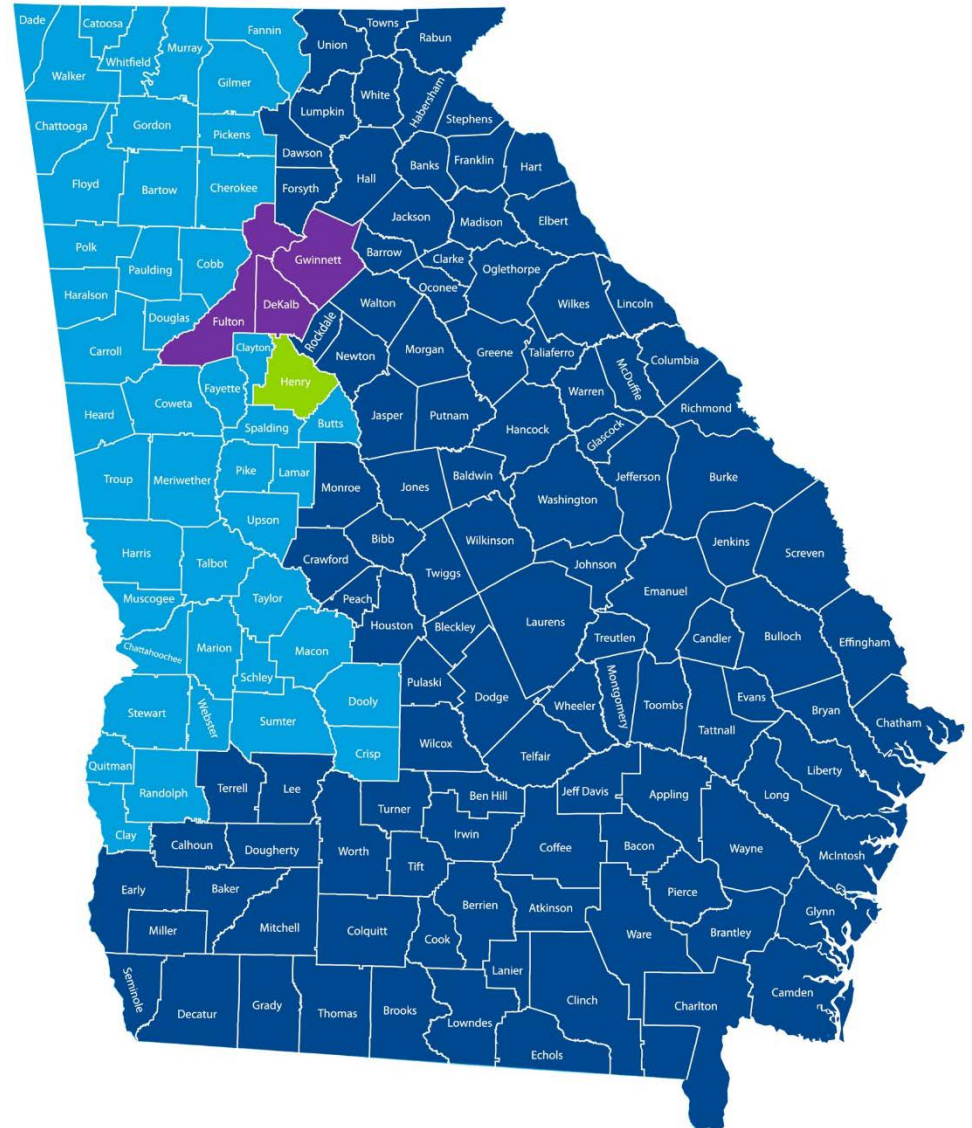
PILOT

WAVE 1

WAVE 2A

WAVE 2B

Wave 2B Go-live
September 5, 2017



Changes: LIHEAP

Project staff have altered the rollout plan for the Low Income Home Energy Assistance Program (LIHEAP).

- LIHEAP's new requirements would cause significant delays in Georgia Gateway's implementation.
- The project will not include LIHEAP in Georgia Gateway for the 2017-2018 season.
 - All relevant parties are aware.
- No change to the application process: Customers will continue to apply through local Community Action Agencies.



Discussion

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What is Georgia Gateway?

Georgia Gateway is a state-of-the-art integrated eligibility system that will provide a single point of entry for economic assistance programs such as:

- Medical Assistance (MA): Medicaid, Aged, Blind and Disabled (ABD) Medicaid, PeachCare for Kids®, Planning for Healthy Babies
- Supplemental Nutrition Assistance Program (SNAP/Food Stamps)
- Temporary Assistance for Needy Families (TANF)
- Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- Childcare and Parent Services Program (CAPS)



Development, Implementation Oversight

The Georgia Gateway Governance Council provides overall administration for development and implementation.

Representative state partners:



Georgia Department
of Human Services



Georgia Department of Early Care and Learning



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH



Georgia Department of Public Health



Georgia Technology Authority



Division of Family
and Children Services