

Outline

1. Commissioner Robyn Crittenden opens the dialogue
 - a. (Thanks members of the General Assembly for their time. Remind them that today's presentation documents are in an email)
 - b. Introductions from those in the room
 - c. Laura Ellis, our Project Director, will be presenting today.
 - d. Describe purpose of call – We want to keep state legislators informed on Georgia Gateway's progress and what your constituents can expect
 - i. Our most recent phase, Phase 1, has been implemented successfully in 46 counties. Along with Pilot, we now have 47 counties with customers utilizing Georgia Gateway.
 1. We've mentioned several times in previous briefings that this is the largest IT project in state history and we're about to rollout our next phase, the largest portion of our implementation plan, called Wave 2A
 - a. Remind them this is a partnership between DHS, DECAL, DCH, DFCS, GTA and DPH---and the leaders of these agencies have partnered with us on the development of this system. (Thank and recognize)
 - ii. When constituents bring questions to their legislators, our team is ready to assist and we'll get more in depth with our support structure later in the briefing
 - e. Introduce Laura Ellis to give an overview of the project.
2. Laura Ellis gives Georgia Gateway overview
 - a. **Page 2** – Data from the monthly legislative update
 - i. This first slide showcases the system's usage up through June 15. You may have noticed that DHS has sent these updates monthly since our Georgia Gateway began implementing statewide.
 - ii. Some of the main takeaways from these updates has been the rapid growth and usage of the new system, as well as data on the customer and worker support.
 1. As you can see, we have processed nearly 90,000 new applications in Georgia Gateway since implementation began in February of this year. These are applications for all of our programs.
 2. Additionally, our Help Desk, which is our principal support team for handling customer and worker questions, has handled over 73,000 inquiries, and closed out 72,500 of those since February.
 3. GO GREEN! One of the features that we're most excited about is that customers may now elect a Go-Green feature to receive their notices electronically. As of June 15, we have 105,908 users going green.
 - a. Cost saver for everyone
 - b. Saves on postage, printing and paper fees
 - b. **Page 3** – Accomplishments in Wave 1
 - i. We want to share some of our Wave 1 accomplishments that the project team are most proud of:
 1. In May, the federal Social Security Administration and the Centers for Medicare and Medicaid Services conducted an audit of Georgia

Gateway and our programs, which each agency passed with flying colors.

2. Additionally, the federal Food and Nutrition Service regularly reviews our timeliness in processing applications for Food Stamps and we have exceeded their minimum requirement of 80%. (We are currently at 88.61%)
3. We've seen a rapid increase in Go Green elections, and we're looking forward to increased use of the feature. The more people choosing to Go Green, the more savings we can see on paper, printing and postage.

c. **Page 4** – Challenges and what we're doing to meet them

- i. With a project of this size and scope, it's assured that there will be challenges for the team.
 1. As I mentioned a second ago, the Food and Nutrition Service has a minimum requirement of 80% for application processing timeliness. Well... That minimum was applied only a few days prior to our decision to move forward with Wave 1 and it continues to be enforced by FNS.
 - a. Our DFCS team and the project met that challenge by having local leadership review cases on a daily basis and to have our field support staff ensure that any questions or issues related to the new system were addressed rapidly so that applications would not be delayed.
 - b. As I stated in the previous slide, we continue to exceed that minimum requirement.
 2. Additionally, notices that were meant to be mailed May 10th and May 12th were delayed due to printer issues. This is significant when missing a notice could mean missing deadlines to turn in requested documents for our programs.
 - a. We comprehensively reviewed the process for mailing notices and tuned it to better suit Georgia Gateway by enhancing the printing process
 - b. (While we've fixed this specific issue, we can avoid it by customers electing to Go Green!)

d. **Page 5** – About our next steps and applying what we've learned to Wave 2A

- i. On-site field support staff have been instrumental in addressing smaller, localized issues so that our state staff can focus on statewide and technical issues.
- ii. In addition to formal training, we've given workers a "sandbox" environment to better prepare them for any number of scenarios that they could be met with in the field.
 1. Essentially, this sandbox allows the workers to handle cases and unique situations outside of formal classroom training.
 2. This helps not only with their knowledge of handling cases, but also with their confidence in the new system.

- iii. We've hosted regular, roundtable discussions among the agencies to share experiences from each program.
- iv. We've also seen how helpful technology like Microsoft Surface Pros is for our workers and customers. The Surface Pro (in case they don't know) is handheld tablet. It's been most helpful when disabled or elderly customers visit our local offices. The workers are able to go to customer and quickly assist them, with ready access to Georgia Gateway.
- e. **Page 6 Wave 2A – Launch**
 - i. We're excited to say that Georgia Gateway is going live in 109 counties on July 5
 - 1. As you might know from our previous briefing, the Georgia Gateway Governance Council approved a plan to implement the new system in all remaining counties with the exception of Fulton, Gwinnett, and DeKalb
 - a. This gives our support staff more flexibility to assist workers and customers in the field.
 - ii. Implementing Georgia Gateway means transitioning cases from our old system, SUCCESS to the new system. This requires both systems to be down and inaccessible to customers from 1pm on June 30 til 8am on July 5. We have communicated that out and posted banners on our websites letting customers know this.
 - iii. Part of run up to July 5, we've added staff to the Help Desk in anticipation of increased call volume, and distribute informational materials out to all affected DFCS and WIC offices
- f. **Page 7 (Expectations)**
 - i. The map on this page illustrates our implementation plan, and provides some estimated figures on growth and usage of Georgia Gateway.
 - 1. We expect a little over 262,000 additional cases with Wave 2A and about 830,519 customer cases across the state. That's taking into account Pilot and Wave 1.
 - 2. As of last week, we have 576 trained staff for Wave 2A, but we've had additional staff training and have more scheduled so that number is probably a little higher now.
 - 3. Significant increases in users electing to Go Green.
- g. **Page 8 (Prepping for challenges)**
 - i. Geographically speaking, this will be our largest deployment.
 - 1. Big state, and our field support staff will have a lot of ground to cover. (Going back, this fact is what drove the decision to change Fulton, Gwinnett, and DeKalb county's implementation. We want to focus our support staff so they can be as accessible as possible for workers and customers.)
 - 2. DFCS' Richmond County office suffered a fire and was a complete loss, and so all workers and customers who normally use that office are having to go to neighboring McDuffie County's office.

- a. We have a small, temporary location set up in Augusta Technical College's cafeteria
- 3. As we've mentioned previously, the US Food and Nutrition Service mandates a minimum 80% timeliness standard that we must meet or exceed for approval to run Georgia Gateway
 - a. We have specialized service staff to handle registrations or at least begin the process in the same day that paperwork comes in
 - b. We've removed the registration portion from regular staff members so that they can focus on other aspects of customers' cases
 - c. (And, as a reminder, we continue to exceed that timeliness standard!)
- h. **Page 9 (Wave 2B)**
 - i. You can see from this map the next phase will be Wave 2B, set for September 5, 2017.
- i. **Page 10 (Change- LIHEAP)**
 - i. The Low Income Home Energy Assistance Program was originally slated as a program in Georgia Gateway, but that has changed.
 - 1. Including LIHEAP would have caused some significant delays, and because of the timing of when the program starts up each year, we decided it best to delay its implementation until next year.
 - 2. We've ensured that all relevant parties know of this change, and applicants will file as they normally do, through local Community Action Agencies
- 3. Turn it over to Commissioner Crittenden for Discussion
- 4. Commissioner
 - a. I've included a brief and general recap of the project, for those who might want to have it, at the end of the presentation document. It's a refresher on what programs are included and who makes up the Governance Council.
 - b. Questions?
 - c. We are excited about the value of Georgia Gateway to all customers and taxpayers. With features like Go Green and enhanced efficiency and anti-fraud capabilities, Georgia Gateway will be an asset to the state.
- 5. Close
 - a. Contact information page (page 12) – James Beal
 - b. Thank legislators again for their time.