



Georgia Gateway – Progress Report

Department of Human Services Presentation

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Georgia Gateway Impact By The Numbers*



Customers

2,186,208

*Georgia Gateway
Customer Portal Log-ins*

960,246

*Active Customer Cases in
Georgia Gateway*



**Georgia Gateway
Eligibility Processing**

206,337

*New Applications for All Programs
Processed in Gateway*

176,184

*Renewals for All Programs
Processed in Gateway*



**Georgia Gateway
Help Desk**

127,830

Total Tickets Created

126,528

Tickets Closed

17 secs

Average Wait Time

205,150

*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 August 15*



Wave 2A – Overview

- **Wave 2A was Georgia Gateway’s largest geographic implementation to date**
 - 109 counties
 - The new system is now implemented in all counties except Fulton, DeKalb and Gwinnett
- **Continue to see the benefits of having Site Support Staff through the early stages of each implementation wave**
 - 127 state and Deloitte Site Support Staff at the beginning of Wave 2A
 - Additional specialized support workers for programs (CAPS, RSM) were deployed
 - Reduced as more field staff and customers became acquainted with the new system



Wave 2A – Accomplishments

- ✓ Weekly meetings with the federal Food & Nutrition Service (FNS) has formed a lasting relationship with regional administrators. During multiple calls, FNS identifies Georgia’s project as a “model” for the rest of the nation.
- ✓ DFCS’ Office of Family Independence (OFI) continues to exceed the 80% application processing timeliness rate required by the federal Food & Nutrition Service. As of 8/18 – 86.17%.
- ✓ No major system outages. Service interruptions between state and federal servers have been quickly addressed.
 - Communications plans are in place so the state can quickly identify fixes or alternative methods for processing benefits, and communicate those to the field

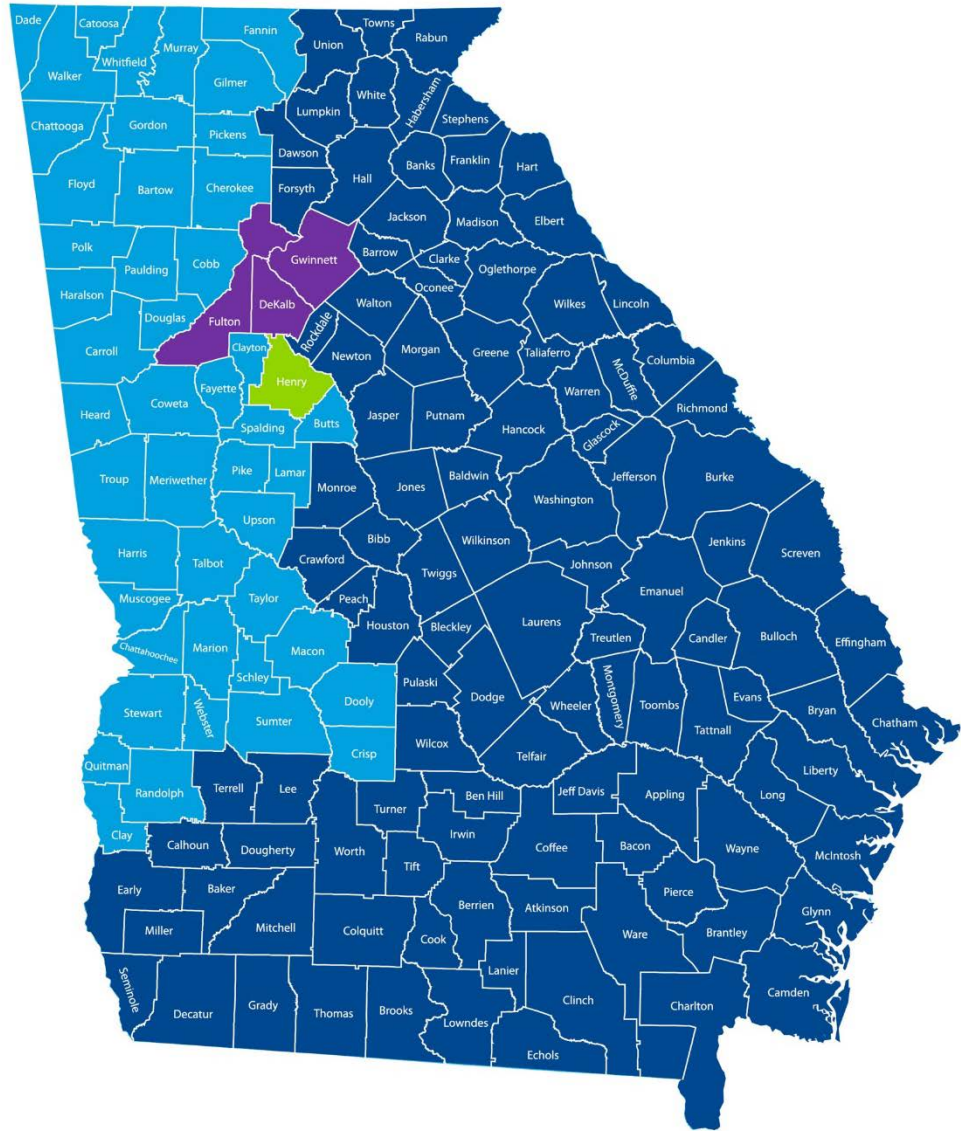
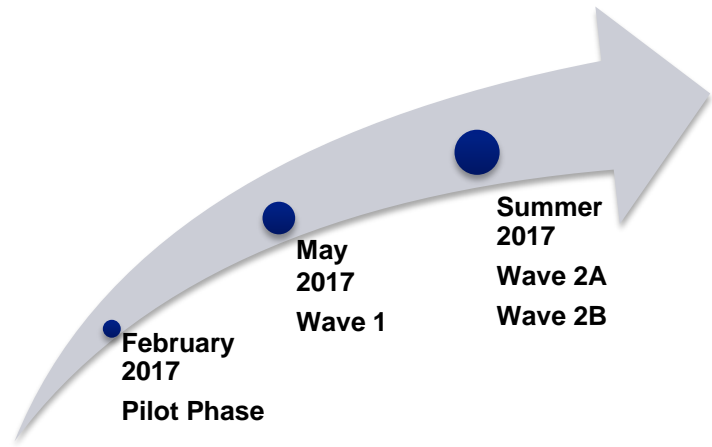


Wave 2A – Challenges

- Large geographic deployment across 109 counties created challenges for field support staff and communications.
 - Ensured quick turnaround for most inquiries from the field to our state Help Desk—80% of inquiries resolved the same day.
- Intermittent interruptions in service with partners or the new system have caused temporary losses in functionality for some aspects of Georgia Gateway.
- Field staff report sporadic slowness when using the new system.
 - Opened specialized Technical Command Action Center to investigate, target sources, and resolve



Georgia Gateway Implementation



PILOT

WAVE 1

WAVE 2A

WAVE 2B

Wave 2B Go-live
September 5, 2017



Wave 2B: What to Expect

- Georgia Gateway will be offline statewide from September 1 until September 5.
 - Necessary component for upgrading from the old system to the new Georgia Gateway
- COMPASS (the current system) will no longer be available after August 31.
 - Posted notices on the COMPASS and Georgia Gateway pages
 - The interactive voice response (IVR) system is letting customers know of upcoming changes



Wave 2B: What to Expect (cont.)

- Wave 2B will bring major population counties, Fulton, DeKalb and Gwinnett counties, into Georgia Gateway.
 - These offices have already provided services to some customers in the new system through “spiderweb” cases.
 - Given the large, dense population of customers using a new system, agency call centers may see an increase in their inquiry volume.
 - 88 Site Support Staff will be deployed and ready to assist customers and field staff navigate Georgia Gateway. Additional, program-specific support staff will also be available for CAPS and RSM.



Beyond Wave 2B

- State staff will continue to have access to the SUCCESS mainframe to complete work-in-process through October 2017.
 - Customer's household history or timing of renewals means some cases cannot be converted to Georgia Gateway without further action from customers.
- The SUCCESS mainframe system fully transitions to Georgia Gateway by December 31, 2017.
- Exploring options to further market Georgia Gateway's *Go Green* option to customers
 - Increased *Go Green* elections means faster notices to customers and savings for taxpayers



Federal Partners Update

- Based on a sustained timeliness rate of 86%-87% as well as our end-to-end collaboration, the US Food & Nutrition Service (FNS) has given verbal approval for Wave 2B go-live.
- The first Operations Advanced Planning Document (OAPD) for Georgia Gateway, which includes funding for FFY18, was approved by the Centers for Medicare & Medicaid Services (CMS) on August 3, 2017.



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