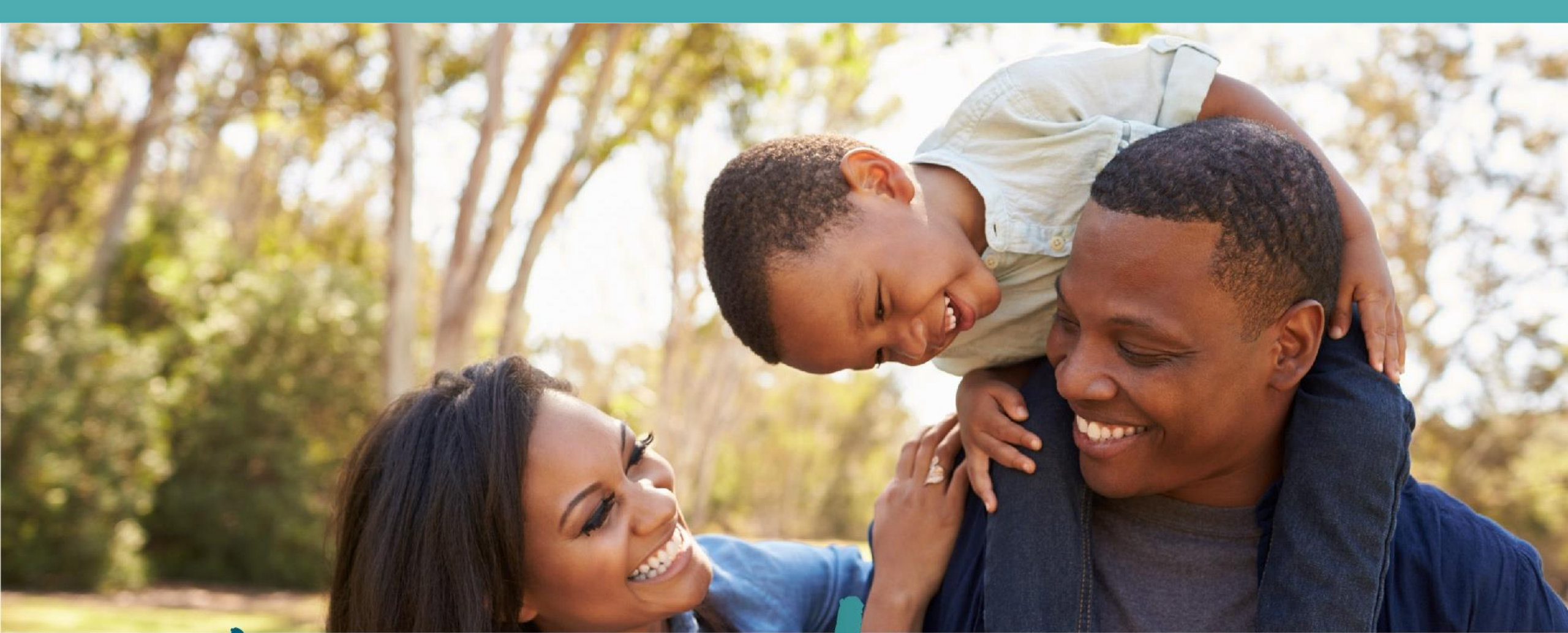




**Georgia Department
of Human Services**

Office of Georgia Gateway Update

Shawnzia Thomas, Assistant Deputy Commissioner, Office of Georgia Gateway



stronger families

FOR A STRONGER GEORGIA



Georgia Gateway

- A collaborative effort between the Department of Community Health (DCH), Department of Human Services (DHS), Division of Family and Children Services (DFCS), Department of Public Health (DPH) and Department of Early Care and Learning (DECAL)
- A state-of-the-art integrated eligibility system that provides a single point of entry for economic assistance programs



Georgia Gateway Integrated Eligibility System Overview

- Human Service Programs Supported

- Medicaid



- SNAP – Supplemental Nutrition Assistance Program- formerly known as Food Stamps



- TANF- Temporary Assistance for Needy Families



- WIC – Women Infant and Children



- CAPS – Childcare Assistance Programs Services



Georgia Gateway Functionality

Georgia Gateway provides benefits to workers, customers and service providers with specific functionality to support each end-user

Georgia Gateway System Components



Worker Portal

- Application Registration
- Enterprise Master Person Index (EMPI)
- Intake
- Data Collection
- Scheduling
- Correspondence
- Reports
- Interfaces



Customer Portal

- Prescreen
- Apply for Benefits
- Manage my Account
 - Renew Benefits
 - Report Changes
- Upload Verifications
- View Electronic Notices



Provider Portal

- Prescreen
- Apply for Benefits
- Manage Customer Accounts
 - Renew Benefits
 - Report Changes
- View Account Status



Georgia Gateway Updates

- **Customer Service**

- Ease of Use
 - Customer Portal
 - Worker Portal
 - Simplification of Notices
- Call Center
 - Interview Team
 - Transcribing of Notes
- Extended Hours
 - SNAP – Online and open 5am-Midnight
 - CAPS – Portal is open 24/7
 - Medicaid – Portal is open 24/7



Georgia Gateway Updates

- **Technology**

- Enhanced training by creating videos with case worker access through LMS
- New Dashboards for caseworkers and supervisors
- Introducing Robotic Processing Automation – Putting Bots into the system to process work that doesn't need human intervention
- Auto scheduling
- Upload Documents from Cell Phone
- Push Notifications
- Email to Text



Georgia Gateway Updates

- **Security**

- Leveraging Gateway into the Cloud
- 15 to 7 Environments



Questions

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