

Georgia Department of Human Services
Division of Child Support Services

DCSS E-filing

DHS Board Meeting – August 2021

Sarah Hurst

Deputy Director of Administration



stronger families

FOR A STRONGER GEORGIA



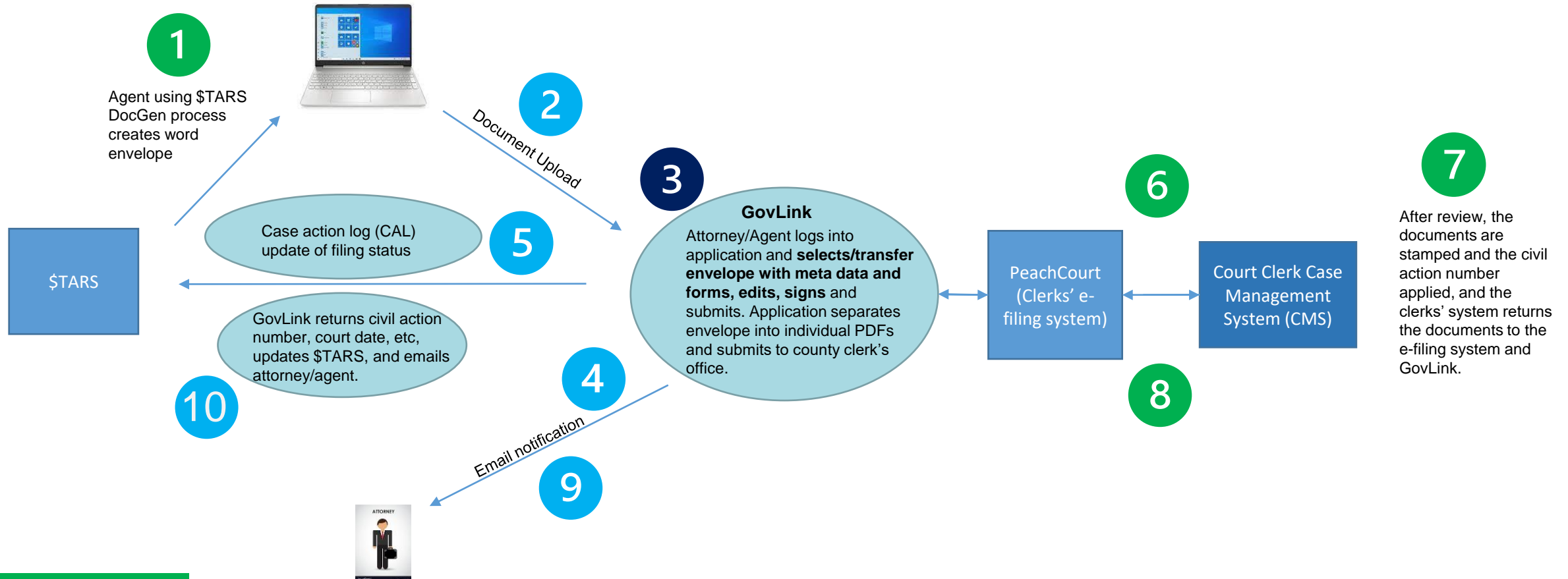
Background



- Electronic filing (e-filing) service providers - GreenCourt, Tyler and the Clerks' Authority Portal
- Administrative Office of the Courts (AOC) provides the Georgia Judicial Exchange (GAJE) system
- Meetings held with e-filing service providers
- Sole source procurement closed March 2021; contract with GreenCourt executed May 2021



Approach



Existing process

New Process

Modified Process



Benefits

- ✓ • Quick development timeframe
- ✓ • Creates bridge between \$TARS and e-filing systems
 - ✓ • Uses modern technology
 - ✓ • Removes manual processes
 - ✓ • Transmission of documents
 - ✓ • Email notification
 - ✓ • CAL updates
- ✓ • Incorporates electronic signature



Customer Service

- Customer Experience Team
 - Phone (toll-free), email and online chat
 - Monday – Friday, 8am – 5pm, excluding state holidays
 - Service level agreements (SLAs)
 - Abandonment rate: 6% or less
 - Average speed of answer: three minutes or less
 - Monthly report to be provided showing metrics



Training

- Virtual training sessions and materials
 - Contractor will lead each live session
 - Videos and material will be published and updated, as needed
- **Phase 1:** Introduction to screens and logic with Local Office Staff
- **Phase 2:** Introduction to screens and logic with Attorneys
- **Phase 3:** Hands-on instruction for Local Offices that currently use the GAJE application
- **Phase 4:** Hands-on instruction for remainder of Local Offices



Project Schedule

- Contract execution – May 2021
- Application design (including DCSS staff and attorneys) – May to June 2021
- Development and testing – July to August 2021
- Conduct training - September 2021
- Office deployments – September to October 2021



Accomplishments and Next Steps

- Four Joint Application Design (JAD) sessions with local office staff representatives - completed
- One JAD with attorney user group - completed
- Review with OIT security and architecture review board - completed
- Design - completed
- Development and testing- in progress



Questions



Sarah Hurst

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478-550-1553

Sarah.Hurst@dhs.ga.gov

