

Georgia Department of Human Services

Georgia Gateway Integrated Eligibility System

Laura M. Ellis

Director, Integrated Eligibility System

Vision, Mission and Core Values

Vision

Stronger families for a stronger Georgia

Mission

Strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.



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)
- Low Income Home Energy Assistance Program (LIHEAP)



Development, Implementation, and Oversight

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

Representative state partners:



Georgia Department of Human Services



Division of Family and Children Services



Systems Replaced

Georgia Gateway will replace antiquated systems that are currently in use for eligibility determinations.

COMPASS

(Common Point of Access to Social Services)

SUCCESS

(TANF, SNAP and Medicaid Eligibility)

VIDA

(PeachCare for Kids®, Planning For Health Babies Eligibility)



Benefits of Georgia Gateway

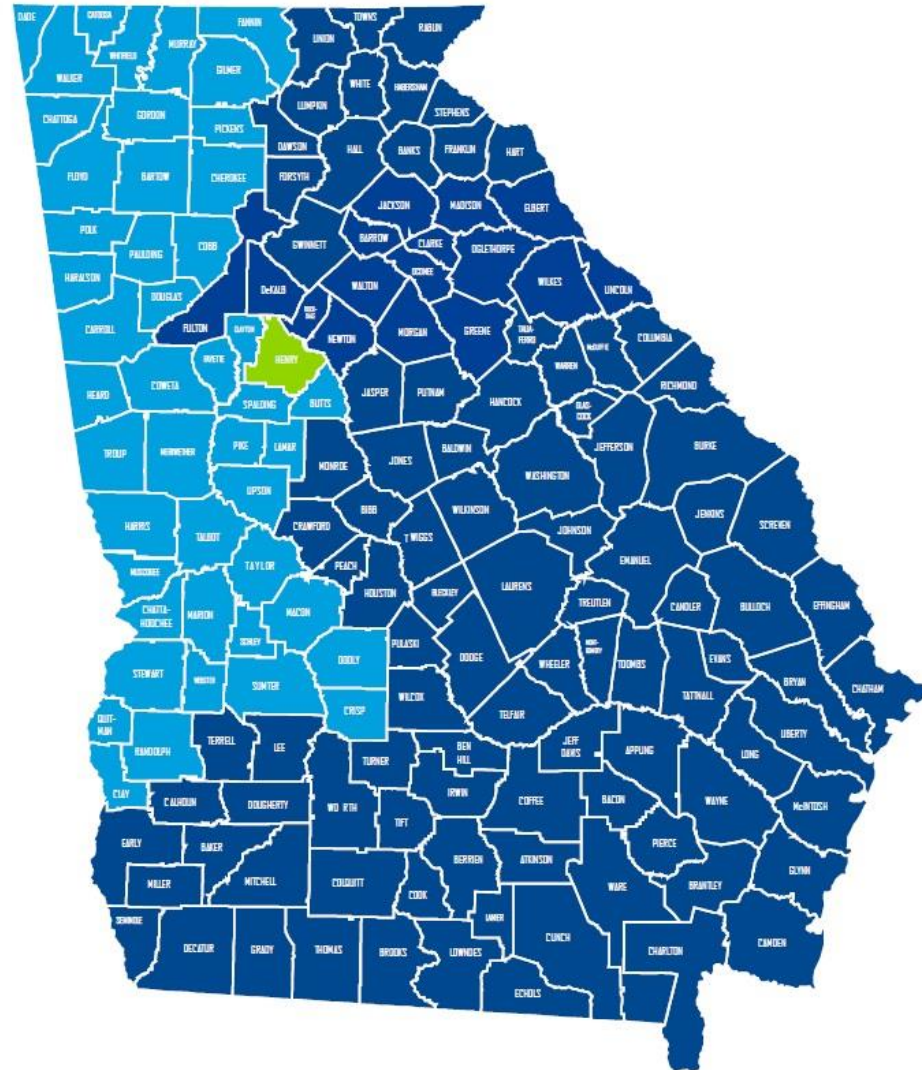
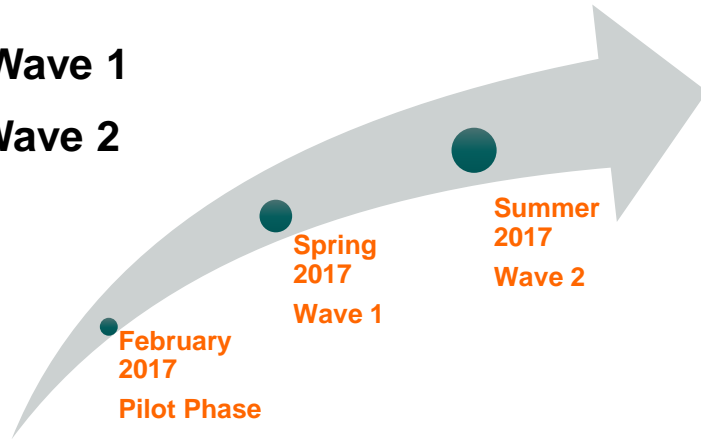
With this improved system for delivering services to Georgians, we can expect:

- **Streamlined application process**
- **Seamless information sharing**
- **Enhanced program integrity**
- **Self-service access**
- **Improved worker efficiencies**
- **Compliance with federal guidelines**
- **Enhanced fraud detection and prevention measures**



Georgia Gateway Implementation

- Green – Pilot
- Light blue – Wave 1
- Dark blue – Wave 2



Pilot Preparation

Implementation of Georgia Gateway represents the culmination of a three year multi-agency effort

- Testing and verification of all Georgia Gateway functions
- Compliance with the Centers for Medicare & Medicaid (CMS) requirements to receive Authority to Connect (ATC)
- Trained over 700 staff across all Georgia Gateway agencies
- Briefed Commissioners, Legislators, communications teams, and the Office of the Governor regarding project status and what to expect post go-live
- Coordinate activities across 36 entities including state agencies, federal partners, and 3rd party vendors to complete cutover to the new system in one weekend



About The Pilot

- Started February 6, 2017
- Based in Henry County but touches every county due to statewide conversion of PeachCare for Kids (PCK)
- Covers approximately 154,436 active cases across all Georgia Gateway programs
- Spans 90 days to allow execution of the maximum number of functions in a “real world” setting before expanding to additional counties



Moving to Wave 1

- Examine metrics and trends from Pilot and make process adjustments where needed
- Assess resource requirements and add additional staff as needed
- Expand communications plan to include training and outreach for Community Partners



Questions ??

Contact:

Laura Ellis

Laura.ellis@dhs.ga.gov

404-657-9876

