



Georgia Gateway Update

July 19, 2017



On July 5, 2017, the State of Georgia’s new integrated eligibility system, Georgia Gateway, expanded to its Wave 2A phase. This phase brings Georgia Gateway to customers in 109 additional counties, for a total of 156 counties using the new system. We are pleased to bring you the below update as we move towards the final implementation phase in September.

What is Georgia Gateway?

As a reminder, Georgia Gateway is 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), to design and implement a computer-based integrated eligibility system.

Georgia Gateway is replacing existing legacy systems with a modernized system that complies with federal requirements, enhances fraud prevention measures, provides real-time eligibility determinations for certain benefit programs, and creates a common portal for customers to process and manage their benefits.

Georgia Gateway Impact By The Numbers*



Customers

1,375,934

Georgia Gateway
Customer Portal Log-ins

934,716

Active Customer Cases in
Georgia Gateway



Georgia Gateway
Eligibility Processing

131,083

New Applications for All Programs
Processed in Gateway

108,991

Renewals for All Programs
Processed in Gateway



Georgia Gateway
Help Desk

97,934

Total Tickets Created

97,195

Tickets Closed

22 secs

Average Wait Time

200,564

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 July 15



Questions about Georgia Gateway?

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