



**Georgia Department of Human Services**  
Office of Information Technology

# **DHS Board Briefing**

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# 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.



# Agenda

- Georgia Gateway Project
- Enterprise Master Person Index (EMPI)
- Division of Child Support Services (DCSS) Initiatives
  - DCSS Federal Fiscal Year (FFY) 2017 – Key Accomplishments
  - DCSS Federal Fiscal Year (FFY) 2018 – Key Initiatives
  - The Child Support Mobile App – Update
  - The Child Support Mobile App – Awards and Recognition
- Division of Aging Services (DAS) Initiatives
  - Harmony
- Division of Family and Children Services (DFCS) Initiatives
  - GA SHINES
- Other Offices/Enterprise Initiatives
- Questions



# Georgia Gateway Project



- Georgia Gateway creates efficiencies through the integration of legacy systems, customer services, case consolidation and maintenance, resulting in streamlined business operations for the State of Georgia.
- As of September 29 2017, there have been a total of 3.8 million logins and 1.2 million active cases authorized resulting in \$535,141,035 total benefit issuances.
- A number of legacy systems will be retired as of 12/31/2017 including,
  - SUCCESS
  - COMPASS
  - OFI Data Tool
  - CAR Tool
  - Legacy Adobe Notices System



# Enterprise Master Person Index (EMPI)



- The Enterprise Master Person Index (EMPI) provides the capability to identify a unique individual across multiple State systems to establish a common identity for an individual across the enterprise.
- We currently have 6 programs across 4 agencies in the EMPI system and the system was developed to be scalable to include additional programs in the future.
- In October, EMPI was honored by the American Public Human Services Association (APHSA) with an award in the category - “Effective use of technology to Improve Operational Success”.



# DCSS - Federal Fiscal Year (FFY) 2017 \$TARS system - Key Accomplishments

- Genetic Testing
  - Transitioned to a new lab that assists in establishing paternity for children
  - Paternity Establishment is a federal key performance measure
  - Georgia is the only state that is fully automated with a paternity test lab
- Child Data Phase II
  - Automates the process to establish paternity from Vital Records system
  - Improves data reliability which further improves federal incentive dollars
- Annual Fee
  - Effective 10/01/2017, the law changed the payment of the annual service fee from a shared payment to just payment by the Noncustodial Parent
- QUICK Federal Portal
  - Allows states to view inter-state financial and case information for establishment and enforcement
  - Provides more accurate information and a major time saver for the agent



# DCSS - Federal Fiscal Year (FFY) 2018 \$TARS system - Key Initiatives

- Employer Database
  - Creation of a Employer Repository which will enable the Child Support Offices to have the most accurate Employer Information
- Child Data Phase III
  - Realtime interface with Vital Records, changing agent entry to questionnaires so the system determines the paternity for out of state births
- System Modernization Assessment
  - Submitting a request to the Feds to approve a feasibility study as the first step towards the system modernization efforts



# The Child Support Mobile App

- Federal Fiscal Year (FFY) 2017 Accomplishments
  - Rolled out the first full service statewide mobile app for Child Support Services in the nation
  - Has proven to be extremely beneficial for Custodial Parents, Noncustodial Parents and Child Support workers
  - Over 70,000 downloads
  - Call Center volumes decreased by 13%
  - More than 130,000 notifications have been sent through the app's push notification feature, including payment reminders, court date reminders and enforcement actions
- Next Phase (Coming in December 2017)
  - Provide the customer the ability to:
    - Capture Signature and Documents saving office visits
    - Set up Direct Deposit
    - Request Case Closure
    - View the app in Spanish





# The Child Support Mobile App Awards and Recognition

- National Association of State Chief Information Officer (NASCIO)
  - Awarded First in the Category “Digital Government – Government to Citizen”
- American Public Human Services Association (APHSA)
  - Awarded First in the Category - “Innovations in Service Delivery”
- Georgia Digital Government Summit
  - Awarded “The 2017 Technology Innovation Showcase Award”



# DAS Initiatives - HARMONY

- Comprehensive Case Management and Planning system (software as a service) to promote independent and healthy living for older adults
- Key Features of Harmony
  - Customized case planning based upon risks and needs
  - Mobile Assessments
  - Integration with the Medicaid Waiver Program
  - Advanced reporting to promote the fidelity of programs and client services
- Harmony Supports
  - 12 regional Area Agencies of Aging (AAA)
  - 2,000 Providers



# DFCS – Child Welfare Initiatives - GA SHINES

- Solution Implemented in 2008
- Supports 4,000 staff
- Built using latest technologies - Java/Oracle DB
- 40 Enhancement Releases since Implementation



## SHINES Innovations to Date

### ROADMAP ITEMS

- ✓ Redesigned Search Engine
- ✓ Integration of PDF for Forms
- ✓ Responsive Design

### TECH MODERNIZATION

- ✓ Infrastructure Upgrades
- ✓ Enhanced Security Architecture

### POLICY & PRACTICE

- ✓ New Solution Based Casework Practice Model

### WORKER SUPPORTS

- ✓ GA Health Information Network
- ✓ Access to Department of Education Data System



# Other Offices/Enterprise Initiatives

- Transition to the Cloud
  - Office of Enterprise Development - Learning Management System (LMS)
    - Improved employee/contractor training delivery
    - Rolled out on 7/15/2017
  - Office of Human Resources - NeoGov
    - Recruiting/On-Boarding Application
    - Planned implementation by 5/28/2018
  - Office of Financial Services – Random Moment Sampling System
    - Replacing antiquated Mainframe system
    - Initiating 1<sup>st</sup> Quarterly sampling activity on 12/21/2017



# Questions?

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