

Georgia Department of Human Services

Georgia Gateway Integrated Eligibility System

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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.



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)



Pilot Phase

A distinguishing aspect of Georgia's Integrated Eligibility System (IES) rollout is that it is occurring in a phased approach. Choosing to implement in phases was a key lesson learned from reviewing other states' rollout efforts.

- Pilot began February 6, 2017, based in Henry County
- All programs were implemented in Henry County
- PeachCare for Kids® and Planning for Healthy Babies implemented statewide



Pilot Data

Impact By The Numbers*



Customers

279,462

*Georgia Gateway
Customer Portal Log-ins*

149,989

*Customer Cases Accessible in
Georgia Gateway Customer Portal*



*Georgia Gateway
Eligibility Processing*

20,917

*Applications for All Programs
Processed in Gateway*

11,511

*Renewals for All Programs
Processed in Gateway*



*Georgia Gateway
Help Desk*

26,383

Total Tickets Created

25,950

Total Tickets Closed

10 sec

*Average Wait Time***

17,146

*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.*

**Data as of March 31, 2017*

***Average Wait Time March 2017*



Pilot Challenges

Piloting such a large system to replace decades-old legacy systems comes with challenges:

- Higher number of applications than expected
 - Additional staff have been trained, with cooperation between agency call centers and constituent services staff to quickly address customer inquiries.
- Statewide rollout of PeachCare for Kids® program
- Communications with local staff outside of Henry County Pilot



Pilot - Benefits

Other states have attempted an IES rollout in a single statewide action, where any issues would affect their entire population.

- Piloting the new system fully in one county has given Georgia Gateway a smaller population with which to identify and mitigate or alleviate challenges
- Pilot has shown the importance that concentrated field support gives local staff
- State program staff closely monitor workload performance to predict trends for statewide implementation



Wave 1 – May 1, 2017

The state's central western and northwestern counties implemented Georgia Gateway for Wave 1

- 46 counties, including Columbus-Muscogee, Cobb, and Cherokee counties
- Local staff undergo 7 and 3-day training sessions, with continued on-site support, to ready them for Georgia Gateway
- DFCS and DPH local offices are receiving posters, flyers, and brochures to further promote Georgia Gateway



Wave 1 – Results

The roll-out of Wave 1 to the 46 counties was extremely successful, with 46 counties converted to Georgia Gateway; 419,907 new cases created

- 1100 staff trained in preparation for using Georgia Gateway
- 110 Field support personnel deployed to local offices to provide over-the-shoulder staff support and assist customers
- Calls limited to navigation issues and limited access issues
- Achieved SOP for critical programs such as Food Stamps in week one
- Command Action Center support available through May 12, 2017, but will be virtual in the second week.



Wave 1 System Performance

Thursday, May 4, 2017



Daily Performance and Milestones

Daily Response Time & Logins

Customer Portal		Worker Portal	
99%	SLA	99%	SLA
367	Response Time (avg)	470	Response Time (avg)
6,633	Logins	1,487	Logins
167	Exceptions	87	Exceptions

Key Events & Milestones

Date	Event
5/13	Wave 1 Change Request Deployment
5/31	Month-End

Daily Interfaces, Notices & Batches

Daily Interface Status

GAMMIS	Daily
Adds*	5,024
Updates	10,864
Cancellations	1,201
Issuances	
Amount Issued - Food Stamps	\$233,924
Amount Issued - TANF	\$2,425
PCS	
# of Eligibility Transactions	603
# of Enrollment Transactions	819
# of Account Balance Transactions	7,720
WIC	
# of WIC Referrals	86
Child Care	
# of Childcare Referrals	15

*Adds includes PCK Adds as well as PCK Eligibility updates

FFM*	Received	Processed
Inbound Account Transferred	179	179
Quick Denials	-	63
Outbound Accounts Transferred	146	146

*Issuance based on previous night's run

Daily Notices and E-mails & Cumulative Go Green

15,599	Notices Sent	612	E-mails Sent	95,710	Go Green Elections*
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*Count of active GA Gateway cases that are receiving notices via e-mail

Daily Batches

Executed	Passed	Failed	Critical Failed
140	140	0	0

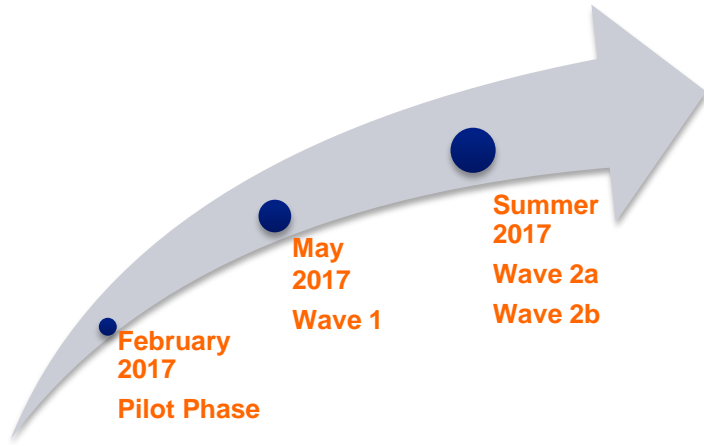
Wave 1 - Performance Trends

- There have been an average 8,065 logins to the Customer Portal and 1,256 logins to the Worker Portal; The system continues to meet the Service Level Agreement (SLA) of 2 second response 99% of the time.
- New help desk tickets have steadily declined:

Monday 5/1	Tuesday 5/2	Wednesday 5/3	Thursday 5/4
1,201	1,183	934	825

- No systemic issues have been encountered to date.

Georgia Gateway Implementation



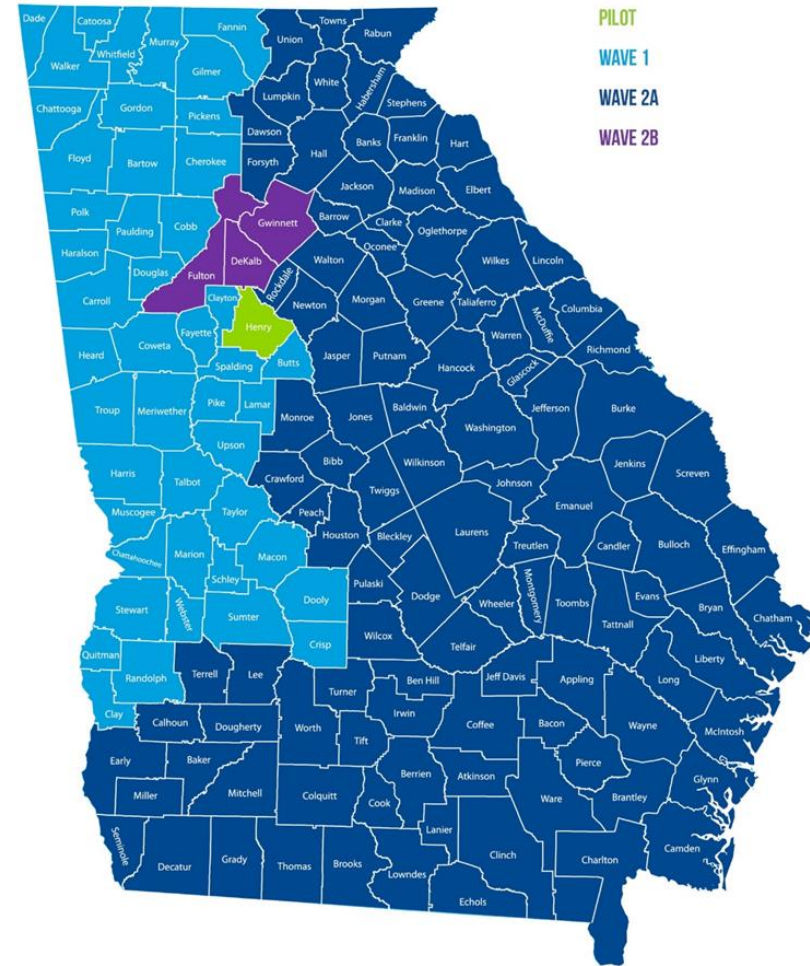
PILOT

WAVE 1

WAVE 2A

WAVE 2B

Wave 2 has been split to better serve customers



Communications

Addressing issues and inquiries seamlessly, and escalating them to the appropriate staff within the project or program is key to Georgia Gateway's success:

- 1-877-423-4746 – the Georgia Gateway Help Desk main phone number
- Workers and Staff – a dedicated phone number is provided to workers to contact the Help Desk directly
- Media and Legislators – agencies escalate these inquiries to DHS OLAC to ensure message integrity



Questions ??

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