WIC District NSD Meeting

Getting Ready for Georgia Gateway!

September 14, 2016

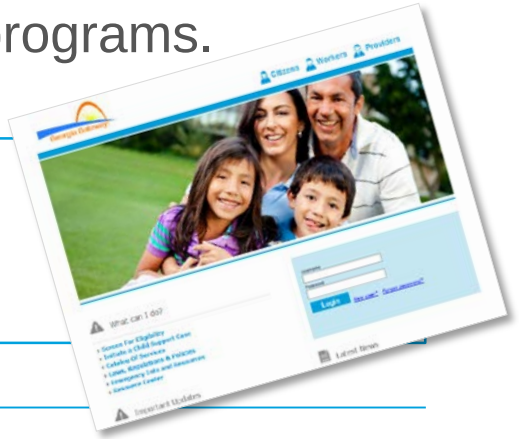
Agenda

Topics
Georgia Gateway Overview
Preparing the Field
Case Processing
WIC Clearinghouse Models
Q&A

Georgia Gateway Overview

Georgia Gateway Overview

Georgia Gateway is the official name of the new Integrated Eligibility System (IES) that supports processing for six eligibility programs.



Who Will Use Georgia Gateway?

- Customers
- Agency Staff
- Community Partners
- Medical Providers
- Employment Services Providers

Georgia Gateway Benefits

Provides a **one stop shop for consumers** to apply for and manage their benefits

Centralizes client information using EMPI to reduce potential for fraud, waste, and abuse

Provides **standard business rules** for eligibility determinations

Enhances verification process through **integration with DIS** and trading partners

Streamlines eligibility processing for customers who transition between Medical Classes of Assistance including PCK

Improves reporting capabilities to reduce time spent manually tracking and managing workload

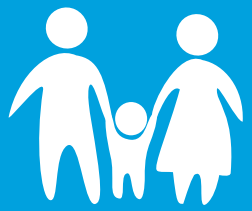
Georgia Gateway Eligibility Programs

Medical Assistance | **SNAP** | **TANF** | **LIHEAP** | **WIC** | **Child Care**

What is Georgia Gateway?

Georgia Gateway has three portals – Customer Portal, Worker Portal, and Provider Portal

1 Customer Portal



- Online system that will replace COMPASS
- Will enable customers to apply for and manage their benefits

2 Worker Portal

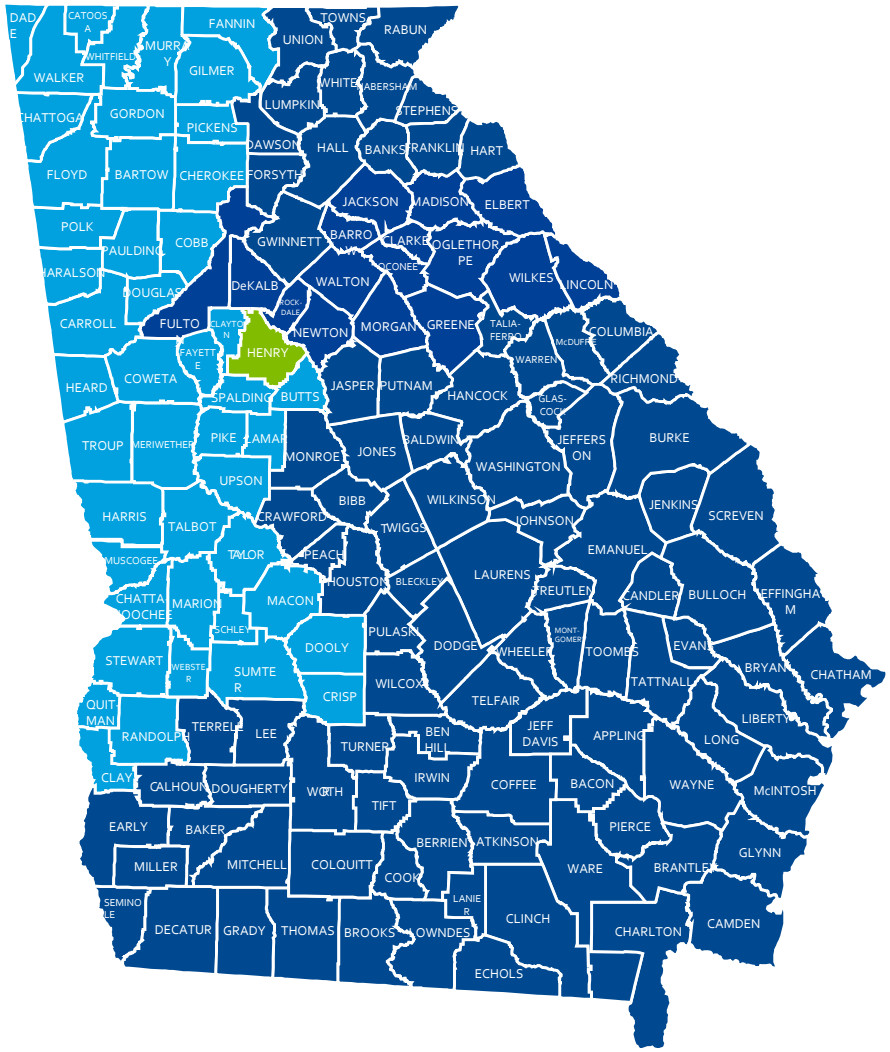
- Online system that will replace SUCCESS and other legacy systems
- Will help workers process and authorize customer applications, changes, and renewals
- Serves as the system of record for eligibility

3 Provider Portal

- Allows registered Community Partners, Medicaid Partners and other Providers to submit applications for their customers

Implementation Rollout

Roll out of the system will occur in three waves across the State*.



Pilot Go-Live (Henry County)

Wave 1

Wave 2

***WIC will follow the OFI rollout for counties across the State**

Preparing the Field

Change Champions

The Change Champions are a group of representatives from each agency who help champion business process changes and report the status of readiness within the field offices in preparation for a successful go-live.

Responsibilities

- Promote understanding and knowledge about the future state business processes and Georgia Gateway
- Prepare staff for implementation of future state business processes
- Collect and distribute feedback regarding staff concerns and questions
- Promote understanding and knowledge about the future state business processes
- Encourage, coach and support staff to be engaged in changes
- Identify and escalate potential risks

Activities

Attend and actively participate in Change Champion calls

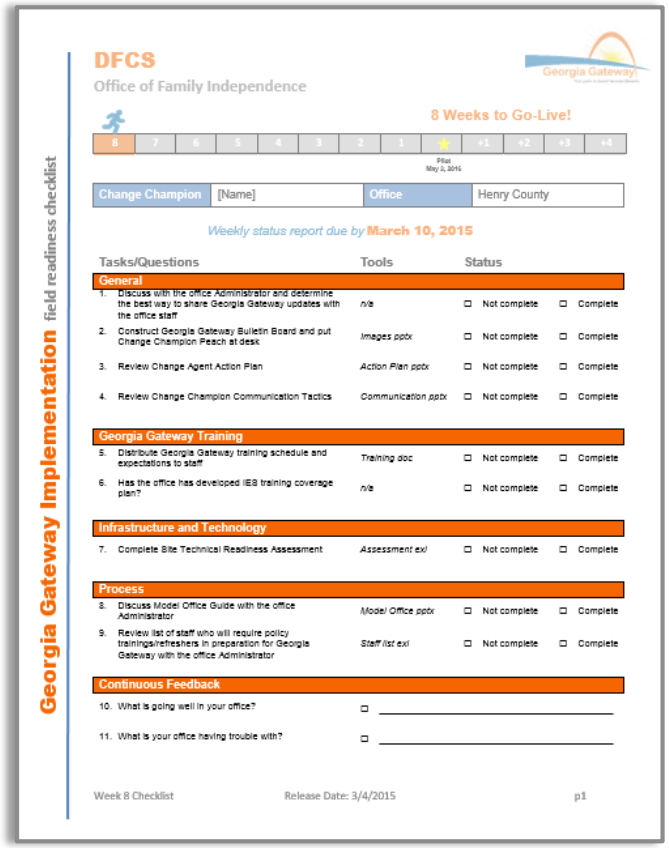
Share information with office staff

Complete weekly readiness checklists

Collaborate with the office leadership and peers to share leading practices, concerns, and address outstanding questions

Field Readiness Checklists

Change Champions will receive weekly checklists comprised of activities and questions which will be completed within each office starting 8 weeks before go live.



Georgia Gateway Implementation field readiness checklist

DFCS
Office of Family Independence

8 Weeks to Go-Live!

8	7	6	5	4	3	2	1	★	+1	+2	+3	+4

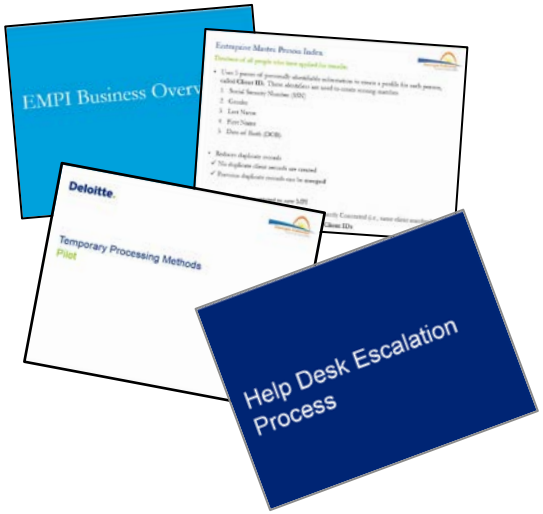
Pilot
May 3, 2016

Change Champion	[Name]	Office	Henry County

Weekly status report due by **March 10, 2015**

Tasks/Questions	Tools	Status	
General			
1. Discuss with the office Administrator and determine the best way to share Georgia Gateway updates with the office staff	*n/a*	☐ Not complete	☐ Complete
2. Construct Georgia Gateway Bulletin Board and put Change Champion Peach at desk	*Images pptx*	☐ Not complete	☐ Complete
3. Review Change Agent Action Plan	*Action Plan pptx*	☐ Not complete	☐ Complete
4. Review Change Champion Communication Tactics	*Communication pptx*	☐ Not complete	☐ Complete
Georgia Gateway Training			
5. Distribute Georgia Gateway training schedule and expectations to staff	*Training doc*	☐ Not complete	☐ Complete
6. Has the office has developed IES training coverage plan?	*n/a*	☐ Not complete	☐ Complete
Infrastructure and Technology			
7. Complete Site Technical Readiness Assessment	*Assessment xxl*	☐ Not complete	☐ Complete
Process			
8. Discuss Model Office Guide with the office Administrator	*Model Office pptx*	☐ Not complete	☐ Complete
9. Review list of staff who will require policy trainings/refreshers in preparation for Georgia Gateway with the office Administrator	*Staff list xxl*	☐ Not complete	☐ Complete
Continuous Feedback			
10. What is going well in your office?	☐ _____		
11. What is your office having trouble with?	☐ _____		

Week 8 Checklist Release Date: 3/4/2015 p1

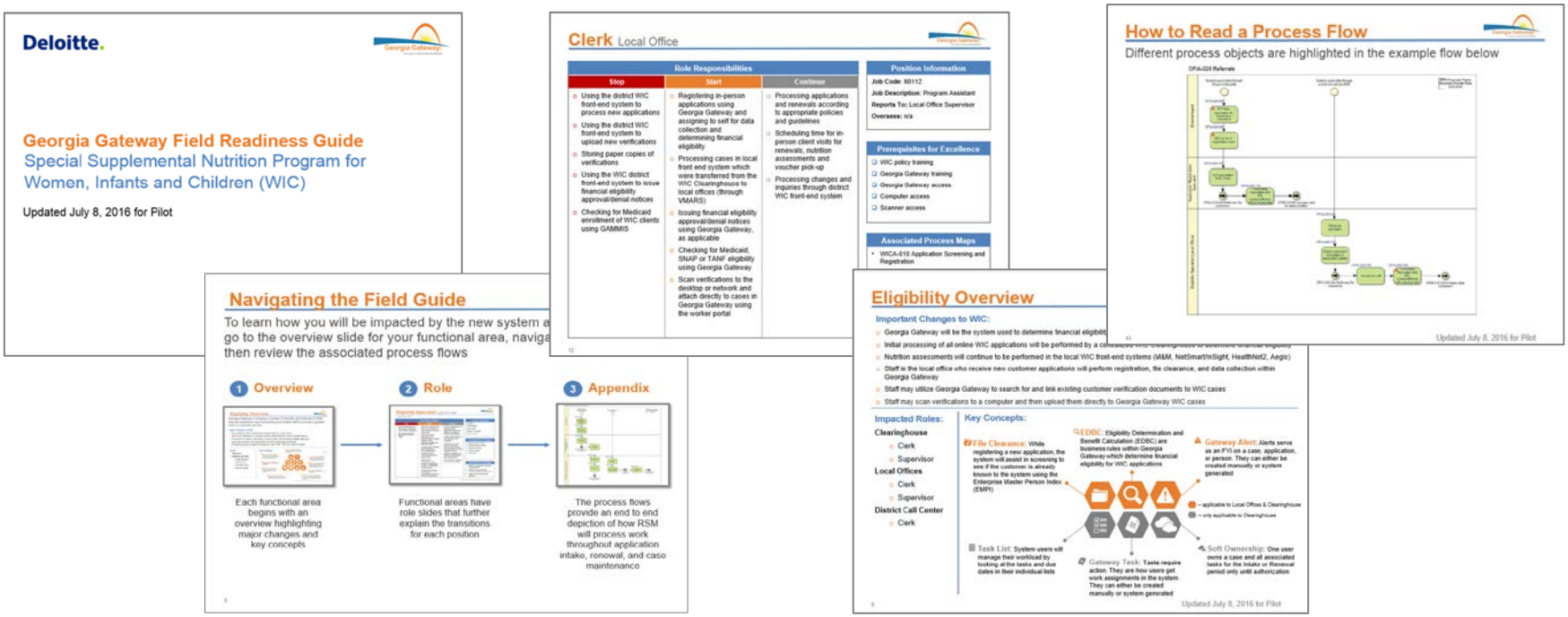


Supplemental Materials

- Change Champions will download weekly materials to share with the field

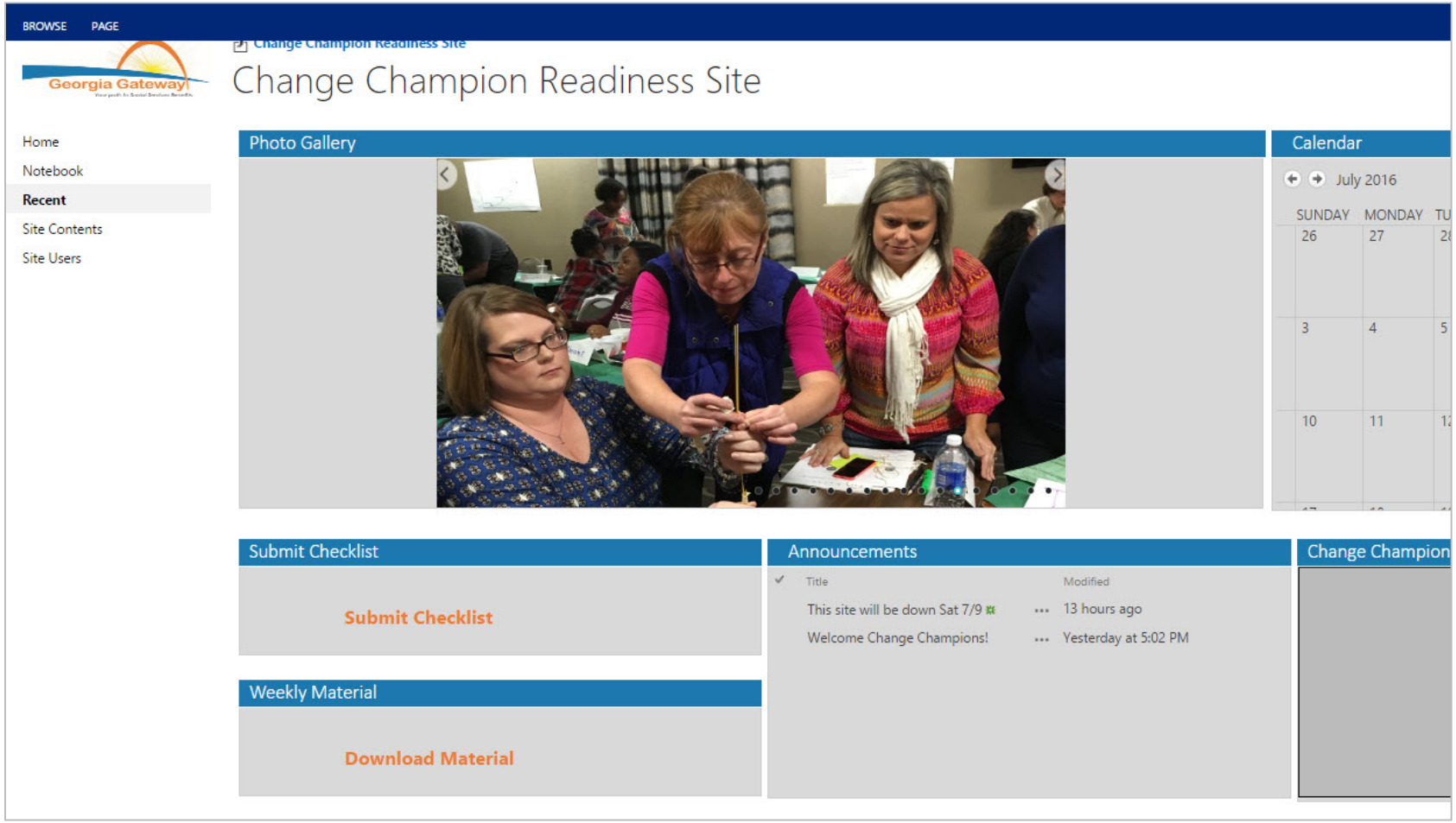
Field Guides

A critical role of the Change Campions is to share Field Guides with staff in their offices. Field Guides explains key business processes and role changes with the role out of Georgia Gateway.

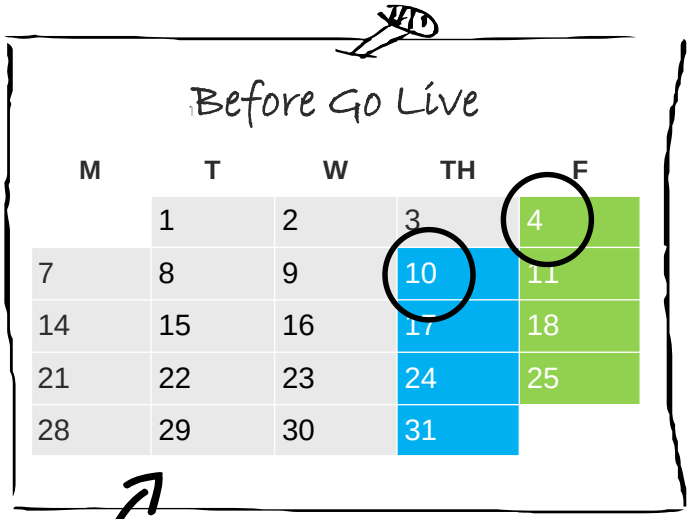


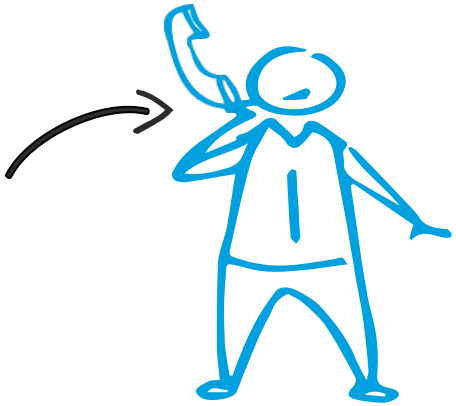
Change Champion Readiness Site

Change Champions will access materials and submit readiness checklists for their offices on a weekly basis starting 8 weeks prior to go-live.



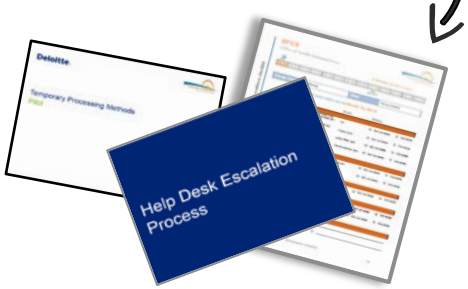
Change Champion Weekly Activities





Participate in Change Champion Week 8 Call

Log into Change Champion Field Readiness Site



Access Field Readiness Checklists and download Supplemental Material

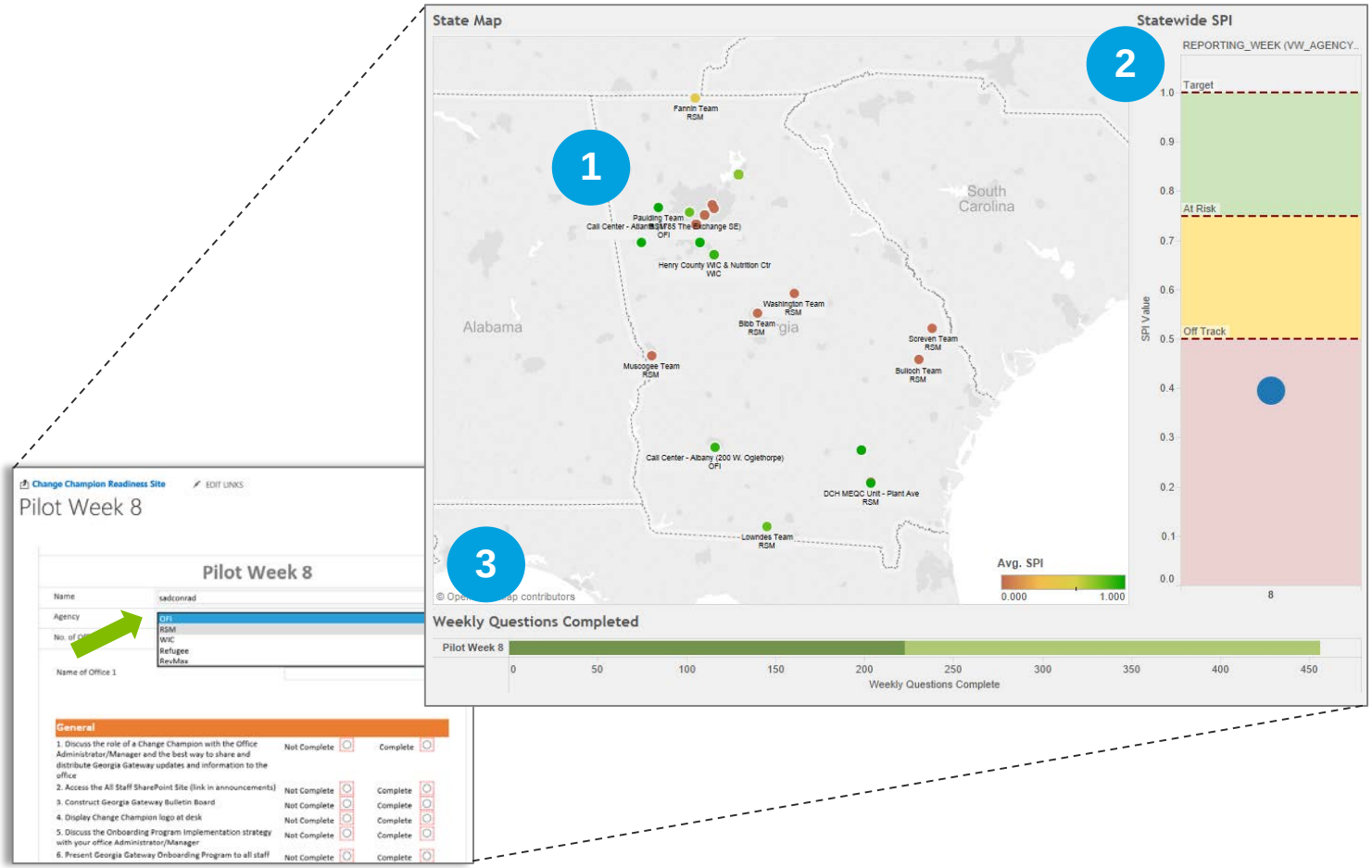
Complete tasks and share information

Log into Change Champion Field Readiness SharePoint

Report completion of Week 8 Activities

Monitoring Field Readiness

After Change Champions completion of activities, the Deloitte BPR team will dashboard readiness level on a weekly basis in order to monitor offices which are on and off track.



They Said It !

Here's what Pilot Change Champions are already saying about their offices.

We are ready to roll!

Everyone is ready!

What is going well in your office?

Everyone is very excited for the new system.

Workers are excited about transitioning to a new Integrated Eligibility System

Understanding Gateway

Case Processing

Key Attributes of Georgia Gateway Cases

Key system concepts and design principles for managing work within Georgia Gateway are highlighted below.

Soft Case Ownership: The same Eligibility Specialist owns a case and all associated tasks for the Intake or Renewal period until authorization

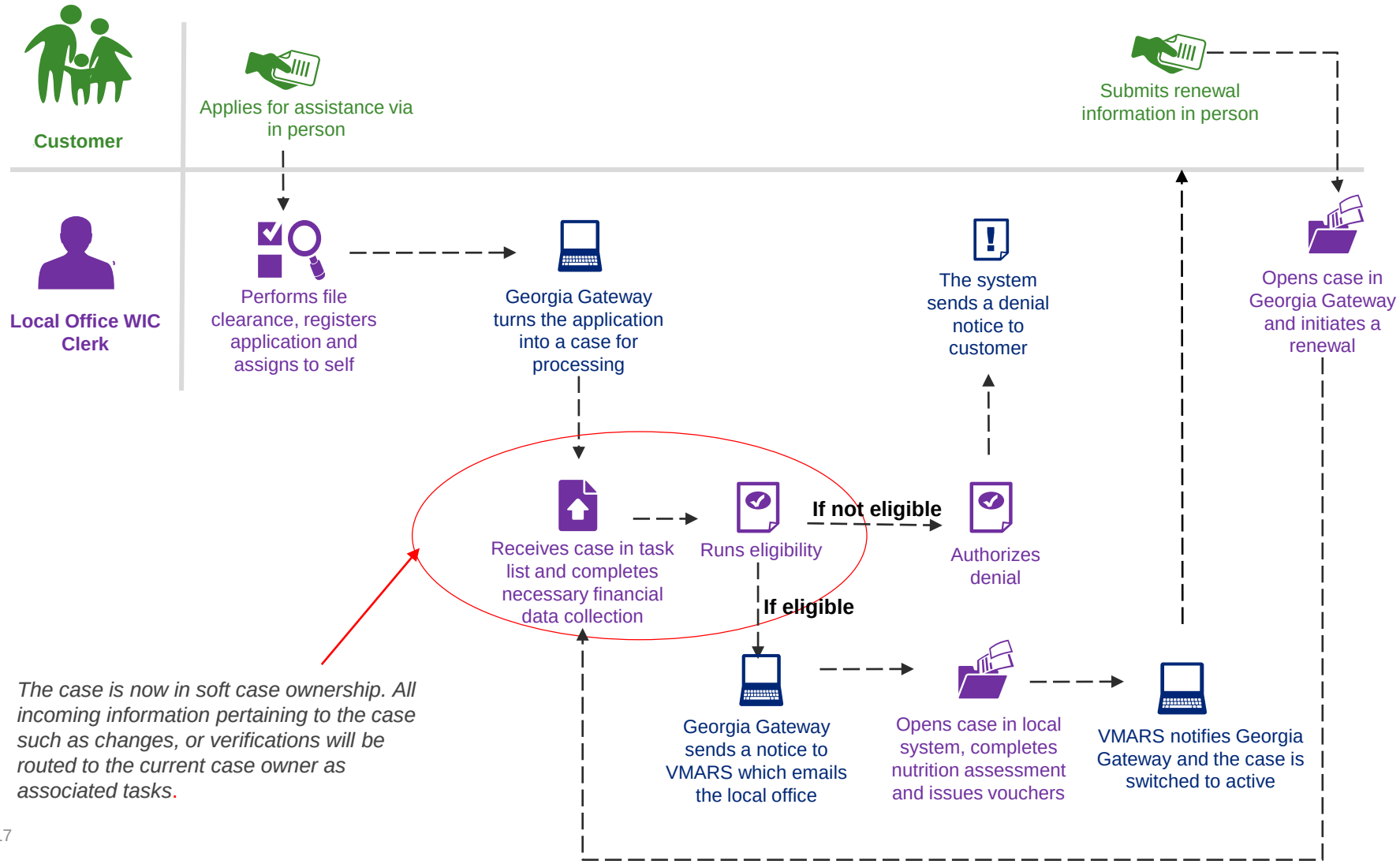
Case Maintenance: After authorization, the system owns the case and all changes received this period will be routed to specialized teams in the Customer Contact Center

Gateway Task: Tasks require action. They are how users get work assignments in the system

Gateway Alert: Alerts serve as FYIs on a case, application, or person

Georgia Gateway Case Processing

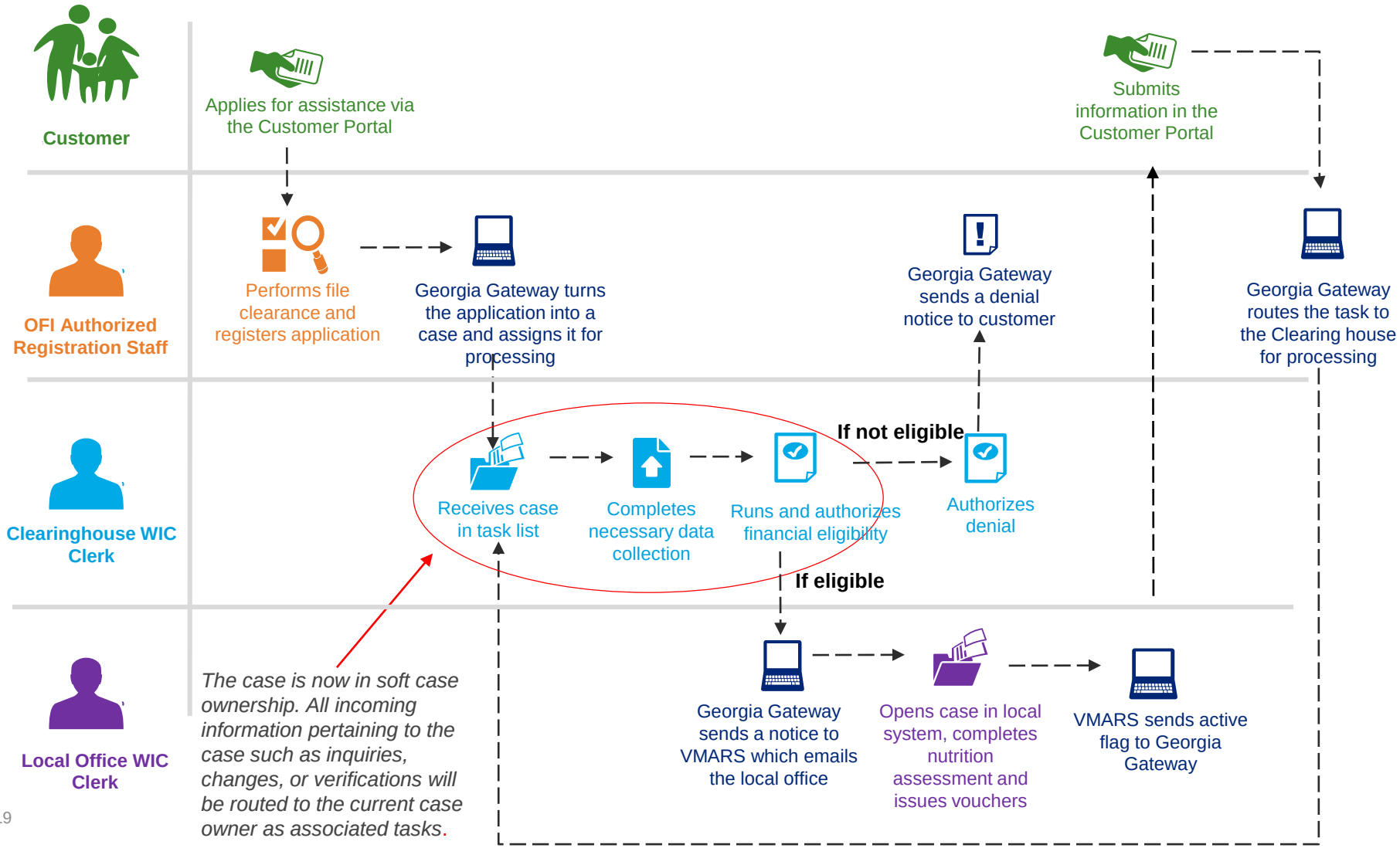
The below depicts the lifecycle of a case in the Georgia Gateway in which the customer applies in-person at the **local WIC office**



PLAY VIDEO

Georgia Gateway Case Processing

The below depicts the lifecycle of a case in the Georgia Gateway in which the customer applies through the **Customer Portal**



WIC Clearinghouse Models

Role of the Clearinghouse Clerk

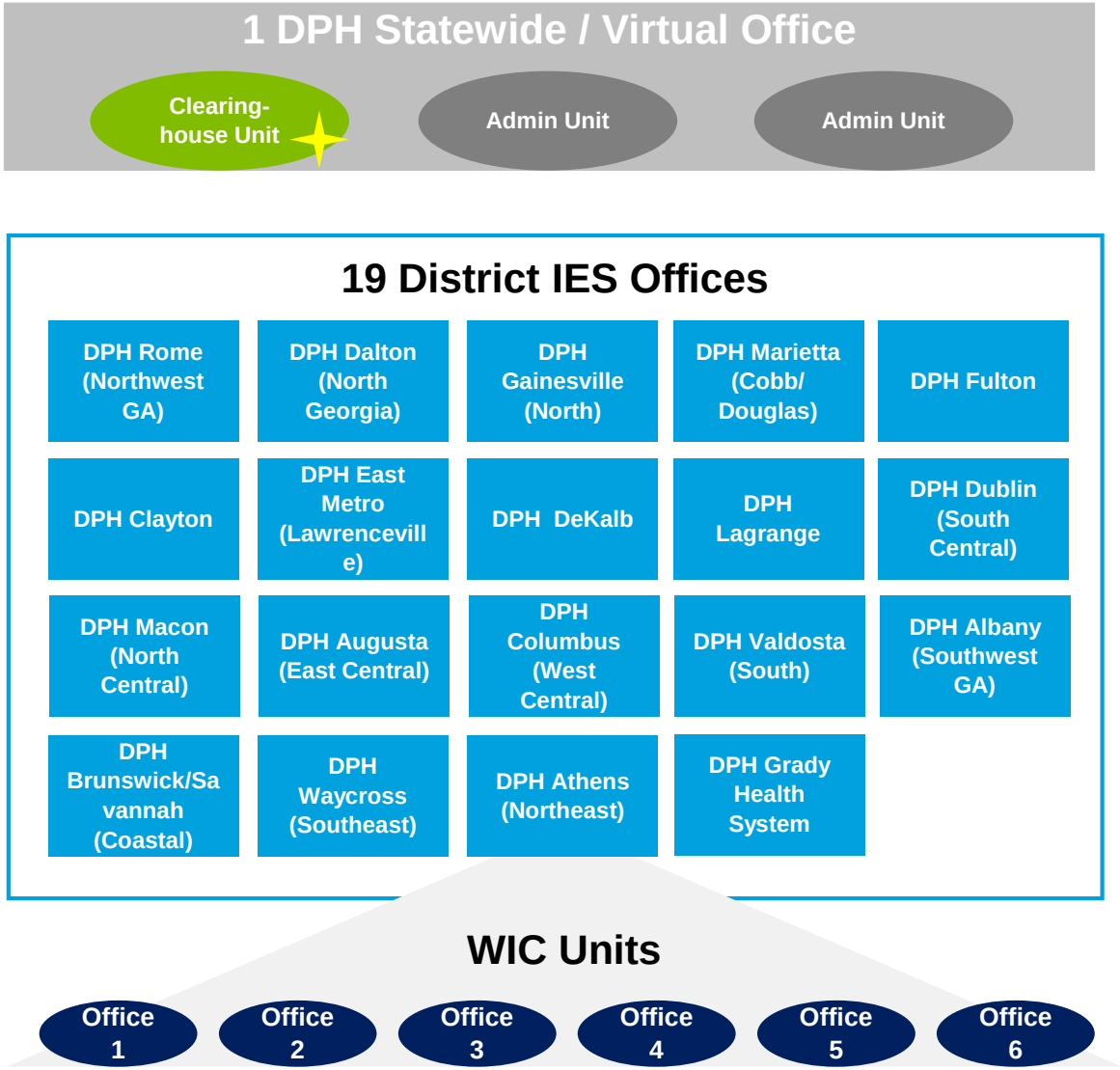
There are 5 key activities performed by the Clearinghouse Clerk.

As a WIC Clearinghouse Clerk, I am the first point of contact for customers applying through the Customer Portal

1. Review information submitted by the customer and available verifications within Georgia Gateway
2. Determine financial eligibility for WIC and authorize results (denial or approval for 30 days)
3. Inform customer of outstanding verifications
4. Process online changes and renewals
5. Schedule nutritional assessment within the local WIC office*

*Being able to schedule appointments may not be possible depending on technical limitations

Original Design: 1 Virtual Clearinghouse

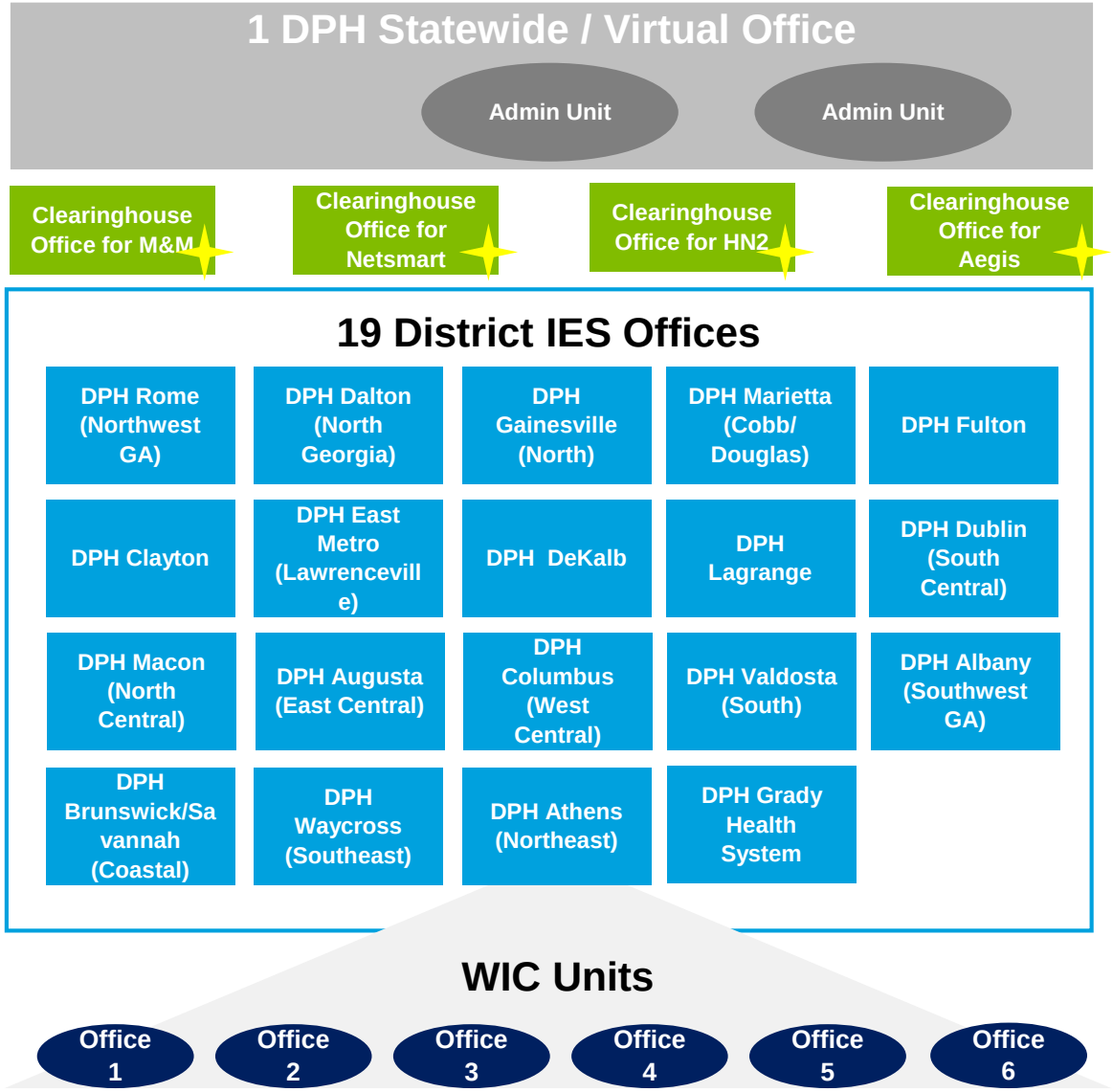


Implementation Requirements

- Procurement of physical space for Clearinghouse Clerks either (co-located or throughout the State)
- Central management by State WIC Office
- Access to front-end systems for scheduling across all offices*

*Being able to schedule appointments may not be possible depending on technical limitations

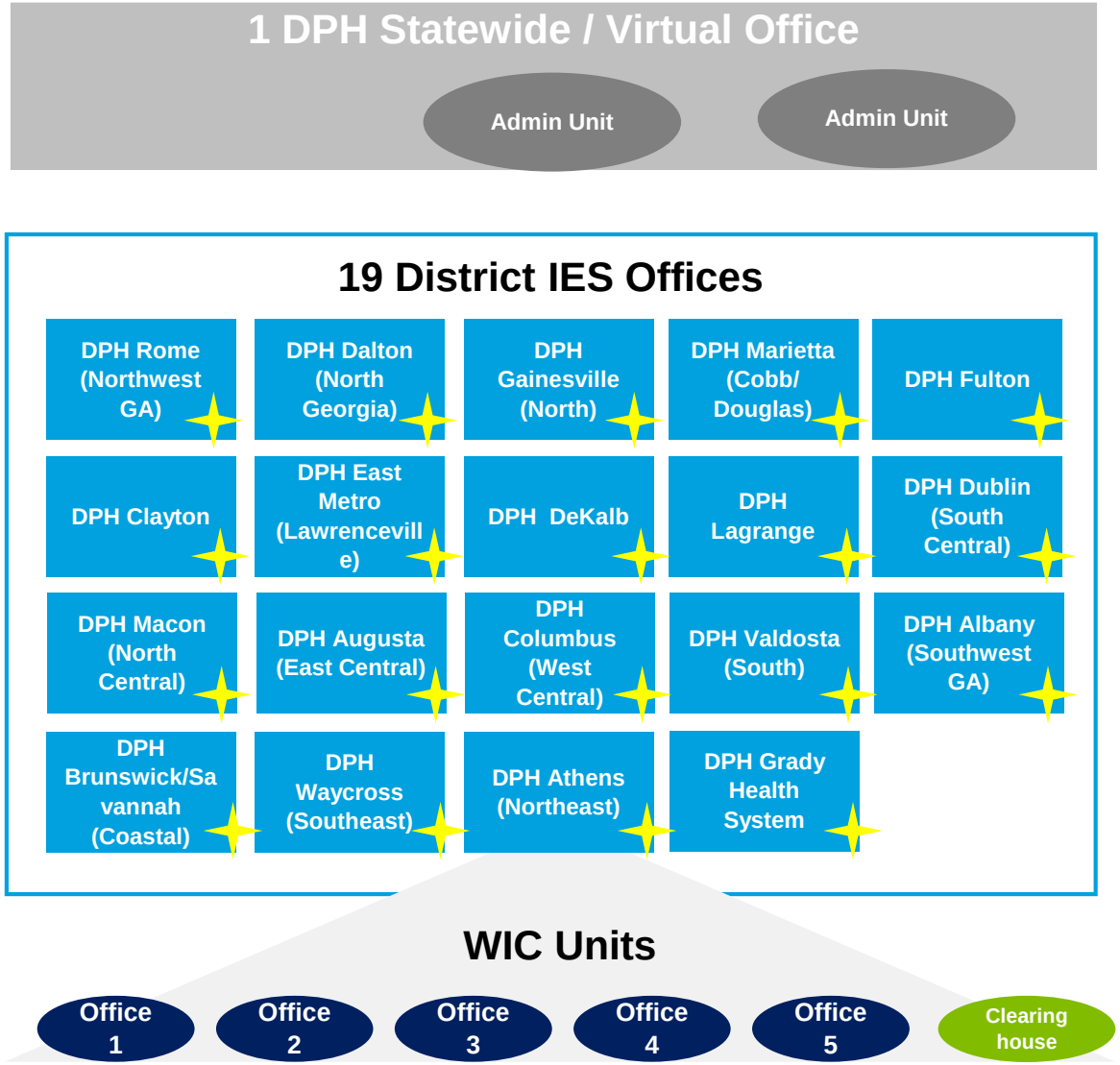
Option 1: 4 Multi-District Clearinghouses



Implementation Requirements

- Procurement of physical space for Clearinghouse Clerks either (co-located or throughout the State)
- Cross-District Management of Clearinghouse staff
- Access to 1 front-end system to schedule appointments across associated Districts

Option 2: 19 District Clearinghouses



Implementation Requirements

- Procurement of physical space for Clearinghouse Clerks (co-located within the District or throughout the State)
- District Management of Clearinghouse staff
- Access to front-end systems within the District to schedule appointments

Timeline

1. 9/16 – NSD to submit feedback to Sonia Jackson
2. 9/30 – WIC Leadership to submit WIC Office Structure to IES PMO
3. 9/30 – Deloitte to update Field Readiness materials