

2 Peachtree Street NW, 15th Floor Atlanta, Georgia 30303-3142 www.health.state.ga.us

MEMORANDUM

ACTION MEMO #16-16

TO:	District Nutrition Services Directors	
FROM:	Anthony McGaughey	
	Deputy Director of Program Administration	
	Georgia WIC Program	

DATE: January 21, 2016

SUBJECT: Georgia Gateway (IES) Role Selections

Many of you have inquired about the time commitments for the Georgia Gateway (IES) Super User/Change Champion and Classroom Assistant roles. Below you will find information pertaining to the expectations for these roles. The start date for WIC staff is tentatively October 2016, with go-live date of December 2016.

Super Users/Change Champions

The Super User/Change Champion is a combined role. These individuals will function as both Super Users and Change Champions. Each Super User/Change Champion will be responsible for up to three clinics per district. Please see the attached District Role Needs document for the number of Super Users/Change Champions needed for each district.

Time Commitment:	40 hours per week for 12 weeks (eight weeks before go-live and
	four weeks post go-live)
Location:	Home office; multiple offices, if applicable.
Travel Commitment:	Overnight stay possible, if covering multiple sites.

Super Users/Change Champions will also need to attend a 4-day Boot camp to be held at a site to be determined. Overnight stay is possible.

Classroom Assistants

Please see the attached District Role Needs document for the number of Classroom Assistants needed for each district.

Time Commitment:	4-7 days per class (final number of days pending discussions between DPH and Deloitte)
Location:	Sites to be determined
Travel Commitment:	Overnight stay is possible, if it remains a 7-day training it will be 4 days one week and 3 days the next week.



We Protect Lives.

January 21, 2016 Page 2

Action Steps:

- Review the following attachments:
 - o Georgia Gateway Role Selections document
 - o District Role Needs document
- Complete or update your role selections for Super Users/Change Champions and Classroom Assistants, based on the people needed for your district, using the attached Georgia Gateway Role Selection document. Please submit to Astride Ainsley by January 28, 2016.

For additional information regarding Georgia Gateway and Field Support Roles, please see the attached Georgia Gateway PowerPoint presentation.

If you have any questions regarding this information, please contact Astride Ainsley at 404-232-1214 or via email at <u>Astride.Ainsley@dph.ga.gov</u>.

Attachments

c: Debra L. Keyes, MA, RD, Director, Georgia WIC Program District Health Directors District Program Managers WIC Deputy Directors WIC Managers



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Super Users/Change Champions and Classroom Assistants Needed Per District

District	Super Users/Change Champions	Classroom Assistants
1-1	4	1
1-2	3	1
2-0	5	1
3-1	2	1
3-2	2	1
3-3	1	1
3-4	2	1
3-5	2	1
4-0	5	1
5-1	4	1
5-2	6	1
6-0	6	1
7-0	6	1
8-1	5	1
8-2	5	1
9-1	5	1
9-2	6	1
10-0	4	1
12-0	1	1



GEORGIA GATEWAY ROLE SELECTIONS		
District	Super Users/ Change Champions (Select 3)	Classroom Assistants (Select 1)
1-1		
1-1		
1-2		
2-0		
	Charlene Thompson	Kathie Faulkner
	Kathie Faulkner	Sharon McLeod
	Marie Navarro	
	Sharon McLeod	
	Aimee Maldonado	
3-1		
	Ratchanee Shaul	Zenaida Davis
	Marsha Canning	Victoria Holley
	Sharon Storey	Brittany Miller
		Alma Campos
		Ricci Jones
3-2		
	Danica Carswell	Danica Carswell
	Agnes Godhigh	Agnes Godhigh
	Alice Flen	Alice Flen
3-3		
	Tellas Hansford	
	Greta Sebestyen	
2.4		
3-4	Amela Ahmed	Cormon Datas
	Julie Alvarez	Carmen Bates Rachel Cordle
	Alt: Carmen Bates	Gayla Leigh
	Courtney Samuels	Gayla Leigh
	Jennifer Wofford	
	Diane Shelton	
3-5		
	Valensia Hinton	Karen Turner
	Alt: Gerri Hunnicutt	
4-0		
	Jennifer Whitaker	
		1
	1	1

5-1		
	Elaine Newsome	Elaine Newsome
	Brent Gibbs	Brent Gibbs
5-2		
	Karen Isaac	Karen Isaac
	Cindy Carroll	Cindy Carroll
6-0		
	Lisa Murray	Lisa Murray
	Sandra Lee	Sandra Lee
7-0		
	Micah Manu	Micah Manu
	Tonga McClinton	Shannah Widdon
	Shannah Widdon	
	Sheila Clements	
8-1		
8-2		
9-1		
	Donna Carter	Sherri Jones
	Sherri Jones	
9-2		
	Brandy James	Heather Taylor
	Heather Taylor	Brandy James
	Claire Moxley	
10-0		
	Elaine Evans	
	Wendy Maxey	
	Amanda Bell	
	Vicky Moody	
	Ann Sears	
12-0		
	Divya Patel	
	Mary Jackson	
	Shanna Harris	
	Sandra Garcia	





Georgia Gateway WIC Leadership Meeting

December 2015

Agenda



Georgia Gateway Overview

Field Support Roles

Georgia Gateway Field Support Resources

Demonstration

Questions & Answers

Georgia Gateway Overview

Georgia Gateway Overview



State of Georgia Health and Human Services agencies collaborated to design and implement an integrated eligibility system across six State benefit programs called Georgia Gateway!



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Georgia Gateway Impact

DRAFT: For discussion purposes only





Georgia Gateway Impact

Georgia Gateway Project Timeline



The activities timeline began in 2014 and is scheduled through 2016. The project timeline is subject to change based on Leadership decisions



Field Support Roles

Field Support Roles



There will be multiple roles of field support during the Georgia Gateway Implementation



training

Change Champions' Activities



Change Champions will support the Georgia Gateway implementation and serve as a fluid link between the Georgia Gateway Project team and the field

Responsibilities

- Promote understanding and knowledge about the future state business processes and Georgia Gateway
- Prepare staff for implementation of future state business
 processes
- Collaborate with other change champion peers to share leading practices, concerns and other questions
- 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
- Partner with Trainers and Super Users when needed





 Attend and actively participate in Change Champion kickoff, bootcamp and system training to prepare for effective delivery of on-site support



Complete status reports/readiness checklists



Attend readiness calls



• Utilize Implementation Toolkit as a resource for preparing Change Champions for implementation



• Collaborate with other Change Champion peers to share leading practices, concerns and other questions

Super User's Activities

Staff will be mapped to the Super Users role based on their alignment with the desired skillset

Responsibilities

- System focused
- Build expertise in Support Plan prior to Pilot training
- Work with users to clarify system functionality questions and concerns
- · Provide post go-live support as necessary



Georgia Gatewa



Attend and actively partake in UAT training, in some cases

Activities



• Participate in UAT testing to prepare for effective delivery of classroom support, in some cases



 Attend Pilot training in preparation for Classroom Assistant role, in some cases



 Provide direct staff support to quickly identify and address issues during Pilot, Wave 1 or Wave 2



Classroom Assistant's Activities



Staff will be mapped to the Classroom Assistant Role depending on their alignment

Responsibilities

- Policy/Program focused
- Ensure classroom training is kept on course
- Serve as a program specific SME in classroom training for program focused training



 Attend and actively participate in Train-the-Trainer to prepare for effective delivery of classroom support

Activities



• Provide administrative support to classroom trainers to support the set-up, delivery and take-down of classroom trainings



- Research and respond to policy and procedural questions during system training
- Provide direct staff support to quickly identify and address issues during Pilot, Wave 1 or Wave 2 training

12

Georgia Gateway Field Support Resources

Georgia Gateway Resources



There are several resources available to help transition WIC staff to Georgia Gateway and its new processes and organizational changes

Georgia Gateway Training

Web based and Instructor led Training (WBT/ILT) will be provided beginning 60 days before respective GA Gateway go-live implementation dates

Implementation Toolkit & Monitoring

A set of resources and materials designed to help transition staff to the new system, adopt associated business processes and understand organizational changes

Georgia Gateway Communications

Communications activities are constant and drives frequent, integrated messaging related Georgia Gateway, business processes and organizational changes

Training for Pilot will

Georgia Gateway Training

Training is a key element of system adoption. The main focus of training includes development of the curriculum and delivery





Implementation Toolkit



The Implementation Toolkit highlights specific changes and readiness activities to provide WIC with resources for a successful adoption of associated business process changes.





Communication Resources



Communications drives frequent and consistent messaging related to Georgia Gateway. Several communications will be created to reach all impacted WIC staff through consistent, varied and integrated messaging

Gateway Post	Lunch N Learn & Did You Knows	Videos
 The Gateway Post is a	 A series of virtual and in-	 Innovative videos discussing
monthly newsletter that	person meetings to share	system benefits, go-live
provides information for the	quick yet important "Did you	details, schedule, and key
Georgia Gateway project	know" facts about the system,	accomplishments

and process changes

Activities







Georgia Gateway Demonstration





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20