

What is Georgia One?

Georgia One is an initiative by the Georgia Department of Human Services, Division of Family and Children Services (DFCS) to provide convenient access, service accountability, and an improved customer experience for those in need of our services.

Through a combination of technology and self-service options, DFCS is able to provide Food Stamp, TANF, Childcare and Medicaid benefit recipients the opportunity to track and manage their benefits throughout the entire process.

Moving Forward Together we are able to serve our customers more efficiently and effectively.

To contact DHS, call 1-877-423-4746

Monday-Friday 8 a.m. to 5 p.m.

Apply online 24/7 at www.compass.ga.gov



Georgia One

Moving Forward Together

Convenient Access

Service Accountability

Improving the Customer Experience

**Food Stamp , TANF,
Childcare, and Medicaid
Benefits**

Convenient Access to Benefits

Georgia DFCS has made several changes in order to provide convenient access and better customer service to its customers.

For your convenience, you can now apply for Food Stamp and Childcare benefits at any computer with Internet access via www.compass.ga.gov. Renewals for Food Stamp, TANF, Childcare and Medicaid benefits can also be done at www.compass.ga.gov.

Paper applications are still available. If you would like a paper application, please request one at your local DFCS office.

We now also offer on-demand interviewing. Call **1-877-423-4746** during regular business hours to complete your interview and to get questions answered by the next available case manager regarding your case. Wait times may vary depending on call volume.



Service Accountability

Service accountability is important to us. Georgia DFCS wants customers to feel that they can count on us to get the job done right the first time.

Document imaging kiosks will be available in DFCS offices so that customers can scan verification documents that can be accessed by a team of case managers. Tracking number receipts that are provided for scanned verification documents will include the date and time of submission. These receipts will allow you to track your documents through the process. The tracking number can also assist case managers in locating your documents.

In order to scan in verification documents, and to track and manage your benefits you will need to set up a “mycompass” account at www.compass.ga.gov. Instructions on how to create a “mycompass” account are available at your county DFCS office.



Improving the Customer Experience

We have heard our customers loud and clear. Less wait times and improved customer service are coming your way!

Through the implementation of technology such as document imaging kiosks, and self-service options like on-demand interviewing, we aim to cut down on the time customers spend at DFCS offices.

As you enter the lobby, someone will be on hand to answer questions and guide you to the area you need that best serves you. This person is called a ‘navigator’ and will ask you the reason for your visit to the office such as “are you there to drop off verification?” or “do you need to speak with a case manager?”

Phones and computers will also be available at offices so that you are able to access Georgia COMPASS to complete applications or renewals, or speak to the next available case manager via phone for assistance.

All of these changes are being made to better serve you, the customer.

