



PROFESSIONAL LICENSING BOARDS

MODERNIZATION INITIATIVE – GOALS Executive Update
October 17, 2023

GOALS Overview



- Rollout 1 - Launched **October 6, 2023**
- Anticipated Benefits
 - ✓ New upgraded platform (Salesforce)
 - ✓ Introducing Self-service features and functionalities
 - ✓ Faster processing times
 - ✓ Reduction of paper of applications
- Audiences in Rollout 1
 - ✓ **150K** Licensees & Facilities
 - ✓ **77** Partners (Schools & Associations)

ROLLOUT 1 PROFESSIONS - OCTOBER 2023

ANIMAL CARE	Board of Veterinary Medicine
ATHLETICS AND ENTERTAINMENT	Athlete Agents
AUCTIONEER COMMISSION	Auctioneers Commission
COSMETOLOGY AND BARBERS	Cosmetology and Barbers
COUNSELING & ASSISTANCE	Immigration Assistance Librarians
ENVIRONMENTAL	Trauma Scene Waste Management Water & Wastewater Treatment Plant
FUNERALS	Funeral Directors & Embalmers Funeral Establishments
THERAPIES	Athletic Trainers Massage Therapy Occupational Therapy Physical Therapy
TRANSPORTATION & SECURITY	Private Detectives & Security Services Used Motor Vehicle Dealers Used Motor Vehicle Parts Dealers
WELLNESS	Long-Term Care Facility Administrators Podiatry



GOALS Highlights as of 10/17

- **800+** External visitors to date
- **198** Licenses Issued
- **141** Licenses Renewed
- **\$97K** Revenue to date
- **369** Issues to date
 - ✓ Issues Closed (151)
 - ✓ Issues Open (218)
 - ✓ Issues Open Priority 1 (79)
- **Hot Fix (1)** Document Scanning Functionality Failure
 - ✓ Documents uploaded to an incorrect account
 - ✓ Issue Fixed



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Licensing Menu



GOALS



Georgia Online Application Licensing System



PLB Operational Readiness

- **30** Change Agents onboarded
- **20+** Change Coalition Sessions
- **Six** weeks of end user testing
- **Four** weeks of end user training
- **81** Staff trained (Includes PLB, Call Center and Support teams)
- **31** External Board members trained
- **70%** favorable survey readiness score



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Licensing Menu



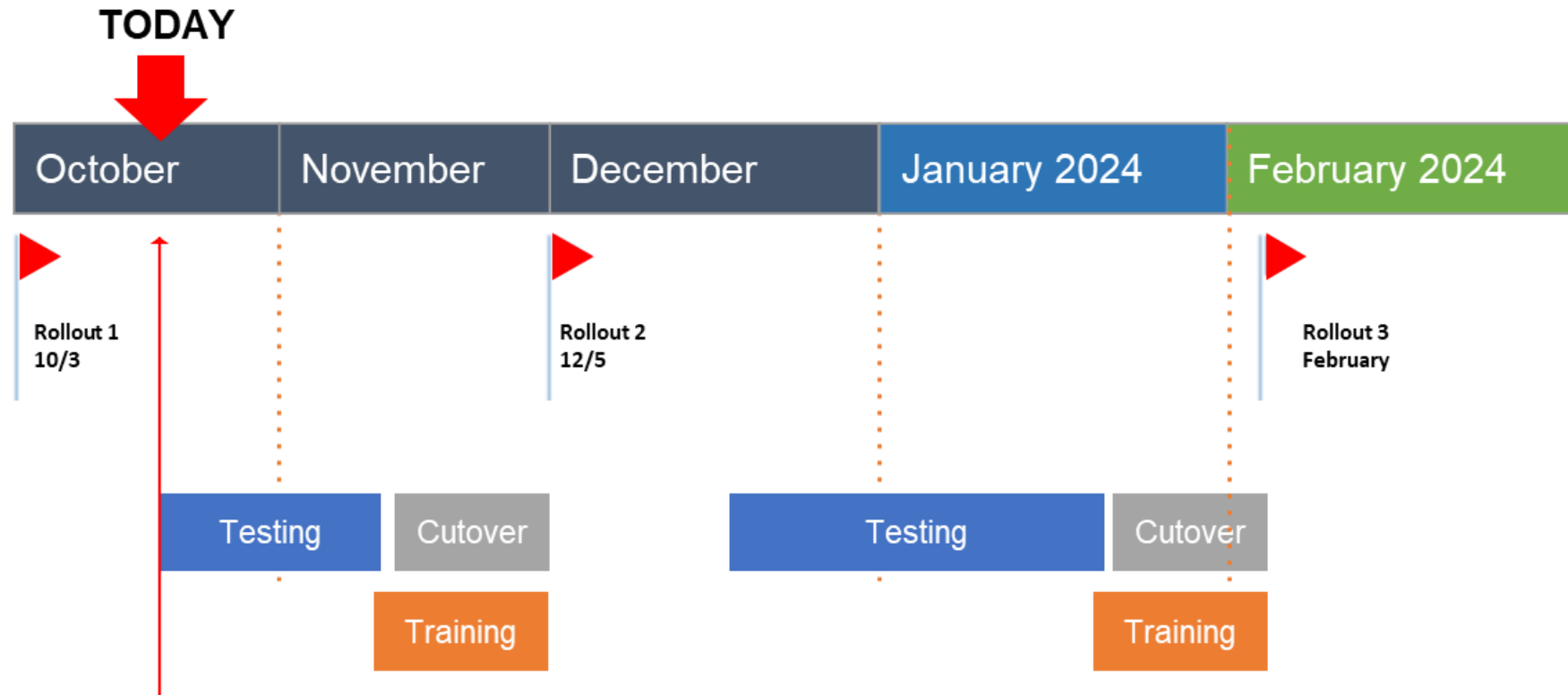
GOALS



Georgia Online Application Licensing System



GOALS Rollout Schedule



GOALS Rollout Schedule (Cont'd)



ROLLOUT 2 PROFESSIONS – DECEMBER 2023

ATHLETICS AND ENTERTAINMENT	Athletic & Entertainment Commission
BUILDING AND CONTRACTORS	Architects and Interior Designers Conditioned Air Contractors Electrical Contractors Low Voltage Contractors Plumbers Residential and General Contractors Utility Contractors
COUNSELING & ASSISTANCE	Professional Counseling Social Work Marriage & Family Therapy Psychology Speech Pathologist and Audiologist
ENVIRONMENTAL	Foresters Geologists Landscape Architects
WELLNESS	Chiropractors Dietitians Dispensing Opticians Hearing Aid Dealers and Dispensers Optometry

ROLLOUT 3 PROFESSIONS – FEBRUARY 2024

CEMETERIES	Cemeteries
THERAPIES	Music Therapy
WELLNESS	Nursing

