



Georgia Department of Human Services
Division of Aging Services

Division of Aging Services (DAS) & Area Agency of Aging (AAA)
Resource Guide

Welcome to your Division of Aging Services (DAS) & Area Agency on Aging (AAA)
Resource Guide!!

This Guide provides basic information that can assist you with navigating through the different sections of DAS and AAA to make your work a success. Thank you for your contributions and service as we work together to build stronger families for a stronger Georgia.

Please note that contact information could change at any time. Contact the Section Manager if you have any challenges.

For additional training questions, feel free to contact Love Taylor at love.taylor@dhs.ga.gov or phone 470-261-4998.

Division of Aging Services Mission/Vision

Mission:

The Georgia Department of Human Services (DHS) Division of Aging Services (DAS) supports the larger goals of DHS by assisting older individuals, at-risk adults, persons with disabilities, their families, and caregivers to achieve safe, healthy, independent, and self-reliant lives.

Vision:

Living Longer, Living Safely, Living Well

What do we do?

The Division of Aging Services (DAS) coordinates with other aging organizations to provide services to appropriately sustain older Georgians in their homes and communities. These services also provide support to family members and caregivers.

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Division of Aging Services - Organizational Sections

Director's Office		
Assistant Deputy Commissioner	Abby G. Cox	abby.cox@dhs.ga.gov
Business Operations		
Deputy Director	Jean O'Callaghan	jean.ocallaghan@dhs.ga.gov
Manager	J. Blake Lanier	blake.lanier@dhs.ga.gov
Programs Integrity (PI)		
Manager	Arvine Brown	arvine.brown@dhs.ga.gov
Elder Abuse Prevention		
Deputy Director	David Bryan Hay	david.hay@dhs.ga.gov
Adult Protective Services (APS)		
Manager	Cathy Bahadur	cathy.bahadur@dhs.ga.gov
Adult Protective Services/Public Guardianship Office Training Unit		
Manager	Emily Sharee Rines	sharee.rines@dhs.ga.gov
Public Guardianship Office (PGO)		
Manager	Carleton Coleman	carleton.coleman@dhs.ga.gov
Forensic Special Initiatives Unit (FSIU)		
Manager	Vacant/David Bryan Hay	Vacant
Access to Services (AtS)		
Manager	Jennifer (Jeni) Coyne	jennifer.coyne@dhs.ga.gov
Livable Communities		
Manager	Allison Bernal	allison.bernal@dhs.ga.gov
Office Of the State Long Term Care Ombudsman		
State Long Term Care Ombudsman	Melanie McNeil	melanie.mcNeil@dhs.ga.gov
Georgia Council on Aging		
Executive Director	Kathy Floyd	kathy.floyd@gcoa.ga.gov

For DAS Staff: (Access Organizational Chart in the J Drive.)

12 Area Agencies on Aging (AAA)

Atlanta Regional Commission		
Address	229 Peachtree Street, NE, Suite 100, Atlanta, GA 30303	
Main Phone	(404) 463-3100	
Director	Becky Kurtz	bkurtz@atlantaregional.org
Central Savannah River Area Regional Commission		
Address	3626 Walton Way Ext., Ste. 300, Augusta, Georgia 30909	
Main Phone	(706) 210-2018	
Director	Jacquelyn Harris	jharris@csrarc.ga.gov
Coastal Regional Commission of Georgia		
Address	1181 Coastal Drive SW, Darien, GA 31305	
Main Phone	800-580-6860	
Director	Pamela Rogers	progers@crc.ga.gov
The Legacy Link, Inc. – Georgia Mountains Region		
Address	4080 Mundy Mill Road, Oakwood, GA 30566	
Main Phone	770-538-2650	
Director	Melissa Armstrong	mlarmstrong@legacylink.org
Heart of Georgia Altamaha Regional Commission		
Address	331 West Parker Street, Baxley Georgia	
Main Phone	912-367-3648 and 888-367-9913	
Director	Lisa Livingston	livingston@hogarc.org
Middle Georgia Regional Commission		
Address	175 Emery Highway, Suite C, Macon, GA 31217	
Main Phone	(478) 751-6466	
Director	Julie Hall	jhall@mg-rc.org
Northeast Georgia Regional Commission		
Address	305 Research Drive, Athens, GA 30605-2795	
Main Phone	706-583-2546 or 1-800-474-7540	
Director	Peggy Jenkins	pjenkins@negrc.org
Northwest Georgia Regional Commission		
Address	1 Jackson Hill Dr, Rome, GA 30161	
Main Phone	706-295-6485	
Director	Lynne Reeves	lreeves@nwgrc.org
River Valley Regional Commission		
Address	710 Front Avenue, Suite A, Columbus, GA 31901	
Main Phone	706-256-2910	
Director	Katie Howard	khoward@rivervalleyrcaaa.org
Southern Georgia Regional Commission		
Address	1725 South Georgia Parkway, West Waycross, GA 31503	
Main Phone	1-888-732-4464 / 1-888-73-AGING	
Director	Scott Courson	tscourson@sgrc.us
Southwest Georgia Council on Aging, Inc. (SOWEGA)		
Address	335 W. Society Avenue, Albany GA 31701	
Main Phone	229-432-1124	
Director	Isabelle (Izzie) Sadler	izzie.sadler@sowegacoa.org
Three Rivers Regional Commission (TRRC)		
Address	13273 Hwy. 34 East, Franklin, GA 30217	
Main Phone	866-854-5652	
Director	Joy Y. Shirley	jyshirley@threeriversrc.com.org

For DAS Staff: (Access AAA Contacts complete list on the J Drive.)

Training and Other Resources

1. Learning Management System (LMS) – GA DHS approved Online Training System. <https://gadhslms.mkscloud.com> (Please use Chrome Internet browser when working in the DHS LMS.)
2. DHS Employee Intranet – GA DHS approved forum with agency information and updates. <https://intranet.dhs.ga.gov/Default.aspx> (You have to login with SOG username and password to access all areas.)
3. Online Directives Information System (ODIS) - ODIS is the Online Directives Information System of the Georgia Department of Human Services (DHS). It is a centralized electronic warehouse of the policies and manuals of the programs and services provided by the DHS. Anyone can access this website. <https://odis.dhs.ga.gov/General>
4. Department of Administration Services (DOAS) (*State Employees Only*) - <http://doas.ga.gov/>
5. GTA Learning Academy - (*State Employees Only*) - The GTA Learning Academy is our learning management system that streamlines our training registration process, allows users to access virtual instructor-led training (VILT) and instructor-led training (ILT), help supervisors be well-informed about their team's training goals, helps administrators manage training events, and enables reporting on training events. All training is free. <https://gta.georgia.gov/gta-services/training-and-education>

Department of Human Services (DHS) LMS Process for New AAA Users

The DHS Learning Management System is a Meridian product.

The website is <https://gadhlms.mkscloud.com>; for technical assistance das.lmshelpdesk@dhs.ga.gov.

Those reviewing this document should have their login and password to the DHS LMS system. If you do not, contact your AAA Manager for LMS, see chart below.

New users need to have a worker record in DDS. The DDS record should have the following.

New Users:

In order for new AAA staff, providers or subcontractors to receive LMS login credentials they need to have a worker record in DDS and in the record have:

1. Unique email address (for example they can't have smithseniorcenter@yahoo.com which is shared by multiple users, they need to have janewilliams@gmail.com); and
2. Verify the Primary Provider is correct. (See screenshot below, the Primary Provider will always be DAS)

The screenshot shows a user profile configuration interface. On the left, there are several fields: 'Assigned Assessments' (highlighted in yellow), 'IR Contact' (with an unchecked checkbox), 'Exclude' (with an unchecked checkbox), and 'Primary Provider' (highlighted in yellow). The 'Assigned Assessments' field contains a list of assessment codes: AUDIT-10, BCOS, CAGE-AID, FSA, GAD-7, MoCA, and MoCA-B. The 'Primary Provider' field shows 'State DAS' with a 'Details' link. On the right side, there is a pane labeled 'DON-R' with a list of assessment codes, including 'DON-R'.

3. The DON-R Assessment needs to be assigned to their worker record

If the worker is new to DDS, within the **User Login/Role Request Form** that managers fill out, there is a question to select “yes” if the worker will need access Meridian LMS. (See screenshot below)

Please give a short description of duties for this worker that require the roles requested (why do they need these roles).*

Questions/Comments

LMS Training

Does this user need access to online LMS Training (for DON-R)?*

Yes ▾

New workers are uploaded monthly from DDS and imported into LMS. The worker's email and temporary password will be sent to their work at their email address. If workers don't receive this information, they should check their spam folder for an email from Meridian. If this is not received, email das.lmshelpdesk@dhs.ga.gov.

Someone at the AAA will need to go into DDS and add the DON-R assessment to your worker record. If the DON-R is already in your worker record, then you may need to check your junk/spam folder for an email from Meridian Global. If it is not received,

- Make sure the DON-R assessment has been added to the worker record. The AAA must do this.
- If the DON-R is already in your worker record, email: das.lmshelpdesk@dhs.ga.gov.

The current DON-R module on the Learning Management System is mandatory for anyone administering the DON-R.

Trouble shooting for Staff Accessing the DHS Learning Management System:

1. Make sure the course and video are opening in the Chrome browser and not Internet Explorer.
2. Don't click quickly through the slides or they won't register. Let every slide play in real time.
3. Take and pass the test/quiz- take a picture of the passing score and if the score doesn't record, email the picture to das.lmshelpdesk@dhs.ga.gov and it can be manually changed.
4. Take the survey evaluation for each module.
5. If the video isn't playing, then clear the history in the browser (or cache) close LMS, log in again, try the video again. If it doesn't play a second time, email das.lmshelpdesk@dhs.ga.gov.
6. Once you start the module, you do need to complete that part in one sitting. It will not pick up where you left off.
7. If all of the above is followed and problems persist, send an email to das.lmshelpdesk@dhs.ga.gov with a detailed explanation of the issues. Be clear about which of the above steps you have taken so we know how best to proceed.

How to clear your cache:

In Chrome:

1. On your computer, open Chrome.
2. At the top right, click More.
3. Click More tools Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. At the top, choose a time range. To delete everything, select All time.
6. Next to “Cookies and other site data” and “Cached images and files,” check the boxes.
7. Click Clear data.

**Please note: If someone resigns or no longer needs access to LMS for any reason, email: dhs.lms@dhs.ga.gov with their name and email address.

Division of Aging Services Departmental Sections

Business Operations

This section is responsible for the Division's purchasing, contracting, grants management and compliance, facilities, and accounting activities.

Who should I contact for questions?

1. Regional Coordinators – Stephanie Flowers - stephanie.flowers@dhs.ga.gov
Elaine Popham elaine.Popham@dhs.ga.gov
2. Contracts (or contact staff member assigned) - Leigh DeBary –
leigh.debary@dhs.ga.gov
3. ERF/TERF & Money Follows Person (MFP) Payment - Wanda Toney
wanda.toney@dhs.ga.gov
4. Finances: Chart of Accounts, Costing, Taxonomy and Allowable Expenses, Reimbursements, Connecting Activities to Reimbursements and Budget, etc.–
Blake Lanier - blake.lanier@dhs.ga.gov
5. Purchasing Questions - Sherry Jordan Demons sherry.jordan-demmons@dhs.ga.gov & Bonnie Harvey bonnie.harvey@dhs.ga.gov

Division of Aging Services Data System (DDS) - WellSky – Assistance

Same as above. If there is a subject pertaining to Finances that is not displayed, contact Blake Lanier.

Online Directives Information System (ODIS) References

1. Administration Manual 5600 – Section 2000 – Fund Sources & Budget Types
2. Administration Manual 5600 – Section 3000 – Area Agency on Aging (AAA) Administration
3. Administration Manual 5600 – Appendices F, G

Division of Aging Services Departmental Sections

Programs Integrity (PI)

This section provides information and support to DAS, the AAAs and their providers to assist in making valid decisions regarding programs and policies that reinforce DAS' mission to enhance the lives of older Georgians their families and caregivers.

Who should I contact for questions?

1. Arvine Brown - Manager - Arvine.Brown@dhs.ga.gov
2. Jack Rivers - Research Team Leader - Ad Hoc Reporting, DDS System Administration, Tableau Visualizations - Jack.Rivers@dhs.ga.gov
3. Sharon Hudson - NAPIS/Survey Monkey - Sharon.Hudson@dhs.ga.gov
4. Jennifer Hogan - Emergency Preparedness, LMS Administrator - Jennifer.Hogan@dhs.ga.gov
5. Nicole Hodge - Quality Advisor, DDS Administration, Strategic Planning - Nicole.Hodge@dhs.ga.gov
6. Sunita Davis/ Verna Richileu - Report Developer, helpdesk system admin - sunita.davis@dhs.ga.gov & verna.richelieu@dhs.ga.gov
7. Madhumita Mallick/ Semret Medhane - Ad Hoc Reporting, DDS System Administration, Tableau Visualizations - madhumita.mallick@dhs.ga.gov & semret.medhane@dhs.ga.gov
8. Teresa Young - DDS Administration and Documentation, APS/PGO/Central Intake Case Audit Review - teresa.young@dhs.ga.gov
9. Chris Johnson – DDS Administrator - chris.johnson@dhs.ga.gov

Division of Aging Services Data System (DDS) - WellSky – Assistance

1. Alexis Jefferson - DAS Data System Helpdesk Administration - dds.helpdesk@dhs.ga.gov

Online Directives Information System (ODIS) References

1. Administration Manual 5600 – Section 6000 – Programs Integrity
2. Administration Manual 5600 – Appendix DAS Data System Manuals

Division of Aging Services Departmental Sections

Adult Protective Services (APS)

Investigate reports of abuse, neglect, and exploitation for the need of protective services, provide interventions to reduce risk of further abuse, neglect, and exploitation. Increase awareness and reporting of abuse, neglect, and exploitation.

Who should I contact for questions?

1. Cathy Bahadur – Manager - cathy.bahadur@dhs.ga.gov - 404-657-3421

To make a report of abuse, call APS Central Intake at 1 866-552-4464 and press option 3 to be connected with an intake specialist.

For a report by web visit aging.ga.gov

For speaking engagements, contact the local APS staff (APS Supervisor preferable) in the area.

Division of Aging Services Data System (DDS) - WellSky – Assistance

Not applicable.

Online Directives Information System (ODIS) References

1. Administration Manual 5500 – Adult Protective Services

Division of Aging Services Departmental Sections

Public Guardianship Office (PGO)

DHS may be appointed as the guardian of last resort when there is no willing or suitable person to act as the guardian for an adult whom the probate court has determined lacks sufficient capacity to make or communicate significant responsible decisions concerning health or safety. Guardianship case managers act as surrogate decision-makers and advocates for persons under guardianship. Additionally, they coordinate and monitor any services as specifically ordered by the court, which commonly include services needed for the support, care, education, health and welfare of persons under guardianship by utilizing his or her available resources.

Who should I contact for questions?

1. Carleton Fitzgerald Coleman - Public Guardianship Section Manager – 706-260-8724 (M), carleton.coleman@dhs.ga.gov

Division of Aging Services Data System (DDS) - WellSky – Assistance

Not applicable

Online Directives Information System (ODIS) References

1. Administration Manual 5800 – Public Guardianship for Adults

Division of Aging Services Departmental Sections

Forensic Special Initiatives Unit (FSIU)

supports primary/secondary responders by conducting training, providing technical assistance, case reviews collaboration, ID Systems Gaps, policy

Who should I contact for questions?

For inquiries, email: FSIU@dhs.ga.gov

Division of Aging Services Data System (DDS) – WellSky – Assistance

Not applicable

Online Directives Information System (ODIS) References

1. Administration Manual 5600 – Section 9000 – Forensic Special Initiatives Unit

Division of Aging Services Departmental Sections

Access to Services (AtS)

Access to Services provides clear and objective information to older people and people with disabilities about long term services and supports. This includes helping individuals to live in the setting of their choice as independently as possible. They also help individuals advocate on their own behalf regarding some legal issues and their Medicare benefits. Staff provide public and community education and offer volunteer opportunities. The following programs are in the Access to Services Section.

Elderly Legal Assistance - The Elderly Legal Assistance Program in Georgia, also known as “ELAP,” provides, at no cost, direct case representation, legal community education and information in noncriminal matters. Issues handled include accessing health and long-term care, housing, consumer issues, Medicare, Medicaid, Social Security, elder abuse, exploitation and fraud, defense of guardianship, advance directives, and other legal services to individuals 60 years of age and older who are most in social and/or economic need in every county in the state. Seniors may also receive brief legal assistance from the division's partner, the Georgia Senior Legal Hotline. Publications and forms providing information on several issues of interest to seniors, family members and caregivers and are available for download at no cost on the DAS website under Publications under the link About Us. Hard copies are available by contacting the division.

GeorgiaCares - GeorgiaCares is Georgia’s State Health Insurance Assistance Program (SHIP). GeorgiaCares provides personalized counseling, education and outreach to assist Medicare beneficiaries with their Medicare questions. GeorgiaCares helps people understand, compare and enroll in programs and plans, including Medicare Advantage plans, Medicare prescription drug plans, Medicare Supplement Insurance, long term care choices, and other public and private health insurance coverage options.

Aging and Disabilities Resource Connection (ADRC) - The Aging and Disabilities Resource Connection (ADRC) is a partnership between DHS/DAS and multiple organizations, including state agencies and other public or private organizations. The ADRC has expanded to a No Wrong Door system for resources and services for all populations and payors. Counselors provide information and referral to callers for both publicly-funded and private pay services using a database of more than 26,000 resources. Due to demand, some individuals are placed on waiting lists and served based on need.

Transitions Programs - Individuals in long-term care facilities who wish to return to their homes and communities may be eligible for one of Georgia's two transition programs. The Money Follows the Person program assists Medicaid-eligible individuals who have resided in a long-term care facility for 60 or more days. Georgia's non-Medicaid Nursing Home Transitions program assists individuals age 55+ who have had a temporary, short-term (20+ days) stay in a long-term care facility. Both programs work with facility discharge planners to address transitional services such as housing support, transportation, groceries, and other barriers that may make returning home a challenge. Both programs work with participants for 365 days post-transition to address concerns that increase risk of readmission, helping participants to thrive in the community.

Who should I contact for questions?

Aging and Disability Resource Connection (ADRC)

1. Jeni Coyne, Access to Services (AtS) – Manager
Jennifer.coyne@dhs.ga.gov
2. Karen Nelson, ADRC Team Lead, ADRC – All ADRC Programs
karen.nelson@dhs.ga.gov
3. Pamela Hurst, ADRC Specialist – Information & Referral; Eligibility Screening; CSIS pamela.hurst@dhs.ga.gov
4. Ajene' Hall - Transitions Specialist – Money Follows the Person (MFP) and Nursing Home Transitions (NHT) Programs Ajene.Hall1@dhs.ga.gov
5. Naquan Escort - Options Counseling Specialist – MDS-Q and Community Options Counseling Naquan.Escort1@dhs.ga.gov
6. Erie Chiles - MFP Data Reports Administrator – Billing and Invoicing MFP and ADRC, CARES funding erie.chiles@dhs.ga.gov

Elderly Legal Assistance Program (ELAP)

7. Natalie K. Thomas, Esq., State Legal Services Developer – ELAP, Elder Law/OAA Title IIIB Legal Services Natalie.Thomas@dhs.ga.gov

GeorgiaCares Program

8. Christine Williams, GeorgiaCares Team Lead – all GeorgiaCares Programs - Christine.Williams@dhs.ga.gov
9. Mandel Jones - State Health Insurance Assistance Program (SHIP) Coordinator and Trainer – SHIP - Mandel.Jones3@dhs.ga.gov

10. Jessica Shelton, The Medicare Improvements for Patients and Providers Act (MIPPA) and State Volunteer Coordinator – MIPPA jessica.shelton@dhs.ga.gov

11. Nadine Dixon, Data Analyst and STARS Trainer – GeorgiaCares programmatic data - Nadine.Dixon@dhs.ga.gov

All Georgia Cares team members are certified Medicare Counselors and are available by calling 866-552-4464, option 4.

Division of Aging Services Data System (DDS) - WellSky – Assistance

Aging and Disability Resource Connection (ADRC)

1. Karen Nelson, ADRC Team Lead – All ADRC areas - karen.nelson@dhs.ga.gov
2. Erie Chiles, MFP Data Reports Administrator – New Users for the Centers for Independent Living (CILs) staff; data entry/billing for MFP - erie.chiles@dhs.ga.gov

Elderly Legal Assistance Program (ELAP)

3. Natalie Thomas, Esq., State Legal Services Developer – ELAP Platform Only - Natalie.Thomas@dhs.ga.gov

GeorgiaCares Program

4. Please Note – GeorgiaCares does not document in DDS. They use the Administration for Community Living (ACL) SHIP Tracking and Reporting System (STARS) for programmatic documentation.

Online Directives Information System (ODIS) References

1. MAN5200 - Access to Services
2. Access to Services Manual 6402 - ADRC Triage Assessment Forms

Division of Aging Services Departmental Sections

Livable Communities

Coordinates programs across the state that help older Georgians, persons with disabilities, and their caregivers remain in their homes and communities; and promote health, self-sufficiency, and independence. These programs are sometimes referred to as Non-Medicaid Home and Community Based Services. These programs and services are funded through the Older Americans Act funds, state funds and discretionary grants.

Who should I contact for questions?

1. Rena Brown – Nutrition services, senior centers, nutrition education, nutrition counseling, NSI, Food Security Survey- Rena.Brown1@dhs.ga.gov
2. Yolanda Mendoza-Miller – In-home services, assistive technology, home repair and modifications, material aid - yolanda.mendoza-miller@dhs.ga.gov
3. Almaz Akalewold – Senior Community Service Employment Program (SCSEP) - almaz.akalewold@dhs.ga.gov
4. Tope Walker – Senior Hunger State Plan, senior hunger - temitope.walker@dhs.ga.gov
5. Aline Stone – Georgia Alzheimer’s and Related Dementia (GARD) State Plan - aline.stone@dhs.ga.gov
6. Megan Stadnisky – evidence-based health and wellness programs - Megan.Moulding@dhs.ga.gov
7. David Watkins – caregiver services, kinship care services, evidence-based caregiver programs, adult day and adult day health - David.Watkins@dhs.ga.gov
8. Thom Snyder – case management, transportation, assessments, behavioral health - Thom.Snyder@dhs.ga.gov

Division of Aging Services Data System (DDS) - WellSky – Assistance

1. Evidence-Based Programs – Megan Stadnisky - Megan.Moulding@dhs.ga.gov
2. Caregiver Services – David Watkins - David.Watkins@dhs.ga.gov
3. Nutrition Services | Rostering – Renae Brown - Renae.Brown1@dhs.ga.gov
4. General LC Workflows – Thom Snyder - Thom.Snyder@dhs.ga.gov

Online Directives Information System (ODIS) References

1. Administration Manual 5300- MAN 5300

Division of Aging Services Departmental Sections

Office Of The State Long Term Care

Ombudsman Georgia's Long-Term Care Ombudsman Program works to improve the lives of residents of long-term care facilities by acting as their independent advocate.

Ombudsman staff and Certified Volunteer Ombudsmen informally investigate and work to resolve complaints on behalf of residents. They visit long-term care facilities to be accessible to residents and monitor conditions. Ombudsmen also provide education regarding long-term care issues, identify long-term care concerns and advocate for needed change. The Ombudsman Program is authorized by the Older Americans Act and Georgia law. For more information about this program, visit the following website: <https://aging.georgia.gov/long-term-care-ombudsman-program>

Who should I contact for questions?

melanie.mcneil@oslco.ga.gov

(866) 552-4464

<https://www.georgiaombudsman.org/>

Division of Aging Services Data System (DDS) - WellSky – Assistance

Not Applicable

Online Directives Information System (ODIS) References

1. Administration Manual 5100- MAN 5100 – Long Term Care Ombudsman

Division of Aging Services Departmental Sections

Georgia Council on Aging

Georgia Council on Aging has a mission to advocate with and on behalf of aging Georgians and their families to improve their quality of life. The Council on Aging educates, advises, informs and makes recommendations concerning programs for the elderly in Georgia. They also serve in an advisory capacity on aging issues to the Governor, General Assembly, Department of Human Services and all other state agencies. For more information about the Council on Aging, visit the following website: <https://www.gcoa.org/>

Who should I contact for questions?

General Office Line 404-657-5343

Division of Aging Services Data System (DDS) - WellSky – Assistance

Not Applicable

Online Directives Information System (ODIS) References

Not Applicable

Frequently Asked Questions

Q: What courses are available that can help me with Microsoft skills?

A: Learning Management System offers the following courses:

- Excel 100, Excel 200
- Outlook & Outlook Mobile 100
- OneNote 100
- Cloud Storage in O365 100
- OneDrive 100
- Forms 100
- SharePoint 100
- SharePoint 200
- Stream 100
- To Do 100
- List 100
- PowerPoint 100
- PowerPoint 200
- Planner 100.

Q: What HIPAA Courses are provided for AAA staff?

A: Division of Aging Services provides an annual HIPAA Session for information sharing purposes only. This does not substitute for HIPAA courses that should be completed annually by AAA staff according to the Business Associate Agreement and HIPAA Policy. Dates for the HIPAA Sessions will be shared as they are scheduled.

Q: Are there any courses that are available to help me with dealing with difficult people?

A: Learning Management System offers the following courses:

- Methods to Exceptional Customer Service
- DHS Customer Service and Communication 2020/21
- 10 Soft Skills You Need, Conflict Resolution (non-disciplinary).

Q: When is the next DAS 101 Course?

A: DAS 101 is offered as needed on Microsoft Teams. The Coordinator of this course is Jennifer Hogan and she can be contacted at jennifer.hogan@dhs.ga.gov for inquiries.

Q: Where can DDS – WellSky Manuals be found?

A: You can refer to Programs Integrity section above. Visit <https://odis.dhs.ga.gov/General> Administration Manual 5600 – Appendix DAS Data System Manuals. If there additional questions, please refer the to specific section and choose based off of the department in the Division of Aging Services Data System - Well Sky – Assistance Boxes above.

Q: If I work for the AAA's, how can I access LMS?

A: Please refer to Department of Human Services (DHS) LMS Process for New AAA Users on pages 7-9. This must be authorized through your AAA Director. Training provided is not mandatory for AAA Staff, however, we encourage you to take advantage of some great professional development courses.