



Georgia Department of Human Services
Division of Aging Services

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

Resource Guide 2022

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.

Here is the website that provides training tutorials and helpful information.
<https://aging.georgia.gov/tools-resources/aging-network-training>

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	MaryLea Boatwright Quinn	marylea.boatwrightquinn@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	Anna Thomas	anna.thomas1@dhs.ga.gov
Access to Services (AtS)		
Manager	TBD	TBD
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	Debra Stokes	debra.stokes@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. IOTIS Learning Management System (LMS) – GA DHS approved Online Training System. <https://iotis.org/totara/login/index.php> (Please use Chrome Internet browser when working in the IOTIS 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>

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- Ad Hoc Reporting, DDS System Administration, Tableau Visualizations - madhumita.mallick@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.

SHIP - State Health Insurance Assistance Program (SHIP). SHIP provides personalized counseling, education and outreach to assist Medicare beneficiaries with their Medicare questions. SHIP 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. Vacant, Access to Services (AtS) – ADRC Team Lead Contact Barbara ‘Babs’ Hall barbara.hall@dhs.ga.gov
2. ADRC Team Lead, ADRC – All ADRC Programs – Contact Barbara ‘Babs’ Hall barbara.hall@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. Aimee Stowe, Esq., State Legal Services Developer – ELAP, Elder Law/OAA Title IIIB Legal Services (Email) – aimee.stowe2@dhs.ga.gov

State Health Insurance Assistance Program (SHIP)

8. Christine Williams, SHIP Team Lead – all SHIP 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. ADRC Team Lead – All ADRC areas – Contact Barbara ‘Babs’ Hall
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. Aimee Stowe, Esq., State Legal Services Developer – ELAP Platform Only aimee.stowe2@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. Kandia Al-Haddad – In-home services, assistive technology, home repair and modifications, material aid - kandia.al-haddad@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. Yolanda Mendoza-Miller – case management, transportation, assessments, behavioral health yolanda.mendoza-miller@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 – Yolanda Mendoza-Miller - Yolanda.Mendoza-miller@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 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: When is the next DAS Orientation Course?

A: DAS Orientation is offered quarterly on Microsoft Teams. The Coordinator of this course is Love Taylor and she can be contacted at love.taylor@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.