



Georgia Department of Human Services
Division of Aging Services

DAS Course Catalog
July – December 2021

2 Peachtree Street, NW
Atlanta, GA 30303

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Training Resources

1. **Learning Management System (LMS)** – GA DHS approved Online Training System.
<https://gadhlms.mksccloud.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.
<https://odis.dhs.ga.gov/General>
4. **Department of Administration Services (DOAS)** - <http://doas.ga.gov/>

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Mandatory Online Training Courses

DHS Overview Video

The DHS Overview video will provide you with an overview of how these divisions and DHS offices support our vision of “Stronger families for a stronger Georgia.”

DHS Workplace Harassment (6 Modules)

Harassment is defined, in the employment and legal context, as conduct or actions, based on race, religion, sex, national origin, age, disability, genetic information, military membership or veteran status, that are severe and pervasive enough to create a hostile, abusive or intimidating work environment for a reasonable person. EDW 1210.1

DHS Safety Awareness and Fall Prevention (4 Modules)

Safety awareness is a responsibility, a commitment, an obligation. It's common sense, teamwork and safe work procedures. It's recognizing hazards and showing a willingness to act to control any hazard present. Managing safety issues efficiently and effectively will contribute to an organization's financial viability and it demonstrates a commitment to the most valuable asset of any organization, its people. EDW 1204.1

DHS Diversity and Inclusion (5 Modules)

DHS Policy 101 is the Equal Employment Opportunity and Unlawful Discrimination Policy. It states that DHS is an equal opportunity employer committed to providing equal employment opportunity for all individuals regardless of race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, gender, sexual orientation, pregnancy, childbirth, related conditions, military, or veteran status. Managers and supervisors must make all groups feel included. In addition, diversity training adheres to various civil and human rights. EDW 1209.1

DHS Standards of Conduct (8 Modules)

DHS Policy 1201 is our Standards of Conduct Policy. As DHS employees, we must perform duties in compliance with Federal and State laws, the Code of Ethics for Gov't Services, Rules of the State Personnel Board, DHS policies and the Gov. Executive Order on ethics. This training will provide a foundation for handling a variety of work-related situations. EDW 1208.1

DHS Workplace Violence (6 Modules)

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults. It can affect and involve employees, clients, customers and visitors. According to DHS Standards of Conduct and Ethics in Government, employees are always expected to maintain professional and businesslike relationships with fellow employees. DHS has a zero-tolerance policy towards violence. EDW 1205.1

DHS Defensive Driving (4 Modules)

Defensive driving is a set of driving skills that allows you to defend yourself against possible collisions caused by bad drivers, drunk drivers, and poor weather. Defensive drivers are able to avoid dangers on the road by using their safe driving practices. Full time employees are mandated to use rentals to go to a non-standard place of work, however the topics in this training apply to anyone who operates a motor vehicle. This training covers the following: Protection against careless motorists and Vehicle and travel safety EDW 1202.1

DHS Information Security and Awareness (6 Modules)

Information Security refers to the processes and methodologies to protect print, electronic, or any other form of confidential, private and sensitive information or data from unauthorized access, use, misuse, disclosure, destruction, modification, or disruption. Both DHS employees and contractors with access to DHS systems, applications and networks must comply with DHS Information Security policies and procedures. EDW 1206.1

Customer Service and Communication (4 Modules)

Excellent customer service often comes down to consistently checking in with your customers and making sure they are happy with the products and services you're providing and the process of working with you. If you do that successfully, you are on your way to becoming known for providing excellent customer service. Providing this type of excellent customer service starts with a genuine desire to delight your customers, but you also have to think beyond selling your products or services. You need to consider the cumulative experience customers, both internal and external, have when they work with you, what they think and feel, and what you can do to make it better. EDW 1201.1

DHS HIPAA (5 Modules)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is United States legislation that provides data privacy and security provisions for safeguarding medical information. HIPAA was enacted by Congress to provide group and individual insurance reform, introduce tax-related health care provisions, control healthcare fraud and abuse, and to ensure improvement in healthcare systems. This policy applies to all individuals who are Georgia Department of Human Services (DHS) employees, volunteers, trainees, and contractors who perform duties in conjunction with the access, distribution, dissemination, modification, and management of protected health information (PHI). EDW 1203.1

Sexual Harassment Prevention Training for Supervisors and Managers

The Sexual Harassment Prevention Training for supervisors and managers is an online training course available through Team Georgia Learning, the DOAS Learning Management System (LMS). Supervisors and managers will receive an automatic registration email from Team Georgia Learning. This email will include the login credentials and instructions on how to login and launch the online training course. Accessing the Training Once you have received the DOAS email, use the instructions below to access the training:

- Click the following link or type it into your web browser: <https://doas.exceedlms.com>
- Enter your email address as your Username
- Enter your Employee ID (EID) number without the leading zeros as your Password
- Click login

Additional Training

FISH! Philosophy Workshop

Teleworking

This informative training is designed to provide detailed instructions regarding teleworking guidelines, compliance, and integrity. The Teleworking Training will include the following topics: Teleworking Policy, Overview, Expectations, Workspace requirements, Work hours requirements, Equipment policies, Expense policies, Data security, Safety, Liability. EDW 1218.1

Public Guardianship Office (PGO) Training

Person Centered Case Management

Provides overview of person-centered thinking, planning and practices which focuses including the individual being served in directing their services. It emphasizes the person's perspective, strengths, weaknesses, abilities, preferences, wishes and informed choice when setting goals. It respects the person's autonomy and self-determination to make choices for him/herself.

Court Etiquette

Provides PGO standards and expectations for interacting with the court when fulfilling responsibilities during the guardianship petitioning and appointment process. It includes timeliness, attire and appropriate interactions during a hearing.

TERF/ERF

Reviews policies for Emergency Relocation Funds (ERF) and Temporary Emergency Respite Funds). It defines ERF, its eligibility requirements, and procedures for accessing ERF as well as the definition for TERF, its eligibility requirements and the procedures for accessing TERF.

DAS 101 Training

Coordinator: Jennifer Hogan

Length: 11 Hour Course

Description: Through DAS 101, new hires will gain an understanding of how the Older American's Act impacts DAS, increase their knowledge of the totality of the work done at DAS or through the Area Agencies on Aging (AAA).

All new hires will be assigned the next class via email. Supervisors will be asked to confirm all new staff are assigned the training.

Attendees: All DAS new hires or staff that may benefit from the course with management approval.

Timeframe: Within 3 Months of Hire or As Assigned (refer to Training Matrix)

Registration: Email Coordinator

Course Date	Time	Platform
October	1:30pm – 3:30pm	Microsoft Teams
TBD	1:30pm – 3:30pm	Microsoft Teams

Public Guardianship Office (PGO)
PGO New Worker Training

Coordinator: Cecelia “Cece” Walker

Length: 40 Hour (5 Day) Course

Description: This training includes daily 4-5 hour in-class sessions and 3-4 hours of outside class assignments. Outside classwork includes required Department of Human Services (DHS), Division of Aging Services (DAS, and Public Guardianship Office (PGO) trainings in the Learning Management System (LMS) and additional reading material to supplement policy and state code. The areas covered include the appointment and responsibilities of Public Guardianship, case management requirements to include needs assessments, supportive and surrogate decision making and end of life planning. Participants are also introduced to DAS programs and units as well as software programs frequently used by PGO staff to include, the On-line Directives Information System (ODIS), the Learning Management System (LMS), CONCUR, and the DAS Data Management System (DDS).

Attendees: All PGO new hires or staff that may benefit from the course with management approval.

Timeframe: Within 3 Months of Hire or As Assigned (refer to Training Matrix)

Registration: Email Coordinator

Course Date	Time	Platform
September 13-17, 2021	9am – 3:30pm	Microsoft Teams
December 13 -17, 2021	9am – 3:30pm	Microsoft Teams

Adult Protective Services (APS)
APS New Worker Training

Coordinator: Shernell Belasco

Length: 40 Hour (5 Day) Classroom or 40 Hour (5 Day) Virtual Course, 4 Hours Instructor Lead/ 4 Hours Independent Learning

Description: Introduction to the Adult Protective Services Program following the guidelines of the National Adult Protective Services (NAPSA) 23 Core Competencies. The course will allow participants to understand the primary purpose of the APS program and explore the values and principles that shape it. Participants will review the fundamentals of adult abuse and learn to identify their role and responsibilities in the APS process. Participants will also become familiar with the basic guidelines for referrals and providing services to potential clients.

Attendees: All APS new hires or staff that may benefit from the course with management approval.

Timeframe: Within 3 Months of Hire or As Assigned (refer to Training Matrix)

Registration: Email Coordinator

Course Date	Time	Platform
September 20-24, 2021	8am – 5pm	Microsoft Teams
December 6-10, 2021	8am – 5pm	Microsoft Teams

ACT Training Certified At-Risk Adult Crime Tactics Specialist (CACTS)

Coordinator: David Blake & Anna Thomas

Length: 12 Hour (2- Day)

Description: Co-Sponsored by the Prosecuting Attorney's Council of Georgia. The Certified At-Risk Adult Crime Tactics Specialist (CACTS) training is provided through the Georgia Department of Human Services Forensic Special Initiatives Unit GBI Crimes Against Disabled Adults and Elder (CADE) Task Force in cooperation with: Administrative Offices of the Courts of Georgia; Georgia Association of Chiefs of Police; Georgia Bureau of Investigation; Georgia Peace Officer Standards and Training Council; Georgia Public Safety Training Center; Georgia Sheriff's Association; and the Institute of Continuing Judicial Education. Mission: To equip primary and secondary responders with knowledge and skills to recognize and respond appropriately to at-risk adult crime victims in Georgia as part of a multi-disciplinary team.

Attendees: All APS and PGO new hires, law enforcement, prosecutors, judges, EMS, bank investigators/trainers/risk managers, regulatory agencies, medical and social services agencies that respond to the abuse, neglect, and exploitation of at-risk adults. The ACT class is approved for 12 hours POST credit. ***This training is not open to the public.*** Attendees must complete both days to receive credit.

Timeframe: Within 3 Months of Hire or As Assigned (refer to Training Matrix)

Registration: Send an email to FSIU@dhs.ga.gov. Include the date of training, your name, agency, address, phone number, county where your work, and OKEY if you are a law enforcement officer. For questions, email coordinators.

Course Date	Time	Platform
June 21–22, 2021	8:30am – 3pm	Microsoft Teams
July 26–27, 2021	8:30am – 3pm	Microsoft Teams
August 24–25, 2021	8:30am – 3pm	Microsoft Teams
September 21-22, 2021	8:30am – 3pm	Microsoft Teams
October 19-20, 2021	8:30am – 3pm	Microsoft Teams
November 9 –10, 2021	8:30am – 3pm	Microsoft Teams

Limited English Proficient/Sensory Impaired (LEPSI) Course

Coordinator: Learning Management System

Length: Self-Paced

Description:

The purpose of the DHS Limited English Proficiency / Sensory Impairment (LEP/SI) Training Course is to train staff to apply LEP/SI policies and procedures with accuracy in providing meaningful access to constituents who are limited English proficient and equally effective communication to constituents with sensory impairments. The training will provide instruction on how to recognize violations, ensure implementation of policies and procedures, enhance services to LEP/SI constituents and ensure compliance with the Civil Rights Act of 1964, the Americans with Disabilities Act, and other non-discrimination laws.

Attendees: Anyone

Timeframe: As desired or assigned by Section Manager.

Registration: Self enroll in DHS LMS.

DAS Mental Health First Aid Training

Coordinator: Learning Management System

Length: 8 Hour

Description: Mental Health First Aid is a course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis.

Attendees: Public Guardianship Office (PGO) Staff, Adult Protective Services (APS) Staff. Open to all DAS Staff as assigned by Section Manager.

Timeframe: As offered.

Registration: Self enroll in DHS LMS. If you do not see a date offered, submit a request through the Intranet at https://intranet.dhs.ga.gov/Office_of_Enterprise_Development/Forms/

Course Date	Time	Platform
TBD	TBD	Classroom
TBD	TBD	Classroom

Department of Human Services
Skills for Successful Supervision

Coordinator: Office of Enterprise Development (OED)

Length: 24 Hour (4-Day) Virtual/Interactive

Description: The course provides you with essential information regarding DHS policies and procedures and your role as a supervisor, including building your managerial skills, leading your team and enforcing team accountability. Supervisors play a critical role in ensuring the success of your offices by establishing engaged, motivated and high-performing teams. Your effective leadership ensures that your office operates strategically, adheres to compliance standards and assists in building “Stronger families for a stronger Georgia.” This training will assist you with developing and enhancing various skills that will lead to your success as a supervisor.

Participants must complete the required prerequisite eLearning in the LMS - Leadership and Influence (eLearning).

Attendees: Newly promoted or new to DHS as a Manager/ Supervisor or anyone who took the course prior to 2020.

Timeframe: Within 45 days of Hire

Registration: Self-enroll in DHS LMS or manager/ supervisors can enroll a team member (users) in DHS LMS. For questions, email dhs-oed@dhs.ga.gov.

Course Date	Time	Platform
TBD	8:30am – 3pm	Microsoft Teams
TBD	8:30am – 3pm	Microsoft Teams

Leadership, Education and Development (LEAD) Academy

Coordinator: Office of Enterprise Development (OED)

Length: 80 Hours – 12 Day (4-month period, 3-days per month) PDL 451.1

Description: Leadership, Education and Development (LEAD) Academy

The Department of Human Services Supervisor Leadership, Education and Development (LEAD) Academy provides the opportunity to develop leadership and management skills necessary to become an emerging leader within this organization. The program will be offered three times per fiscal year. It is designed to address the need for enhanced leadership, management, and supervisory skills that align with the Department's core value to develop our employees and build organizational capacity.

- Participation is by nomination. All DHS employees at the supervisory, management, and leadership levels will be invited to submit a nomination survey for individuals who meet the criteria to attend the Academy. Call for nominations are typically sent twice per year, April and August.

- The program is very rewarding and challenging. It requires full commitment from you to attend all sessions which some include dinners. Be sure to mark your calendars that you are Out of Office. If you are unable to commit to all days, then please consider moving into the next class.

Attendees: Nominees

Timeframe: After completing DHS Skills for Successful Supervision course.

Registration: Nomination Process: Manager/ supervisors can enroll a team member (users) in DHS LMS. For questions, email dhs-oed@dhs.ga.gov.

Course Date	Time	Platform
TBD	TBD	Microsoft Teams
TBD	TBD	Microsoft Teams

DHS Leadership Academy

Coordinator: Office of Enterprise Development (OED)

Length: 65 Hours – 10 Day (5-month period, 2-days per month) PDL 461.1

Description: The DHS Leadership Academy is targeted at developing high potential mid to upper level management employees from all divisions and offices across the Department. Employees who are nominated and selected to participate must complete a rigorous six-month program that covers topics such as unleashing your inner leader, innovation and collaboration, and transforming the future. The sessions are facilitated by instructors at The University of Georgia’s Carl Vinson Institute of Government (CVIOG). The program is very rewarding and challenging. It requires full commitment from you to attend all sessions which some include dinners. Be sure to mark your calendars that you are Out of Office. If you are unable to commit to all days, then please consider moving into the next class.

Attendees: Nominees

Timeframe: After completing Leadership, Education and Development (LEAD) Academy.

Registration: Nomination Process: Manager/ supervisors can enroll a team member (users) in DHS LMS. For questions, email dhs-oed@dhs.ga.gov.

Course Date	Time	Platform
TBD	TBD	Microsoft Teams
TBD	TBD	Microsoft Teams

LMS Online Courses

Coordinator: Learning Management System

Length: 1-2 Hour Courses

Attendees: Anyone

Timeframe: As desired or assigned by Section Manager. Please refer to Training Matrix for details.

Registration: Self enroll in DHS LMS.

This list does not include all courses offered.

Courses	Platform
Leadership and Influence	LMS
Servant Leadership	LMS
Business Etiquette	LMS
Telephone Etiquette	LMS
Creating a Positive Work Environment	LMS
Taking Initiative	LMS
Expanding with Existing Resources	LMS
Human Trafficking Awareness (HRA)	LMS
DHS Overview Video	LMS
Team Building for Managers	LMS
The ADDIE Model Activity	LMS
Microsoft OneDrive	LMS
Microsoft SharePoint	LMS
Excel 2016 Essentials	LMS
Excel 2016 Expert	LMS
Outlook 2016 Essentials	LMS
PowerPoint 2016 Essentials	LMS
Word 2016 Essentials	LMS
Word 2016 Expert	LMS
Microsoft OneDrive	LMS
Microsoft SharePoint	LMS
Excel 2016 Essentials	LMS
Excel 2016 Expert	LMS
Outlook 2016 Essentials	LMS

LMS Classroom Courses

Coordinator: Learning Management System

Length: Varies

Attendees: Anyone

Timeframe: As desired or assigned by Section Manager. Please refer to Training Matrix for details.

Registration: Self enroll in DHS LMS. If you do not see a date offered, submit a request through the Intranet at https://intranet.dhs.ga.gov/Office_of_Enterprise_Development/Forms/.

This list does not include all courses offered.

Courses	Date	Platform
10 Soft Skills You Need	TBD	Classroom or Virtual
Business Communications	TBD	Classroom or Virtual
Conflict Resolution	TBD	Classroom or Virtual
Cultivating a Respectful Environment	TBD	Classroom or Virtual
Diversity	TBD	Classroom or Virtual
Effective Presentations Skills Workshop	TBD	Classroom or Virtual
FISH! Culture	TBD	Classroom or Virtual
FISH! for Leaders - "It Starts with Me"	TBD	Classroom or Virtual
FISH! Philosophy Training Workshop	TBD	Classroom or Virtual
Increasing Your Happiness	TBD	Classroom or Virtual
Methods to Exceptional Customer Service	TBD	Classroom or Virtual
Negotiation Skills	TBD	Classroom or Virtual
Team Building	TBD	Classroom or Virtual
Time Management	TBD	Classroom or Virtual

LMS Virtual/Interaction Courses

Coordinator: Learning Management System

Length: Varies

Attendees: Anyone

Timeframe: As desired or assigned by Section Manager. Please refer to Training Matrix for details.

Registration: Self enroll in DHS LMS. If you do not see a date offered, submit a request through the Intranet at https://intranet.dhs.ga.gov/Office_of_Enterprise_Development/Forms/.

This list does not include all courses offered.

Courses	Date	Platform
Teams 100	TBD	Virtual/Interactive
Teams 200	TBD	Virtual/Interactive
Teams Chat & Meetings	TBD	Virtual/Interactive
Teams Channels & Files 100	TBD	Virtual/Interactive
Teams Live Events (Organizer) 100	TBD	Virtual/Interactive
Teams Breakout Rooms 100	TBD	Virtual/Interactive
Excel 100	TBD	Virtual/Interactive
Excel 200	TBD	Virtual/Interactive
Outlook & Outlook Mobile 100	TBD	Virtual/Interactive
OneNote 100	TBD	Virtual/Interactive
Cloud Storage in O365 100	TBD	Virtual/Interactive
OneDrive 100	TBD	Virtual/Interactive
Forms 100	TBD	Virtual/Interactive
SharePoint 100	TBD	Virtual/Interactive
SharePoint 200	TBD	Virtual/Interactive
Stream 100	TBD	Virtual/Interactive
To Do 100	TBD	Virtual/Interactive
List 100	TBD	Virtual/Interactive
PowerPoint 100	TBD	Virtual/Interactive
PowerPoint 200	TBD	Virtual/Interactive
Planner 100	TBD	Virtual/Interactive

Professional Development Conferences

Conference	Date	Time
Virtual Senior Hunger Summit	June 15, 2021	9:30am – 3:50pm
How to Register: https://whova.com/portal/registration/senio_202106		
Attendees: DAS Staff		
Description:		
<p>Each year since 2016, the Georgia Department of Human Services Division of Aging Services has sponsored the Senior Hunger Summit. The summit address the five focus areas of the State Plan to Address Senior Hunger (Pub. Dec. 2017). The focus areas are Today’s Seniors, Health Impact of Senior Hunger, Food Access, Food Waste and Reclamation, and Meeting the Community Needs. The Summit brings together a diverse group of experts, policymakers and community stakeholders to heighten awareness of senior hunger in Georgia and nationally, unearth issues accompanying the problem, highlight best practices, and seed opportunities to combat senior hunger. Register today for this free, informative, and exciting opportunity!</p>		

Conference	Date	Time
ADRC Summit	June 16 - 18, 2021	9:30am –1pm
How to Register: https://whova.com/portal/registration/ahcs1_202106/		
Attendees: DAS Staff		
Description:		
<p>The ADRC Healthy Communities Summit is designed to provide workshops and general sessions on a variety of topics that focus on healthy living and healthy aging. It seeks to improve integration and seamlessness of services to older adults, persons with disabilities, families, and caregivers statewide. We have also expanded our focus to the healthy communities and initiatives that embrace diversity and inclusiveness across the lifespan.</p>		