



**Georgia Department of Human Services**  
Division of Aging Services



**DAS Course Catalog**  
**July - December 2022**

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## Training Resources

1. **IOTIS (Institute for Online Training and Instructional Systems)** – GA DHS approved Online Training System. <https://iotis.org/totara/>
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 Welcome Video**

The DHS Overview video will provide you with an overview of DHS 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 Orientation Training

Coordinator: Love Taylor

Length: Hour (5 Day) Course

Description: Through DAS Orientation formerly 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

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b><u>Week 1:</u> July 19, 2022 July 20 - 21, 2022</b>	9am – 4pm 1:30pm - 4pm	Microsoft Teams
<b><u>Week 2:</u> July 26 - 27, 2022</b>	1:30pm – 4pm	
<b><u>Week 1:</u> October 11, 2022 October 12-13, 2022</b>	9am – 4pm 1:30pm - 4pm	Microsoft Teams
<b><u>Week 2:</u> October 26-27, 2022</b>	1:30pm – 4pm	

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

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b>March 14 – 18, 2022</b>	9am – 5pm	Microsoft Teams
<b>June 20 - 24, 2022</b>	9am – 5pm	Microsoft Teams
<b>September 19 - 23, 2022</b>	9am – 5pm	Microsoft Teams
<b>December 5 - 9, 2022</b>	9am – 5pm	Microsoft Teams



Public Guardianship Office (PGO)  
PGO Monthly Meetings

Coordinator: Cecelia “Cece” Walker

Length: 1.5 Hour Course

Description: PGO staff will receive training on a variety of topics to include policy, legal updates, national best practices, DAS Data System updates, partnerships, and resources.

Attendees: All PGO staff.

Timeframe: Monthly as Assigned

Registration: Email Coordinator

<b>Meeting Date</b>	<b>Time</b>	<b>Platform</b>
<b>January 11 &amp; 18, 2022</b>	9am – 10:30am	Microsoft Teams
<b>February 8 &amp; 15, 2022</b>	9am – 10:30am	Microsoft Teams
<b>March 8 &amp; 15, 2022</b>	9am – 10:30am	Microsoft Teams
<b>April 12 &amp; 19, 2022</b>	9am – 10:30am	Microsoft Teams
<b>May 10 &amp; 17, 2022</b>	9am – 10:30am	Microsoft Teams
<b>July 12 &amp; 19, 2022</b>	9am – 10:30am	Microsoft Teams
<b>August 9 &amp; 16, 2022</b>	9am – 10:30am	Microsoft Teams
<b>September 13 &amp; 20, 2022</b>	9am – 10:30am	Microsoft Teams
<b>October 11 &amp; 18, 2022</b>	9am – 10:30am	Microsoft Teams
<b>November 8 &amp; 15, 2022</b>	9am – 10:30am	Microsoft Teams
<b>December 13, 2022</b>	9am – 10:30am	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

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b>March 7 – 11, 2022</b>	8am – 5pm	Microsoft Teams
<b>June 27 – July 1, 2022</b>	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: Go to <https://aging.georgia.gov/programs-and-services/forensic-special-initiatives-unit> or send an email to [FSIU@dhs.ga.gov](mailto: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
July 13 – 14, 2022	8:30am – 3pm	Microsoft Teams
August 16 – 17, 2022	8:30am – 3pm	Microsoft Teams
September 13 – 14, 2022	8:30am – 3pm	Microsoft Teams
October 11 – 22, 2022	8:30am – 3pm	Microsoft Teams
November 15 – 16, 2022	8am – 5pm	Georgia Public Safety Training Center located at 1000 Indian Springs Dr, Forsyth, GA 31029

## Georgia State Health Insurance Assistance Program (SHIP)

### SHIP Medicare Open Enrollment Training

Coordinator: Christine Williams, Mandel Jones, and Jessica Shelton

Length: 18 Hours (3 hours each day)

Description: This is 18 hours of instructor-led training to prepare certified Medicare counselors for Open Enrollment. The training covers Medicare.gov, enrollment into health and drug plans, STARS data entry, Medicare Supplement Insurance (Medigap Policies), Medicare Savings Program, Extra Help Program, Volunteer Risk & Program Management (VRPM), Aging and Disability Resource Connection & Home and Community-Based Waivers, Long-Term Support and Services (LTSS) and online Medicare Resources.

Attendees: All Georgia SHIP Certified Medicare Counselors

Timeframe: Prior to Medicare Open Enrollment (October 15 – December 7)

Registration: Email the Georgia SHIP Coordinator and Trainer.

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b>September 19 - 21, 2022</b>	9am – 12am	Microsoft Teams
<b>September 26- 28, 2022</b>	9am – 12am	Microsoft Teams

## Georgia State Health Insurance Assistance Program (SHIP)

### SHIP Medicare Open Enrollment Training

Coordinator: Mandel Jones

Length: 15 Hours (13 Modules)

Description: This training includes 1.5-hours of instructor-led sessions, online self-paced modules, and 1-2 hours of outside reading assignments. The training covers Medicare basics, Medicare Rights and Protections, Supplement Insurance (Medigap) Policies, Coordination of Benefits, Medicare for People with End-Stage Renal Disease, Medicare Preventive Services, Part D Prescription Drug Coverage, Medicare Fraud and Abuse, Medicare Advantage Plans, and Medicare for People with Disabilities. New learners are required to complete self-paced online modules with knowledge checks at the end of each course. Classwork includes reading the Medicare and You Handbook, and webinars on the SHIP Tracking and Reporting System (STARS).

Attendees: All Georgia SHIP new hires, staff and volunteers that may benefit from the training.

Timeframe: Within 1-2 months of Hire Date

Registration: Email the Georgia SHIP Coordinator and Trainer

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
TBD	TBD	Microsoft Teams

## REACT Training

Coordinator: Shawonda Wright

Length: 1 Hour

Description: The GBI CADE Task Force would like to invite you to attend our one-hour REACT training for mandated reporters and any person interesting in learning more about the abuse of vulnerable adults in Georgia. REACT training will cover the basic types of elder and disabled adult abuse, Georgia laws on mandated reporting, and reporting resources. REACT training is delivered virtually using Microsoft TEAMS.

Attendees: Mandated Reporters or anyone interested in taking this course.

Timeframe: None

Registration: Send an email to [FSIU@dhs.ga.gov](mailto:FSIU@dhs.ga.gov) to receive the Teams link.

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b>July 21, 2022</b>	10am – 11am	Microsoft Teams
<b>August 26, 2022</b>	10am – 11am	Microsoft Teams
<b>September 22, 2022</b>	10am – 11am	Microsoft Teams
<b>October 20, 2022</b>	10am – 11am	Microsoft Teams
<b>November 18, 2022</b>	10am – 11am	Microsoft Teams

## DAS Onboarding/Offboarding Document Training

Coordinator: Love Taylor

Length: 1.5 Hours

Description: This training provides the step by step process of completing the DHS Onboard and Offboard Form. It also reviews the additional paperwork involved in both process.

Attendees: Hiring Managers and Program Associates

Timeframe: Deadline to register is two business days prior to scheduled class.

Registration: If you do not see a date offered, submit a request to Coordinator. Registration for classes listed below can in IOTIS.

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b>August 23, 2022</b>	9:30am – 11:00am	Teams
<b>August 25, 2022</b>	1:30pm – 3:00pm	Teams
<b>November 15, 2022</b>	9:30am – 11:00am	Teams
<b>November 17, 2022</b>	1:30pm – 3:00pm	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 IOTIS.



## 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 IOTIS. 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/](https://intranet.dhs.ga.gov/Office_of_Enterprise_Development/Forms/)

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b>TBD</b>	<b>TBD</b>	<b>Classroom</b>
<b>TBD</b>	<b>TBD</b>	<b>Classroom</b>

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 IOTIS - 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 or manager/ supervisors can enroll a team member (users) in <https://iotis.org/totara/login/index.php>. For questions, email [dhs-oed@dhs.ga.gov](mailto:dhs-oed@dhs.ga.gov).

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b>February 21 – 25, 2022</b>	8:30am – 3pm	Microsoft Teams
<b>April 25 – 29, 2022</b>	8:30am – 3pm	Microsoft Teams
<b>June 27 – July 1, 2022</b>	8:30am – 3pm	Microsoft Teams
<b>August 23 – 26, 2022</b>	8:30am – 3pm	Microsoft Teams
<b>October 25 - 28</b>	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](mailto:dhs-oed@dhs.ga.gov).

Course Date	Time	Platform
<b>August 5, 2022</b>	11am – 12pm	Microsoft Teams
<b>August 16-18, 2022</b>	8:30am – 4:30pm	In Person
<b>August 25, 2022</b>	10:30am – 11:30am	Microsoft Teams
<b>September 13 - 15, 2022</b>	8:30am – 4:30pm	In Person
<b>September 22, 2022</b>	10am – 11am	Microsoft Teams
<b>October 11-13, 2022</b>	8:30am – 4:30pm	In Person
<b>October 20, 2022</b>	10am – 11am	Microsoft Teams
<b>November 15 - 17, 2022</b>	8:30am – 4:30pm	In Person
In-Person Classes will take place at: 27 Trinity Avenue Southwest Atlanta, 30334 * Times may vary, updates will be sent by OED.		

## 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](mailto:dhs-oed@dhs.ga.gov).

<b>Course Date</b>	<b>Time</b>	<b>Platform</b>
<b>TBD</b>	TBD	Microsoft Teams
<b>TBD</b>	TBD	Microsoft Teams

## IOTIS 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 IOTIS.

\*This list does not include all courses offered.\*

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

## IOTIS Classroom Courses

Coordinator: IOTIS

Length: Varies

Attendees: Anyone

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

Registration: Self enroll in IOTIS. 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/](https://intranet.dhs.ga.gov/Office_of_Enterprise_Development/Forms/).

\*This list does not include all courses offered.\*

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

## IOTIS Virtual/Interaction Courses

Coordinator: IOTIS

Length: Varies

Attendees: Anyone

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

Registration: Self enroll in IOTIS. 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/](https://intranet.dhs.ga.gov/Office_of_Enterprise_Development/Forms/).

\*This list does not include all courses offered.\*

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