Georgia Department
of Human Services

Division of Aging Services
Course Catalog

July - December 2023

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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 181 -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 4001 - Workplace Harassment

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 7000 - Safety Awareness and Fall Prevention

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 6000 - Diversity and Inclusion

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 5000 - Standards of Conduct

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 4000 - Workplace Violence

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 8000 - Defensive Driving

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 9000 - Information Security and Awareness

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

DHS 3000 - Customer Service and Communication

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 1000 - HIPAA

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

DHS 1200 - FISH! Philosophy (eLearning)

DHS 1300 - 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.

Coordinator: Love Taylor

Length: 5 Day Course – 18 Hour

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: Mandatory for DAS new hires and staff that may benefit from the course with management approval.

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

Registration: Managers can enroll their staff via https://iotis.org/totara/totara/dashboard/index.php.

Course Date	Time	Platform
Day 1: January 23, 2023 Day 2-5: January 24 - 27, 2023	9am – 4pm 9am – 12pm	Microsoft Teams
Day 1: April 17, 2023 Day 2-5: April 18 - 21, 2023	9am – 4pm 9am – 12pm	Microsoft Teams
Day 1: July 17, 2023 Day 2-5: July 18 - 21, 2023	9am – 4pm 9am – 12pm	Microsoft Teams
Day 1: October 16, 2023 Day 2-5: October 17 - 20, 2023	9am – 4pm 9am – 12pm	Microsoft Teams

Public Guardianship Office (PGO)

PGO New Worker Training

Coordinator: Cecelia "Cece" Walker

Length: 44 Hour (5.5 Day) Course

Description: This training includes daily 5-6 hour in-class sessions and 1-2 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 IOTIS Learning Management System (IOTIS) 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), IOTIS, 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
March 13 – 17, 2023 **March 21, 2023**	9am – 5pm 8:30am – 12:30pm	Microsoft Teams
June 5 - 9, 2023 **June 13, 2023**	9am – 5pm 8:30am – 12:30pm	Microsoft Teams
September 11 - 15, 2023 **September 19, 2023**	9am – 5pm 8:30am – 12:30pm	Microsoft Teams
December 4 - 8, 2023 **December 12, 2023**	9am – 5pm 8:30am – 12:30pm	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

Meeting Date	Time	Platform
January 10, 2023 January 17, 2023	9am – 10:30am	Microsoft Teams
February 7, 2023	9am – 10:30am	Microsoft Teams
March 7, 2023	9am – 10:30am	Microsoft Teams
April 4, 2023 April 11, 2023	9am – 10:30am	Microsoft Teams
May 2, 2023 May 9, 2023	9am – 10:30am	Microsoft Teams
June 13, 2023 June 20, 2023	9am – 10:30am	Microsoft Teams
July 18, 2023	9am – 10:30am	Microsoft Teams
August 1, 2023 August 8, 2023	9am – 10:30am	Microsoft Teams
September 5, 2023 September 19, 2023	9am – 10:30am	Microsoft Teams
October 3, 2023	9am – 10:30am	Microsoft Teams
November 7, 2023 November 14, 2023	9am – 10:30am	Microsoft Teams

Adult Protective Services (APS)

APS New Worker Training

Coordinator: Adriane Davis

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
March 6 - 10, 2023	8am – 5pm	Microsoft Teams
June 19 – June 23, 2023	8am – 5pm	Microsoft Teams
September 18 - 22, 2023	8am – 5pm	Microsoft Teams
December 11 - 15, 2023	8am – 5pm	Microsoft Teams

CACTS 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/fsiu-training-calendar or 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
July 25 - 26, 2023	8:30am – 3pm	Microsoft Teams
August 22 – 23, 2023	8am – 5pm	University of North Georgia Police Department 269 Morrison Moore Parkway W. Dahlonega, GA 30436
September 26 - 27, 2023	8:30am – 3pm	Microsoft Teams
October 25 – 26, 2023	8am – 5pm	Valdosta City Hall Annex 300 North Lee Street, Valdosta, GA 31601
November 14 – 15, 2023	8am – 5pm	Department of Family & Children Services 162 Oxley Dr. Lyons, GA 30436

REACT Training

At-Risk Adult Abuse Training for Mandated Reporters

Coordinator: David Blake

Length: 1 Hour

Description: The GBI CADE (Crimes Against the disabled and elderly) Task Force will be conducted an on-line training one-hour REACT training for mandated reporters and any person interested in learning more about the abuse of vulnerable adults in Georgia. The REACT training will cover the basic types of elder and disabled adult abuse, Georgia laws on mandated reporting, and resources. REACT training is delivered virtually using Microsoft TEAMS. A computer is required to attend the class. Log in using the link specific for the date of training you are interested in.

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

Timeframe: None

Registration: Send an email to FSIU@dhs.ga.gov to receive the Teams link.

Course Date	Time	Platform
July 21, 2023	10am – 11am	Microsoft Teams
August 18, 2023	10am – 11am	Microsoft Teams
September 15, 2023	10am – 11am	Microsoft Teams
October 20, 2023	10am – 11am	Microsoft Teams
November 17, 2023	10am – 11am	Microsoft Teams

FACT Training

Facility At-Risk Adult Crimes Training

<u>Coordinator:</u>   Shawonda Wright

<u>Length:</u>   2 Hour

<u>Description:</u>   The Facility At-Risk Adult Crime Training (FACT) is provided through the Georgia Department of Human Services Forensic Special Initiatives Unit, GBI Crimes Against Disabled Adults and Elder (CADE) Task Force.

Mission: To help primary and secondary medical and home health providers understand Adult Protective Services and Public Guardianship's role in responding to at-risk adult crime victims in Georgia..

This training is not open to the public.
*CEU's (2 hours) are offered for the training

<u>Attendees:</u> Mandated Reporters or anyone interested in taking this course.

<u>Timeframe:</u> None

<u>Registration:</u> To register https://aging.georgia.gov/programs-and-services/forensic-special-initiatives-unit Include your name, agency, position/title, address, phone number, and county where you work.

Course Date	Time	Platform
July 13, 2023	10am – 12pm	Microsoft Teams
August 10, 2023	10am – 12pm	Microsoft Teams
September 7, 2023	10am – 12pm	Microsoft Teams
October 5, 2023	10am – 12pm	Microsoft Teams
November 2, 2023	10am – 12pm	Microsoft Teams
January 11, 2024	10am – 12pm	Microsoft Teams
February 9, 2024	10am – 12pm	Microsoft Teams
March 7, 2024	10am – 12pm	Microsoft Teams

Georgia State Health Insurance Assistance Program (SHIP)

New Medicare Counselor Training

Coordinator: Christine Williams 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.

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

Georgia State Health Insurance Assistance Program (SHIP)

SHIP Medicare Open Enrollment (OE) Training

Coordinator: Christine Williams

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

Course Date	Time	Platform
September 18-20, 2023	9:00am to 12:00pm	Microsoft Teams
September 25-27, 2023	9:00am to 12:00pm	Microsoft Teams

DAS 108 - 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.

Course Date	Time	Platform
TBD	9:30am – 11:00am	Teams
TBD	1:30pm – 3:00pm	Teams

DAS 131 – New Hire Orientation Process for Supervisors

Coordinator: Love Taylor

Length: 3 Hours

Description: This training provides the step-by-step process of conducting the Orientation Process for New Hires according to Policy 4000 Onboard/Offboard in Administration Manual 5600. The instructions will include how to complete all orientation checklists.

Attendees: Mandatory for all Levels of Supervision that may participate in the hiring and orientation process.

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 in IOTIS.

Course Date	Time	Platform
August 2, 2023	9:00am – 12:00am	Teams
August 3, 2023	9:00pm – 12:00pm	Teams
August 7, 2023	1:00pm – 4:00pm	Teams
August 8, 2023	1:00pm – 4:00pm	Teams
August 10, 2023	9:00am – 12:00am	Teams
August 15, 2023	9:00pm – 12:00pm	Teams
August 17, 2023	9:00pm – 12:00pm	Teams
August 17, 2023	1:00pm – 4:00pm	Teams
August 21, 2023	9:00am – 12:00am	Teams
August 22, 2023	1:00pm – 4:00pm	Teams
August 24, 2023	9:00am – 12:00am	Teams
August 28, 2023	9:00am – 12:00am	Teams
August 28, 2023	1:00pm – 4:00pm	Teams
August 29, 2023	9:00am – 12:00am	Teams
August 29, 2023	1:00pm – 4:00pm	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.

Department of Human Services

DHS 102 - 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 – DHS 117 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.

Course Date	Time	Platform
July 25 – 28, 2023	8:30am – 3pm	Microsoft Teams
September 26 - 29, 2023	8:30am – 3pm	Microsoft Teams

DHS 103 - Leadership, Education and Development (L.E.A.D.) 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
July 31, 2023	9am – 12pm	Microsoft Teams
August 15-17, 2023	8:30am – 4:30pm	In Person
August 24, 2023	9am – 12pm	Microsoft Teams
September 12 -14, 2023	8:30am – 4:30pm	In Person
September 21, 2023	10am – 12pm	Microsoft Teams
October 17-19, 2023	8:30am – 4:30pm	In Person
October 26, 2023	10am – 12pm	Microsoft Teams
November 14-16, 2023	8:30am – 4:30pm	In Person
In-Person Classes will take place at: Georgia Technology Authority (GTA) 47 Trinity Avenue -or- Gwinnett DFCS facility *** Times may vary, updates will be sent by OED.**		

DHS 104 - 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

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.

Courses	Platform
DHS 117 - Leadership and Influence (eLearning)	IOTIS
DHS 1225 - Servant Leadership (eLearning)	IOTIS
DHS 114 - Business Etiquette (eLearning)	IOTIS
DHS 115 - Telephone Etiquette (eLearning)	IOTIS
DHS 1400 - Creating a Positive Work Environment (eLearning)	IOTIS
DHS 116 - Taking Initiative (eLearning)	IOTIS
DHS 134 - Expanding with Existing Resources (eLearning)	IOTIS
DHS 1227 - Human Trafficking Awareness Training (eLearning)	IOTIS
DHS 1228 - Team Building for Managers (eLearning)	IOTIS
DHS 1226 - Microsoft OneDrive (eLearning)	IOTIS
DHS 1224 - Microsoft SharePoint (eLearning)	IOTIS
DHS 1226 - Microsoft OneDrive (eLearning)	IOTIS
DHS 1224 - Microsoft SharePoint (eLearning)	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/.

*This list does not include all courses offered. *

Courses	Date	Platform
DHS 110 - 10 Soft Skills You Need	As Scheduled	Classroom or Virtual
DHS 106 - Business Communications	As Scheduled	Classroom or Virtual
DHS 105 - Conflict Resolution Non-disciplinary	As Scheduled	Classroom or Virtual
DHS 113 - Cultivating a Respectful Environment	As Scheduled	Classroom or Virtual
DHS 107 - Diversity	As Scheduled	Classroom or Virtual
DHS 150 - Effective Presentation Skills	As Scheduled	Classroom or Virtual
DHS 141A - FISH! Culture - Passion and Engagement	As Scheduled	Classroom or Virtual
DHS 142A - FISH! for Leaders - It Starts with Me	As Scheduled	Classroom or Virtual
DHS 140 - FISH! Philosophy Workshop	As Scheduled	Classroom or Virtual
DHS 112 - Increasing Your Happiness	As Scheduled	Classroom or Virtual
DHS 101 - Methods for Exceptional Customer Service	As Scheduled	Classroom or Virtual
DHS 111 - Negotiation Skills	As Scheduled	Classroom or Virtual
DHS 139 - Team Building for Leaders	As Scheduled	Classroom or Virtual
DHS 100 - 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/.

This list does not include all courses offered.

Courses	Date	Platform
DHS 300 – Microsoft Teams 100	As Scheduled	Virtual/Interactive
DHS 301 – Microsoft Teams 200	As Scheduled	Virtual/Interactive
DHS 302 - Teams Chat & Meetings	As Scheduled	Virtual/Interactive
DHS 303 - Teams Channels & Files 100	As Scheduled	Virtual/Interactive
DHS 322 - Microsoft Teams Live Events (Organizer) 100	As Scheduled	Virtual/Interactive
DHS 314 - Teams Breakout Rooms 100	As Scheduled	Virtual/Interactive
DHS 304 - Microsoft Excel 100	As Scheduled	Virtual/Interactive
DHS 305 - Microsoft Excel 200	As Scheduled	Virtual/Interactive
DHS 308 - Microsoft OneNote 100	As Scheduled	Virtual/Interactive
DHS 309 - Microsoft OneNote 200	As Scheduled	Virtual/Interactive
DHS 319 - Microsoft Cloud Storage in O365 100	As Scheduled	Virtual/Interactive
DHS 306 - Microsoft OneDrive 100	As Scheduled	Virtual/Interactive
DHS 313 - Microsoft Word 100	As Scheduled	Virtual/Interactive
DHS 307 - Microsoft SharePoint 100	As Scheduled	Virtual/Interactive
DHS 317 - Microsoft Stream 100	As Scheduled	Virtual/Interactive
DHS 320 - Microsoft To Do 100	As Scheduled	Virtual/Interactive
DHS 321 - Microsoft List 100	As Scheduled	Virtual/Interactive
DHS 311 - Microsoft PowerPoint 100	As Scheduled	Virtual/Interactive
DHS 312 - Microsoft Planner 100	As Scheduled	Virtual/Interactive