



Georgia Department of Human Services
Division of Aging Services

DAS NEWSLETTER

Aging | Disability | Support | Safety

DAS, partners educate teens

Surge in aging population creates demand for more professionals

Which career field is surging to meet population demand and offers opportunities for people at nearly every level of education? The answer is aging, and professionals are reaching out to ever-younger audiences to build tomorrow's workforce. During the 2017-2018 school year, the Division of Aging Services (DAS) partnered with the Georgia Gerontology Society to help the Georgia Department of Labor educate teens about aging careers.

The two aging organizations provided support to the Department of Labor's Jobs for Georgia Graduates (JGG) program by mobilizing professionals to speak to JGG high school students about career options in aging services. The student groups learned about growth in the aging field; several vocational paths; and ways to prepare academically for administrative, direct care, research, and allied professions.

"I had the opportunity to attend one of the presentations and was amazed at the information that was shared on the various career opportunities in the field. It is extremely important that we expose our JGG students to careers and opportunities that they are not aware of in order to provide them with options," said Nedra Wakefield, project director for the Jobs for Georgia Graduates program. "We look forward to the continued partnership and exploring other opportunities that may expose our JGG students to careers in Aging."



▲ The Division of Aging Services has teamed up with its partners to teach the next generation of professionals about careers in aging.

JGG is a statewide school-to-work transition program launched by the Department of Labor in 1990. During the past year, more than a dozen high schools participated in JGG by enrolling promising students who faced potential vocational and/or personal barriers to employment. JGG students benefit from employability skills training; counseling; advisement; club activities; mentoring; college, job, or military placement; and follow-up services over an average five-year period.

The initiative has created budding relationships between aging organizations and high schools. "We learned how to improvise on the fly if needed, and used real life experiences, which seemed to further enlighten the students about aging careers," said Toni Williams of the Three Rivers Area Agency on Aging, who co-presented with her colleague, Betty Pendleton. "[We] also established a partnership with Newnan High School in which our wellness coordinator, a licensed dietitian, will also

speak with the students in a nutrition class."

As presenters noted, the best way for teens to learn about aging professionals' daily experiences is to volunteer. While most Area Agencies on Aging have limited opportunities available to minors, teens can pursue service projects through vocational clubs, community

See **TEENS**, page 2

INSIDE THIS ISSUE

CSRA elder rights conference puts spotlight on benefits trafficking
[Page 2]

DAS awards excellence in aging at conference
[Page 2]

DAS News in Brief
[Page 3]

Harmony updates
[Page 4]

CSRA elder rights conference puts spotlight on benefits trafficking

Georgia Bureau of Investigation (GBI) Director Vernon M. Keenan headlined "Trafficking Adults and their Benefits: Hiding in Plain Sight," the CSRA AAA's 10th annual elder rights conference, held at Augusta's Trinity on the Hill United Methodist Church.



Keenan

The event attracted hundreds of regional residents and state leaders working together to prevent the exploitation of vulnerable adults.

Taking Elder Abuse Seriously (TEAS), a network of CSRA advocates and professionals, fuels regional prevention efforts and played a key role in organizing this year's conference.

TEAS members analyze and tackle community issues that threaten the rights of elders; represent older Georgians and adults with disabilities in advisory and policy-making bodies; strengthen relationships among law enforcement, leaders, and mandatory reporters; and educate the public about abuse

detection and prevention.

More than two dozen CSRA organizations collaborated to make the 2018 event compelling and productive.

To learn more about the CSRA Elder Rights Conference and explore how you can develop a strong advocacy network in your community, contact Jeanette Cummings of the CSRA Regional Commission Area Agency on Aging at 706-210-2013 or jcummings@csrarc.ga.gov.

TEENS: Several GA colleges offer aging programs

> Continued from **Page 1**

youth groups, nursing homes and assisted living communities, and family volunteering programs.

Academic training for aging careers can take from one to several years, depending on a student's career interests. The Division of Aging Services' links list of gerontology degree programs and coursework, found at aging.ga.gov, features several Georgia colleges and universities that offer training to future aging services practitioners.

The three partners agree that the successful 2017-2018 project is a building block for more collaboration between aging professionals and schools. Together, the organizations will ensure that Georgia will be staffed and ready to shine one of the nation's best places to thrive for a lifetime.

For information about DAS internship positions, volunteer opportunities, and youth outreach, contact the DAS Community Affairs manager at CynthiaHaley.Dunn@dhs.ga.gov or 404-657-1515.



DAS awards excellence in aging at conference

Participants in the 2018 ADRC Healthy Communities Conference, held in Decatur, exchanged ideas, learned new techniques, and left the popular networking event inspired by this year's stellar award winners.

Lifetime Achievement Award

Joy Y. Shirley
Director, Three Rivers AAA

Senior Center Director of the Year

Kathy Hill
Director, Union County Senior Center

Excellence in Innovation

Pat V. Freeman
Director, Legacy Link AAA

Beverly Littlefield Award

Scott Courson
Southern Georgia AAA

Arnisha Norman Award

Lisa Howard
Legacy Link AAA

AAA Sustainability Award

Tiffani Holbrook
Northwest Georgia AAA

Excellence in Assistive Technology Service Delivery

Ginger Reagan
Southern Georgia AAA

Service Awards

Brian Bruggeman
Three Rivers AAA

Carol Pryor
Independent Consultant & Client Advocate

Elaine Tolan
Legacy Link AAA

Nicki Wilson
Department of Behavioral Health and Developmental Disabilities

IN BRIEF



▲ Georgia's State Long-Term Care Ombudsman Melanie McNeil, center, was elected to serve as president of the National Association of State Long-Term Care Ombudsman Programs (NASOP). Here, McNeil is seen with former NASOP presidents at the National Training Conference in Denver, Colorado, in April.

Middle Georgia celebrates Older Americans Month

Each year during the month of May, the Administration on Aging (AOA), part of the Administration for Community Living, celebrates Older Americans Month. The 2018 theme, "Engage at Every Age," emphasized that you are never too old (or young) to take part in activities that can enrich your physical, mental, and emotional well-being. In honor of the national observance, the Middle Georgia Regional Commission / Area Agency on Aging hosted an annual Senior Day Expo at the Georgia National Fairgrounds in Perry. With more than 1,000 older adults and community resource providers in attendance, the event was a grand celebration. Seniors engaged in an agenda packed with physical activities, socialization, information, and door prizes. Many thanks go to individual attendees, senior groups, faith-based organizations, corporate vendors and sponsors, local talent participants, and community celebrities whose contribution made the day a tremendous success.

— Julie Hall, Director, Middle Georgia AAA

ACT training coordinator earns CECFE distinction

David F. Blake of the DAS Forensic Special Initiatives Unit (FSIU) has been approved as a Certified Economic Crime Forensic Examiner (CECFE) by the National White Collar Crime Center.

David, a retired DeKalb County law enforcement officer, joined FSIU in 2010 and coordinates the Adult Crime Tactics (ACT) training for law enforcement, financial professionals, emergency personnel, and members of the justice system.



Blake

ACT training, which has been lauded nationally, helps key professionals become more effective at recognizing, preventing, and prosecuting the abuse, neglect, and exploitation of vulnerable adults.



Sylvania Women's Club 'plants' ribbons to raise awareness for older and disabled adults

For World Elder Abuse Awareness Day, the GFWC Sylvania Junior Woman's Club, part of the General Federation of Women's Clubs, displayed educational signage plus dozens of purple ribbons outdoors to raise awareness about the abuse of older adults and adults with disabilities. The organization expanded its efforts in June with "Elder Abuse Awareness and Prevention," presented by Brenda Boyd and Penny Walden of the CSRA Adult Protective Services (APS) team and Rachel Eggleston, Administrator of a local nursing home.

"I, as well as my club, hope to bring awareness to serious topics to the residents of our rural community," said Tora Dale Reddick, a dedicated local volunteer and member of the APS team serving the Heart of Georgia. The Club also educates the public about child abuse, domestic violence, teen dating violence, sexual assault, and other issues of concern as they work to educate, protect, and empower Screven County residents.



Bank marks World Elder Abuse Awareness Day

Employees of Citizens Bank and Trust Company in Eastman spread awareness about elder abuse with a busy day of public education on June 15. To observe World Elder Abuse Awareness Day, staff members wore purple, distributed public information flyers, and spoke with customers about abuse issues. "[Customers] were all very excited about us taking out the time to help spread awareness," said Citizens Bank's Mallory Guyton. "This is the second year for us being able to participate and I must admit this year was a whole lot better than the first. I'm hoping each year we can grow and hopefully do something better than the year before. Thanks for allowing us to participate in such a wonderful event."

HARMONY UPDATES

Affected Area	Topic	Summary
NEW FEATURES		
Area Plan	Area Plan	<p>A new feature, Area Plans, is now available. The Area Plans feature was designed for use by State Units on Aging and/or AAAs.</p> <p>Area Agencies on Aging (AAAs) were created under federal mandate in 1973. They are charged with developing, coordinating, and delivering home- and community-based services to Americans 60 and over, making it possible for older adults to remain in their homes and communities as they continue to age. The Administration for Community Living (ACL) allocates funds to each state's unit on aging (SUA) which then distributes the funds to the AAAs. In return, each AAA must create a comprehensive area plan every 4 years and an annual fiscal plan. The annual fiscal plan and the services delivered against it serve as the basis on which the SUA pays/reimburses the AAA. The SUA also rolls the data up across all of its AAAs to fulfill its annual reporting requirements to ACL (NAPIS/SRT reporting). This feature supports the creation, approval, amendment, and payment of annual fiscal plans.</p> <p>There are several standard reports that have been designed to support this feature:</p> <ul style="list-style-type: none"> • Area Plans Funding Source Definitions • Area Plan Budget Summary by Program (with Provider) • Area Plan Budget Summary by Program
ENHANCEMENTS		
My Harmony	Add ability to configure sort order for the listview grids in the Inquiry Section on My Harmony Desktop	<p>The sort order can be configured on the listview grids for the following panes in the Inquiry My Harmony Desktop:</p> <ul style="list-style-type: none"> • Inquiry by Status • Inquiry by Screening Priority • Inquiry by Disposition • Inquiry Queue • Inquiry Tickler List • Inquiry Notes List
Reports	Face Sheet Report	<p>The Consumer Face Sheet Report layout has been modified to incorporate the following enhancements:</p> <ul style="list-style-type: none"> • The diagnosis section now displays this data based on the ICD10 format. There is a parameter to allow you to indicate if you want all diagnosis record to display in the report or only the current diagnosis. • The SSN number field is masked so only the last four digits display • The Case Number displays in the header on every page of the report. • "Generated By and Date" displays in the footer on every page of the report. • Minor label Changes: OpenClose and Fundcode now display as Division. <p>This report doesn't have any role security, so when a user executes this report, they will be able to see additional details related to the consumer.</p>
Work Force Wizard	Auto completion of List view Grid Ticklers	<p>When Workflow Wizard Tickler is configured to display a Listview grid in the workflow wizard window, and the user clicks on the tickler link, the listview grid will display, and the tickler will be automatically crossed off.</p> <p>When the system administrator sets up a tickler that calls a Listview grid, check the "Allow Manual Completion" checkbox and this will require the user to manually complete the tickler in order to cross it off the Tickler list.</p>
Worker Search	Worker Popup Search Dialog List view and Filter	<p>The worker popup search list view grid has been enhanced to display the Middle Initial/Name and Title of the worker if populated in the worker record.</p> <p>An additional "Program" Search By filter is available to allow the user to search by a specific program name to see a list of workers associated with the program or provider.</p> <p>When searching by a single letter or group of letters using the "Last Name" and "Program" Search By filter the "Contains" operator will be used to return results.</p>

Affected Area	Topic	Summary
Workers	New fields added to the Workers List view and Filter	<p>The following fields, already available on the Worker detail page, have been added to the Provider > Workers filter search and listview.</p> <ol style="list-style-type: none"> 1. HomePhone2 2. Work Phone 3. Cell Phone 4. Member ID 5. Supervisor (shows primary supervisor) 6. Start Date 7. End Date 8. Staff ID 9. All Generic Dropdowns, text, numeric fields 10. Exclude

RESOLVED ISSUES

Add Intake Page	Scroll Position is not preserved when using the copy address function	When populating the Add Intake page and the "Preserve Scroll Position" feature is active, selecting the copy address link and pulling an address the page will refresh, and the scroll position will be preserved. If you also navigate to a multi-select field and select a value the scroll position will be preserved.
Assessments	Error on Assessment page containing a Multi-Select control	Error on Assessment page containing a Multi-Select control
Associated Incidents	Associated Incident Search	When a worker executes a search via the Associated Incident subpage and the incident record is flagged as confidential, and that worker is recorded as a worker in the secondary or tertiary member field on the incident record that worker and their supervisor will now be able to see those records in the search results.
Associated Inquiry and Incidents	Associated Inquiry and Incident Search is not respecting Role Permissions	When a user executes a search via the Associated Inquiry and Associated Incident subpages within an Inquiry or Incident record the search results will return results based on the user's role permissions (i.e., All, Program).
Authorizations	Searching for a provider results are not being return based on the search criteria	Searching for a provider results are not being return based on the search criteria
Claims	Authorized Services not displaying in grid on Single Claim Entry Screen	When a user enters an Authorization ID on the Single Claims Entry screen and clicks the ellipsis to select the service, a list of services will display that is associated with that authorization.
Claims	Denied Claims have \$0 claim adjustments	The standard claim workflow has been updated to ensure that when a claim is denied by an external system (e.g., MMIS) the adjustment amount is displayed correctly.
Consumers	List view grid is displaying incorrect records.	<p>When the Program, Agency and Service Provider fields tied to the Agency/Provider Control, are used on the Consumer Notes, Assessment or Activities pages, when a user whose role has the Agency/Provider access permission will only see records in those tabs that are tied their Agency and/or Service Provider.</p> <p>Note if a record doesn't have any these fields populated or only has Program populated, then the user maybe be able to see the record.</p>
Consumers >Activities	Session Note Dropdown list does not display all session notes	When the selected service in the activity record has been configured to require a session note, but the note type field on the service code details page is blank when the user is prompted to fill out the session note they will be able to select from the list of available session notes. When the user navigates to another consumer record to add an activity with session note, they will be able to select from the list of available session notes

Affected Area	Topic	Summary
Consumers >Activities	Comment Lookup questions not working in session notes	When a session note has been configured to use a comment lookup control, which allows the user to access data from another part of the consumer record the user will be able to select the value and have the data populate into the field in the session note and save the record.
Inquiries	Participant People Search field not copied when inquiry record is duplicated	When the “Require a People Search” is active, and the user duplicates an inquiry record via the “Duplicate” menu or when the inquiry is routed using the routing fields. Any data populated in the People Search Executed, and People Search Warning fields will be copied during the duplication process.
Inquiries >Notes	When accessing the Note Recipient Subpage, an error is displaying	When accessing the Note Recipients subpage in an Inquiry Note record and the user’s role access permission is “Program” an error message will no longer display.
Participant	When populating a multi-select field in a Participant record the value get removed after the record is saved	When populating multi-select fields (i.e., Additional Races or Vulnerable Condition) with one or more values when the participant record is saved the values will not be cleared.
Participants	Fields are not being hidden based on Report Type	When adding or editing the participant record in the Intake Record designated fields that are configured to be hidden in the group setup utility based on the report type will no longer display.
Resources	Resources > Services> Service Area is not working correctly	When Adding or Editing a Service Code record in the Resources chapter, when you uncheck the “Resource Service Areas Allow” a prompt will display asking the user “Do you want to add a Service Area?” Click “OK,” and the Service Area page will open in edit mode. The user will be able to edit the service area record based on the requirements for that specific service. If the user navigates to the Service Area subpage within the Service record, the service area fields will reflect the data recorded for the service.