

BE EXCEPTIONAL LEARNING CORNER



Training Announcements

The Department of Behavioral Health and Developmental Disabilities (DBHDD), Office of Human Resources and Learning, is offering virtual trainings. Listed below are those currently scheduled. For more information regarding virtual trainings, [click here](#).



- [Facilitating Healing of Family Violence, Anger and Substance Abuse in Treatment](#)
- [I/DD Participant Direction New Enrollment](#)

If you have any questions, please contact DBHDDLearning@dbhdd.ga.gov.

Supportive Housing Quarterly Meeting

Tuesday, April 25, 2023
11:00 am – 12:00 pm

The Department of Behavioral Health and Developmental Disabilities (DBHDD) Division of Behavioral Health, Office of Supportive Housing will host the Supportive Housing Quarterly Meeting on Tuesday, April 25, 2023, from 11:00 am – 12:00 pm. This meeting will be held online via Webex.

The purpose of this meeting is to provide quarterly updates to the statewide DBHDD provider network on the strategic transformation of the Georgia Housing Voucher Program and progress being made by the department. Meetings will include high-level updates on current efforts, demonstrations of new tools, reminders of new program requirements, and successes and challenges from the field. These meetings are open to all and intended for both front-line staff and executive leadership.

[Click here to register.](#)

If you have any registration issues, please contact DBHDDLearning@dbhdd.ga.gov.

I/DD Statewide Provider Meeting

May 11, 2023
9:00 am - 12:30 pm

**DON'T
MISS IT!**

The DBHDD Division of Developmental Disabilities will be hosting an Intellectual and Developmental Disabilities (I/DD) Statewide Provider meeting. This meeting will be conducted remotely via our WebEx platform.

[Click here to register.](#)

IMPORTANT NOTE: All I/DD Provider Agencies are required per their Letter of Agreement (LOA) to have a representative in attendance at the I/DD Statewide Provider Meetings.



Housing First Community of Practice Case Conference Sessions

The Department of Behavioral Health and Developmental Disabilities (DBHDD) Division of Behavioral Health, Office of Supportive Housing will host mandatory monthly Housing First Community of Practice Case Conference Sessions for DBHDD-contracted Housing Support Program (HSP) teams with the Pathways Housing First Institute. *Each live session will be conducted via Teams video conferencing.*

These one-hour monthly case conferences provide presentations of evidence based, clinical interventions of best practices in mental health and addiction treatment. The case conference sessions will include a clinical case example to illustrate how these practices are applied in the field, with time provided for Q&A.

This is a great learning opportunity and mandatory training for HSP teams. DBHDD team member attendance is welcomed but not required.

The Community of Practice Case Conference Sessions are scheduled once per month from May 2023 to December 2023.

[Click here for important details about the upcoming sessions and to register online.](#)

Featured Article

Federal COVID-19 Public Health Emergency Declaration

reminder

In response to the federal announcement that the COVID-19 Public Health Emergency (PHE) declaration will end on May 11, 2023: DBHDD has begun an assessment and decision-making process to determine the future status of all policy waivers and allowances made by DBHDD during the PHE.

DBHDD is taking a thoughtful approach to policy updates necessitated by the end of the PHE. The purpose of this communication is to offer insight into known changes and acknowledge additional communication to come as we stage policy changes throughout calendar year 2023, as appropriate and allowable.

WHAT PROVIDERS CAN EXPECT:

DBHDD will continue to keep providers informed regarding PHE-related policy decisions via Provider Bulletins released through the Office of Provider Relations.

Please carefully read the linked memo for a summary of known policy decisions and respective implementation dates.

PHE MEMORANDUM

Office of Incident Management and Compliance

Critical Incident Reporting Policy Reminders



Provider Responsibility

Please note that the DBHDD policy [Reporting Deaths and Other Incidents in Community Services, 04-106](#) states, in section A. *Reporting the Death of an Individual*, item 5 states:

“It is the provider's responsibility to make records and its staff or contractors available within twenty-four (24) hours of the notification and the request for production.”

Item A.5(a) also states that "Providers must upload records into Image, with a descriptive file name, and accurate document type."

Corrections Needed

Staff in the Incident Management Unit often request information and/or updates via the incident report in Image.

When the incident report is sent back to the provider for information or updates in Image, the incident report will have a status of “Corrections Needed.”

Status

Corrections Needed

Please note that this is a request for additional or corrected information specific to the incident report details. This “Corrections Needed” request is not a request for a Corrective Action Plan (CAP). Requests for CAPs are a different process and is governed by policy [Corrective Action Plan Management, 13-101](#).

- The specific incident “Correction” requests are documented in Stage 5 of the incident report.
- Please read those requests and make the corrections in the specific Stage of Image. For example, if the correction requests that a safety plan step be added in Stage 4, please go to Stage 4 of the incident report and add the safety plan step in the applicable area.
- Responding to correction comments in Stage 5 is okay; however, if specific corrections are needed in other Image stages, please go to the specific stage, and make the correction.

Attachment A: Definition of Incidents

The attachment A to the DBHDD policy [Reporting Deaths and Other Incidents in Community Services, 04-106](#) offers a full description of all the reportable incident types. Please refer to that attachment when reporting incidents to avoid reporting incidents incorrectly or needlessly.

If there are questions about the reportability of an incident after consulting Attachment A, please email DBHDDincidents@dbhdd.ga.gov and a staff member will reply and help you determine if the incident is reportable.

Criminal History Records Check Transition to FieldPrint

GAPS Training Sessions

IN CASE YOU
MISSED IT ...

The current Georgia Applicant Processing Service (GAPS) vendor, Thales, is transitioning to FieldPrint on Monday, May 1, 2023.

This vendor process will be new to agencies and applicants who currently utilize GAPS. In order to help agencies become familiar with the new GAPS website, the Georgia Crime Information Center (GCIC) has scheduled virtual training sessions for the following dates and times:

- April 11th 9:00AM & 1:00PM
- April 13th 9:00AM & 1:00PM
- April 14th 9:00AM

If you would like to attend one of the training sessions, please send an email to the ncj.gapstraining@gbi.ga.gov to register.

More information regarding these trainings can be found by [clicking here](#).

Important Dates & Information for the GAPS Transition

- April 5th – Thales last day for Agency Enrollment
- April 21st – Thales last day for accepting hard copy Print Cards
- April 24th – Fieldprint Agency Enrollment will be ready – New agencies will be able to enroll in the Fieldprint application. No other functionality will be available.
- April 25th – Thales last day for Applicant Registrations – Applicants can register through the 25th at 3:00pm EST.
- April 27th – Last day for Agency Admin to Approve Applicants.
- April 28th by 7pm (EST) – Thales last day for fingerprinting (print sites)
- April 28th 11:59pm (EST) – Thales System goes down.
- April 29th 12:00am (EST) Fieldprint system goes live for registrations.
- If a Refund is needed, Thales will process refunds within 90 days.

You can follow the GCIC Blog for updates by [clicking here](#).

Office of Disaster Mental Health Services

Emergency Preparedness

Mental Health Literacy

Earlier this month we looked at addressing anger during a disaster. This month we are addressing different “negative” emotions and ways to cope when these feelings arise. This is helpful information for disasters, as we sometimes forget that there are several different responses/reactions to disasters, and we must plan how to keep ourselves safe.



Mental Health Literacy is the knowledge and beliefs people have about mental health conditions, which helps in their recognition, management, or prevention. We look to increase everyone’s ability to communicate their needs effectively, which encourages self-efficacy and resilience.

[More Information is available here.](#)

Emotion Action Plan

How are you feeling right now?

Sometimes it can be helpful to have something like the Emotion Wheel to reference when you can’t pinpoint exactly how you are feeling. This is also a helpful tool when working with individuals in a disaster setting to help identify their needs.

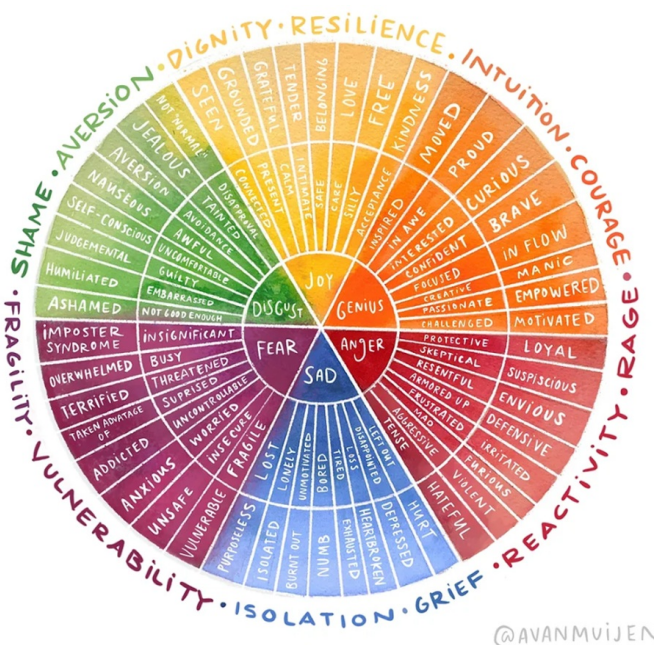


Photo caption: Emotion wheel, created by Abby VanMuijen

When you are feeling...

Angry	Exercise—focus on your breathing!
Jealous	Shift focus to yourself, what makes you unique?
Overwhelmed	Write out a to-do list, highlight the top three priorities.
Uninspired	Change your scenery by taking a walk or even a shower!
Depressed	Spend time in nature or with people/ pets.

	Seek out professional help before it's too late.
Irritated	Take deep breaths, find ways to distance yourself from the cause.

Tools & Resources

APA: Recovering Emotionally from a Disaster

ARC: Helping Children Cope with Disaster

CDC: Taking Care of Your Emotional Health

SAMHSA Coping Tips for Traumatic Events/ Disasters

SAMHSA Disaster Technical Assistance Center

SAMHSA: Helping Older Adults After Disasters

Ready.gov: Coping with Disaster

If you have any questions, please contact the DBHDD Office of Disaster Mental Health Services at kalie.burke@dbhdd.ga.gov or 404-416-2829.

Office of Provider Relations & ASO Coordination

Question for your Provider Relations Team?

The Provider Issue Management System (PIMS) is your online source to have your questions answered in a consistent, reliable and timely way! In addition to providing a timely response, the information we gather from PIMS will assist DBHDD in trending common concerns, developing FAQs, and informing policy reviews. You can access the PIMS site directly by using the link below.

Provider Issue Management System

PIMS is also accessible through the **DBHDD website** by hovering over the **"For Provider"** tab located across the top of the page. When the drop-down menu appears, click on **"Submit a question to PIMS"**.

Director
Anna Bourque

Senior Provider Relations Managers
Carole Crowley
Sharon Pyles

For Provider Relations inquiries,
please contact us at
DBHDD.Provider@dbhdd.ga.gov.



BE WELL



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