

BE EXCEPTIONAL

LEARNING
CORNER



Training Announcements

The Department of Behavioral Health and Developmental Disabilities (DBHDD), Office of Learning and Talent Acquisition, are offering virtual and in-person trainings. For more information regarding trainings, [click here](#).

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



DDL
2026

JEKYLL ISLAND CONVENTION CENTER

SEPTEMBER 15, 2026 - SEPTEMBER 17, 2026

REGISTRATION WILL OPEN IN
AUGUST OF 2026

SAVE THE DATE:
2026 DD Learning Collaborative

September 15 - 17, 2026
Jekyll Island Convention Center

Join the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) for an inspiring three-day conference centered on this year's them, ***Defining the Future, Reimagining Support and Belonging***. This dynamic event will bring together leaders, innovators, and professionals from across Intellectual and Developmental Disabilities service delivery system to spark new ideas, share bold strategies, and shape the future of support.

Experience an engaging lineup of sessions designed to energize your thinking, strengthen your practice, and elevate outcomes for the individuals you serve. From powerful plenary sessions to interactive workshops and vibrant exhibit experiences, attendees will gain practical tools and fresh perspectives to support individuals in achieving meaningful, self-directed lives.

Connect with distinguished experts and passionate peers while exploring critical topics such as rights and responsibilities, supporting individuals with complex needs, crisis stability, and dating and relationships. Sessions are thoughtfully designed for professionals at every level - from leadership to frontline staff - ensuring relevant, actionable takeaways for all.

Together we will explore cutting-edge innovations, emerging state and national trends, and creative approaches that advance belonging, accessibility, and opportunity. Don't miss this opportunity to be part of a transformative experience that is redefining what's possible.

Important Information

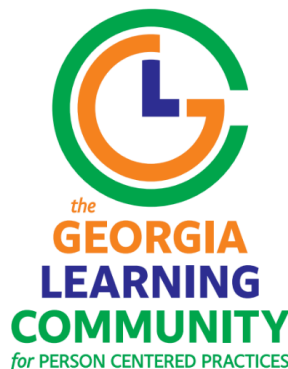
- **All DD Providers**, including Direct Support Professionals, Nurses, Support Coordinators, and Paraprofessionals are invited to attend.
- **Please Note:** Confirmed registration and full attendance each day is required for CEUs and Certificate of Attendance. On-site parking is available.

2026 DD Learning Collaborative: Call for Proposals

**Submission Deadline:
May 26, 2026**

Are you interested in conducting one of the plenaries or workshops? If so, please follow this link and complete the proposal forms and include all required attachments: [2026 DD Learning Collaborative Call for Proposal](#)

View & Share the 2026 DDLC Save the Date Now!



SAVE THE DATE:

The Georgia Learning Community's 16th Annual Georgia Gathering

September 10-11, 2026
Unicoi State Park, Helen, GA

The Georgia Learning Community is pleased to announce that the 16th Annual Georgia Gathering will take place at Unicoi State Park, Helen, GA on September 10-11, 2026. This year's theme is ***Our Life Canvas: Painting the Future Together***. Please save the date and stay tuned for additional details, which will be forthcoming.



Transformational Change: Strengthening Person Centered Service Delivery within the HCBS Settings Rule

April & May 2026 Training Sessions Available Now

The Department of Behavioral Health and Developmental Disabilities (DBHDD) Division of Intellectual/ Developmental Disabilities is pleased to announce the **Transformational Change: Strengthening Person Centered Service Delivery within the HCBS Settings Rule**. Each training session will be conducted in-person.

This series of one-day interactive workshops are intended to provide the attendees with a better understanding of the intent and expectations of the Medicaid HCBS Settings Rule. The Transformation Change workshop will be offered 7 times across the state as an opportunity to learn and gain ideas to shift HCBS from a systems-framework to a more individualized framework where the person who uses services is at the center of his/her life, determining preferences, having autonomy, and making choices that work for them.

This workshop is designed for DD Providers, Direct Support Professionals, and Intensive/Support Coordinators recognizing their valued role in supporting the people who are using the NOW/COMP waivers. We are recommending 2 - 3 DSPs from each provider agency in each region served to take information back and mentor others within their organizations.

[Register Now!](#)

NOW/COMP Waiver Services Training: Now Available in Relias

AVAILABLE NOW

In collaboration with IntellectAbility, DBHDD is making it easier than ever to learn about select NOW/COMP waiver services.

Effective eLearn courses are now available in Relias through the following targeted tracks:

Track 1:

- Overview of Georgia's COMP and NOW Waiver Services

Track 2:

- Regional Office Staff: Roles and Responsibilities
- Regional Office Staff: Clarifying Waiver Practices

Track 3:

- Support Coordination and Intensive Support Coordination Services: Roles & Responsibilities
- Support Coordination and Intensive Support Coordination Services: Clarifying Waiver Practices and Building Effective Skills

Track 4a:

- Provider Administrators: Roles and Responsibilities
- Provider Administrators: Common Challenges

Track 4b:

- Direct Support Professionals: Roles and Responsibilities
- Direct Support Professionals: Common Misunderstandings

Email Relias.admin@dbhdd.ga.gov to gain access!

Click on the Training Flyer below to learn more.

[View & Share the NOW/COMP Services Training Flyer Now!](#)

**DD Participant Direction
New Enrollment Training**

This training is only required for individuals who are becoming a **"New" Participant Direction (PD) Representative (Employer of Record)** for a waiver participant utilizing Participant Direction under the NOW/COMP waiver. Completing this training is a requirement before Participant-Direction services may begin. Each session will be conducted via Webex video conferencing online.

This training prepares "New" PD Representatives (Employers of Record) to begin Participant-Direction by reviewing:

- Role and Responsibilities of the PD Representative/Employer of Record
- Covered and non-covered services under NOW and COMP
- Employer authority and accountability

The "New" PD Representative (Employer of Record) is the person who will:

- Hire Participant-Direction staff and/or service vendors
- Supervise and manage staff
- Approve employee time and vendors service invoices
- Ensure waiver rules and followed
- Be legally responsible for Participant-Direction services

***If you are not the person who will serve as the "New" PD Representative (Employer of Record), this training is not intended for you.**

Registrations submitted by individuals outside of the intended audience will not be approved to attend.

All "New" PD Representatives/Employers that attend the training must sign a Memo of Understanding (MOU) and complete an Attestation form in order to begin self directing. Links to the required documents will be included in your registration confirmation email. (check your spam/junk mail, please) These documents must be completed and returned **within 3 business days** after attending the training. Failure to submit required documents within the required timeframe will delay the start of Participant Direction services.

April Training Dates: [Click here to register!](#)

- April 29, 2026, 10:00AM - 4:00PM

May Training Dates: [Click here to register!](#)

- May 6, 2026, 10:00AM - 4:00PM
- May 11, 2026, 10:00AM - 4:00PM
- May 19, 2026, 10:00AM - 4:00PM

Registration is **REQUIRED**. Registration for this event will close once capacity is reached.

Intended Audience

These sessions are exclusively for the individual that will become the Participant Direction Representative/Employer of Record and NOT for current, potential Medicaid Providers, Employees or Vendor Agencies hired under Participant Direction. Also, Providers, Employees and Vendor Agencies will NOT be approved to attend these sessions.

Featured Article

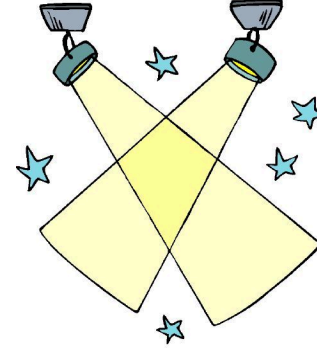
Lifeline Wireless Program

Pulsewrx is proud to collaborate with the Department of Behavioral Health and Developmental Disabilities to offer the **Lifeline Wireless Program to all Medicaid recipients**. All Georgia Medicaid members are eligible to receive this benefit. **The program offers households with a free Android smartphone and a free monthly talk, text, and**

data plan* to provide eligible recipients with valuable technology to connect with friends, family, health care resources, and much more!

Pulsewrx believes that connectivity is a determinant of health and well-being. We are proud to offer the Lifeline Wireless program to bridge the gap and to ensure access to connectivity is available for everyone. This program is FREE to eligible households and the application process is easy! Eligible recipients can enroll today by visiting

<http://mybenefitphone.com>. The application goes through the review process immediately. Once the application is approved, the phone will be shipped within 1-2 business days.



Enroll today!

Please contact the Pulsewrx team at contact@pulsewrx.com with any questions.

*Full terms and conditions are available at <http://mybenefitphone.com>.



Announcements from our DBHDD Partners



**GEORGIA DEPARTMENT
of COMMUNITY AFFAIRS**

SAVE THE DATE: Transitional Housing Training Series

Welcome Esteemed Providers,

As we embark on the preparation for the upcoming federal funding cycle, we are pleased to announce the Georgia Balance of State CoC Transitional Housing Training Series. We are enthusiastic about the opportunity to convene and engage with all of you for two days dedicated to networking and professional development.

The Georgia Balance of State (BoS) homelessness response system is currently experiencing a heightened interest in Transitional Housing (TH). Additionally, we recognize varying levels of provider capacity and the necessity for enhanced coordination across the Continuum of Care's (CoC) five super regions. Providers have voiced inquiries regarding program design, rental assistance models, supportive service expectations, as well as the distinctions between Transitional Housing, Rapid Re-Housing (RRH), and Permanent Supportive Housing (PSH). To address these concerns, ICF is committed to providing targeted Technical Assistance (TA) to facilitate the expansion or refinement of TH in a manner that aligns with and adheres to the evolving priorities set forth by the U.S. Department of Housing and Urban Development (HUD).

In partnership with the BoS CoC, ICF will be conducting in-person regional training sessions across multiple site visits in the northern, metropolitan, central, southeastern, and southwestern regions of Georgia.

Registration will be **required** to attend. Please find below the details pertaining to the forthcoming trainings and **SAVE THE DATE** you plan to attend.

Training Dates and Locations:

- Region: Southwest; Location: City of Albany; Date: April 28-29, 2026
- Region: Southeast; Location: Jesup; Date: May 7-8, 2026
- Region: Central; Location: Macon-Bibb; Date: May 14-15, 2026
- Region: Metro/Northeast; Location: Gwinnett; Date: May 28-29, 2026
- Region: North/Northwest; Location: Cartersville; Date: June 4-5, 2026

Each training session will encompass a comprehensive series aimed at enhancing understanding of the foundational aspects of TH, exploring program design options, outlining supportive service requirements, and discussing HUD compliance considerations among other relevant support areas. **More details including registration links are coming soon.**

Should you have questions regarding this Transitional Housing training series reach out to Crystal Jordan, Continuum of Care Program Team Lead, crystal.jordan@dca.ga.gov.

We eagerly anticipate your participation and look forward to welcoming you to these enriching training sessions.

Thank you,
Georgia Balance of State CoC Team
Department of Community Affairs



**GEORGIA DEPARTMENT
OF COMMUNITY HEALTH**

NEMT Broker Update

Dear Georgia Medicaid Members & Providers:

PLEASE NOTE: DCH has updated Non-Emergency Medical Transportation (NEMT) broker assignments for the Central, Southwest, and East regions. Effective April 1, 2026, Modivcare will no longer provide NEMT services covered by Medicaid in these regions.

Starting April 1, 2026, Verida will be providing transportation to medical services covered by Medicaid to ALL Georgia regions.

To schedule transportation for services on or after April 1, 2026, Medicaid members can contact **Verida** beginning March 18, 2026, to schedule rides to medical services covered by Medicaid. Remember, in most cases, transportation must be scheduled at least three (3) business days in advance, not including the day of the appointment.

Please review the full memo below for additional details, including booking instructions, contact information, requirements, and more!

View & Share the DCH Verida Memo Now!

DBHDD Regional Field Operations

Regional Community Collaboratives: April 2026 Meeting Schedule

reminder

What is a Regional Community Collaborative (RCC)?

RCCs are facilitated in all six (6) DBHDD Regions by regional teams and other members of the collaborative. It is a membership of stakeholders by invitation that minimally include our community providers, individuals with lived experience, and community partners (i.e., law enforcement partners, area hospital staff, nonprofit organizations, local government, area businesses, faith-based organizations, educational institutions, professional organizations, associations and citizens) who share ideas, expertise and resources to meet the needs of their community and/or region.

The purpose of the regional collaboratives is the same across all regions: To eliminate barriers to services and solution for gaps in the continuum at a community, regional and state level.

The Collaboratives ensure that participants are effective in:

- Communicating
- Educating partners
- Solution focused discussions
- Network/relationship building
- Resource sharing and development

For a list of the upcoming March 2026 Regional Community Collaborative (RCC) Meetings, please click the button below.

[View the April 2026 RCC Meeting Schedule Now!](#)

Division of Behavioral Health



NAMICON 2026

May 27 - 30, 2026
Atlanta Marriott Marquis

Be part of a compassionate community where connection fuels learning, conversations spark ideas, and support turns into action long after the conference ends.

Where hundreds of dynamic and important voices unite to improve mental health for all through awareness, education, and advocacy.

From conversations to community care, NAMICON is where personal journeys are celebrated, positive change takes root, and new connections and community cultivate a

Register Now!

Division of Developmental Disabilities



UGA DSP-TAP Program for IDD Providers

**DON'T
MISS IT!**

Attention NOW and COMP waiver providers:

DBHDD is dedicated to the continuation of strengthening the Direct Support Professional (DSP) workforce serving individuals with IDD service delivery needs. As such, we are pleased to announce that DBHDD has re-engaged our partnership with the University of Georgia to resume one of the three previously American Rescue Plan Act (ARPA) sponsored DSP certification programs (DSP-TAP). The ongoing DSP certification program, spearheaded by the University of Georgia and DBHDD in close collaboration, will continue to strengthen the vital workforce that supports individuals with IDD-allowing both IDD service recipients and the IDD workforce to benefit from enhance professionalization of front-line service delivery.

The DSP TAP is available at no cost to current DSPs, those supporting people in self-direction, and those who intend on entering the workforce. Learners will engage in self paced online learning through the College of Direct Support for 12 weeks and competency is assessed via an online remote proctored exam. The DSP I (Entry level) is opening in April. The exam window will be open in July 2026.

A DSP II (Emerging) credentialing program will follow in August with an exam in November. Candidates must have earned the DSP I to move forward in the credentialing process. Up to 300 DSPs will be accepted at each level of the credential.

Interested DSPs should visit our website to learn more and complete the interest form to register:

<https://www.fcs.uga.edu/chdd/direct-support-professional-credentialing>

Participants of the UGA DSP-TAP 2026 pilot will continue to receive professional enrichment through a targeted and professionalized training regimen focusing on critical DSP competencies, including communication, person-centered practices, crisis prevention and intervention, community living skills and supports, ethics, among others. Please note financial incentive/bonuses will no longer be available for the 2026 DSP pilot as those previously bonus funds were only available during the Public Health Emergency by way of COVID-19 ARPA funding.

Thank you for your time and commitment in supporting these efforts as we continue to build a stronger NOW and COMP provider network.

Kindly,
Ron Wakefield

Office of Incident Management and Compliance

CLA Incident Reporting

In connection with the **licensure transition from DCH to DBHDD**, additional incident types have been added, and revisions have been made to **Attachment A** of *Reporting Deaths and Other Incidents in Community Services, 04-106* and in **Image**. These updates ensure that all incidents required under the CLA rules and regulations can be reported appropriately. Updates were also made to **Attachment B** and **Attachment D**.

Just In Case
You Missed It

Please review these changes because they are specific to Community Living Arrangements (CLAs).

As DBHDD will now oversee licensing for CLAs, incidents no longer need to be reported to DCH/HFRD. All reportable CLA incidents should be entered into **Image**.

Office of Provider Relations

Question for your Provider Relations Team?

The **Provider Inquiry Management System Plus (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 Inquiry Management System Plus \(PIMS+\)](#)

PIMS is also accessible through the **DBHDD website** by selecting the "**Submit a Question to Provider Relations**" tile on the DBHDD homepage.

Senior Provider Relations Managers

Sharon Pyles

Provider Relations Managers

Mary Williams

Libby Barbour

For Provider Relations inquiries,
please contact us at
support@dbhddpims.zendesk.com.



BE WELL



Georgia Department of Behavioral Health & Developmental Disabilities | 200 Piedmont Ave, S.E. West Tower | Atlanta, GA 30334 US

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