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Training Announcements

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



- [DD Participant Direction New Enrollment Webinar](#)
- [HRST: One Day Training for Intensive/Support Coordinators, State Service Coordinators and Intensive SC Clinical Supervisors](#)
- [HRST: One Day Training for Clinical Reviewers](#)

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

I/DD Nursing Course: Emory Nursing Experience

Next Course Starts July 7, 2022

Intellectual and Developmental Disability Provider Nurses can earn CEU's with in-depth topics presented by seasoned Emory faculty. This hybrid (online/face-to-face) course prepares nurses to sit for the Developmental Disabilities Nurses Association certification exam and improve their clinical competency.

Topics Covered:

- Understanding Developmental Disabilities
- Skilled Body Assessment
- Basic Wound & Ostomy Management
- Respiratory Assessment and Care
- Degenerative Conditions
- School and Learning Issues
- Self-Care
- And more...

To register for this event email Shannon Smith at Shannon.L.Smith@dbhdd.ga.gov.

**EMORY NURSING EXPERIENCE
FLYER**



FY 2023 BHQR and CSUQR Review Process

**Wednesday, June 8, 2022
3:00 pm to 4:30 pm**

Please join the Georgia Collaborative ASO and the DBHDD for updates to the FY 2023 Quality Review process for both Behavioral Health (BHQR) and Crisis Stabilization Units (CSUQR).

[Click here](#) to register for the virtual webinar.

FY 2023 I/DD Review Process

**Tuesday, June 14, 2022
10:00 am to 11:30 am**

Please join the Georgia Collaborative and the DBHDD for updates to the FY 2023 Quality Review process for Intellectual and Developmental Disabilities (I/DD) providers.

[Click here](#) to register for the virtual webinar.

For any questions or registration issues, please contact
GaCollaborativePR@beaconhealthoptions.com.

Featured Article

Attention All Providers Working with ASL Interpreters

The Office of Deaf Services is happy to announce we are in the process of hiring Regional Interpreters who will be based in each region throughout the state. The Regional Interpreter will be your primary point of contact when checking availability as you schedule appointments with clients who use American Sign Language (ASL).



We encourage you, as much as possible, to schedule follow up appointments while everyone is on site to ensure availability by all parties. Once a date and time is confirmed with the provider, client and Regional Interpreter, the written request will still be sent to the Office of Deaf Services email account at deafservices@dbhdd.ga.gov as per the current procedure.

We appreciate you working with us through this transition. This is an effort to provide consistency in ASL interpreter services to both providers and clients. Stay tuned for a complete listing of Regional Interpreter staff with contact information attached so you can start to connect directly with them.

For questions, feel free to contact Sereta Campbell at sereta.campbell@dbhdd.ga.gov or by calling 470-432-5504. You can also contact the Office of Deaf Services email account noted above.

DBHDD Policy Information

Since May 1, 2022 DBHDD updated or developed the following policies:

Operating Principles for Support Coordination & Intensive Support Coordination Providers, 02-430

Standards of Conduct and Ethics for Support Coordinator Providers, 02-431

Support Coordination Caseloads, Individual Admission, and Discharge Standards, 02-432

As a reminder, all current policies can be found on [PolicyStat](#).

Please direct all policy-related questions to the Office of Provider Relations via the Provider Issue Management System (PIMS). To submit your questions [click here](#).

Division of Developmental Disabilities

I/DD Provider 5% Rate Increase



Thank you all for your participation in the I/DD Statewide Provider Meeting held on May 12, 2022. As discussed during this meeting, prior authorizations with active dates from 7/1/2021 will be updated with a 5% rate increase on the currently approved rates. This would include those services which still reflect the temporary rate increase from the Appendix K (Community Residential Alternative Services - excluding Host Homes, Community Living Support Services, Community Access Services - Group and Individual, Support Coordination, Fiscal Intermediary, and LPN Skilled Nursing Services).

In the same manner as the Appendix K temporary rate increases in March 2020 and March 2021, prior authorizations will be systematically updated by the Georgia Collaborative ASO. It's important to know as of May 9th, 2022, there were 26,689 New Options Waiver (NOW), Comprehensive Supports Waiver (COMP) and State Funded prior authorizations, including 111,873 service lines which will need to be updated. In addition to adjusting each prior authorization and service line, the corresponding Individualized Service Plan (ISP) must also be updated.

As with the prior Appendix K temporary rate increases, a considerable amount of programming will need to occur to update all prior authorizations (PA) and ISPs.

These updates will be tested to ensure accuracy before they are submitted to the Georgia Medicaid Management Information System (GAMMIS) for billing. It is currently expected the Department of Community Health (DCH) will mass adjust and reprocess all claims back to July 1, 2021. The targeted date for Providers to receive these retro-payments will be August 31, 2022. The targeted date for all new claims to be billed at the new rate is July 1, 2022.

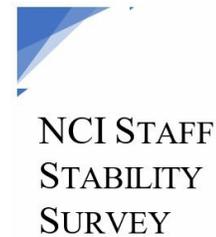
Thank you for your patience.

Ron Wakefield, Director
Division of Developmental Disabilities

2021 NCI Staff Stability Survey

Deadline to Complete June 30, 2022

The National Core Indicators 2021 Staff Stability Survey is currently underway for eligible Providers who employed Direct Support Professionals (DSPs) during the 2021 calendar year. Each week, the Division of Developmental Disabilities sends DD Provider Agencies a request to participate in an important survey called the **National Core Indicators (NCI) 2021 Staff Stability Survey**. The survey collects information to address the high rates of instability including high turnover and vacancy rates of our Direct Support Professional (DSP) workforce. Provider Agency's feedback is critical as the NCI Staff Stability Survey results are the only reliable data available for organizations to use for advocacy purposes and service improvements. This survey focuses on the DSP workforce employed between 1/1/2021 -12/31/2021 and collects the following information: direct support staffing levels, services provided, job stability, wages, and benefits for DSPs.



Your agency contact has received weekly emails requesting your participation in the Staff Stability Survey. The email provides each Provider Agency with a unique survey log-in which will enable you to enter your survey responses into the database. While DBHDD will be able to tell who has completed the survey, we will not be able to see your agency's individual responses. We appreciate the efforts of the Providers who have finished the survey. **This survey must be completed by June 30, 2022.**

For any questions, please contact Latonya Williams, State Transition Specialist, Division of Developmental Disabilities at latonya.e.williams@dbhdd.ga.gov.

New Functionality in the HRST System

Request Available Courses



A new functionality has been introduced to allow users to request available courses to be added to their trainings tab from within the HRST system. This design allows a user to request trainings for themselves only and not on behalf of other users.

To do this, click on the Training Tab icon (Graduation Cap) in the top right corner of the HRST home page. Once there, users will see "Available Courses", these are the courses which can be requested and sent directly to IntellectAbility's Support Team for approval. Click on "Request" to auto-assign a course or send a request to HRST Helpdesk for approval.

Important note: *Only certain courses need to be requested, while other courses with no prerequisites can be added directly by a user without any approval needed.*

Under "Available Courses" users will see a section titled "My Assigned Courses", which will show what courses are currently assigned and any courses which were requested and approved. Click "Start" to begin training. Users can start and stop training as needed.

There is also a "Completed Courses" section, which allows users to download and print training certificates.

Now users can navigate into this section of the HRST and request what courses they would like to add with the click of a button. If a course is approved or rejected, you will receive an email notification directly from GASupport@replacingrisk.com notifying you of the status of the request.

If you have any questions about these recent changes, please reach out to GASupport@replacingrisk.com.

Division of Behavioral Health

AIME System of Care Expansion Grant

Leadership Community Training



The Awareness, Integration, Mobilization, and Education (AIME) System of Care (SOC) Expansion Grant is a federally funded project which operates out of the Office of Children, Young Adults, and Families at the Department of Behavioral Health and Developmental Disabilities. The grant is predicated on developing a System of Care in rural Georgia. One of the goals of the project is to coordinate with SOC Leadership subject matter expert, Ellen Kagen, to host a series of leadership trainings over the course of one year for a group of 20 individuals who applied and were accepted into the Fellowship during the summer of 2021. The Fellowship began in August 2021 and will conclude in August 2022.

At the mid-year mark all Fellows completed a series of questionnaires to measure impact. Highlights of the mid-year evaluation include:

- 90% of respondents report their participation has had a “moderate, profound, or enduring impact on their personal or professional life”
- 90% of respondents report they thought the training was “somewhat or radically different” from other leadership style trainings.
- 90% of respondents report they are “somewhat or completely confident they will integrate the new information, skills, practices learned from the Fellowship into their work within the next two months”
- Fellows were asked to rate [1 (low) – 100 (high)] where they see themselves as Leaders. The average leader score was 85.5.

Other open-ended feedback from respondents include:

- “The experience thus far has been great and very helpful. I feel safe and heard.”
- “As a Fellow, I have now obtained the tools to be a great leader from whatever chair I’m sitting in.”
- “My level of understanding others, being open to difficult conversations, and allowing cultural differences in the room can impact change.”
- “I’m really pleased with how eclectic our [cohort] is. I think the different perspectives, roles, experiences, led to rich conversations.”
- “I most often use the skills learned to lead and develop my direct staff. During team meetings I ask more questions so as to get my team thinking, as well as use more leadership approaches versus technical skills.”

Please contact Matthew Clay, Special Projects Director, for any questions regarding this program at matthew.clay@dbhdd.ga.gov.

DBHDD Relias Learning Management System

Last summer, DBHDD started to update the architecture of the Relias Behavioral Health and Developmental Disabilities library. This update was a change of structure, moving from one large license pool to smaller pools assigned to individual agencies.



This change was in response to requests from agencies for more control of their users in the DBHDD provided Relias Learning Management system. By assigning specific licenses to an agency, they can have full autonomy over those licenses, can create and edit custom trainings, can create training plans, and have total access to Relias Support.

This is a shift in the way agencies use our library, and we are still working our way through the process of moving all the effected users from our site to the new sites. We have allowed users to finish any currently assigned training within the DBHDD site, but to these training should now be complete.

In the next month, we will be asking any agency which received one of the license pools to have any active user left in the DBHDD library inactivated. This will allow us to fine tune the license allotments and be able to strategically look at usage. We will not be able to move forward with license changes until this is complete. **This needs to be completed by June 17, 2022.**

Any questions, please contact the DBHDD Relias Administrator at relias.admin@dbhdd.ga.gov.



Georgia's COVID-19 Emotional Support Line is Here to Help!

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) is operating the Georgia COVID-19 Emotional Support Line to assist people who have been emotionally, physically, or financially impacted by COVID-19. The Emotional Support Line is free, confidential, and anonymous. Trained mental health professionals are available to provide a "listening ear" to Georgians who need emotional support and referrals to resources in their communities.

This service is made possible through funding from the Federal Emergency Management Agency (FEMA) and Substance Abuse and Mental Health Services Administration (SAMHSA) as a component of DBHDD's Georgia Recovery Project for COVID-19. The Georgia Recovery Project began on May 1, 2020, and, in addition to the Emotional Support Line, the program funds outreach through teams based in DBHDD's six regions.

The Emotional Support Line is open daily from 8:00 a.m. to 11:00 p.m. and can be reached by calling or texting (866) 399-8938.

JUST A REMINDER... Question for your Provider Relations Team?

The **Provider Issues 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 ISSUES 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 "**Questions for your Provider Relations Team**".

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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