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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](#).



- **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.

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. The meeting agenda is available at the link below.

[Click here to register.](#)

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

**I/DD Statewide Provider Meeting
Agenda**



I/DD Provider Training Opportunities

The Georgia Collaborative ASO and DBHDD present the following training opportunities for

Intellectual and Developmental Disabilities (I/DD) Providers. Please click on the title of the training to register.

Rights and Advocacy Resources **Thursday, May 11, 2023, 1:00 pm to 2:00 pm**

This webinar presentation will include an historic context for the expansion of rights for people with intellectual and developmental disabilities including a review of laws which address rights, the figures who played important roles in ensuring people with IDD have rights, the litigation guaranteeing rights, and the other national movements which influenced rights over decades. It will also include ways providers can assure rights are met and a discussion of National Core Indicators Georgia data which reflect the extent to which rights are present in the lives of people served. Finally, there will be a presentation by the Georgia Advocacy Office describing how rights are supported in the state.

Recruiting Direct Support Professional (DSP), Recruitment and Retention Strategies **Friday, May 12, 2023, 1:00 pm to 2:00 pm**

This webinar training will focus on recruitment and retention strategies for Direct Support Professionals (DSP). It will also cover evidenced based approaches to build competencies, career ladders, and credentialing. It will also include current data from the National Core Indicators (NCI) staff stability survey and will review findings of a national survey of DSPs during the pandemic.

Supporting Choice **Monday, May 15, 2023, 11:00 am to 12:00 pm**

This webinar session will include an overview of the difference between basic choices and meaningful choices. Examples on how to offer meaningful choices will be shared and participants will learn how to document these choices. Finally, there will be a discussion of the findings from the National Core Indicators (NCI) in Georgia that reflect the extent to which people with IDD in the state are able to make choices about their lives.

Georgia National Indicator (NCI) Data Presentation **Tuesday, May 16, 2023 11:30 am to 12:30 pm**

This webinar presentation will consist of a review of the National Core Indicator (NCI) data, which have a direct bearing on key outcomes including relationships, employment, community inclusion, staff stability, rights, guardianship, individual planning and planning support. An overview of the national norms will be discussed and recommendations based upon areas of concerns will be shared with participants in efforts to improve service delivery systems.

How to Support Self Determination **Wednesday, May 17, 2023, 10:00 am to 11:00 am**

This webinar presentation will include a discussion of the components of self-determination, and self-direction and the difference between the two concepts. It will also introduce the concept of Supported Decision Making and will outline what it takes for a provider to support self-determination. Finally, there will be a discussion of the findings from the National Core Indicators (NCI) in Georgia that reflect the extent to which people with IDD in the state are able to make choices about their lives.

Please note this training is targeted for I/DD providers, Support Coordination, Direct Support Professionals and Planning List Administrators.

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

Federal COVID-19 Public Health Emergency Declaration



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](#)

DBHDD Announcements

Infant and Early Childhood Mental Health Lunch and Learn Webinar

May 25, 2023, 12pm



Join the Georgia Association for Infant Mental Health (GA-AIMH) for an informative session on Infant and Early Childhood Mental Health (IECMH): The Foundation of All Future Development. Participants will receive an overview of IECMH, learn about GA-AIMH's efforts to support professionals working with and on behalf of infants, young children, and their families, and Georgia's IECMH System of Care. Additional information can be found on the flyer at the link below.

[Click here to register.](#)

For any questions please contact GA-AIMH at aimh@gsu.edu.

[Lunch and Learn
Flyer](#)

Division of Developmental Disability



IDD State of the Workforce Survey 2022

The Division of Developmental Disabilities would like to request your assistance with the **2022 NCI-IDD State of the Workforce Survey** (formerly called the Staff Stability Survey). The National Core Indicators-Intellectual and Developmental Disabilities (NCI-IDD) State of the Workforce Survey for 2022 data will begin this week for eligible Providers who employed Direct Support Professionals (DSPs) during the 2022 calendar year. This survey gathers information about employees providing direct “hands on” services and supports, often referred to as Direct Support Professionals (DSPs). This survey gathers information on staffing levels, job stability, wages, compensation, and focuses on the DSP workforce employed between 1/1/2022 -12/31/2022.

Eligible provider agencies will have received an email on April 24th with a unique link to the survey. The survey should be completed by the agency’s Human Resources or Payroll offices. The survey deadline is June 30, 2023.

Please submit any questions directly to Division contact, Latonya Williams latonya.e.williams@dbhdd.ga.gov for more information.

IDD Rate Study



FINAL RECOMMENDATIONS

DBHDD is pleased to announce that the IDD NOW/COMP Waivers Rate Study final recommendations materials are available at the links below for review.

Included is a response to public comment, the presentation from the April 14th stakeholder meetings and the final rate models.

As a reminder, the rate recommendations cannot be implemented until there is a funded commitment from the general assembly as well as approvals from the Department of Community Health board and the Centers for Medicare and Medicaid Services via new waiver amendments.

Please submit any questions regarding the IDD NOW/COMP Waivers rate study directly to Ashleigh.Caseman@dbhdd.ga.gov.

You can also access the documents below on the Burns & Associates, a division of Health Management Associations website by [clicking here](#).

Thank you for your collaboration on these efforts and continued partnership,

Ron Wakefield, Director
Division of Developmental Disabilities

[Final Rate Modes](#)

[Response to Public
Comment](#)

[April 14th Stakeholder Meeting
Presentation](#)

From Our Partners at the Georgia Collaborative ASO

Change to IDD Connects Issue Triaging

IN CASE YOU MISSED IT ...

The Georgia Collaborative ASO is excited and sad to announce as of Friday, April 21, 2023, Sheyla Duvilaire will be transitioning into a new role with Elevance Health and will no longer be working with IDD Connects. Beginning immediately, Providers should use the below processes and method(s) of contact for assistance.

We are taking this opportunity to realign some internal and external processes regarding IDD Connects issue triaging. Streamlining these processes will assist in improved tracking, volume monitoring and more efficient issue resolution.

ISSUE	PROCESS	CONTACT
Unlock Account	Carelon Customer Service Carelon EDI Helpdesk	Carelon Customer Service: 855-606-2725 Carelon EDI Helpdesk: 888-247-9311
General Questions/Issues	Carelon Customer Service Carelon EDI Helpdesk ProviderConnect Secure Web Inquiry	Carelon Customer Service: 855-606-2725 Carelon EDI Helpdesk: 888-247-9311 ProviderConnect Portal

Users can expect general questions submitted securely through [ProviderConnect](#) to be answered within five (5) business days.

When contacting customer service and/or the EDI helpdesk via phone, users can request their inquiry number to reference at a later date or to look-up in ProviderConnect. Please remember to have the following information available:

- The username, first name, and last name of the user if you have a question regarding the IDD account status, including:
 - IDD account unlock.
 - Multi-Factor Authentication reset.
 - Grant Access to User.
- The Carelon Provider ID, the Provider Medicaid ID Number, or the Tax ID (TIN) for the agency involved.
- Either the CID, Medicaid ID, or SSN and the DOB for the individual if there is a question about an individual.

Thank you,
The Georgia Collaborative ASO



This month we are focusing on mental health awareness and identifying some of the aspects of disasters that cause anxiety. Education is the best way to alleviate some anxiety surrounding disaster events. We also recognize that May is Mental Health Awareness month. A link to more information about this event, social media resources, and graphics is available at the link below.

Mental Health Awareness Month



Disasters In Georgia

Experiencing anxiety about disasters is understandable, as disasters can be unpredictable, destructive, and scary. However, there are some things you can do to help manage your anxiety and feel more prepared:

1. **Educate yourself:** Learn about the types of disaster that could occur in your area (see below) and what you can do to prepare for them. Having a plan and knowing what to do in case of an emergency can help you feel more in control. For example, if you worry about your pets in a disaster, [use this Pet First Aid checklist](#) to prepare a kit for them.
2. **Practice self-care:** Take care of your physical and mental health by getting enough sleep, eating well, and exercising regularly. Engaging in activities that bring you joy and relaxation, such as meditation or reading, can also help reduce stress.
3. **Limit exposure to media:** Constantly consuming news about disasters can increase anxiety. Set limits on how much news you consume and take breaks from social media and news outlets.
4. **Connect with others:** Talking to friends, family, or a therapist about your fears can help you feel less alone and more supported. You can also consider joining a community group or organization for additional support.

[Most common natural disasters to occur in Georgia:](#)

Hurricanes

- Coastal areas are at a higher risk, however inland areas are at risk of wind damage, severe flooding, and widespread power outages.

Tornadoes

- Georgia ranks #14 in the USA in terms of tornado risk.

Floods

- Most at-risk areas: Tybee Island, Wilmington Island, Whitmarsh Island, Savannah, Garden City, Coffee Bluff, Richmond Hill, Bloomingdale, Pooler, Bloomingdale, and Hinesville.

Wildfires

- More than 2.7 million properties in Georgia – or 61% of all properties in the state — are at risk of wildfires by 2050.

Heat waves

- The number of dangerously-high heat days is only expected to increase in Georgia. By 2053, Decatur, Seminole, and Miller will have 80 or more days above 100F.

Drought

- Heat waves in Georgia are often accompanied by drought. While these droughts aren't deadly, they can damage crops and cause economic damage. This impacts mental health in the long-term.

Winter storms/ freeze events

- Georgia is known for its warm weather and rarely gets snow or ice. However, cold winter weather can occur, and when it does, it often catches residents unprepared. Because of this unpreparedness, even mild winter storms can be destructive in Georgia.

Expanding our Volunteer Network

The Georgia Disaster Mental Health Response Team (GMH) is made up of licensed mental health professionals in Georgia who volunteer to provide crisis intervention services to disaster survivors and relief workers.

Providing emotional support to responders and survivors of disasters is an important part of emergency response, and Georgia is committed to developing a team of trained, experienced volunteers who can meet that challenge.

Disaster mental health is a unique intervention only implemented during times of emergency and disaster; special qualifications & training are required.

All GMH volunteers are required to have:

- A current professional mental health or medical license with the state of Georgia.
- Training in either Georgia Disaster Mental Health Field Response Training or American Red Cross Disaster Mental Health Training or Georgia Disaster Mental Health Response Team on-line training
- National Incident Management System FEMA ICS courses 100 & 700

If you are interested in joining the team, please register at www.servga.gov.

Tools & Resources

[Areas of Flood Risk](#)

[DBHDD: Mental Health for Adults](#)

[Georgia Crisis & Access Line \(GCAL\)](#)

[Georgia Mental Health Consumer Network \(GMHCN\)](#)

GHA: Emergency Preparedness

NAMI Georgia: Support Groups

NAMI Georgia: Calendar of Events

SAMHSA: Find Help

SAMHSA Mental Health Awareness Week—Toolkit

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.

DBHDD Policy Information

Since April 1, 2023, DBHDD updated or developed the following policies:

[Reporting Deaths and Other Incidents in Community Services, 04-106](#)

[Accreditation and Compliance Review Requirements for Providers of Developmental Disability Services, 02-703](#)

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](#).

Office of Provider Relations & ASO Coordination

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 selecting the "**Submit a Question to Provider Relations**" tile on the DBHDD homepage.

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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