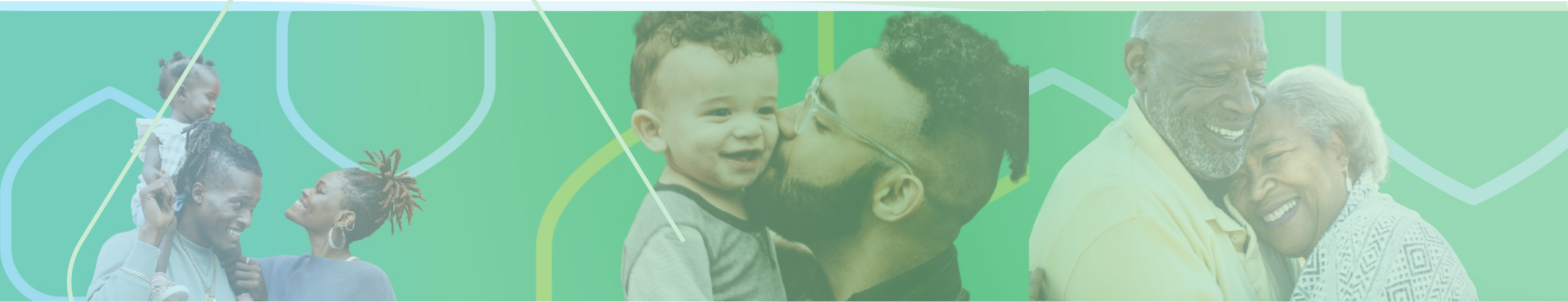


GEORGIA ACCESS



Monthly Check-In for Assisters and POCs

June 12, 2025

HOUSEKEEPING



Submit your questions in the chat



Raise your hand to ask a question



Email us at Navigators@GeorgiaAccess.ga.gov or
CDOs@GeorgiaAccess.ga.gov

ACTIVITY



**What's your
favorite way
to unwind
after a long
workday?**

Feel free to come off mute to say it or type it in the chat

AGENDA

#	Section	Slides
1	PHI and PII Best Practices	5-8
2	PY 2026 Applications and Licensure Reminders	9-11
3	Timeline and Resources	12-14
4	Open Discussion and Q&A	15
5	Appendix	16-18

PHI and PII BEST PRACTICES

SAFEGUARDING PII & PHI BEST PRACTICES

Navigators and CACs are expected to apply all existing ways to protect consumer PII and PHI, some ideas are:



Protecting computers: Password-protect all devices and applications that contain PII and PHI. Ensure that computers have the automatic time-out enabled. Lock computer when walking away from it. Connect only to secure networks.



Establishing controls: Lock all devices with a password or key. Set app controls to require a password or multi-factor authentication each time a user logs in. Never access client data on public computers. Never permit unauthorized individuals to use or access devices that contain PII and PHI.



Guarding passwords: Passwords are one of the most essential tools for safeguarding sensitive data and maintaining them correctly offers additional security. Choose longer, more complex, and unique passwords that would not normally be used. Never give out passwords, write them down or save them in a browser or an app.

REPORTING SECURITY BREACHES AND INCIDENTS

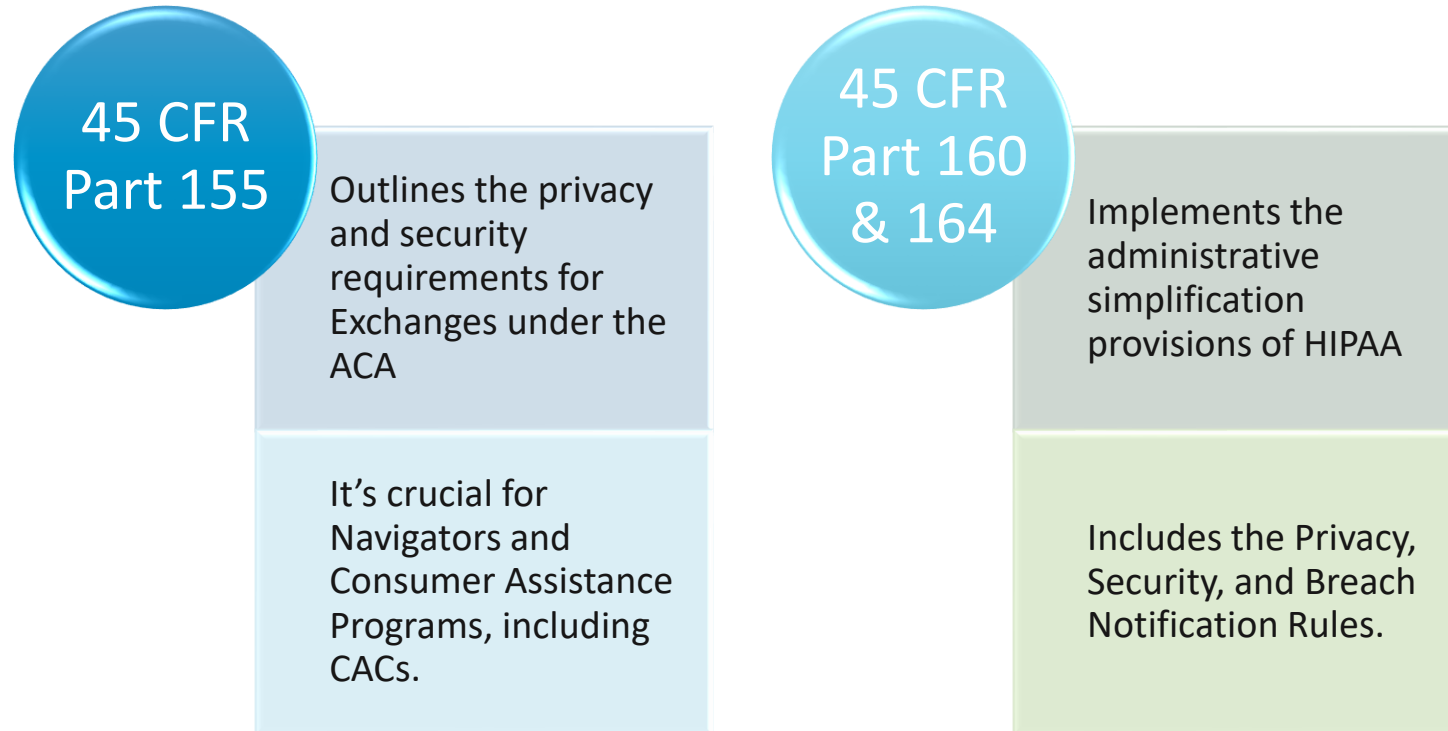
For breaches involving unsecured PII, Navigators and CACs are required to report the incident immediately to Georgia Access



*Do not include PII or PHI in the email

RELEVANT CODE FEDERAL REGULATIONS (CFRS)

Navigators and CACs must ensure their practices adhere to the provisions of State and federal regulations



PY 2026 APPLICATIONS AND LICENSURE REMINDERS

PY 2026 ASSISTER APPLICATIONS

Georgia Access will conduct a webinar for each application to guide you through each step

Don't miss the
webinars

Georgia Access PY 2026 Navigator Grant Application

Instructions: Applicants are required to complete all sections of the application. Incomplete applications will not be considered or reviewed. The application will automatically save responses. All required items below are marked with an asterisk (*).

Please refer to the Navigator Grant Application Guidelines [LINK DOC] for a comprehensive overview on how to complete each section.

[Switch account](#)



The name, email, and photo associated with your Google account will be recorded when you upload files and submit this form

* Indicates required question

Email *

Your email

Georgia Access PY 2026 CDO Application

Instructions: Applicants are required to complete all sections of the application. Incomplete applications will not be considered or reviewed. The application will automatically save responses. All required items below are marked with an asterisk (*).

Please refer to the CDO Application Guidelines [LINK DOC] for a comprehensive overview on how to complete each section.

[Switch account](#)



* Indicates required question

Email *

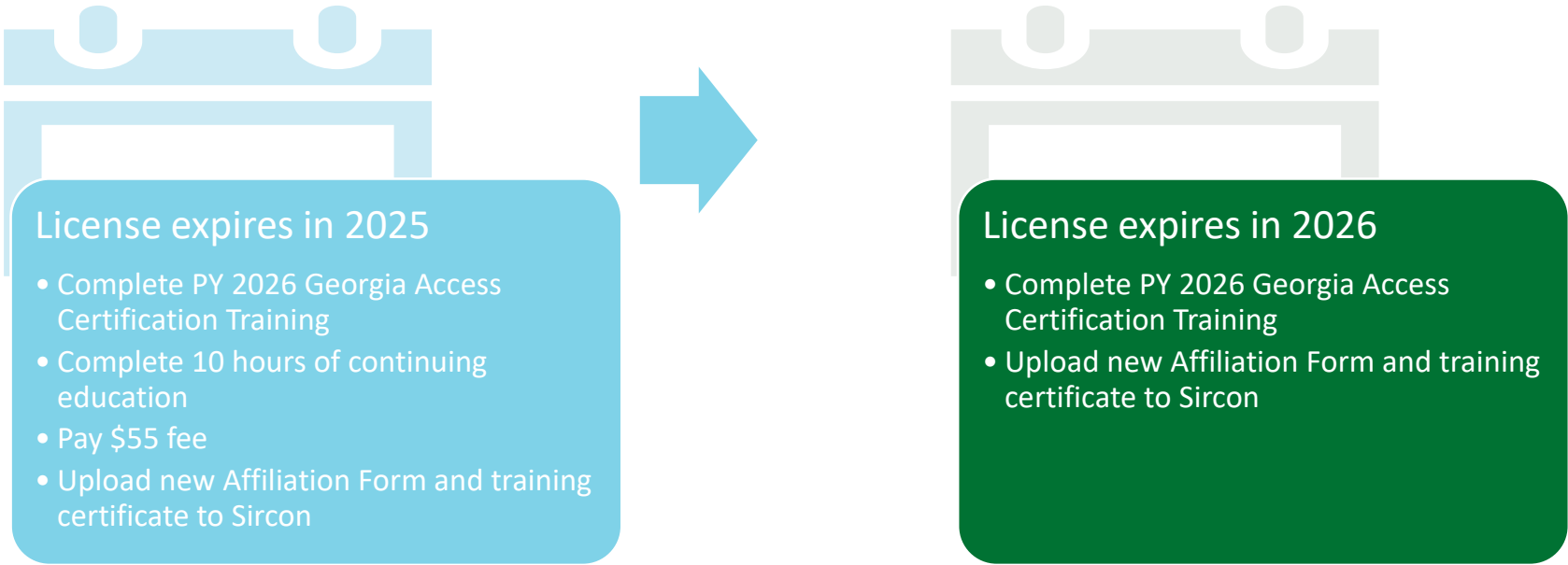
Your email

[Georgia Access PY 2026 Navigator Grant application webinar](#)

[Georgia Access PY 2026 CDO application webinar](#)

LICENSURE REMINDERS

Navigator and GAAS licenses activated on or before January 31, 2025, expire on August 31, 2025. Licenses activated on or after February 1, 2025, will expire on August 31, 2026.



[Redacted Name]
is authorized to transact business as described above

License No:	[Redacted]	Effective Date:	10-14-2024	Expiration Date:	08-31-2025
		Effective Date:	03-18-2025	Expiration Date:	08-31-2026

TIMELINE AND RESOURCES

KEY PROGRAM ACTIVITIES, MILESTONES, AND DEADLINES

The following outlines the key activities and dates for Navigator and CDOs participating in Georgia Access

	June 2025	July 2025	August 2025	September
Meetings	Thursday, 6/12: Monthly Check-In for Assisters and POCs <i>(optional)</i>	Thursday, 7/10: Monthly Check-In for Assisters and POCs <i>(optional)</i> Wednesday, 7/16: Navigator Grant Application webinar (11am) & CDO Application webinar (1pm)	Thursday, 8/14: Monthly Check-In for Assisters and POCs <i>(optional)</i>	Thursday, 9/11: First PY26 Office Hours for Navigator Grantees and Individual Navigators Thursday, 9/18: First PY26 Office Hours for CDOs and CACs
Deadlines	Friday, 6/13*: May Navigator Grantee Monthly Report due	Tuesday, 7/15: June Navigator Grantee Monthly Report due, Navigator Grantee and CDO Quarterly Reports due	Friday, 8/15: July Navigator Grantee Monthly Report due	Monday, 9/15: August Navigator Grantee Monthly Report due
Milestones		Georgia Access Navigator Grant and CDO Applications to be posted to the website	Friday, 8/15: Navigator Grant Application due by 11:59pm Sunday, 8/31: Navigator and Georgia Access Specialist licenses expire	Friday, 9/12: CDO Application due by 11:59pm Monday, 9/15: Last day to submit licensure renewal

**If the report deadline falls on a weekend, the report is due the last weekday prior to the deadline.*

RESOURCES



Georgia Access Website | georgiaaccess.gov/for-partners/navigators/
Information on the Georgia Access Navigator Program



OCI Website | oci.georgia.gov/agents-agency-licensing/navigators-and-georgia-access-specialists-cacs
Information on State of Georgia licensure requirements and the application process



Sircon | sircon.com/landingPages/states/georgia/content.jsp
Apply for a license, check the status of a license or application, and update contact information



Georgia Access Certification | certification.GeorgiaAccess.gov
Access the Georgia Access certification training and final assessment



Navigator Inbox | Navigators@GeorgiaAccess.ga.gov
CDO Inbox | CDOs@GeorgiaAccess.ga.gov



Georgia Access Contact Center | **Partner Number:** 1-888-312-4237 (TTY 711) | **Consumer Number:** 1-888-687-1503 (TTY 711)



Georgia Access Outreach Toolkit Collateral | georgiaaccess.gov/application-assisters_oe25-georgia-access-outreach-toolkit/



Assister Resource Page | georgiaaccess.gov/for-partners/assister-resources/

OPEN DISCUSSION AND Q&A

APPENDIX

LICENSURE FAQs

To facilitate the licensure steps comprehension, refer to the following questions

When should I start the licensure process?

As soon as your affiliated organization's application is accepted

Which requirement do you recommend I complete first?

Georgia Access Certification training and 10 hrs of continuing education

What do I do if I am a CAC and my organization becomes a PY 2026 Navigator Grantee?

Apply for a Navigator license

What would happen if I missed the licensure renewal expiration deadline?

You will need to apply for a new license and complete all requirements again

REPORTING REMINDERS

Navigators Grantee and CDO PY 2025 reporting period started 11/15/2024 and will end in 10/15/2025

Implement
a process to

- Gather Required Data
- Enter Data carefully and complete all fields
- Review thoroughly
- Submit timely

Common errors
are found when

- Missing or Incomplete Data
- Consumer Assistance Incorrect Counts
- Inaccurate Calculations
- Last-Minute Submissions

PY 2026 Reporting
changes

- Navigator Grantee Agreement will require monthly and annual reports, quarterly data will be included in the monthly report form
- CDO Agreement requires a quarterly report