

# Medicaid Alternative Pathways to Independence (MAPs) Training Resource Guide

## Purpose:

The purpose of this Training Resource Guide is to provide information for the implementation of the MAPs services and program. MAPs partners provide supports to people enrolled in the MAPs program, and this guide shall be a tool for providers and partners to access regarding necessary training components for the delivery of the MAPs services. Providers and stakeholders are encouraged to reference this guide anytime there is a question or need regarding training requirements for the MAPs staff and administrators of provider agencies.

## Table of Contents:

I. Training Introduction .....	Page 2
II. Different methodologies of Training opportunities .....	Page 2
a. Relias .....	Page 2
b. Live Events .....	Page 2
c. Shadow Training .....	Page 2
III. Training Matrix .....	Page 3
IV. Provider Agency Training Requirements .....	Page 3
a. MAPs Provider Orientations .....	Page 3
i. Exploring Medicaid Alternative Pathways to Independence: an Introductory Overview .....	Page 3
ii. Charting Independence: Exploring MAPs Outcomes, Services and Milestones.....	Page 4
iii. Discovering Independence Routes: Additional MAPs Resources .....	Page 4
b. Milestone/Outcome/Service Definition .....	Page 5
c. AbleLink Applications .....	Page 6
d. Provider Actions. What's Next? .....	Page 7
i. Orientation with Innovation Coordination Services .....	Page 7
V. Innovation Coordination Agency Training Requirements .....	Page 8
i. Relias .....	Page 8
ii. VCRM (Basic and Advanced) .....	Page 8
iii. Travel Training .....	Page 8
VI. Virtual Community Resource Map (VCRM) Training Guide .....	Page 9
VII. Travel Training Resource Guide .....	Page 17

## **I. Training Introduction**

Welcome to the MAPs program Training Resource Guide! This guide will provide detailed information regarding required trainings for the delivery and implementation of MAPs services for providers and innovation coordination staff. It is anticipated that this guide will be an accessible resource for all MAPs service providers to reference regarding all training requirements.

## **II. Different Methodologies of Training Opportunities**

### **a. Relias**

- Relias is an online learning software utilized by the Department of Disability and Aging (Department) for required trainings. All courses on Relias are web-based and can be completed at your own pace. Each agency has its own Relias administrator who is responsible for the assignment of all classes throughout the Relias portal. Each Direct Support Professional (DSP), Employment Staff, and Supervisor should consult with their Relias administrator to ensure assignment of all classes.
- For a full list of the required Relias courses, refer to the ([MAPS training matrix](#)).
- A Relias quick start guide to help you as a new Relias user can be found here: ([Relias User Guide](#)).

### **b. Live Events**

Live events are trainings that occur at a set date and time with a live trainer within the Relias ELS. Provider administrative staff are responsible for the registration of all live event training sessions within Relias.

### **c. Shadow Training**

Provider organizations are responsible for the implementation of shadow training for all staff. MAPs has no requirements regarding shadow training outside of the requirements determined by the provider agency.

### III. **Training Matrix**

The Department has established a training matrix that is accessible via the MAPs website. This training matrix outlines all required training for all MAPs staff. Provider agencies are encouraged to reference this training matrix for updates and to ensure the provider agency is compliant with required training. This training matrix can be located by visiting this site ([MAPs Training Matrix](#)).

This Training Matrix allows for provider agencies to access required training for the following supporters:

- DSPs and DSP Supervisors
- Job Coaching Supports
- Job Development Supports
- Innovation Coordination Staff (IC's, Supervisors, and Administrative Staff)
- Optional Training

Provider agencies should ensure the timelines and access to the trainings are addressed for each staff prior to the delivery of MAPs services.

### IV. **Provider Agency Training Requirements**

#### **a. Provider Orientations**

MAPs Provider Orientations are required introductory trainings for all new provider agency staff who will be implementing MAPs services. All 3 Provider Orientations are available on Relias.

- **Exploring Medicaid Alternative Pathways to Independence: An Introductory Overview- Provider Orientation 1**

This session is on Relias with the Course Code MAPs\_ProviderOrientation\_1.

This session introduces the MAPs program for all provider agencies.

The following topics are discussed in the training session:

- What is MAPs?
- MAPs Development, MAPs Enrollment, What makes MAPs Different
- MAPs Outcomes and Milestones, Payment Breakdowns

- MAPs Partnerships

- **Charting Independence: Exploring MAPs Outcomes, Services and Milestones- Provider Orientation 2**

This session can be found on Relias with the Course Code MAPs\_ProviderOrientation\_2.

This session dives deeper into the MAPs program and important information for providers as they begin to deliver MAPs services.

The following topics are discussed in the training session:

- MAPs Milestones
- MAPs Service Definitions
  - VCRM
  - Independence Coaching
  - Employment Innovation
  - Community Navigator
  - Enabling Technology
  - Innovation Coordination
- MAPs Payment Structure
  - Billing Resource Guide
- VCRM Validation Tool
- **Discovering Independence Routes: Additional MAPs Resources- Provider Orientation 3**

This session can be found on Relias with the Course Code MAPs\_ProviderOrientation\_3.

The following topics are discussed in the training session:

- MAPs Incentive Payments
- MAPs Service Rates and Frequency
- MAPs Access to Smartphone Devices and Data Plans
- MAPs Exploration Series
- Enabling Technology Process
- Exception Request Resource Guide

These resources are available on the [MAPs website](#) under the “More

Provider Resources” tab.

- [MAPs Person-Supported Establishment Incentive](#)
- [MAPs Provider Development Incentive](#)
- [MAPs Value Based Payment and Incentive](#)
- [MAPs Access to Smartphone Devices and Data Plans](#)
- [MAPs Service Rates and Frequency](#)
- [MAPs Transition Guide Exploration Series](#)
- [Exception Request Resource Guide](#)

**b. Milestones/Outcomes/Service Definitions**

Training regarding the MAPs program milestones, outcomes, and service definitions is provided through the Provider Orientation 2 training curriculum.

All MAPs service definitions can be located on the MAPs website in the Provider Resources section ([found here](#)).

The following links provide access to the MAPs program service definitions.

- [Community Navigator](#)
- [Employment Innovation](#)
- [Enabling Technology](#)
- [Independence Coaching](#)
- [Virtual Community Resource Map \(VCRM\)](#)

All the above services are monitored as a part of the Person-Supported Collaborative Plan (PSCP) by the Innovation Coordination agency.

Below is the link to the definition of Innovation Coordination services within the MAPs program:

- [Innovation Coordination Services](#)

### c. AbleLink Applications

AbleLink Smart Living Technologies has developed a suite of downloadable applications accessible via a mobile device. These applications will assist the MAPs participants to achieve greater levels of independence at home, at work, and in the community. To ensure all stakeholders can effectively utilize these applications, the Department has made the following trainings accessible.

MAPs program staff should enroll in training on the AbleLink applications at the following link: [AbleLink Training Form](#)

To sign up for the trainings on Visual Impact and Endeavor, please select Smart Living Application Training on the form. Instructions to log in to the platform to the AbleLink training courses will be sent to the email of the trainee that completed the form.

Additionally, step-by-step training on the AbleLink applications and downloadable resources are available online on the [AbleLink MAPs Resources page](#). The learning library provides video tutorials for utilizing the Endeavor, Visual Impact, and Wayfinder applications.

An in-depth training on the Wayfinder application is provided through the required Travel Training (see Travel Training Resource Guide).

Please note that all MAPs program staff are required to take both the Travel Training and Smart Living Application Training (Visual Impact and Endeavor).

The following applications are available on each participant's MAPs phone and are to be utilized to assist with the delivery of MAPs services.

- **WayFinder:** With AbleLink WayFinder, specific travel routes can be created, then activated from the GPS location. The GPS-based tracking triggers WayFinder to safely guide the user with step-by-step visual and audio instructions. WayFinder can help ensure the traveler that they are on the correct route by pointing out important landmarks along the way and even telling them "This is not your stop" when they see others departing.
- **Endeavor:** AbleLink Endeavor provides time-based reminders, calendar management, and audio to-do lists in a cognitively accessible format. Events are presented with an alarm, image, and audio instruction and can be linked to detailed tasks in Visual Impact.
- **Visual Impact:** AbleLink Visual Impact is an engine for completely customized creation of step-by-step instructional content. Images, video

clips, audio messages, and checklists can all be incorporated for personalized guidance. Time-sensitive Visual Impact tasks can be linked to calendar reminders in Endeavor.

**d. Provider Actions- What's Next?**

- **Orientation with Innovation Coordination Services**

All provider organizations will conduct a new provider orientation session with the MAPs innovation coordinator agency, the Charles Lea Center (CLC). Orientation with the CLC is approximately one hour long.

Orientation with CLC covers the following topics:

- Mission/Philosophy of CLC
- Phase 1: Getting to Know the Person Supported
- How to Prepare for MAPs Referrals
- Phase 2: Receiving and Responding to a Provider Referral Snapshot
- Ready for Payment: Provider Development Incentive
- Phase 3: How to Prepare for the Collaborative Roundtable Meeting
- Phase 4: How to Report Monthly Progress
- How to Contact CLC

Your MAPs transition guide can assist you with coordinating this Innovation Coordination agency orientation. Note: this training is not required for all DSPs. The Department recommends agency leadership responsible for the oversight and delivery of the MAPs program to attend this IC orientation.

**e. Provider Agency Training Re-Certification**

Refer to the (Maps Training Matrix)

V. **Innovation Coordination Training Requirements**

- **Relias**

Required Relias courses for Innovation Coordination agency staff (Innovation Coordinators, Supervisors, and Administrative Staff) can be found in the ([MAPS training Matrix](#)).

- **VCRM (Basic and Advanced)**

Innovation Coordination staff are expected to complete the Virtual Community Resource Mapping (VCRM) Basic and Advanced courses within 120 days of hire. Trainees can refer to the VCRM training resource guide for enrollment and certification instructions.

- **Travel Training**

Innovation Coordination staff are expected to complete the web-based travel training course. The experiential portion of the training is not required. Trainees can refer to the Travel Training Resource Guide for enrollment instructions and course assistance.



# MAPs Virtual Community Resource Mapping Training Resource Guide

## Purpose:

The purpose of this Training Resource Guide is to provide information regarding training requirements and processes for Virtual Community Resource Mapping (VCRM). This guide shall be a tool for providers and stakeholders to access regarding VCRM training requirements and enrollment in training courses. Providers and stakeholders are encouraged to reference this guide anytime there is a question or need regarding VCRM training requirements for the MAPs staff and administrators of provider agencies.

## Table of Contents

<b>I.</b>	Welcome to Virtual Communication Resource Mapping (VCRM) .....	Page 10
<b>a.</b>	VCRM Explanation.....	Page 10
<b>b.</b>	VCRM Key Information.....	Page 11
<b>II.</b>	Deadlines/Timeframes .....	Page 11
<b>a.</b>	Training Matrix.....	Page 11
<b>b.</b>	Recertification Expectations.....	Page 12
<b>III.</b>	DDA Established Processes .....	Page 12
<b>a.</b>	VCRM Basic Staff Enrollment Process.....	Page 13
<b>b.</b>	Basic VCRM Certification Process.....	Page 14
<b>c.</b>	VCRM Advanced Staff Enrollment Process.....	Page 14
<b>d.</b>	Advanced VCRM Certification Process.....	Page 15
<b>e.</b>	VCRM Validation Checklist.....	Page 16
<b>IV.</b>	VCRM Technical Assistance Recognition.....	Page 16
<b>V.</b>	Mapping Assets Post Secondary School Success Contact.....	Page 17
<b>VI.</b>	DDA Contact Information.....	Page 17

## I. Welcome to Virtual Community Resource Mapping Training!

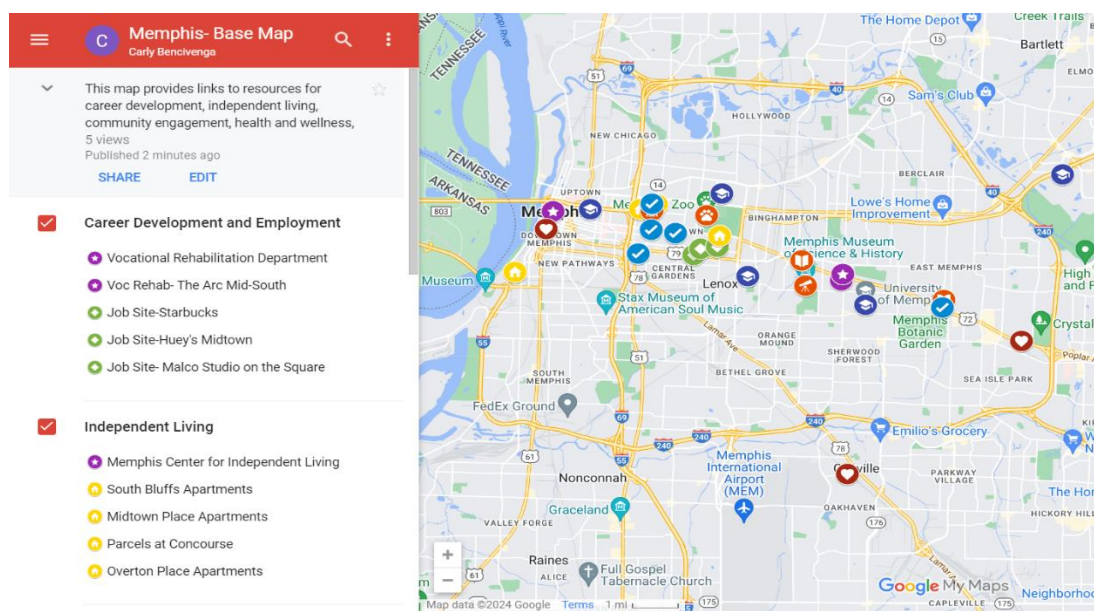
Your state agency has contracted with Mapping Assets Post Schools Success (MAPS) to provide coursework and training on the Virtual Community Resource Mapping (VCRM) process. MAPS is a private organization that is directed by Dr. Jenn Bumble and Dr. Matthew Flanagan. This guide will offer a summary of the VCRM project curricula and anticipated timeframes for the completion of the required training and coursework.

### a. VCRM Explanation

The foundation of the Medicaid Alternative Pathways (MAPs) program is the creation and utilization of a person-centered VCRM. The VCRM is a technology-based personal map (used on a tablet or smartphone) that assists the person supported to identify and engage in community activities and resources with greater levels of independence in areas such as employment, continuing education, independent living, health and medication management, leisure, and places of interest.

The VCRM is intended to be a centerpiece for the consideration of all MAPs services to ensure the person supported continues to express and demonstrate interest in gaining additional independence within the community.

This image provides an example of a Virtual Community Resource Map.



**a. VCRM Key Information**

Information to support you before you review this document:

- A Learner is the MAPs provider agency staff who will deliver the identified MAPs services.
- Provider agencies are required to enroll **ALL** staff who will be delivering and overseeing MAPs services in both the Basic and Advanced courses on VCRM.
- The Learner will engage in a series of coursework which will introduce the Basic and Advanced components of a VCRM. Within this project, the learners will demonstrate mastery of curricula.
- Within the Advanced portion of the training, the Learner will develop and submit a developed VCRM which includes all the required Layers, Assets, and Media links to the VCRM to confirm mastery. Course completion is not recognized until the learner has received all applicable certificates of completion.
- Individual certificates will be maintained at the provider agency for confirmation of completion.
- DDA will refer all provider agency staff to the DDA Training Matrix that is available on the DDA MAPs website for timelines and updates to all required training ([MAPs Training Matrix](#)).

**A. Deadlines/Timeframes**

**a. Training Matrix:**

The Department of Disability and Aging (DDA) has established a training matrix that is accessible via the DDA MAPs website. This training matrix outlines all required training for all MAPs staff. Provider agencies are encouraged to reference this training matrix for updates and to ensure the provider agency is compliant with required training. This training matrix can be located by visiting this site ([MAPs Training Matrix](#)).

This training matrix allows for provider agencies and innovation coordination agencies to access required training for the following employees:

- Direct Support Staff (DSP) and DSP Supervisors
- Employment Supports
- Innovation Coordination Staff (Innovation Coordinators, Supervisors and Admin)

- Optional Training

Provider agencies should ensure the timelines and access to the trainings are addressed for each staff prior to the delivery of MAPs services.

**b. Recertification Expectations:**

DDA requires provider agencies to manage the training of their staff. This will include maintaining training records on each staff member and ensure these records are readily available upon request from a DDA auditor. Additionally, recertification in a VCRM experience is not required. A staff member will have completed all VCRM training requirements upon completion of Basic and Advanced training series.

Provider agency staff will have access to the online recordings of the VCRM Basic courses and are encouraged to reference those trainings as a refresher when needed. Additionally, Innovation Coordinators and DDA Transition Guides are available to assist with VCRM development as needed.

**B. DDA Established Processes**

DDA ensures all provider agency staff providing MAPs services have completed Basic and Advanced VCRM training. The initial process will begin with all provider agency staff completing the VCRM Basic course. Upon completion of the VCRM Basic course, the Learner will be required to wait the mandatory 30 days prior to completing the VCRM Advanced Course. At the conclusion of both the VCRM Basic and Advanced courses, the staff will receive a certification of completion.

**a. [VCRM Basic Staff Enrollment](#)**

DDA has developed an online signup system where staff from each agency can enroll in the VCRM Basic class. Staff can click on the above link OR utilize the QR code to access this enrollment page.



- Upon registration, enrollee information will be sent to the trainers via a SharePoint site. The trainers will then email the enrollee a link to access the online learning course for Basic Certification.
- The email from [transitionmaps@gmail.com](mailto:transitionmaps@gmail.com) will walk the enrollee through the steps of creating an account on the online learning portal.
  - Ensure staff check their spam folder for enrollment and login information.
  - Each enrollee will have their own separate and dedicated login. Staff members should not share login information with other staff members.
- The VCRM Basic Training is available as an online learning course. The training consists of 11 videos which walk the learner through an overview of the VCRM and teach step-by-step how to build the personalized VCRM Base Map.

The following is a screenshot of the landing page upon logging into the online course:



The MAPS Learning Center

## Learning Center

Welcome to the MAPS Learning Center. Here, you'll find a series of videos that together, walk you through the purpose and process of creating a Base Map. If you are seeking Basic MAPS certification, you will need to watch all of the videos within this learning center. Within this video series, there are several step-by-step tutorials within the MAPS platform that together, teach all the strategies needed to create a Base Map. You will draw upon those tutorials to create your own Base Map.

- b. Basic VCRM Certification Process**
1. Upon completing the training videos, the learner will submit their Base Map for review to the trainers, Jenn Bumble and Matt Flanagan. All learners must submit their map from their own individual Google account.
  2. The following are the steps to follow to receive the VCRM Basic Certification:
    - i. Go to <https://mymaps.google.com>
    - ii. Create a new map with the learner's name in the title. Then, share with [transitionmaps@gmail.com](mailto:transitionmaps@gmail.com)

- iii. Create the following layers:
  - Mapping Tools
  - Career Development and Employment
  - Independent Living
  - Community Engagement
  - Health and Wellness
  - Continued Education
  - Family Engagement and Support
- iv. Add 5 assets (resources) to each layer
- v. Add media and text to each resource
- vi. Email [transitionmaps@gmail.com](mailto:transitionmaps@gmail.com) when the map is ready for review.
- vii. Once the Base Map has been reviewed by the trainers, the learner will receive his/her/their Basic VCRM Certification certificate.
- viii. Provider agencies are responsible for obtaining completion certificates from the direct staff themselves. But also, provider agencies may request certificates of staff from Mapping Assets Post School Success.

**REMINDER: staff must wait the required 30 days after Basic MAPS Certification before completing the Advanced VCRM course.**

- c. VCRM Advanced Staff Enrollment
  1. Staff will be enrolled in the Advanced VCRM course by the Relias administrator at the provider agency.
  2. To enroll in VCRM Advanced, the learner must have completed VCRM Basic at least 30 days prior to VCRM Advanced.
  3. VCRM Advanced is offered as a live event course (set date and time) with the trainers virtually on Relias. The course is 3 hours long.
  4. Advanced VCRM training covers Person-Centered Transition Planning, Building Out a Map and Integrating Technology, and Mapping in Action.
  5. Learners can refer to the ([VCRM Advanced User Guide](#)) for helpful links to slides, tools, and resources which will help along the journey towards VCRM Advanced certification.
  6. Once the base map is reviewed by the trainers, the learner will receive the Advanced VCRM certificate.
  7. Provider agencies are responsible for securing the certificates from the direct staff themselves. But also, provider agencies may request certificates of staff from Mapping Assets for Postschool Success.

**d. Advanced VCRM Certification Process**

1. After completing the live session with the trainers, the enrollee will submit an Advanced VCRM for review to receive Advanced Certification. This Advanced VCRM map must be submitted and created on the learners individual Google account.
2. The following checklist should be used for Advanced VCRM certification. Please note this the exact checklist used during the Advanced training as provided by the Mapping Assets for Postschool Success trainers.



## ADVANCED CHECKLIST

**GO TO [HTTPS://MYMAPS.GOOGLE.COM](https://mymaps.google.com)**

- ☐ CREATE A NEW MAP TITLED "LISSETTE'S VCRM (YOUR LAST NAME)" AND SHARE WITH [TRANSITIONMAPS@GMAIL.COM](mailto:TRANSITIONMAPS@GMAIL.COM)
- ☐ BUILD OUT A LAYER "ALL ABOUT LISSETTE" WITH CASE STUDY AND TRANSITION PLANNING TOOL ADDED AS ASSETS
- ☐ CREATE A LAYER TITLED "CAREER EXPLORATION AND PREP"
- ☐ COMPLETE THE EMPLOYMENT SECTION OF THE VCRM PLANNING TOOL WITH THREE ASSETS, MEDIA, AND ACTION STEPS
- ☐ ADD THE THREE ASSETS, MEDIA, AND BRIEF TEXT DESCRIPTIONS TO THE CAREER DEVELOPMENT AND PREP LAYER ON LISSETTE'S VCRM
- ☐ INTEGRATE AT LEAST ONE ADVANCED TECHNOLOGY TOOL INTO YOUR MAP (E.G., GOOGLE FORM, SPREADSHEET, QUIZ, ETC.)

**EMAIL [TRANSITIONMAPS@GMAIL.COM](mailto:TRANSITIONMAPS@GMAIL.COM) WHEN  
YOUR MAP IS READY FOR REVIEW**

**e. VCRM Validation Checklist**

Provider agencies can refer to the [\(VCRM Validation Checklist\)](#) which will be utilized



by provider agencies for completing a learner's VCRM and submitting for VCRM validation and payment.

**C. VCRM Technical Assistance Recognition**

Technical assistance is available, as needed, and provided through the contracted entity, the Charles Lea Center. As part of the VCRM validation process, the assigned Innovation Coordinator will review the validation checklist against the submitted VCRM for validation. Additional information can be located via the DDA Billing Resource Guide.

**D. Mapping Assets for Post School Success Contact Information**

VCRM trainers: Dr. Jenn Bumble and Dr. Matt Flanagan

Email: [transitionmaps@gmail.com](mailto:transitionmaps@gmail.com)

Website: ([Mapping Assets for Post School Success Website](#))

**E. DDA Contact Information**

Jay Camperlino, Youth Transition Director, MAPS

[Jason.Camperlino@tn.gov](mailto:Jason.Camperlino@tn.gov)

Brea Dormaier, Transition Guide, MAPs, Middle TN

[Brea.Dormaier@tn.gov](mailto:Brea.Dormaier@tn.gov)

Rachael Goddard, Transition Guide, MAPS, East TN

[Rachael.Goddard@tn.gov](mailto:Rachael.Goddard@tn.gov)

Carly Bencivenga, Transition Guide, MAPS, West TN

[Carly.Bencivenga@tn.gov](mailto:Carly.Bencivenga@tn.gov)



# Resource Guide: Travel Training Education for

# Travelers and Trainers

## Table of Contents:

<b><u>Title</u></b>	<b><u>PAGE</u></b>
Welcome to Travel Training & Definitions	19
Your Primary Contact information for this project	20
Anticipated timeframes for the Travel Training Program	21
Deadlines/Timeframes	22
DDA Established Processes	23
TN DDA Travel MAPs and Travel Training Process Flow Chart	25
Travel Trainers Resource Guide for Travel Training Program and SHIFT education/certifications	26
Travelers Resource Guide for Travel Training Program	30

## Welcome to Travel Training!

Your state has contracted with **AbleLink** and **SHIFT** to provide coursework and experiential education to support self-advocates prioritizing travel and navigation within their community. This guide offers a summary of the Travel Training curricula and Experiential Learning Project (ELP) so that organizations and self-advocates can be prepared for participation.

Some information to support you before you review this document:

- A **Traveler** is a self-advocate who wants to learn how to be more independent with community travel.
- A **Trainer** is someone who provides direct support to the traveler as they learn to use the resources and technology available to them for community navigation.
- The **Experiential Learning Project** requires involvement from the Trainer and Traveler, including assessing the traveling route, building, and verifying the traveling route, then practicing with the Traveler and the technology/app. Please keep in mind that this will take time to complete when selecting Trainers in particular.
- Both the traveler and the trainer will engage in coursework and the ELP to learn skills and practice them while using the technology and the WayFinder app as a natural support.
- **This guide is not meant to replace coursework instruction or experiential learning.** It was designed to provide you with an overview for planning and implementation purposes.

On the next page, you will find information that is specific to your state's project. You may also find this information on your state's landing page through SHIFT. Any questions about your state's management of the project or its process flow should be directed to the primary contact for your state.

We are looking forward to supporting both Travelers and Trainers in this educational opportunity. Please let us know how we can be of assistance.

Kindest regards – The AbleLink and SHIFT teams



<https://www.ablelinktech.com/>  
<https://www.techfirstshift.com/>

### **Your State Project Title:**

**Travel Training Education** as a part of the “**Medicaid Alternative Pathways to Independence**” (MAPs) and **Virtual Community Resource Map (VCRM)** project

### **Your primary contact information for this project:**

TN DDA project facilitator:

Jay Camperlino, Youth Transition Director, MAPs

[Jason.Camperlino@tn.gov](mailto:Jason.Camperlino@tn.gov)

Brea Dormaier, Transition Guide, MAPs, Middle TN

[Brea.dormaier@tn.gov](mailto:Brea.dormaier@tn.gov)

Rachael Goddard, Transition Guide, MAPs, East TN

[Rachael.Goddard@tn.gov](mailto:Rachael.Goddard@tn.gov)

Carly Bencivenga, Transition Guide, MAPs, West TN

[Carly.Bencivenga@tn.gov](mailto:Carly.Bencivenga@tn.gov)

TN DDA contact:

General Questions/Inquiries

[dda.maps@tn.gov](mailto:dda.maps@tn.gov)

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SHIFT Tech Support:

[support@techfirstshift.com](mailto:support@techfirstshift.com)

AbleLink Tech Support:

[maps.support@ablelinktech.com](mailto:maps.support@ablelinktech.com)

## Anticipated timeframes for the Travel Training Program:

### Prerequisite for Travelers and Trainers:

The WayFinder app must be installed on a device, and you must login to the cloud prior to enrolling in coursework.

Please Note: The trainer will NOT be able to complete the Travel Training immediately upon registration. Once registration is complete and the three ET modules (add titles) have been uploaded, the SHIFT team will approve the registration. Please allow 24 hours for approval.

### Trainers:

<u>Course (s):</u>	<u>Estimated Timeline:</u>
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Relias ET Modules 1-3	4 credit hours (3 weeks)
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*Enabling Technology Module 1—Introduction to Enabling Technology and Best Practices*

*Enabling Technology Module 2—Roles and Responsibilities of Direct and Natural Supports*

*Enabling Technology Module 3—Person Centered Planning and Assessment*

<u>Course (s):</u>	<u>Estimated Timeline:</u>
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Travel Training Fundamentals	4 credit hours (3 weeks)
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*Travel Training Fundamentals 1—Introduction to Travel Training and Trainer Roles and Responsibilities*

*Travel Training Fundamentals 2—Travel in the Community*

*Travel Training Fundamentals 3—Assessment and Planning*

<u>Course (s):</u>	<u>Estimated Timeline:</u>
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WayFinder app course	2 credit hours (2 weeks)
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Experiential Learning Project, Part 1	3.5 credit hours (2-3 weeks)
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## Travelers:

Course (s):	Estimated Timeline:
Coursework modules 1-7	2-4 weeks
Experiential Learning 1 with route assessment.	2 hours to assist (1-2 sessions)
	Experiential Learning 2 3 hours (1-3 sessions with Trainer)

## Deadlines/Timeframes and Processes established by TN DDA:

### Deadlines/Timeframes:

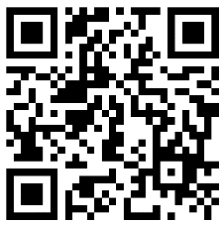
It shall be the expectation that Direct Support Provider Staff, and the Employment staff who deliver MAPs services receive certification in the SMART Travel Training system. Completion of this training will ensure the individuals supported have opportunities to navigate their communities, develop relationships and identify places of interest using the available technology as part of the MAPs program. All training requirements/timelines are identified through the “MAPS Training Matrix” which can be located on the DDA MAPs website. Upon completion, providers are encouraged to ensure that provider staff have adequate certifications included in their individual electronic learning system profile within Relias.

### Travel Training Enrollment Processes – TRAINER:

Community provider organizations are responsible for enrolling their MAPs Direct Support Staff and Employment staff within the SMART Travel Training Courses. Upon identification that an organization has identified staff to begin their travel training, organizations will enroll each staff individually through an **online database (link and QR code located below)** to begin the process. All information included within the enrollment form is necessary for enrollment.

*PLEASE NOTE: Before enrollment and progression in the SMART Travel Training Courses can begin, the trainee must have completed the Enabling Technology modules (1-3) within 6 months of preparing to take this training course. Verification will need to be provided at enrollment.*

STEP 1: Enroll Direct Support Staff/Employment Staff (Trainer) using Link/QR Code  
[Traveler Training Request Link](#)



STEP 2: You will receive a splash message on the screen after submitting, confirming your enrollment. 'Thanks, your response was submitted.'

STEP 3: You will receive an email from AbleLink with instructions on how to download the WayFinder app onto the device and then how to sign into the cloud in the WayFinder App.

\*NOTE signing into the cloud on WayFinder is what will prompt the SHIFT email

STEP 4: You will receive an email from SHIFT confirming your next steps to begin the coursework. You will access your training at [www.techfirstshift.com](http://www.techfirstshift.com)

**\*\*\*Please Note:** The trainer will NOT be able to complete the Travel Training immediately upon registration. Once registration is complete and the three ET modules (add titles) have

been uploaded, the SHIFT team will approve the registration. Please allow 24 hours for approval.\*\*\*

### Travel Training Enrollment Processes – TRAVELER:

Community provider organizations are responsible for enrolling MAPs people supported within the SMART Travel Training Courses. To achieve milestone independence in any of the Community Navigator milestones, each person supported will need to complete the online SMART Travel Training as the first step. Providers will enroll the people supported through an **online database (link and QR code located below)**. All information included within the enrollment form is necessary for enrollment.

#### STEP 1: Enroll People Supported (Traveler) using Link/QR Code

- <https://forms.office.com/g/XCn74sHCx7>

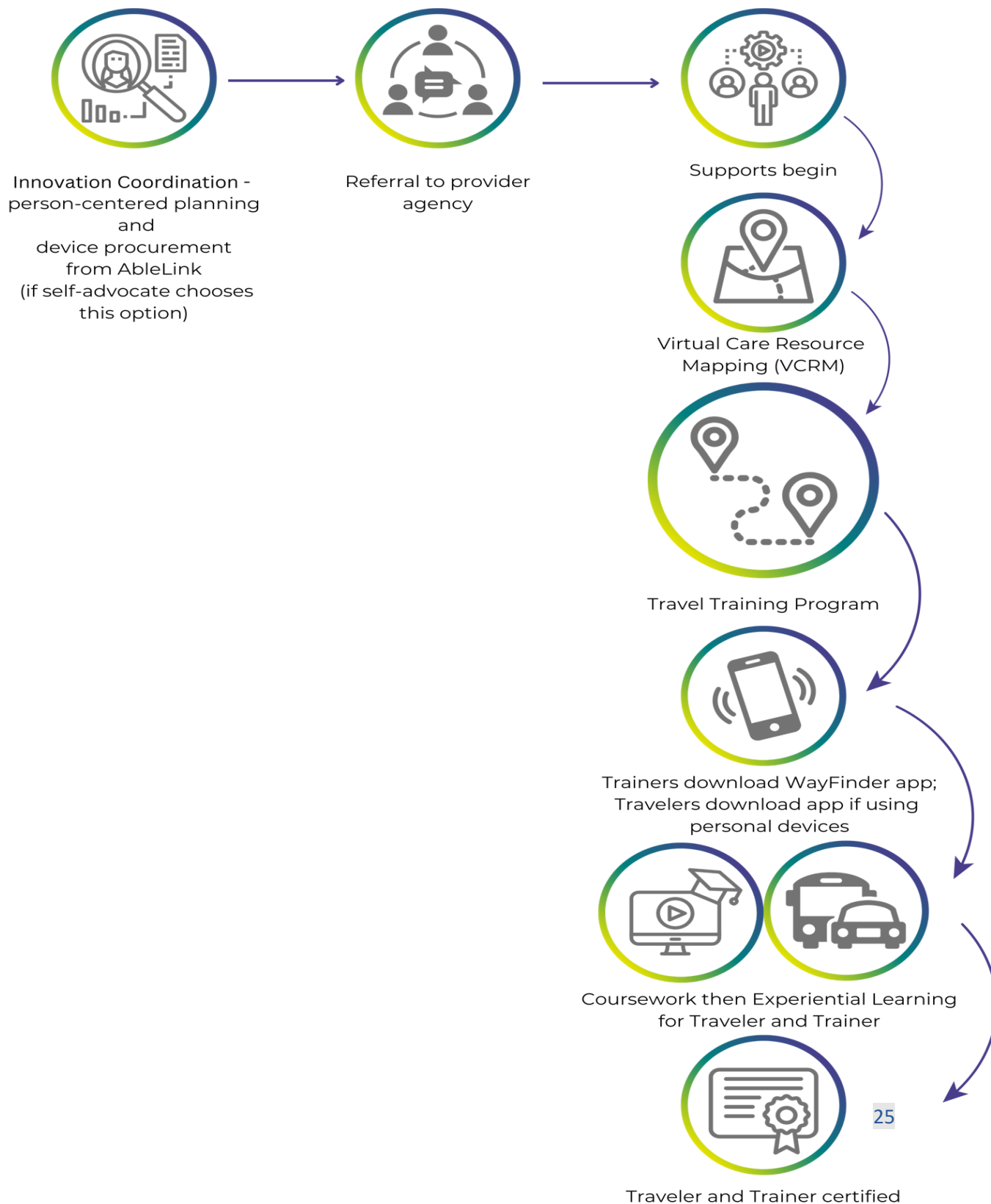


STEP 2: You will receive a splash message on your screen confirming submission of enrollment information. 'Thanks, your response was submitted.'

STEP 3: You will receive an email from AbleLink confirming your enrollment and providing a username and password to access your account in the SMART Travel Training System. This system is used to complete the online portion of travel training for travelers and should be completing using a computer to access the training lessons.



# TN DDA Travel MAPS and Travel Training Process Flow



# Travel Trainers

## Resource Guide for Travel Training Program and SHIFT education/certification

1. Download WayFinder app to Travel Trainer's phone or tablet and register the app.
  - a. **Android Device:**
  - b. After you have enrolled, you will receive an introductory email from AbleLink with instructions for downloading and registering your WayFinder app for your Android device. After using the link provided in the email to download WayFinder, follow the instructions provided to register the app. **iOS Device (e.g., iPhone):**

After you have enrolled, you will receive an introductory email from AbleLink with instructions for downloading and registering your WayFinder app for your iPhone. After using the link provided in the email to download WayFinder, follow the instructions provided to register the app.

**IMPORTANT:** You must complete the app download and registration process first. After you complete that process, you will then receive your Travel Training Learning Plan login information from SHIFT within 24 hours. For assistance, contact AbleLink at [maps.support@ablelinktech.com](mailto:maps.support@ablelinktech.com).
2. Enroll in Travel Training Learning Plan with SHIFT and complete course content.
  - a. (Relias) Travel Training Courses Completed (Please see above for detailed list)
  - b. Link: <https://www.techfirstshift.com/> (Recommended to complete on computer)
  - c. Registration Steps: (the following images are taken directly from the training website)

#### About this Learning Plan

##### Travel Training, Level 1 Certification - Learning Plan

You have successfully completed your **Enabling Technology Fundamentals courses on the TN DIDD Relias platform**. Before you begin your Travel Training, Level 1 certification program, you will upload your three certificates for the SHIFT Fundamentals courses you took on Relias. You will access your Travel Training, Level 1 learning plan after all three ET certificates have been uploaded, reviewed by our team, and approved.

You will find a video in the course that teaches you how to upload the certificates.

The Travel Training, Level 1 Certification Program includes:

Travel Training Fundamentals 1-3

Travel Training, Level 1: AbleLink WayFinder

Travel Training, Level 1: Experiential Learning Project (ELP) Parts 1 + 2

Travel Training: Transformation Summary

This learning plan includes a test after the AbleLink WayFinder course. The Test and ELP assignments must be completed with 80% success rate in order to receive certification.

16 credit hours in total

**Professionals will earn the Travel Trainer Level 1 Certification**

Welcome to the SHIFT Post-Fundamentals Courses Survey. We appreciate your participation! This tool is designed to provide your organization and ours with the data needed to enhance or modify our courses and project work and provide national statistics on the benefits of education in coordination with tech integration and Tech First accreditation.

You will be answering questions related to awareness, knowledge, and skills involving the application and integration of enabling technology. As you answer the questions, please keep in mind that this is related to the integration of enabling technology to support community independence. It can include technology in the home, at work, or in the community. It applies to people with intellectual/developmental disabilities, autism and/or dual diagnosis.

If you have any additional questions or feedback, please note them at the end of the survey.

Thank you for lending your time and input -  
The SHIFT Team

**CLICK THIS LINK TO ACCESS THE SURVEY**

#### Instructions

##### **In order to upload your certificates:**

1. Please save the document in Word or PDF format, preferably PDF.
2. Make sure each certificate notes the your name, the course title, the date completed, and the signature from the administrator or other designee.
3. Upload the document by dragging and dropping or by selecting a file from your computer and uploading.
4. Fill in your name and add a description in the corresponding text box.

Here is a link demonstrating how to upload your certificates:

[Upload Certificates Instructional Video](#)

[Show Less](#)

## Certificate Uploads

### About this lesson

Thank you for enrolling in SHIFT to complete the next steps in your SHIFT credential or certification program. This "course" was created so you could upload the **three SHIFT Fundamentals courses certificates** that you received on Relias. In order to open the next part of your learning plan, your certificates will be reviewed by a SHIFT team member.

If your certificates demonstrate successful completion of all three Fundamentals courses, you'll receive a passing "grade" of 100% and will continue to the next part of your learning plan.

If you do not upload three certificates that demonstrate you took all three Fundamentals course, you will receive a "not passing" and you will need to return once you have taken the courses and have all three certificates for upload.

[Show Less](#)

- d. WayFinder App course (to be completed via a computer by accessing the training website)
  - e. Complete coursework and then prepare for Experiential Learning Project 1 + 2 with self-advocate Traveler.
3. Assist Traveler(s) with downloading and registering the WayFinder app.
    - a. If the Traveler is using MAPs provided phone, you may skip this step.
    - b. To download to a Traveler's personal phone, follow step 1 (see above).
    - c. To assist Traveler with registering WayFinder app using Traveler's Username, Password and Agency Code, follow step 2 (see above)
  4. Assist Traveler with SMART Travel Training System access and monitor progress.
    - a. **Traveler Education:** log in to SMART Travel Training System using the traveler's login credentials provided by AbleLink.  
<https://tntraveltraining.ablelinktech.com>
    - b. **Supervising Progress:** log in to SMART Travel Training System and view progress information. Assist Traveler as needed to ensure completion within 2-4 weeks. Trainers are provided with separate login credentials and should log in with those, not the credentials of the Traveler.
  5. Experiential Learning Project (ELP) for Travel Trainer

**a. ELP Part 1: Travel Route Planning:**

- Complete Travel Trainer Inventory and Planning tool (TTIP) assignment  
<https://www.techfirstshift.com/s/TTIP-fillable-WORD-doc.docx>
- SHIFT evaluates and provides feedback

**b. ELP Part 2: Build Route on WayFinder App:**

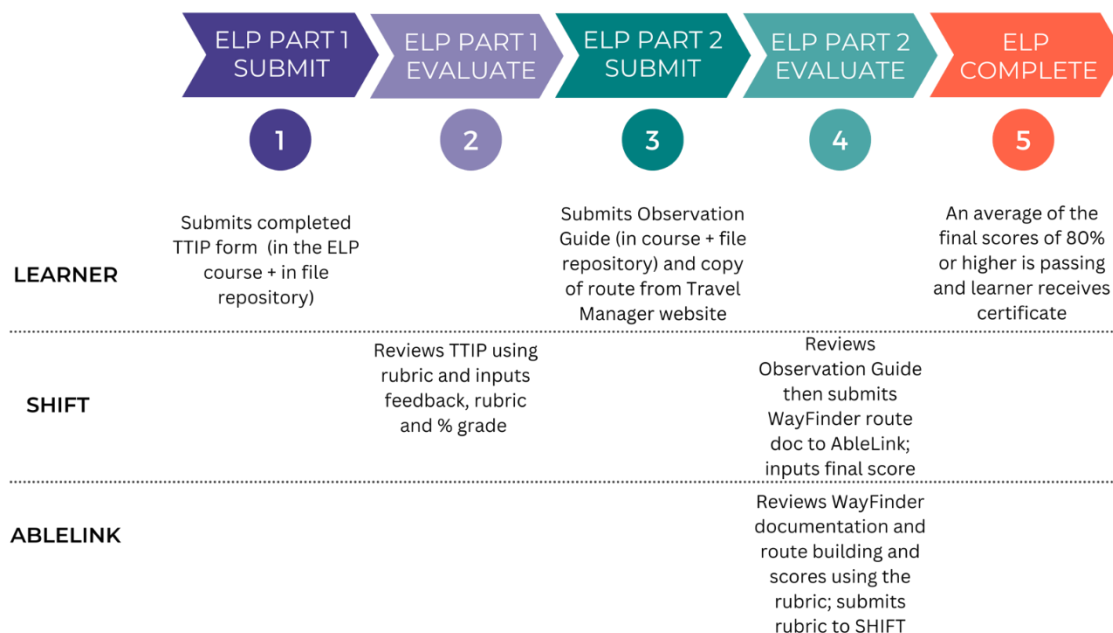
- The Trainer uses the WayFinder app on their device to build the route.  
Note: This may be a route corresponding to the individual's personalized Virtual Community Resource Map. This step includes testing the route to verify accuracy and make any needed adjustments.
- Transfer route to Traveler's phone by using WayFinder to upload/download route.
- Support Traveler in using WayFinder to travel the route in the community.
- Login to the Travel Manager Website to complete Trainer responsibilities and submit for Part 2 of ELP
  - <https://tntraveltraining-tracker.ablelinktech.com>

**c. Traveler Certificate**

- After Trainers successfully complete the full ELP through SHIFT, they may access the SMART Travel Training System and download the certificate to award to the Traveler

**d. Trainer Certificate**

- Awarded in SHIFT platform once the Exam, ELP Part 1 and ELP Part 2 have been completed successfully (with at least 80% success rate)



# Travelers

## Resource Guide for Travel Training Program

**\*\*If the Traveler is using a MAPs provided phone, skip to Step 3.\*\***

### 1. Download WayFinder for Personal Phone.

#### a. Android Device:

Visit the download site and download "AbleLink WayFinder – Android Phone"

<https://apps.ablelinktech.com/tnttraveltraining.html>

#### b. iOS Device (e.g., iPhone):

Visit the download site and download "AbleLink WayFinder – iPhone"

<https://apps.ablelinktech.com/tnttraveltraining.html>

### 2. After downloading and installing WayFinder, register the app.

#### a. Launch WayFinder app on your device and go to Cloud Settings page

i. tap the settings icon ()

ii. select Cloud Settings by tapping on the icon on the top left ()

#### b. Click the Login button and enter Username, Password and Agency Code.

#### c. Registration is successful:

i. Display will show "Logged in as: <Username>" in green text. If it does not, contact AbleLink at [maps.support@ablelinktech.com](mailto:maps.support@ablelinktech.com)

### 3. Login to SMART Travel Training System and complete training.

#### a. Use Username and Password provided for user's account to login.

<https://tnttraveltraining.ablelinktech.com>

#### b. Courses will resume where the Traveler leaves off

#### c. On a shared computer, Travelers should logout when they complete a session; do not logout if the Traveler is not using a shared computer.

### 4. Complete Module Tests for each of the Six Training Modules.

#### a. Module Tests for modules 2-7 are taken after lessons are completed for each module

#### b. A minimum score of 8 out of 10 is necessary on these tests to progress to the next module.

#### c. The training lessons and Module Tests can be repeated as necessary.

- d. There are also short quizzes at the end of each lesson that do not require a specific score to proceed.

## 5. Experiential Learning Project

- a. Traveler assists the Trainer in evaluating the route for the TTIP.
- b. Trainer assists the Traveler in accessing the route within the WayFinder app.
- c. Traveler completes the route as independently as possible with the Trainer observing and assessing the progress.
- d. Traveler Certificate: After Travelers successfully complete the ELP through SHIFT, the Trainers may access the SMART Travel Training System and download the certificate to award to the Traveler.