

Enabling Technology Test Project

TRAINING PLAN

10/6/2017

(REVISED/EFFECTIVE 07.18.19)

The goal of this effort is to provide an efficient and effective training program that will prepare DIDD to be fully operational with the implementation of the Enabling Technology Test. In addition, this training program will result in a training process that is viable for post-implementation training. The following are specific goals of the initiative:

- Develop a training curriculum that ensures staff understanding of enabling technology and how it affects their job duties and responsibilities.
- Develop detailed training materials or lease curricula that fully explain how to execute training during the test project.
- Deliver training sessions and access to tools and materials online.
- Ensure that capabilities are in place to conduct future training (i.e., Refresher, New Employee, Upgrade, etc.)
- Identify each stakeholder and the training needed for each role. All stakeholders need to be trained. Training needs to be available for persons supported, for families, conservators, advocates, members of Circle of Support (COS), Direct Support Professionals (DSP), tele-caregivers, agency program support staff, Technology Vendor staff, tech champions, managerial staff, clinical services, Independent Support Coordinators (ISC), and DIDD Regional and Central Office staff. As the implementation of this project continues, staff in the West TN, Middle TN and East TN Homes, and Harold Jordan Center need to be trained.

SCOPE

The scope of the training initiative at DIDD includes training on the reality of enabling technology to a broad audience including families, conservators, and our agency partners as well as staff that currently provide direct supports. The scope also includes ensuring the ability to use the training on an ongoing basis post-implementation, providing appropriate system documentation, and developing all training materials.

Training will encompass the following:

- Identify and communicate a recommended training plan for all stakeholders
- Plan, develop, and/or lease and deliver on-line training required to educate our various partners and stakeholders

CRITICAL SUCCESS FACTORS

To optimize the training investment, the long-term training strategy should be understood and communicated prior to the onset of the Enabling Technology Test project to gain buy-in from all levels of support. Buy-in must be received from all levels of support, from the state level or an agency's executive level and to the "front line" support staff in order for this Enabling Technology Test Project to be successful.

TRAINING STRATEGY PRINCIPLES/ ASSUMPTIONS

Below are key principles to be followed in the development and implementation of the Enabling Technology Test project training program at DIDD:

- All Vendors participating in the Enabling Technology Test will provide specific training relative to their actual products/ sensors/ devices, etc.
- DIDD staff members are in people's homes often and it is important for the DIDD staff members to be on the same page, promoting independence, and sharing this information; especially, if this is to be infused into services.
- DIDD may need to develop some "specific training courses" that promote enabling technology and that seek to dispel the myth that enabling technology is just "cameras" or "monitoring". This would be done in an effort to begin to address barriers noted as a part of preconceived ideas regarding "remote monitoring."
- These "specific training courses" will be used to help promote Enabling Technology as an innovative way to meet people where they are while also supporting them in their journey toward greater independence within their home, community, and workplace.
- These "specific training courses" can be shared on DIDD website and used in provider forums, family meetings, Relias, etc.
- DIDD may seek to secure a contract to lease existing curricula from a vendor.
- Training will follow a performance-based approach: the approach will be driven by test deliverables and expectations. Training will be focused on sharing information and then on training provided by the participating vendors.
- Training will address all impacted DIDD groups: all individuals/groups expected to utilize the new training materials and curriculum will be addressed by the training endeavor. This includes all stakeholders: persons supported, families, conservators, advocates, members of Circle of Support (COS), Direct Support Professionals (DSP), tele-caregivers, agency program support staff, Technology Vendor staff, tech champions, managerial staff, clinical services, Independent Support Coordinators (ISC), and DIDD Regional and Central Office staff

TRAINING DELIVERY

Relias is currently being used as the Learning Management System (LMS) during the Enabling Technology Test Project. SimplyHome Enabling Technology Course materials have been downloaded onto Relias for ease of managing training and tracking completions. Relias Training Plans have been created according to the *Enabling Technology Training Requirements for Staff Categories*.

Persons using Relias (i.e. Direct Support Professionals, tele-caregivers, tech champions, agency provider staff, Independent Support Coordinators, and DIDD Regional and Central Office staff) – should coordinate with the Provider Agency Training Coordinator, DIDD Relias Administrator, and/or DIDD Tech Champion for further assistance to ensure successful enrollment and completion of the Enabling Technology Training curriculum.

Persons not using Relias (i.e. persons supported, families, conservators, advocates, members of

Circle of Supports, Technology Vendor Remote Support staff) – will have the opportunity to complete Enabling Technology training through the Enabling Technology Relias Sub-portal. The administrative oversight of this sub-portal is managed through the DIDD Enabling Technology unit.

Technology Vendors participating in the Enabling Technology Project will also have supervisory privileges within the Enabling Technology Relias Sub-portal. Supervisory Staff designated by the Technology Vendor will have permissions to manage users, manage enrollment into training plans and modules, and manage training reports. Provider agencies will be responsible for ensuring that subcontractors (i.e. technology vendor staff) have been trained as required. The provider agency must maintain evidence of the subcontractor’s successful completion of all required training through collaboration and established verification methods (i.e. transcripts, signed verification forms, etc.).