

# GUIDE TO EDUCATION & ACCREDITATION



2021



## Our Mission:

To act as a catalyst for the Technology First movement in the Intellectual and Developmental Disabilities (IDD) supports community through resources that inspire possibility and transformation.

## Our Goals:

**Professionalizing Tech First skills** through credentialing, certification and accreditation programs for direct support professionals, IDD professionals, provider and support coordinator organizations, and government agencies.

**Standardizing skill development** that facilitates the increased utilization of enabling technologies as a natural support for home, employment, and community.

**Connecting professionals through an organic online community of learners** sharing knowledge and stories while being updated about the ever-changing enabling technology trends within the global market.

**Inspiring transformation** within professionals, organizations and agencies to advance the person-centered Technology First movement within the IDD community.

*Our programs invite more than learning – they inspire transformation among staff and within organizations. As a result, innovators are buying into a new culture that embraces enabling technology as a safe and effective natural support for independence at home, at work, and in the community.*



Guide to Accreditation

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# EDUCATION AND TRANSFORMATION

## The Opportunity

In a time when technology has become a common natural support in our daily lives, we are also experiencing a heightened awareness of the value of enabling technologies for people with intellectual and developmental disabilities (IDD). Support providers, families, employers and individuals are now advocating for the inclusion of technology at home, at work, and in the community. This priority has led to a new culture that puts technology first.

So what does *technology first* mean? State agencies and provider organizations are utilizing this term to indicate programmatic changes regarding natural and direct support. *Technology first* embraces the application of enabling and assistive technologies as the first consideration in support planning - rather than wrapping direct support around an individual “just in case” it is needed, organizations are encouraged to integrate technology as a source of natural support.

## The Challenge

As this movement gains momentum, the technology first approach is being implemented but at what level of standardization? How do we ensure that technology first policies and practices are effective, safe, and consistent among states and providers?

## The Response

The founding partners of Shift asked this question of key leaders in various states, and

the feedback was unanimous – it is time to develop standards for best practice and key indicators of success in order to demonstrate the value of technology first.

## The Solution

In 2017, *SimplyHome* partnered with the Tennessee Department of Intellectual and Developmental Disabilities (TN DIDD) to pilot courses and resources as a part of the three-year Technology Transformation Project. These courses focused on policies, skills and approaches that could be considered best practice for a Technology First organization. After three years, data continued to indicate that education played a primary role in the culture shift necessary for successful transformation. Participants noted that their Interest, attitude, motivation, and capacity to integrate technology were impacted positively by the online educational opportunities.

In 2019, *SimplyHome* partnered with Disability Cocoon to grow the online courses into a national education platform for technology first best practices and standards. It was named *Shift* because it provides the tools and learning experiences necessary for sustainable cultural transformation within an organization.

## The Benefits of Education

### Organizations:

- *Staff are more likely to engage in the application of technology as a natural support:* Staff understand how to use the technology to address the

outcomes stated in the Individualized Support/Service Plan (ISP).

- *Staff take ownership of the new corporate culture and support model:* Education creates opportunity for learning, discussion, and feedback so that staff are more likely to buy into the new procedures, processes, and practices.
- *Learning and development align with the organization's mission:* Providing training to staff indicates that organizations are not only enhancing the growth of the people they serve but also the skill development of those who provide the direct supports.
- *Online learning is affordable and accessible:* For what an organization would pay to send one person to a conference, multiple people can be trained in the same information. Staff take courses when it is convenient for their schedules and do not need to travel or secure substitute staffing.
- *Consistency in programming practices:* With everyone trained in the same information, support practices and transitions can occur seamlessly.

#### Staff:

- *Staff are more likely to remain or advance when they understand the expectations for their position.* Learning and development help staff feel valued in their positions, even when job responsibilities may be reallocated.
- *Staff understand the relevance of technology as one tool for support.*

Training creates appreciation for technology as one source of natural support rather than as a replacement for the direct support they provide.

- *Staff become mentors, instructors, and support for each other.* In the long run, an organization's L&D model can also be a source for professional advancement and leadership development as individuals grow in their skills, experiences, and knowledge.
- *Staff who experience job satisfaction are more likely to be invested in their organization.* As staff better understand their roles and responsibilities along with the benefits of technology, they are more likely to be role models to others on the team. They may also become the best marketing tool for attracting new talent.

## The Call to Action

With "technology first" taking center stage in the IDD world, organizations and states are asking what they will need to accomplish in order to attain this status. The key question in this discussion should be, "How are we going to prepare for the next five years and beyond?" Without education, learning and development at all levels of an organization, technology integration will be misunderstood or arbitrary, and success will be minimized. To move forward as innovative agencies and providers, leaders and staff must be equipped with the knowledge and experiences needed to maximize the possibilities that technology has to offer.

# SHIFT PLATFORM



## Shift includes:

- An online learning community offering interactive courses, downloadable resources, professional connections, interactive webinars, and community discussion
- A resource library including cutting edge advances in enabling technology
- Tools, materials, and website links to enhance professional development and organization transformation
- Continuing education and recertification opportunities
- Shift Live! monthly webinars with Technology First experts and practitioners

## Shift's impact:

### *Direct Support Professionals*

- Experiential knowledge that can be applied to person-centered planning and technology integration as a natural support and heightened awareness of the Technology First movement and its impact on person-centered supports

### *Enabling Technology Integration Specialists*

- Professional skill development that guides agency transformation through mentoring and coaching; skill application related to effective assessment and integration of enabling technology in alignment with standardized best practices of the Technology First movement

### *Enabling Technology Navigators*

- Professional development that enhances the identification of and access to supports for self-advocates desiring technology; targeted skill development includes communication and collaboration with the circle of support and the application of tools and practices to ensure person-centered tech integration

### *Technology First Organization*

- Programmatic, operational and cultural transformation utilizing best practices to support technology integration, sustainability, and innovation



*I appreciate the shift in mindset because it helps me look at an individual's plan and see how technology can fit in as a natural support. Prior to training, I was thinking of how we can monitor for safety, but now I am more invested in affording every individual the dignity of risk.*

ETIS Program Participant

# SHIFT PROGRAMS



Our curricula and courses were designed by highly qualified professionals with expertise in education, enabling technology, intellectual and developmental disabilities, and organizational development & sustainability.

	Enabling Technology Credential	Enabling Tech Integration Specialist & Enabling Tech Navigator	Leadership Education
Online Courses with knowledge checks and end of course tests	Fundamentals 1, 2, 3	Fundamentals 1, 2, 3 Tech First Specialization	Fundamentals 1, 2, 3 Tech First Specialization Innovation & Sustainability
Recorded Webinars	Assessment & Person-Centered Planning	Assessment & P-C Planning Org Dynamics Barriers and Successes; Tech Planning	Org Dynamics Barriers and Successes; Tech Planning
Projects	None	Case Study Project: includes application of skills related to person-centered technology assessment, integration, and support planning	Completed Organization Technology Plan submitted by leadership person (for accreditation track only – not required)
Exam	Yes	Yes	No
Pre- and Post-Fundamentals Survey	Yes	Yes	Yes
Shift Live! Monthly Q&A Webinars with in-field experts	Optional	Optional	Optional

# SHIFT CONTENT



## REQUIRED CONTENT INCLUDES:

- Interactive exercises to reinforce concepts and learning
- Downloadable forms, guides, and materials
- Links to additional online resources
- End-of-course Knowledge Check

## FUNDAMENTALS – These courses are taken by all learners

### Introduction to Enabling Technology and Best Practices (1 hour)

- Defining enabling technology
- Discussing benefits, uses and examples for home, work and community
- Identifying best practices for technology-first organizations

### Roles and Responsibilities of Direct and Natural Supports (1 hour)

- Exploring the concept of "support" and differences between direct and natural
- Identifying generic responsibilities of everyone on the support team
- Highlighting specific responsibilities for various team members

### Person-Centered Assessment and Support Planning (1 hour)

- Applying person-centered approach to assessment and support planning
- Highlighting the elements of a technology assessment
- Discussing the integration of technology into the service/support plan

## SPECIALIZATION 1– This course is taken by ET Integration Specialist, ET Navigator, and leadership candidates

### Technology First Transformation (2 hours)

- Defining key aspects of a technology first approach
- Highlighting specific strategies and tools designed to support a variety of specialists in the field
- Discussing barriers, concerns, and solutions related to technology first

## SPECIALIZATION 2– This course is taken by leadership candidates

### Sustainability and Innovation (1 hour)

- Defining funding models and navigating Medicaid waivers
- Highlighting specific policy considerations for Operations and HR
- Exploring the next steps of empowering innovation



## RECORDED WEBINARS

### Person-Centered Assessment and Planning (1 hour)

A discussion focused on the value of person-centered assessment and planning, strategies for including self-advocates, and the use of the Shift forms and resources to enhance self-determination.

### Technology Planning (1 hour)

A discussion focused on planning at the organizational and the individual levels by using templates provided within the Shift curriculum. Offers the learner further points of clarification as well as feedback from other professionals on the impact of tech planning prior to tech integration.

### Organization Dynamics: Barriers and Successes (1 hour)

A discussion focused on how organizations identify and proactively address barriers that arise during a culture shift as well as strategies for highlighting successes throughout the transformation.

## EXPERIENTIAL LEARNING

### Case Study Project

An opportunity to apply the knowledge learned in the Enabling Technology Integration Specialist and Enabling Technology Navigator Certificate programs. Candidates complete a screening, intake and Enabling Tech Integration Plan which is evaluated on its use of best practices.

## OPTIONAL CONTENT

### LIVE WEBINARS (optional)

#### Shift Live! (1 hour)

Monthly one-hour discussions with experts and professionals around specific topics; facilitated by Shift team members

### CHANNELS (optional)

#### Additional recorded content (varies)

Channels are topic-specific and designed to spark curiosity and encourage learning by offering a wide variety of timely and relevant recorded material



# EDUCATION PLANS



Shift offers two options for accessing our platform. Plans are renewed annually based on the enrollment date of the individual/organization.

- Individual plans
  - for individuals who are seeking credentialing or certification
  - for organizations who are not ready to commit to a group package
- Group package
  - for organizations desiring agency-wide education and training
  - for organizations considering Technology First accreditation

## INDIVIDUAL PLANS

### ENABLING TECHNOLOGY CREDENTIAL (4 HOURS)

\$89/yr 1  
\$72/yr 2+

for professionals and coaches who want the fundamentals

- Fundamentals 1: Intro to Enabling Tech & Best Practices
- Fundamentals 2: Roles and Responsibilities
- Fundamentals 3: Person-Centered Planning
- Recorded Webinar: Assessment
- Final Exam

### ENABLING TECH INTEGRATION SPECIALIST (ETIS) CERTIFICATE (18 HOURS)

\$599/yr 1  
\$480/yr 2

for organization staff or consulting professionals facilitating tech integration

### ENABLING TECH NAVIGATOR (ETN) CERTIFICATE (18 HOURS)

for support coordinators facilitating the inclusion of technology in support planning

- Fundamentals 1: Intro to Enabling Tech & Best Practices
- Fundamentals 2: Roles and Responsibilities
- Fundamentals 3: Person-Centered Planning
- Specialization 1: Tech First Transformation
- Recorded Webinars: Assessment, Tech Planning, Org Dynamics
- Experiential Learning Project: Case Study
- Final Exam
- Transformation Summary

### ENABLING TECHNOLOGY LEADERSHIP EDUCATION (12 HOURS)

\$499/yr 1  
\$399/yr 2+

for organization leadership driving the transformation

- Fundamentals 1: Intro to Enabling Tech & Best Practices
- Fundamentals 2: Roles and Responsibilities
- Fundamentals 3: Person-Centered Planning
- Specialization 1: Tech First Transformation
- Specialization 2: Innovation and Sustainability
- Recorded Webinars: Tech Planning, Org Dynamics
- Transformation Summary

## GROUP PACKAGE

**Accreditation:** If you are considering pursuing Technology First Accreditation, we would encourage you to move forward with education as a group package rather than purchasing individual plans.

**Pricing:** Pricing for group packages is based on the organization’s annual revenue.

**Invoicing and Payment:** Once invoiced, the organization has a 60-day window to pay for services rendered. We understand that state and grant funding may take time to process and can work with organizations on individual timelines as requested.

**Substitutions:** Once a learner has logged into their account and begun coursework, they are considered an “active learner.” Another learner may not be substituted for them at that point. If a learner exits the organization prior to logging in and beginning coursework, a substitution may be made.

**Renewal:** Group plans are renewed on the organization’s enrollment date.

**State initiatives and Pilot Projects:** We recognize that there are opportunities to be included in state initiatives that may require a customized plans and pricing. Please contact us to discuss how we can tailor a plan to meet the needs of the project.

## GROUP PACKAGE PRICING

Organization Annual Revenue	\$1 - \$1,000,000	\$1,000,001 - \$5,000,000	\$5,000,001 - \$10,000,000	\$10,000,001 - \$30,000,000	\$30,000,001 - \$50,000,000	\$50,000,000 +
Educational Curriculum Working Towards Accreditation						
Leadership Learners	1	1	1	1	2	2
ETIS or ETN Learners	1	2	3	4	6	10
DSP Learners*	10 or 10%	15 or 10%	20 or 10%	25 or 10%	50 or 10%	75 or 10%
Annual Payment	\$3,000	\$3,750	\$4,500	\$5,500	\$10,500	\$15,500
3 Installments	\$1,150	\$1,400	\$1,750	\$2,150	\$4,000	\$6,000

# RECREDENTIALING/RECERTIFICATION

Three months prior to the end of the credential or certification period, the individual will receive a notification reminder that the credential or certification is due to expire. At that time, they will be responsible for paying the recredentialing or recertification fee and ensuring they have met all the standards for renewal.

- **Completion of Updated Learning Plan:** Once the fee is paid, the learner has three months to complete their program’s learning plan. There must be successful completion of the entire learning plan prior to the deadline date in order to be recredentialed/recertified.
- **Continuing Education:** Any continuing education completed via Shift will be recorded within the learner’s profile on the Shift platform. If the learner chooses to submit credit hours from an external source, they will use the Credit Hour Submission form to be reviewed by the Shift team.
- **Credential/Certification Not Renewed:** These circumstances indicate nonrenewal of credential/certification:
  1. Learner chooses not to renew
  2. Learner does not meet the standards for the program (noted below)
  3. Payment is not received
  4. Learner does not respond to the three-month notification
- **Program Change:** If the learner would like to be credentialed or certified in a different program rather than continuing their current credential or certification, they should contact the Shift Team.

**ENABLING TECHNOLOGY CREDENTIAL RENEWAL \$19**

- 6 credit hours per year via Shift site or submitted for review
- Attend at least 2 Shift Live webinars each year
- Complete the updated ET Credential learning plan and exam

**ENABLING TECH INTEGRATION SPECIALIST (ETIS) CERTIFICATE RENEWAL \$59**

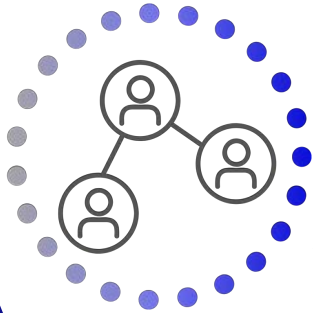
**ENABLING TECH NAVIGATOR (ETN) CERTIFICATE RENEWAL \$59**

- 12 credit hours per year via Shift site or submitted for review
- Attend at least 4 Shift Live webinars each year
- Complete the updated ET Credential learning plan, project and exam

**ENABLING TECHNOLOGY LEADERSHIP EDUCATION RENEWAL \$49**

- 8 credit hours per year via Shift site or submitted for review
- Attend at least 4 Shift Live webinars each year
- Complete the updated Leadership learning plan

# TECHNOLOGY FIRST ● ● ● ● ● ● ● ● ●



A **model** placing priority on the inclusion of technology as a natural support for self-determination and independence



A **culture** indicating that an organization, agency, or state embraces technology and related services to empower community supported living.



A **movement** applying person-centered thinking to create new systems of support through the integration of technology.

## WHY TECHNOLOGY FIRST ACCREDITATION?

With the Technology First movement gaining momentum, providers and states are seeking proven models of support. Accreditation ensures that organizations are engaging in standardized best practices that enhance program development and sustain organization transformation.

# ACCREDITATION



for organizations who champion the use of tech as a form of natural support and are ready to make the transformation

Accreditation demonstrates a level of proficiency with enabling technology integration and best practice implementation. We encourage organizations to keep this in mind as they educate staff, develop their Organization Tech Plan, and prepare for the accreditation process.

Education can begin when the organization is ready. We offer both single role packages and an organization-wide package. After the education requirements are fulfilled and the organization has implemented practices for a given period of time, they will connect with a Shift team member then move into the application process.

## ACCREDITATION AND REACCREDITATION PROCESS

	Accreditation	Reaccreditation
Accreditation inquiry	✓	
Conversation with Shift team	✓	
Application fee	✓	
Application	✓	✓
Organization Tech Plan	✓	✓
Assessment/Tech Plan Samples	✓	✓
Barriers and Solutions	✓	✓
Tech Team Contact Info	✓	✓
References	✓	✓
Transformation Summary	✓	✓
Tech Team Interview	✓	✓

# THE PROCESS



## EDUCATION

### EDUCATION ONLY

- ET Credential and ETIS or ETN Certification Only
- Annual Renewal: Shift Platform
- Biennial Renewal: Credentials and Certifications

### ACCREDITATION

- Credentials, Certification, and Leadership Education #s Required for Accreditation
- Best Practice Implementation & Technology Integration
- Accreditation Inquiry and Application Fee
- Accreditation Application & Supporting Document Submission
- Technology Team Interview

- Does Not Meet Standards
- Accreditation Consultation
- Reapply in Six Months

- Meets Standards
- Accreditation Fee
- Accreditation Packet & Certificate
- Annual Renewal: Shift Platform
- Biennial Renewal: Accreditation, Credentials, Certifications



# ACCREDITATION



## The Process

1. Complete education requirements for accreditation based on organization annual revenue (see chart)
2. Implement best practices and integrate enabling technology for at least three months after all staff have completed the credential, certificate and leadership education training
3. Complete Accreditation Inquiry form online
3. Schedule a conversation with Shift team
4. Receive invoice and pay application fee (see chart)
5. Receive link for online Accreditation Application
  - Organization statistics re: technology integration as a natural support and reallocation of direct support hours
  - Organization Technology Team contact info
  - Organization Tech Plan
  - Four redacted Tech Assessments & Plans using Screening Matrix Intake Form Assessments from internal and external sources Enabling Technology Integration Plan
  - Summary of Outcomes
  - References (1 community partner, 1 natural support, 1 of your choosing)
  - Transformation Summary
6. Schedule Technology Team Interview
7. Receive Accreditation Eligibility
  - Meets standards:
    - Accreditation fee based on organization annual revenue
    - Accreditation packet and certificate
  - Does not meet standards:
    - Shift Team meets with Technology Team and reviews next steps
    - Can reapply after 6 months
8. Annual renewal of Shift platform group package to access continuing education, additional resources, free access to live Tech Huddles and discounted rates on conferences
9. Biennial renewal of credentials, certifications, leadership ed, and accreditation



# ACCREDITATION



## SAMPLE TIMELINE

	Accreditation Applicant	Shift Review Team
Education	Months 1-3	
Best Practice & Technology Integration	Months 4-6	
Application Process	Month 7	
Interview	Month 8	Month 8
Review of Accreditation Materials		Months 8 & 9
Eligibility Determination & Meeting	Month 10	Month 10

## APPLICATION AND ACCREDITATION PRICING

Organization Annual Revenue	\$1 - \$1,000,000	\$1,000,001 - \$5,000,000	\$5,000,001 - \$10,000,000	\$10,000,001 - \$30,000,000	\$30,000,001 - \$50,000,000	\$50,000,000 +
<b>Accreditation Application &amp; Fee</b>						
Accreditation Application Fee	\$750	\$1,250	\$1,750	\$2,750	\$4,000	\$5,500
Initial Accreditation Fee	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
Re-Accreditation Fee	\$1,250	\$1,750	\$2,250	\$3,000	\$4,000	\$5,500

*The Technology First Accreditation helped us in developing a plan for technology integration and preparing for the "what ifs."*  
 Amanda Carroll, Kreider Services



# ACCREDITATION STANDARDS

## Standard One: Person-Centered Thinking

Demonstrates organization-wide application of person-centered thinking, practices, and planning as an integral part of their technology first approach.

- a. **Language:** Use of person-centered language is integrated both in internal and community-facing documents.
- b. **Practice:** Practices apply person-centered thinking to enhance and encourage the empowerment of the self-advocate as demonstrated by self-determination and community supported living.
- c. **Planning:** All aspects of planning, internal and community-facing, apply person-centered language, practices, and supports that include the self-advocate's preferences, priorities, concerns, and interests.
- d. **Documentation and Reporting:** Data reflects the outcomes self-determined by the self-advocate and is applied to ensuring tech integration is empowering the person's independence.
- e. **Policies:** Policies apply person-centered language and thinking to define and describe internal and community-facing practices.
- f. **Continuous Improvement:** The organization designates timelines for ongoing review, evaluation, and updates to person-centered policies, procedures and practices.

## Standard Two: Outcomes-Driven Policies, Procedures, and Practices

Demonstrates organization-wide application of outcomes-driven language, practices, and planning as an integral part of their technology first approach.

- a. **Language:** Use of outcomes-driven language is integrated both in internal and community-facing documents.
- b. **Practice:** Direct and natural support practices are guided by the outcomes defined by the self-advocate based on their preferences, priorities, concerns, and interests.
- c. **Planning:** The self-advocate's outcomes drive both support planning and technology selection.
- d. **Documentation and Reporting:** Data reflects the outcomes self-determined by the self-advocate and is applied to ensuring tech integration is empowering the person's independence.
- e. **Policies:** Policies apply an outcomes-driven approach to define and describe internal and community-facing practices.
- f. **Continuous Improvement:** The organization designates timelines for ongoing review, evaluation, and updates to outcomes-driven policies, procedures and practices.

### Standard Three: Technology as a Natural Support

Demonstrates organization-wide application of and commitment to the integration of enabling technology as relevant and necessary natural support for self-determination and independence.

- a. **Reduction/Reallocation of Direct Support:** Practices, planning and data demonstrate an organization-wide plan and implementation of practices for the reduction of direct support hours and reallocation of staff roles and responsibilities.
- b. **Programmatic Documentation and Reporting:** Documentation and data reporting as a part of assessment, planning, and annual review demonstrate the application of enabling technology as a viable and effective solution for addressing self-advocates' outcomes, priorities, preferences, and concerns.
- c. **Fiscal Documentation and Reporting:** Operational and fiscal policies include the collection of data regarding the cost of direct support hours and cost of technology as a natural support in order to demonstrate potential cost savings for self-advocates and the organization.
- d. **Targeted Growth:** Program planning demonstrates a commitment to growth in the percentages of self-advocates utilizing enabling technology at home, in the workplace, and/or in the community.
- e. **Continuous Improvement:** The organization designates timelines for ongoing review, evaluation, and updates to policies, procedures and practices that guide the inclusion of technology as a natural support.

### Standard Four: Technology Planning

Demonstrates an organization-wide commitment to technology planning through the creation and continuous improvement of technology first policies, procedures, and best practices at the organization and individual levels.

- a. **Organization Technology Plan:** The organization demonstrates a cultural commitment to technology by developing an Organization Technology Plan with operational, educational, fiscal, and programmatic policies, procedures and practices that guide the transformation and ongoing continuous improvement.
- b. **Self-Advocate Identification, assessment, and technology planning:** Program policies and procedures include technology planning as an integral part of identification, assessment, supports planning and technology integration with self-advocates
- c. **Documentation and Reporting:** Evaluation and updates to the policies, procedures and practices are documented and reported to all stakeholders impacted by the changes.
- d. **Technology Team:** The organization engages a team of people committed to championing the culture of technology first, facilitating the planning of technology integration, and providing momentum for long-term sustainability.
- e. **Continuous Improvement:** The organization designates timelines for ongoing review, evaluation, and updates to policies, procedures and practices that guide the organization and individual technology planning processes.

### Standard Five: Onsite Technology Support and Maintenance

Demonstrates organization-wide inclusion of policies, procedures, and practices that embrace the use, maintenance, and support of self-advocate and staff technologies.

- a. **Technology Care and Maintenance Plan:** The organization develops and implements a system of standards and documentation by which all self-advocate enabling technologies and all staff responder technologies are checked and maintained on a routine basis.
- b. **Technology for Direct Support Staff/Responders:** The organization invests in technologies necessary for direct support staff response to enabling technology alerts and notifications and/or any additional technology needed for the support and education of the self-advocates at home, in the workplace, and/or in the community.
- c. **Technology Team and Onsite Tech Support:** The organization provides education and training necessary for the Technology Team and/or onsite IT staff to provide basic support and guidance to staff and self-advocates regarding technology functionality, maintenance, and care.
- d. **Continuous Improvement:** The organization designates timelines for ongoing review, evaluation, and updates to policies, procedures and practices that guide onsite technology support and maintenance.

### Standard Six: Education

Demonstrates organization-wide inclusion of education and training to foster a culture of innovation.

- a. **Prior to Technology Integration:** The organization is committed to adequate education and training for staff at all levels, self-advocates and natural supports (if applicable) prior to technology installation/integration.
- b. **Ongoing Training Opportunities:** The organization develops a plan for ongoing timely and relevant educational opportunities and resources for staff at all levels, self-advocates and natural supports (if applicable).
- c. **Self-Advocate Training on Technology:** Education practices include technology-specific training for self-advocates prior to usage.
- d. **Direct Support Staff Training on Technology First and Technology-Specific Solutions:** Education practices include introductory-level fundamentals on technology first best practices and technology-specific training for staff directly supporting self-advocates with technology as a natural support.
- e. **Mid-management/Supervisory/Leadership Training on Technology First:** Education practices include introductory-level fundamentals on technology first best practices as well as specialized education regarding role-specific skills and responsibilities.
- f. **Documentation and Reporting:** The organization maintains a system for documenting and reporting the numbers of people being trained/educated in technology first best practices and associated topics of relevance.
- g. **Continuous Improvement:** The organization designates timelines for ongoing review, evaluation, and updates to policies, procedures and practices that guide technology first education and professional development.

# ACCREDITATION MATRIX

This matrix was developed to support organizations as they prepare for the Shift accreditation process. The goal is to crosscheck the accreditation standards with the sources of documentation and evaluation.

	Organization Statistics	Organization Tech Plan	Individual Tech Plans	Summary of Outcomes	Transformation Summary	Organization References	Tech Team Interview
<b>Person-Centered Thinking</b>							
1a Language							
1b Practice							
1c Planning							
1d Documentation/reporting							
1e Policies							
1f Continuous improvement							
<b>Outcomes Driven</b>							
2a Language							
2b Practice							
2c Planning							
2d Documentation/reporting							
2e Policies							
2f Continuous Improvement							
<b>Technology as a Natural Support</b>							
3a Reduction/Reallocation							
3b Programmatic Reporting							
3c Fiscal Reporting							
3d Targeted Growth							
3e Continuous Improvement							
<b>Technology Planning</b>							
4a Organization Tech Plan							
4b Assessment & Planning							
4c Documentation/reporting							
4d Technology Team							
4e Continuous Improvement							
<b>Onsite Technology Support</b>							
5a Tech Care and Maintenance							
5b Tech for DSP/Responders							
5c Tech Team and Onsite Tech							
5d Continuous Improvement							
<b>Education</b>							
6a Prior to Tech Integration							
6b Ongoing Ed and Training							
6c Self Advocate							
6d Direct Support Staff							
6e Mid management/Leadership							
6f Documentation/reporting							
6g Continuous Improvement							

# ACCREDITATION EVALUATION

## The Organization:

- Submits an application including demographic information, statistics and data, and narrative responses describing their desire and commitment to becoming accredited as a technology first organization
- Submits the requested documents to accompany the application
  - Organization Tech Plan
  - Individual Tech Plan Samples
  - Summary of Outcomes
  - Transformation Summary
- Provides contact information for three references:
  - 1 community partner
  - 1 natural support
  - 1 of your choosing
- Provides contact information for their Technology Team
- Pays the Application Fee to be processed before the evaluation process begins

## The Shift Team

- Reviews the application and attached documents using the Accreditation Standards and rubrics
- Interviews the references and documents feedback
- Interviews the Technology Team and documents feedback
- Presents the organization with a Summary of Findings regarding accreditation eligibility

## EVALUATION MATRIX

	Org Stats	Org Tech Plan	Individual Tech Plan	Summary of Outcomes	Transformation Summary	Org References	Tech Team Interview
Application	x						
Rubric		x	x		x		
Template/Form		x	x	x	x	x	x
Narrative Response	x	x	x	x	x	x	x

Product/Work Samples		x	x					
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## REACCREDITATION



### The Process

1. Receive invoice three months prior to accreditation renewal date and pay fee.
2. Receive link for online Accreditation Application
  - Organization statistics re: technology integration as a natural support and reallocation of direct support hours
  - Organization Technology Team contact info
  - Organization Tech Plan
  - Four redacted Tech Assessments & Plans using Screening Matrix Intake Form
  - Assessments from internal and external sources
  - Enabling Technology Integration Plan
  - Summary of Outcomes
  - Transformation Summary
3. Schedule Technology Team Interview
4. Renew Credentials and Certifications
  - Renew credentials, ETIS or ETN certifications, and leadership education certification (see “Recredentialing/Recertification” section)
  - Maintain renewal numbers based on requirements for your organization (see “Group Package” table under Education section)
4. Receive Accreditation Eligibility
  - Meets standards:
    - Reaccreditation fee, which includes credential and certification renewal fees (see “Application and Accreditation Fee Scale” table under Accreditation Section)
    - Reaccreditation packet and certificate
  - Does not meet standards:
    - Shift Team meets with Technology Team and review next steps
    - Can begin process for Accreditation again in six months



*The first thing that changed was my mindset on how we define being a technology first organization.*

Leadership Education Participant