

Access to Smartphone Device and Data Plans: MAPs

Persons enrolled in The Medicaid Alternative Pathways to Independence program (MAPs) will have the option of receiving a mobile device (preferred), T-Mobile cellular service, a protective phone case, and technical support for the duration of the program (if a person selects to receive the provided device, all data rates, protective case and technical support will be made available, if a person does not select the provided device, they are also opting out of the data rates, protective case and technical support). Insurance on the device will be the responsibility of the person supported (if desired). This device will be a smartphone which is pre-loaded with applications for successful participation in MAPs. The device can only be used for purposes related to the MAPs program. After a person enrolls in MAPs, their Innovation Coordinator will initiate the device procurement process through AbleLink. The device will be mailed directly to the person or person's applicable representative.

Persons enrolled in MAPs may choose to use their own personal device if the device will support the necessary applications for successful MAPs participation. During the on-boarding and assessment process initiated by CLC (Innovation Coordinators) a check will be conducted on the operating functionality of the personal device. If minimum specifications are present and will successfully launch the MAPs applications, then the device will be recognized and permitted to be used for the program. In the event those minimum specifications are not verified, the Innovation Coordinator will initiate the device procurement process to have a MAPs device sent to the person supported. During the assessment process conducted by CLC, an evaluation into other person-centered applications which are desired by the MAPs person supported will be conducted and if identified and will be included in the device notification/procurement process.

Please note, the following are Minimal Mobile Device Requirements to process the MAPs Applications (If the personal device does not meet these specifications, the device procurement process through MAPs will be initiated and the person-supported will receive a new device from T-Mobile).

- *Android 10 or newer*
- *IOS 13 or newer*

Due to the application's heavy reliance on GPS, the mobile device should have at least 8 hours of battery capacity.

In the event the person-supported intends to utilize their own personal device, and not the device provided through T-Mobile as a part of the MAPs program, that person supported would be responsible for all rates, fees and protections on the personal device. DIDD would not complete a transfer of the data rates to the T-Mobile account.

USER DAMAGE: A person's first device and cellular service provided for the MAPs program will be funded outside of their annual program budget. However, if the device is lost, stolen, or damaged and is no longer usable, a person supported by MAPs is responsible for having it repaired or replaced and will need to use their annual MAPs budget to do so (any breakage or replacement costs would be charged to that person's Enabling Technology Budget for that planning year). DIDD, MAPs providers, and the Innovation Coordination Agency (Charles Lea Center) will not be responsible for devices that are lost, stolen, or damaged beyond repair.

DIDD has contracted with AbleLink to manage the devices through a Mobile Device Management solution. In addition to this MDM, AbleLink will also provide direct technical assistance on the AbleLink applications listed on the next page AFTER initial consultation with DIDD Regional Technology Champion.

Note, if the person-supported has already utilized their annual Enabling Technology budgeted allotment and requires additional phone repairs/replacement, that person will need to wait until adequate funds are available in their ET budget for said repairs.

MOBILE DEVICE MANAGEMENT (MDM): The devices provided for the MAPs program will be managed by AbleLink via a Mobile Device Management (MDM) solution. System updates to all MAPs-provided devices will be implemented and controlled through the MDM, as needed. If a device has been misplaced, then a person should make a request to AbleLink to utilize the MDM to attempt to locate the device.

When a device is received from AbleLink, it will include pre-programmed applications which may change over the course of the program. AbleLink will monitor the programs applications through MDM and may remove applications if they do not support the implementation of the MAPs program. This list of applications is intended to serve as a guide and is not exhaustive:

- Standard Android Applications
 - Google Suite
 - The Google app for searching, news feeds and organizing "information".
<https://play.google.com/store/apps/details?id=com.google.android.googlequicksearchbox&hl=en>
 - Google Chrome web browser app
 - Google Maps navigation app
 - Gmail email app
 - Google Drive
 - Google Docs

- Google Forms
 - Google Sheets
 - Play Store app
 - Camera app
 - Contacts app
 - Phone app
 - Settings app
 - Samsung Messages (default SMS app)
 - Samsung My Files (file explorer app)
 - Knox Manage
- AbleLink Applications
 - 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.

Note: If it is determined the AbleLink applications are not beneficial to a person, then they can be removed through the MDM System after a period of 6 months.

Note: Personal devices will NOT be enrolled into the Mobile Device Management System managed by AbleLink. As a result, the person supported would be ultimately responsible to ensure that all necessary protections and updates are maintained on the personal device.

Requesting Additional Applications

Persons supported by MAPs will receive a pre-programmed device dedicated to the implementation of MAPs services. These applications will be necessary for the completion of the travel-training curriculum and development of the Virtual Community Resource Map. If a person-supported uses additional applications which assist with skill building, activities of daily living, communication, or any other function, then a request can be submitted which would allow the installation of additional applications to the device. This process will include verifying the requested application through DIDD's Enabling Technology Department and the regional Technology Champion will confirm the functionality and intent of the requested Application. Once reviewed and approved, the request will be sent to AbleLink for installing the application through the Mobile Device Management solution.

DIDD has created an *AbleLink Mobile Device Request Form* which can be submitted for consideration. If there are person-centered accessibility applications which are preferred to be installed on the device, then the person-supported can request these applications be added through this process. Each device will be enrolled into a Mobile Device Management (MDM) Database where applications, updates, and other needed processes will be "pushed" to the specific device through the MDM.

In the event the person supported wishes to install paid applications on the device, these approval requests will still go through the Enabling Technology review process and after approval, if it is determined that the requested applications increase opportunities for independence, these applications can be paid through the individuals Enabling Technology annual budget of \$3500.00 per year.

Monitoring of the annual Enabling Technology budget will be the responsibility of the Charles Lea Center Innovation Coordinator who will trigger the initial request confirming their approval.

Conclusion of MAPs

At the conclusion of a person's three-year MAPs program, the person supported will be able to keep the device as personal property. Any remaining fees, including the ongoing cost of cellular service and/or application fees, will then become the responsibility of the person supported.

Return of Device

In the event a person supported decides to exit the MAPs program prior to completing 3 years of the services, it shall be the expectation the device provided will be returned to the Innovation Coordination agency. Once this device is received by the Innovation

Coordinator, the device will be routed back to AbleLink so the device can be wiped and returned for circulation of MAPs services.

Additionally, if a person supported exits the MAPs program prior to the completion of the 3rd year of services, all additional device applications that were installed as a part of the MAPs program will be removed from the personal device.

- *Disclaimer: Please note that any third-party systems, programs or applications operated through the mobile device provided through T-Mobile or AbleLink may collect data from its users, including GPA navigation data, subject to the user agreements and/or terms of those third-party systems, programs or applications. Data from the use of any third-party systems, programs or applications on the mobile device is NOT collected, stored or used in any capacity by DIDD or the State of Tennessee. DIDD makes no representations in the expected use OR expected deliverables as a function of using the devices and/or associated systems, programs or applications. By accepting the device and using the provided systems, programs and applications, the person supported represents that they understand they have the right to not use any systems, program or application, that the use of any systems, programs or applications is NOT a condition for participation in MAPs, that they may alter any settings on the mobile device, such as the ON/OFF toggle, related to the use of these systems, programs or applications, and that any user agreement with the third-party systems, programs or applications is between the person supported and that third-party and would not involve either DIDD or the State of Tennessee as a party.*