

July 13, 2011

Hello all,

This is the first in what I hope to be weekly MAP testing updates. First of all, I would like to thank all of you for your patience as we transition to this new testing company, D&S Diversified Technologies. We are up and running and began testing last week. There have been some minor hiccups but, all in all, the process is moving along well. I thank all of you for your ideas and recommendations as well as bringing to the attention of myself and/or D&S any issues or concerns you may have with the new process. Please continue to communicate with us on any ideas or concerns. All of this input just keeps making it better and better.

I thought I would use this forum to keep you all up to speed on modifications and adjustments that continue to be made to the Registry and WebETest interface based on the feedback from DDS, DMH and the provider community. I'll start by answering some 'Frequently Asked Questions'.

1. Q: Who can enter the inhouse recertification information into the registry?
A: Any MAP trainer can enter the recertification information into the registry for any staff that they recertified

2. Q: How does a MAP trainer enter the recertification information into the Registry?
A: The MAP Trainer can enter the recertification information by following these steps:
Go to:
hdmaster.com
Click on Massachusetts MAP
Click on MAP registry (bottom left) as a provider
Enter provider codes
Click on trainer button in the upper right
Choose your trainer name from dropdown
Enter trainer PIN
Click on Provider button again in upper right corner
Click on small "arrow" button in upper left corner
Select "search"
Enter person's name in search box (make sure to follow instructions on how to enter above the box)
Click "search"
Open the record
On right side Click "**approve**" if they passed the in-house recertification, click "**deny**" if they failed
Record will be updated with new cert status
Print out updated record for programs

(D&S is working to reduce the number of steps needed for this operation)

3. Q: How does a MAP trainer access the testing reports from the D&S Massachusetts webpage?
A: The MAP trainer can access reports on the testing results for the staff they have trained by:

Go to:

hdmaster.com

Click on Massachusetts MAP

Click on "Online Training Program Reports"

Choose the report you want and follow the steps (remember your PIN for reports must be the entire 6 digit PIN you were issued)

4. Q: Can the Provider rep. access the "Online Training Program Reports"?
- A: Yes. The Provider rep can access individual trainer or composite reports by clicking on the online training reports on the D&S website and following these guidelines after choosing the type of report and date ranges:
- Provider ID + Provider PIN = composite report for all trainers.
 - Trainer ID + Provider PIN = report of selected trainer

Your PIN for reports must be the entire 6 digit PIN you were issued. If you were issued only a 4 digit PIN as a provider, contact D&S

5. Q: Can we change the interface so that it allows the pretest to be printed out anytime after the start date for training is entered for a candidate?
- A: Yes. Option will be available very soon.
6. Q: Can the Sample test be made available as a printout option as the Pretest is?
- A: Yes. May take a couple of days to set up. Can also use old Sample Test.
7. Q: Can the testing history of any MAP Certified person be viewed by any MAP Trainer or provider if they have specific information about the staff?
- A: Yes. Providers and MAP trainers will be able to search by SS# or test ID # to obtain this information very soon.
8. Q: Which staff would appear in WebETest?
- A: The WebETest interface will hold only staff in training or waiting to complete testing as long as they have completed training within the past 12 months. This includes staff who originally trained or tested under Red Cross
9. Q: Which staff should appear in the MAP Registry?
- A: All staff who are or who have ever been Certified. It also contains staff who completed training but never passed the MAP test and more than 12 months has elapsed since they completed training.
- 10: Q: Who can enter demographic information into WebETest for a new MAP candidate?
- A: The MAP Trainer can enter all demographic information. The Provider rep can enter all demographic information up to and including the training start date.
- 11: Q: Who can schedule a MAP candidate for testing online?
- A: A MAP trainer or the provider rep can schedule a candidate for testing online.
12. Q: What do I use as proof of MAP certification for my programs since there are no more wallet cards?

A: Use the printout from the MAP Registry which shows the current MAP status of a staff person.

I am sure I may have missed a few things but I hope that this update is helpful. I will also be holding a weekly conference call for questions, updates, suggestions and feedback every Thursday for the rest of July and all of August with the exception of August 11 from 12-1. **Please call in at: 1-866-714-3769 Participant Code: 3358907#.**

I hope that these communication efforts will keep all of you in the loop and assure that DDS, DMH, and D&S are aware of any issues in a timely way. Of course you can contact D&S at 877-851-2355 or myself if you need any assistance at all.

Thank you.

Sharon