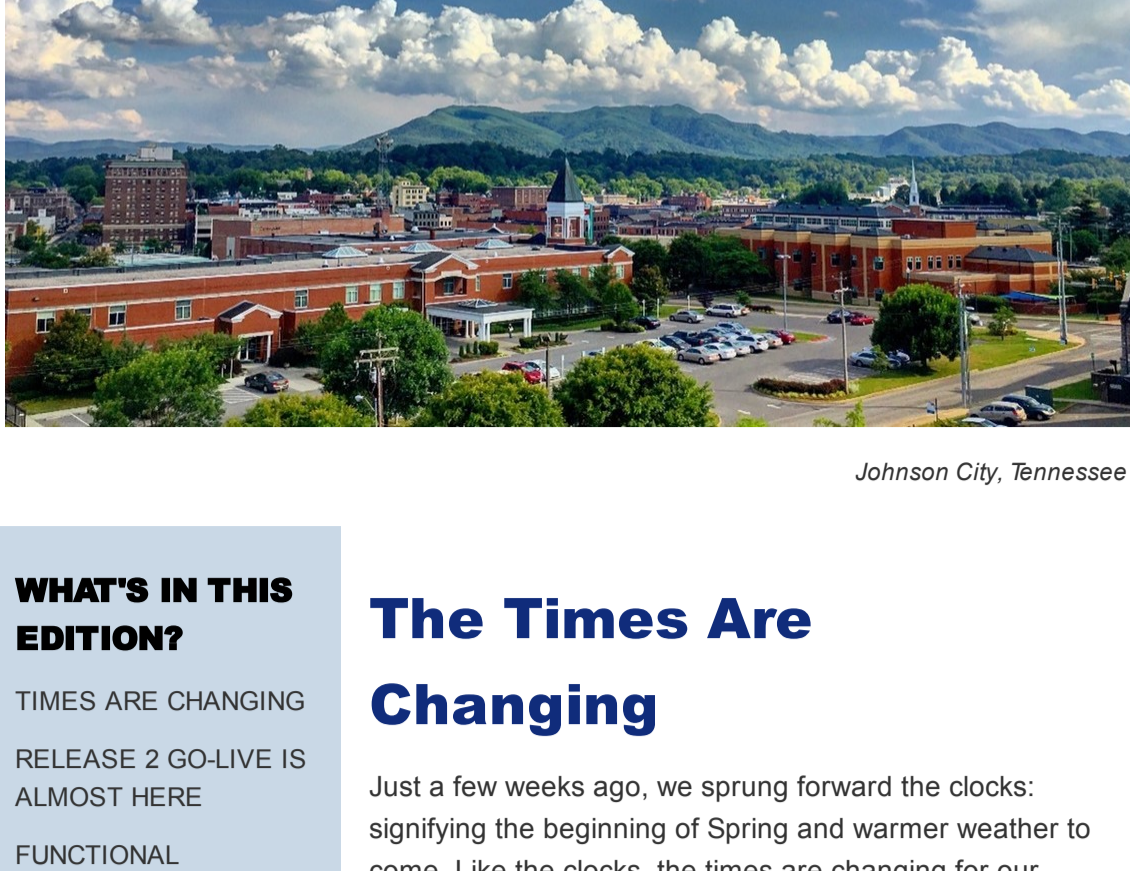


**Child and Adult Care
Provider Modernization
Monthly**

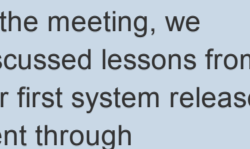
*April 2022:
9th Edition*



Johnson City, Tennessee

WHAT'S IN THIS EDITION?

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- RELEASE 2 GO-LIVE IS ALMOST HERE
- FUNCTIONAL SPOTLIGHT: COMPLETING YOUR ANNUAL REPORT IN THE PROVIDER PORTAL
- YOU ASK, WE ANSWER
- CHANGE CHAMPION NETWORK UPDATE
- LEADERSHIP UPDATE
- APRIL'S CHAMPION OF CHANGE
- PUZZLE PALOOZA



Change Champion Network Update

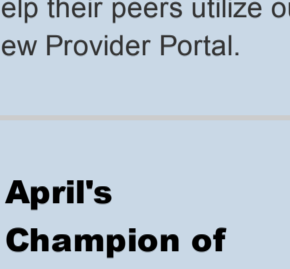
Our Change Champion Network hosted its 6th meeting on April 5th. In our meeting, we began preparing for our second system release. This release will allow for all Child Care and Adult Day Services Providers to manage their license in our Provider Portal.

In the meeting, we discussed lessons from our first system release, went through demonstrations of the functionality that will be a part of our second release, and answered outstanding Provider questions. Demonstrated functionality included reporting injuries and incidents, completing annual reports, and confirming monitoring observation visit dates/times: all in the new Provider Portal!

Additionally, the Change Champion Network continues to relay feedback from fellow Providers, which we are using to help make our second system release our best one yet.

We are grateful for the incredible work Change Champion Network members are doing to help their peers utilize our new Provider Portal.

April's Champion of Change



"Everybody needs a passion. That's what keeps life interesting. If you live without passion, you can go through life without leaving any footprints."

--Betty White

Betty Marion White was born on January 17th, 1922 in Oak Park, Illinois. She is the only child of her parents, Christine and Horace, a homemaker and lighting company leader, respectively. In 1923, White and her family moved to a suburb of Los Angeles, an area she would stay in for most of her life.

During her childhood, White's family was fairly poor, like many families during the Great Depression. However, the family often took vacations to the mountains in Sierra, Nevada. There, White developed a love of wildlife and nature. Consequently, she aspired to become a forest ranger, despite women at the time not being allowed to work in the profession.

In school, White was passionate about theater. Upon graduating high school in 1939, she decided to pursue a career as an actress. Soon after her graduation, White made it onto a television show. She also found work modeling and acting at small theaters.

In 1941, things changed as the United States entered World War II. Following the U.S. joining the war, White volunteered for the American Women's Voluntary Services, where she held events for troops heading to war and drove a military supplies truck in California.

When the war ended, White looked for roles in film, but unfortunately did not have much luck. Instead, she found jobs on the radio, where she starred in commercials. However, White soon caught a break and began appearing on TV shows, including as a co-host of the show *Hollywood on Television* in 1949.

White excelled at the show and was nominated for an Emmy in 1951. In 1952, she co-founded the production firm Bandy Productions with George Tibbels and Don Fedderson. They quickly took off, and White won her first Emmy that same year.

Also in 1952, White began *The Betty White Show*. While it started on a local Los Angeles channel, it soon became featured on NBC across the country. While the show ended after a few years, White became close with actresses such as Lucille Ball during this period. White also used the show to take a stand for racial justice, deciding to feature Arthur Duncan, a black tap dancer on the show despite fierce outcry.

In the 1960s, White became a leader of national game shows and talk shows. She starred in Johnny Carson's *The Tonight Show* and the show *Password*. By the end of the decade, White had reached national stardom, and she was offered to anchor *Today*, the nation's premier morning television show. White turned down the role as she did not want to move to New York City.

In the 1970's White continued to make headways on television, starring in shows such as *The Mary Tyler Moore Show*. In the 1980's White continued to excel in both game shows and talk shows. In 1983, she became the first woman to win a daytime Emmy Award.

In 1985, White began performing on the *Golden Girls*. The show was the pinnacle of White's career, as it won multiple Emmy Awards and Golden Globes, and was among the top ten shows on television while it ran for each of its seven seasons.

Through the 1990s and 2000s, White continued to perform. White's performance in the 2009 movie *The Proposal* among her best works, even at the age of 87.

White's career also stretched beyond acting from time to time. White won a Grammy Award, started a clothing line to support animal protection organizations, and earned an honorary degree in veterinary medicine. She also became an honorary forest ranger: her childhood dream.

On December 31, 2021, White passed away at the age of 99. As a visionary who entertained millions, sought to elevate women to professions not allowed in before, and witty and funny until her final days, Betty White is proudly April's Champion Of Change!

The Times Are Changing

Just a few weeks ago, we sprung forward the clocks: signifying the beginning of Spring and warmer weather to come. Like the clocks, the times are changing for our Modernization Project. We are now past the first release of our new Provider Portal, which has allowed Child Care Providers participating in the Child Care Certificate Program to use our new system to manage their enrollments, attendance, and EAVs. With our second release, all Adult Day Services and Child Care Providers will gain access to our new system. Using the Provider Portal, Providers will be able to manage their license with the Tennessee Department of Human Services (TDHS) online: helping our organization break up with paper and speed up key processes among our staff. We are incredibly excited to be launching this release and hope you are, too!

Sincerely,
Child and Adult Care Services Leadership

Release 2 Go-Live Is Almost Here!

In just a few weeks, we will kick-off the second release of our new Provider Portal, which will begin with our Pilot Program. On April 25th, Adult Day Services Providers and all Child Care Providers in Davidson county will be able to access new features in our new Provider Portal, followed by Providers in Madison county 2-3 weeks later and those in Hawkins county 2-3 weeks after that.

For Adult Day Services Providers and Child Care Providers that do not participate in the Child Care Certificate Program, this will mean that you are gaining access to the Provider Portal for the first time! For Child Care Providers that do participate in the Child Care Certificate Program, you will see new features appear in your Provider Portal with this release.

Key features in Release 2 of the Provider Portal include:

- Reviewing scheduled monitoring observation visit times
Your regulatory individual will schedule monitoring observation visits electronically and you will be able to confirm that the time works for you in your Provider Portal. If the time does not work well, you can contact your regulatory individual to see if another time is available. [Please note: unannounced monitoring observation visits will continue to occur per TDHS policy.](#)

- Managing corrective action plans
If you commit a rule violation, you will need to address it through a corrective action plan in the Provider Portal. In the portal, you can note the steps you have/will take to address the issue.

- Completing your annual report
Going forward, you will complete your annual reports in the Provider Portal. In this report, you will validate the information TDHS has on record is correct, including the services you offer, your contact information, child care levels/rates, and other critical information. All of this will then be available for review by TDHS Staff.

- Filling out change reports, as needed
You can fill out change reports as needed in your Provider Portal. These follow the same structure as annual reports and allow you to update information shared with TDHS throughout the year.

- Reporting injuries and incidents
You will use the Provider Portal to report injuries and incidents going forward. All of these will become available for immediate review by the TDHS Staff.

To help our Providers in [Davidson, Hawkins, and Madison counties, who are going to be a part of our Release 2 Pilot Program](#), we hosted a town hall on Thursday, April 14th. In this townhall, we demonstrated the functionality coming in our second release and answered questions from Pilot Providers.

We will be launching our second release across all of Tennessee in a few weeks: keep an eye out for our official release date, which is soon to come! We will be hosting additional town halls to help prepare all of you closer to our statewide release date.

Functional Spotlight:



Completing Your Annual Report in the Provider Portal

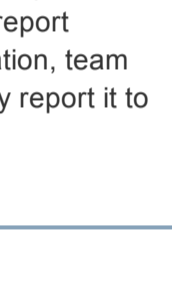
With our second system release, you will be able to complete your annual report in the new Provider Portal. You will receive a notification that your annual report is ready to begin 90 days before your report is due. Please note, annual report timelines are determined by each Provider's individual licensure start date.

To complete the report, use the Provider Portal to navigate the step-by-step annual report completion module. As we know gathering needed information and materials for this report takes time, you will be able to complete parts of the report, exit, and restart it as you need to. All information will be automatically saved as you complete each section.

With this functionality, understanding the requirements of your annual report, ensuring you complete it by your reporting deadline, and sending documentation with your report to TDHS will be easier than ever before.

Additionally, you will be able to complete a change report as you need to in the Provider Portal. A change report allows you to update parts of your annual report throughout the year. If your hours of operation, team members, or more changes, you can easily report it to TDHS.

You Ask, We Answer



Listed below are some of the questions we received from Providers following the last edition of *Modernization Monthly*. If you have a question, we'd be happy to answer it! Just click the link below to send us an email and we may feature it in an upcoming Newsletter!

[Send us a question by clicking here!](#)

Recent Provider Questions:

1. As a Child Care Provider that participates in the Certificate Program, and therefore participated in Release 1, will I need to make a new Provider Portal account during Release 2?

Answer: No! When the second release is live, you will see new features appear within your Provider Portal automatically. No changes to your account will be necessary.

2. Will Adult Day Services Providers be part of this second system release?

Answer: Yes! Adult Day Services Providers will manage their license electronically using our new Provider Portal once this release is live.

Leadership Update

Reason you joined CCR&R: I joined the CCR&R to help make a difference in the quality of child care available to the children and families in Tennessee.



Heather Hicks
Director, TN Child Care Resource and Referral Network

Books you are reading or podcast you are listening to? *Memphis* by Tara Stringfellow

Favorite movie of all time? Ferris Bueller's Day Off

Favorite place to visit in Tennessee? The Smoky Mountains and Upper East TN regions are a favorite to visit.

Reason you are most excited for this project? The opportunity to reduce the administrative burden for the families, educators, providers, and TDHS staff is exciting. It allows everyone to focus their time and attention on what matters the most – the children!

Puzzle Palooza

Fill in the Blank:

1. Our second system release will go live for Adult Day Services Providers in Davidson, Hawkins, and _____ counties on April 25th.

2. If Providers need to make a change to information reported on their annual report in the middle of a year, they must complete a _____ report.

3. Betty White was born in Oak Park, _____.

Answers to Puzzle Palooza
1. Madison 2. Change 3. Illinois