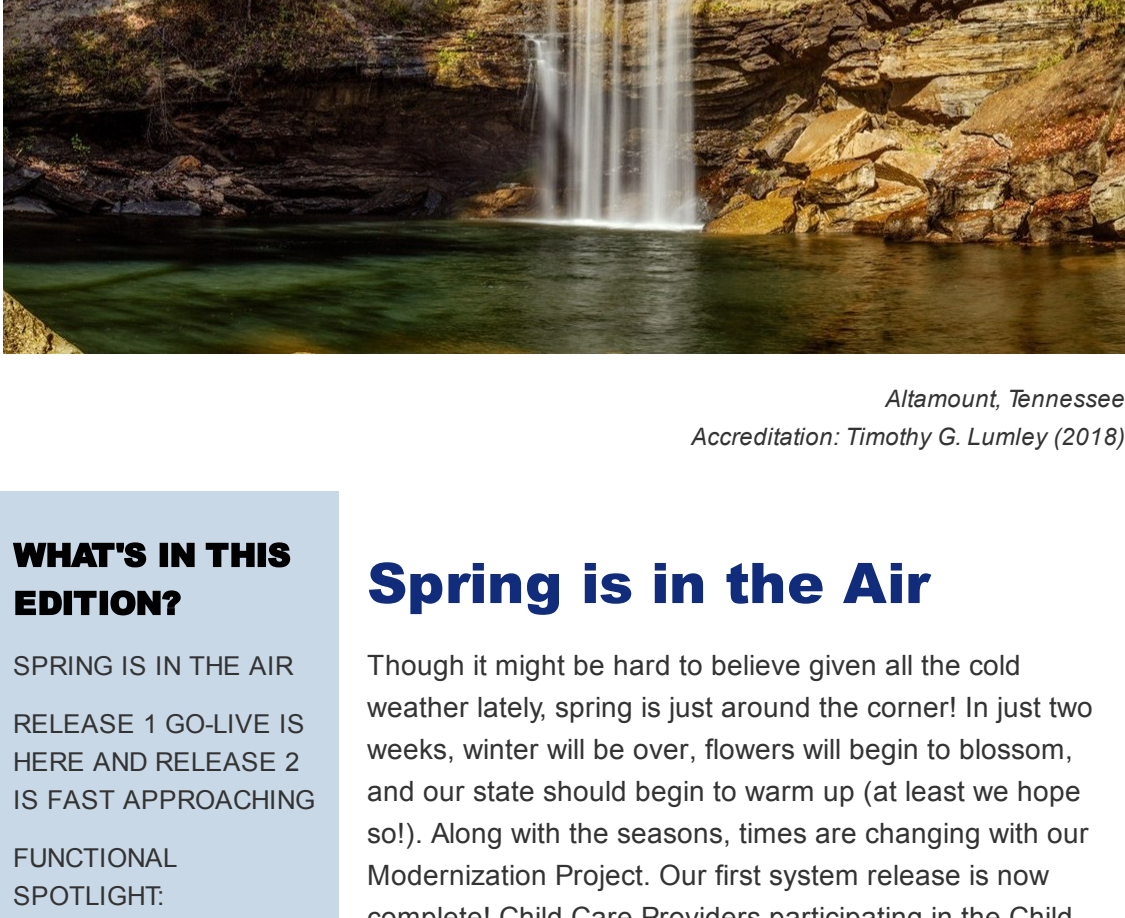


Child and Adult Care Provider Modernization Monthly

March 2022:
8th Edition

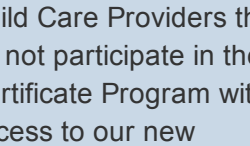


Altamont, Tennessee

Accreditation: Timothy G. Lumley (2018)

WHAT'S IN THIS EDITION?

SPRING IS IN THE AIR
RELEASE 1 GO-LIVE IS HERE AND RELEASE 2 IS FAST APPROACHING
FUNCTIONAL
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PUZZLE PALOOZA



Change Champion Network Update

Our Change Champion Network hosted its 5th meeting on January 18th. In our meeting, we reviewed the go-live dates for the new Provider Portal and discussed the Login and User Administration process.

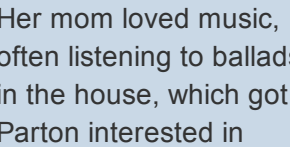
In a few weeks, our Change Champion Network will be meeting again as we prepare for the second release of our new system. This release will equip Adult Day Services Providers and Child Care Providers that do not participate in the Certificate Program with access to our new Provider Portal, as well as release functionality to Providers already accessing our new system.

This functionality will allow both Adult Day Services and Child Care Providers to manage their compliance requirements, reporting needs, monitoring visits, and more!

In the meantime, our Change Champion Network is continuing to help their peers participating in our first system release utilize the new Provider Portal. They are also providing critical feedback to our team as we work to help you all adopt our new systems.

We are extremely grateful for the amazing work our Change Champion Network has and continues to do for Providers across our state!

March's Champion of Change



"You'll never do a whole lot unless you're brave enough to try."

--Dolly Parton

Dolly Rebecca Parton was born on January 19, 1946, in Pittman Center, Tennessee. Growing up in a small one-room cabin with twelve siblings, Parton's childhood was a difficult one. Her dad, Robert, was a sharecropper for much of his life and later owned a small tobacco farm. Her mother, Avie, cared for her and her siblings. She had all twelve of her children by the time she turned 35.

Parton, though, learned a lot from her parents. Her mom loved music, often listening to ballads in the house, which got Parton interested in music. Her dad, a sharecropper turned business owner, gave her a strong business sense. Additionally, Parton's maternal grandfather was a preacher, and she attended his church regularly and began to sing.

It did not take long for Parton's singing to get noticed. By the time Parton was six, she began singing in her church. By age seven, she began learning the guitar. And by age 10, Parton was appearing on the local radio station singing. At age 13, she performed at the Grand Ole Opry and met Johnny Cash.

After graduating from high school in 1964, Parton moved to Nashville to work as a songwriter. She quickly wrote two top 10 country hits. In 1967, Parton's musical career began to take off. She was invited to join country music entertainer Porter Wagoner on his weekly TV show and later was signed by his record label. Her first song was a release with Wagoner, a remake of Tom Paxton's "The Last Thing on My Mind." It reached country's top 10 hits quickly.

In 1968, Parton began releasing solo songs. Her first was "Just Because I'm a Woman." However, much of her initial success came in the form of duets with Wagoner, with whom she continued to record songs for years. However, by the early 1970s, Parton's solo career began to take off. She recorded songs such as "Joshua," "My Tennessee Mountain Home," and, most notably, "Jolene."

In 1974, Parton began a transition into pop music. She hired Sandy Gallin to serve as her manager, who would stay in that role for 25 years. Sandy helped navigate her to recording songs that crossed between the country and pop genres. Parton's 1977 album "Here You Come Again" topped the country chart and reached the top 20 on the pop chart; it was her first album to be sold over a million times. The album also won Parton her first Grammy Award.

In the late 1970s, Parton continued to gain notoriety. She recorded more songs that reached high points on the country and pop charts, was invited onto TV interviews with Barbara Walters, Cher, and Carol Burnett, and hosted an NBC special. In the early 1980s, her success continued its growth. She recorded number one hits such as "Starting Over Again" and "9 to 5." "9 to 5" was especially popular; it topped the country and pop charts in the US. Since 1985, Parton has continued to remain popular, touring around the globe, becoming a regular in celebrity circles, and becoming known as a leader in country music.

Parton has been married to her husband Carl Thomas Dean, a former owner of a road-paving business, for over 50 years. She does not use his surname professionally and notoriously does not participate in many public events with him. They also have no children. However, the two are incredibly close.

Additionally, Parton is an avid philanthropist. Her charity, the "Dollywood Foundation," has donated over 100 million books to children worldwide. Parton has also donated considerable amounts to hospitals, environmental protection, and other causes.

In total, Parton has had 26 songs reach number 1 on the Billboard country charts, has had 42 career top 10 country albums, and has appeared on the country music charts for seven decades. All of these are records among any artist. Parton also received 11 Grammy Awards and over 50 nominations. She is a member of the Country Music Hall of Fame.

Parton has received the National Medal of Arts from the President and has been twice offered the Presidential Medal of Freedom (though she has continued to turn it down).

For her incredible career, historic philanthropy, and persistence to succeed despite a challenging upbringing, Dolly Parton is March's Champion of Change!

Spring is in the Air

Though it might be hard to believe given all the cold weather lately, spring is just around the corner! In just two weeks, winter will be over, flowers will begin to blossom, and our state should begin to warm up (at least we hope so!). Along with the seasons, times are changing with our Modernization Project. Our first system release is now complete! Child Care Providers participating in the Child Care Certificate Program throughout our state now have access to our new Provider Portal. As we continue to help these Providers transition to our new systems, we are also working to prepare for our second system release, which will begin in April. We are so excited that we have accomplished such a major milestone in launching our first system release and cannot wait to continue our progress with our second release soon. We hope you are just as excited as we are!

Sincerely,
Child and Adult Care Services Leadership

Release 1 Go-Live Is Here and Release 2 is Approaching

With the first release of our modernized systems now live Statewide, all Child Care Providers participating in the Child Care Certificate Program have access to the Provider Portal and Mobile Apps.

The launch of these systems is:

1. Streamlining the administrative requirements of participating in the Child Care Certificate Program,
2. Allowing Child Care Providers to get paid more efficiently,
3. And giving Child Care Providers and their Customers a seamless way to check children in and out of care.

For Child Care Providers participating in the Child Care Certificate Program based in our three Pilot Counties – Davidson, Hawkins, and Madison – you have already begun submitting electronic attendance verifications (EAVs) weekly and receiving weekly payments. For Child Care Providers participating in the Child Care Certificate Program in the rest of the state, you have now gained access to the Provider Portal and your first two EAVs are due in the Provider Portal on Monday, March 14th at 6:00 PM Central Time.

Additionally, prospective Child Care and Adult Day Services Providers across our state are using the Provider Portal to apply for licensure.

For Child Care Providers participating in the Child Care Certificate Program, who are a part of our first system release, we want to remind you of a few action items you should complete immediately if you have not already:

1. [Register for a Provider Portal account here by selecting the "Click Here to Register"](#)
2. Help your Staff register for Provider Portal accounts and gain site access
3. Familiarize yourselves with the Provider Portal
4. Prepare to submit your first two EAVs in the Provider Portal by Monday, March 14th

If you need any assistance with the above action items, our Site Support Team is available Monday to Friday between 8:00 AM and 5:00 PM Central Time. You can find their contact information on our [Modernization Resources Page](#).

Our team is also diligently preparing for our second system release, which will be made available to all Child Care and Adult Day Services Providers in our state. This release will provide access to the Provider Portal for those who have not yet received it, as well as add additional functionality to the systems for current users.

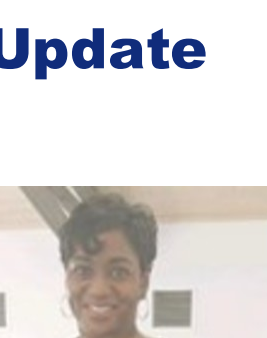
With our second release, you will be able to use the Provider Portal to submit annual reports, manage compliance activities, manage scheduled monitoring visits, and more!

Child Care and Adult Day Services Providers in three counties – Davidson, Hawkins, and Madison – will be a part of our Release 2 Pilot Program. We will be hosting a town hall to help teach you about the Provider Portal's functionality in early April and make the new Provider Portal available to you in late April.

Child Care and Adult Day Services Providers in the rest of our state will have a series of town halls in early May and will be able to access the Provider Portal's new features in late May.

We want to thank all of the Providers who have made our first system release a success, we cannot wait for our second release very soon!

Functional Spotlight:



Reporting and Managing Incidents and Injuries in the Provider Portal

Beginning with the 2nd release of our systems in late April in our Pilot Counties, and in late May throughout our state, Adult Day Services and Child Care Providers will be able to report and manage incidents and injuries in their Provider Portal.

Using our new Incident/Injury form, Providers will be able to quickly report incidents in their facilities and track applicable follow-up from TDHS. In the form, Providers will be able to report critical information on the incident that occurred and the immediate actions that were taken to address it. This information will be quickly made available to applicable members of the TDHS Staff.

Additionally, Providers can use this form to report complaints as well as enforcements/suspensions. Likewise, once reported, this information will be made available expeditiously to the TDHS Staff.

Providers can manage all reported incidents within their Provider Portal, seeing all of them listed under their "Case Summary." Providers will be able to access each incident's case number, status, task type, and the person it is assigned to.

With the launch of this functionality, Providers will have a way to quickly report critical incidents to TDHS so they can then return to managing those in their care.

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!](#)

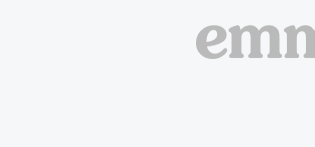
Recent Provider Questions:

1. Can I add an enrollment record for a child enrolled in the Child Care Certificate Program into my Provider Portal manually?
Answer: No, TDHS manages all enrollment records within your Provider Portal for children enrolled in the Child Care Certificate Program. If you are missing the enrollment record of a child enrolled in your facility that participates in the Child Care Certificate Program, please contact the Customer Response Team at 1-833-740-1440 or via email at CCPaymentAssist.DHS@tn.gov.

2. How can Providers use the new Mobile App? Can it be set up like a kiosk?
Answer: Providers can set up their Mobile App in a variety of ways to check children in or out of their care. Providers can set up a tablet as a kiosk so parents/guardians/authorized individuals can check their children's care in at a central location. Providers can also use the Provider Mobile App portably and check in and out children in the parking lot or an individual classroom during drop off/pick up. As the app can be accessed on any Apple or Android smart device, Providers can choose the setup that best works for their facility.

Leadership Update

Reason you joined TDHS: I joined TDHS, Child and Adult Care Licensing, because I wanted to make a difference in a child's life. Once I saw that the position was to protect the health and safety of children, I knew this is where I needed to be.



Anita Green
Regional Manager
Greater Memphis

Books you are reading or podcast you are listening to? I am currently not reading a book or listening to a podcast, but I'm always open to good suggestions.
Favorite movie of all time? Coming To America
Favorite place to visit in Tennessee? Gatlinburg

Reason you are most excited for this project? I am most excited for this project because providers will be able to use it as well as staff. I think the new eLicensing system will give staff the extra time to support and focus more on the children and Providers' needs.

Reason you joined TDHS: I was inspired by the A Child Called "It" series to seek to improve the lives of Tennessee's children through monitoring agencies and mentoring educators. It turned into something so much more.

John E. Sanders
Regional Manager
Southeast/Upper Cumberland

Books you are reading or podcast you are listening to? I read *Hope for the Holidays* by Andrew Lay and *All the Good* in December. I completed an 8-hour Smart Driving Online Course in early January. I am undecided on what's up next. I read the weekly inspirational email messages from John O'Leary, but I seldom listen to his podcasts as they originally air during the workday.
Favorite movie of all time? Ordinary People and Apollo 13 are my favorite movies. I Still Believe, which I saw the weekend prior to the 2020 shutdown, was the best movie I have seen during the pandemic era.
Favorite place to visit in Tennessee? First Horizon Park, Nashville

Reason you are most excited for this project? I believe eLicensing will facilitate the licensure of new educators becoming licensed agencies. It will also allow Licensing Consultants to spend more time in direct contact with agency staff.

Puzzle Palooza

True or False:

1. Child Care Providers participating in Release 1 can submit their first EAV on either March 7th or March 14th.
2. Incidents, injuries, complaints, enforcements, and suspensions will be able to be reported through the Provider Portal beginning with our 2nd system release.
3. Dolly Parton was born in New York City.

Answers to Puzzle Palooza

1. True 2. True 3. False