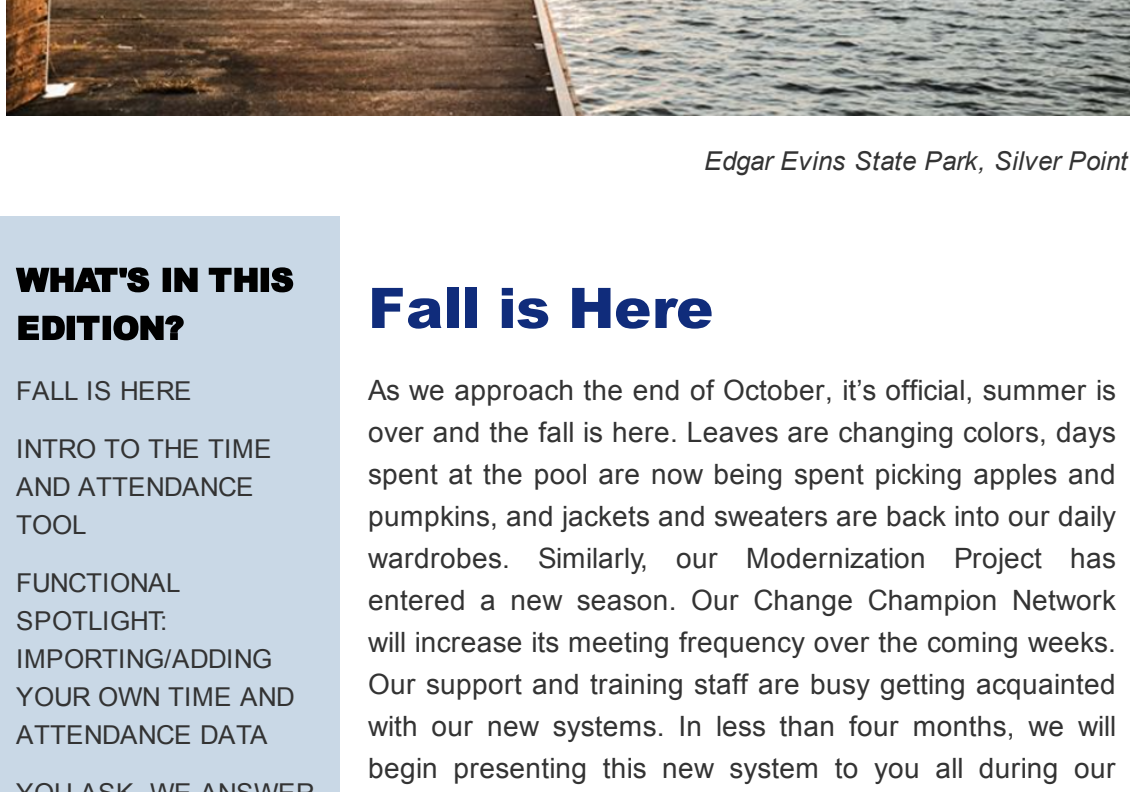


Child and Adult Care Provider Modernization Monthly

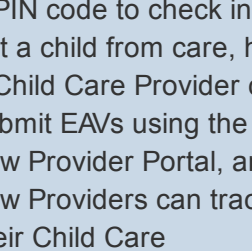
October 2021:
5th Edition



Edgar Evins State Park, Silver Point

WHAT'S IN THIS EDITION?

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- FUNCTIONAL SPOTLIGHT: IMPORTING/ADDING YOUR OWN TIME AND ATTENDANCE DATA
- YOU ASK, WE ANSWER
- CHANGE CHAMPION NETWORK UPDATE
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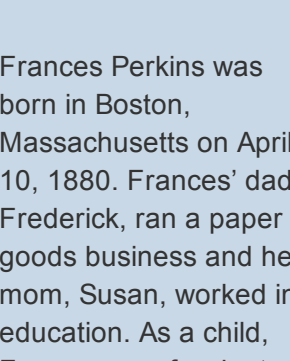
Change Champion Network Update

On October 26, we hosted our third Change Champion Network meeting! At this meeting, we gave Change Champion Network members a first look at the Time and Attendance Provider Mobile App, as well as the new Provider Portal.

As we reviewed these new systems with the Change Champion Network, we were working to collect their feedback on these new systems and teach them the extensive functionalities of each system. We demonstrated how the new Mobile Apps allow an authorized parent, guardian, or individual to scan a QR Code or enter a PIN code to check in or out a child from care, how a Child Care Provider can submit EAVs using the new Provider Portal, and how Providers can track their Child Care Certificate Program payments. We are excited to have previewed these tools for the first time! Additionally, over the coming weeks, we will be working with our Adult Care Providers participating in the Change Champion Network to further inform them of how the Provider Portal will help them accomplish critical tasks.

As we continue to move closer to our Provider Townhalls, our Pilot Program, and our system Go-Live, the Change Champion Network continues to play a pivotal role in helping us release these new systems and communicate with Providers across Tennessee on the changes that are to come!

October's Champion of Change



"Being a woman has only bothered me in climbing trees."

--Frances Perkins

Frances Perkins was born in Boston, Massachusetts on April 10, 1880. Frances' dad, Frederick, ran a paper goods business and her mom, Susan, worked in education. As a child, Frances was fascinated by Greek literature. Following in her mom's footsteps, upon graduating from Mt. Holyoke College in 1902, Frances began working in education.

In 1904, Frances accepted a job to teach at Ferry Hall School, an all-girls school outside Chicago. In her free time, she volunteered at settlement houses in Chicago that helped poor immigrants settle into America. One of the houses she worked at was Hull House: a famous settlement house run by Jane Addams, who would go on to become one of the leaders of the women's suffrage movement.

After living in Philadelphia for a few years, Frances moved to New York to work as a fellow researching child malnutrition at Columbia University. In 1911, she witnessed the tragic Triangle Shirtwaist Factory fire in New York City. In that fire, over 146 garment workers died, including 123 women and girls, because the factory's owners locked the doors to exit the factory to prevent staff from taking unauthorized breaks. Following the incident, Frances became motivated to increase her political involvement.

In 1912, Frances was hired by the Committee on Safety of the City of New York to investigate the fire and propose new workplace health and safety laws. In 1913, Frances married the Counsel to the New York City Mayor, Paul C. Wilson, and in 1916 she gave birth to her daughter Susanna.

From 1912 through 1929, Frances held a variety of government positions in New York, before being appointed the State's Industrial Commissioner by New York Governor Franklin D. Roosevelt. Upon being elected President in 1933, Roosevelt appointed Frances to become the Secretary of Labor. With her appointment, Frances became the first female Cabinet Member in U.S. History.

As Secretary of Labor, Frances helped pass the Social Security Act, the Fair Labor Standards Act, the National Labor Relations Act, and other key labor laws. She went on to serve the longest tenure of any Secretary of Labor: 12 years. Following her term as Secretary of Labor, she went on to serve on various government commissions, wrote a best-selling biography of President Roosevelt, and taught at Cornell University's School of Industrial and Labor Relations.

Frances passed away in 1965 and is buried in Newcastle, Maine. For her incredible work in creating rights for so many and setting the stage for future female Cabinet Members to follow in her footsteps, Frances Perkins is October's Champion of Change.

Fall is Here

As we approach the end of October, it's official, summer is over and the fall is here. Leaves are changing colors, days spent at the pool are now being spent picking apples and pumpkins, and jackets and sweaters are back into our daily wardrobes. Similarly, our Modernization Project has entered a new season. Our Change Champion Network will increase its meeting frequency over the coming weeks. Our support and training staff are busy getting acquainted with our new systems. In less than four months, we will begin presenting this new system to you all during our Provider Townhalls. As we continue our work on this important project, we hope you are having a great start to the fall season. We look forward to sharing more with you in the months to come!

Sincerely,
Child and Adult Care Services Leadership

Project Timeline Update

We are excited to announce the dates for the launch of our systems from the Modernization Project! To help facilitate a smooth transition to our modernized systems, we will be launching system functions in two releases.

Our 1st system release will be on **February 28, 2022**, and will include the following:

- Part of our new Provider Portal, including:
 - Features for Providers participating in the Child Care Certificate Program
 - Enrollment and Attendance Management
 - EAV Submission and Administration
 - Features for new Providers applying for a license for the first time
- The new Mobile Attendance Apps for Providers and Customers participating in the Child Care Certificate Program

Our 2nd system release will be on **May 23, 2022**, and will include the following:

- Additional Provider Portal features, including:
 - Maintaining License Requirements and Activities
 - Compliance and Annual Reporting Needs
 - Monitoring Visits
 - Notification and Communication Availability
 - Managing Profile Information

For each of these releases, there will be a Pilot Program and Townhalls, as was discussed in our last newsletter. This Pilot Program will begin on **January 17, 2022** for our 1st System Release and on **April 18, 2022** for our 2nd System Release. **Providers in Hawkins, Davidson, and Madison Counties will participate in the Pilot Program.** Townhalls will begin around the same time as the Pilot. More information on the Pilot Program and Townhalls will be sent out soon.

Intro to the Time and Attendance Tool

One of the most exciting aspects of the Modernization Project is the creation of our new **Time and Attendance system**. As many of you know, Child Care Providers that participate in the TDHS' Child Care Certificate Program are required to submit the time and attendance of their program-enrolled children. Currently, this process is manual, but with this new Time and Attendance system, Child Care Providers can track a child's time and attendance electronically. Even more exciting, this software can be used by all Child Care Providers in Tennessee, whether or not they participate in the Child Care Certificate Program, to record the time and attendance data of all children in their care.

To use this new tool, Child Care Providers will need to download the new Time and Attendance Mobile App on a smart device. Authorized parents, guardians, or individuals can also download the Mobile App on their smart device. This will allow them to open a QR Code that can be scanned by the Child Care Provider or create a PIN code to enter into the Child Care Provider's smart device directly to check in or out a child from care. Once an authorized parent, guardian, or individual's QR code is scanned or PIN code is entered, a list of all children associated with the authorized parent, guardian, or individual will appear on the Child Care Provider's device. The Child Care Provider can then check the child in. To check out a child from care, the process works the same way.

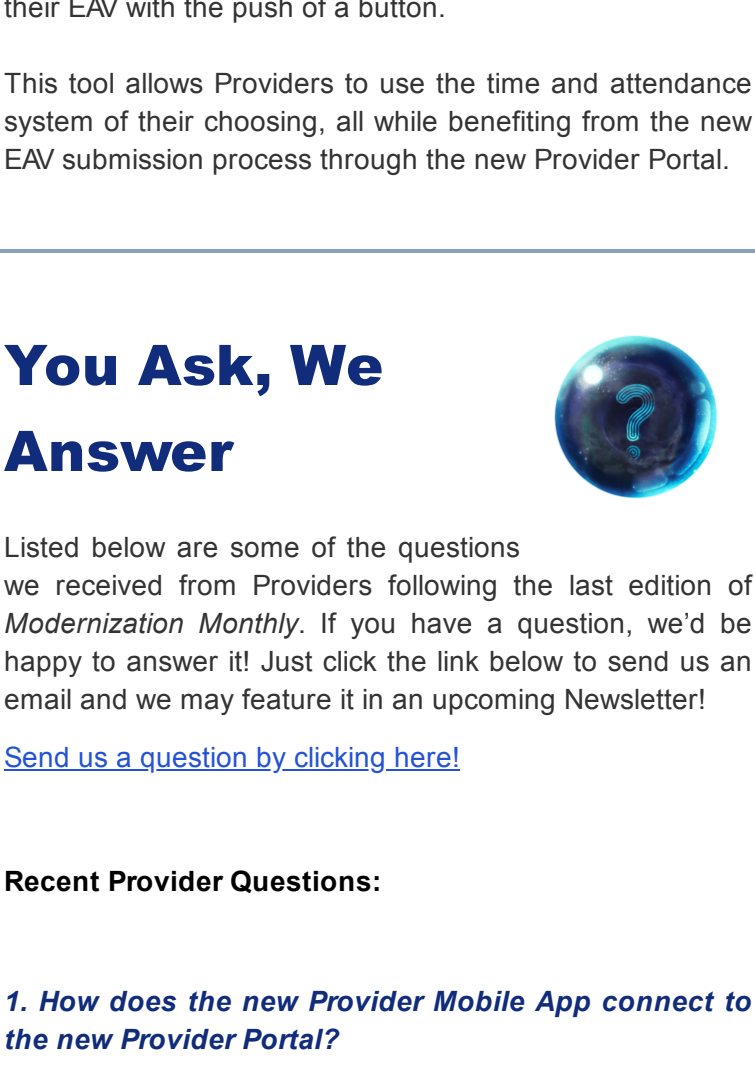
Additionally, each child can have multiple authorized parents, guardians, and individuals given access to the Mobile App. If a child has different individuals dropping them off or picking them up from care each day, these individuals can also use the Mobile App to check in or out the child.

As a Child Care Provider, you can track all of this time and attendance data within your new Provider Portal. In the Provider Portal, you can access your enrollment, attendance, electronic attendance verification (EAV), and payment data.

When a child is checked in or out using the mobile applications, a corresponding attendance record will automatically be created in the Provider Portal. You can use the Provider Portal to easily access these records as needed.

For Child Care Providers participating in the Child Care Certificate Program, these attendance records will then automatically populate your EAVs. With the push of a button, you can then submit your EAV to TDHS for payment. All payments can then be tracked using the Provider Portal.

Child Care Providers across Tennessee will now have a streamlined and effective way of checking in and out children from their facilities and participating in TDHS' Child Care Certificate Program will be easier than ever before.



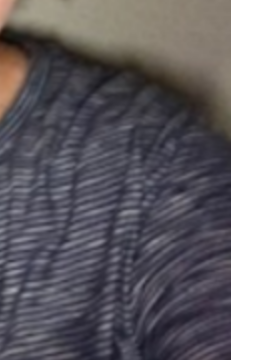
This is a sample of a QR code an authorized parent, guardian, or individual can scan with their Provider's Mobile App to check in or out their child.

This screen within the Provider Mobile App shows how an authorized parent, guardian, or individual can enter their last name and PIN code to check in or out their child.

This is the main dashboard within the Provider Portal. As shown above, Providers can manage their enrollments, attendance, EAVs, and payments all within their Provider Portal.

Functional Spotlight:

Importing/Adding Your Own Time and Attendance Data



The creation of the new Time and Attendance system will allow all Child Care Providers, as well as parents, guardians, and authorized individuals, to streamline the checking in and out of children from their facilities. It will also streamline the process of how Child Care Providers participating in the Child Care Certificate Program will submit EAVs to TDHS. We understand many of you already have attendance systems and are not looking to adopt a new system. **It is important to note that using the new Time and Attendance system is completely optional!** However, all Child Care Providers participating in the Child Care Certificate Program will need to use the system to submit their EAVs. To allow these Providers to utilize the attendance system of their choosing and easily submit their time and attendance data to TDHS, we have created an **Import Attendance Tool**.

To use the **Import Attendance Tool**, Child Care Providers will need to download an Excel template located within their Provider Portal. Within the template, they can enter the time and attendance data of their children enrolled in the Child Care Certificate Program. This includes each child's name, check-in date and time, and check-out date and time. Once finished, they can simply save the file, log into their Provider Portal, and upload the file. The system automatically processes the time and attendance data.

If desired, Child Care Providers can choose to enter their time and attendance data manually into the Provider Portal rather than by using the Excel template. To do this, simply log into the Provider Portal and type in each child's attendance records, noting the date and times the child checked in and out of care.

Once a Child Care Provider imports or enters in this information manually, they can review and certify the data for accuracy within the Provider Portal and then submit their EAV with the push of a button.

This tool allows Providers to use the time and attendance system of their choosing, all while benefiting from the new EAV submission process through the new Provider Portal.

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. How does the new Provider Mobile App connect to the new Provider Portal?
Answer: When a child is checked in or out of care using the new Provider Mobile App, their attendance record automatically syncs with your Provider Portal. Within the Provider Portal, you can update any attendance records as necessary and submit your EAVs for payment.

2. My facility participates in the Child Care Certificate Program and is excited to begin using this new Time and Attendance system once released. However, many children at our facility do not participate in the Child Care Certificate Program. Can they, too, have their attendance tracked via the new Time and Attendance system?
Answer: Yes! Under the new Time and Attendance system, Child Care Providers can also record the time and attendance data of private pay children. To do this, log into the Provider Portal, add the child's information into the system, and designate the child's parents, guardians, and other individuals who need Mobile App access to check the child in or out of care. Once complete, the child can be checked in and out of care using the new system just like a child participating in the Child Care Certificate Program.

3. As an Adult Care Provider, what types of activities will I need to complete using the new Provider Portal?
Answer: The Provider Portal will have extensive functionality for Adult Care Providers. You will be able to use it to complete your annual report, approve scheduled monitoring visits, manage your profile, and report injuries/incidents, among other features.

Leadership Update

Cynthia Roberts
Pre-Licensure Program Manager

Short Bio: I am a Tennessee transfer from the small town of Ripley, Mississippi. My heart has always been focused on education and the positive impacts it has on an individual and a community. Before coming to work with TDHS Child Care Licensing, I obtained my degree in Secondary Education and taught for twelve years in high school and middle school settings. My love for learning and the knowledge that an education builds throughout a child's life led me to explore early education. I now understand that these early interactions and the quality of these interactions have such a huge impact on how these children will impact their communities as they continue their educational journey. I want to be a part of building these foundations and that desire has led me to where I am today. I am so excited to continue to focus on early education, supporting the educators and growing a strong network of providers throughout the state of Tennessee.

Book(s) you are currently reading or podcast are currently listening to: I am currently reading *Between the World and Me* by Ta-Nehisi Coates and balancing it with *The Unofficial Guide to Walt Disney World* to hopefully prepare for an upcoming family trip to Disney.

Favorite Movie of All-Time: Good Will Hunting

Favorite place to visit in Tennessee: Sevierville and Gatlinburg

Reason you are most excited for this project: I am most excited about the Child Care Modernization Project because it will be such a valuable resource to Providers. Providers will be able to have immediate access to their entire agency and their staff information, they will be able to make immediate updates, and they will have many conveniences that come with being able to conduct their business online. This update will also allow pre-licensure program specialists and licensing consultants more time to deal directly with the person and not the paperwork of an agency. We can all focus on building relationships and looking for growth opportunities instead of spending time organizing paper files. I think the customer service opportunities found in this project and in the results of this project will make a huge difference in how we all operate.

Puzzle Palooza

Unscramble the words below to identify key terms listed in this newsletter!

1. BOMILE PAP _____
2. CEHKC IN _____
3. NIP CDEO _____
4. RQ DECO _____
5. LXCEE _____
6. IOTPMR _____
7. RFASNEC KENPRSI _____

Answers to Puzzle Palooza

Mobile App, Check In, PIN Code, QR Code, Excel, Import, Frances Perkins