



Department of
Human Services



2016-2017 ANNUAL REPORT





Department of

Human Services

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The Tennessee Department of Human Services mission is to offer temporary economic assistance, work opportunities, and protective services to improve the lives of Tennesseans.

Commissioner's Message



Welcome to the Tennessee Department of Human Services (TDHS) 2016-2017 annual report. I am pleased to provide you with a glimpse of the programs, services, and impact that more than 4,000 TDHS employees have a strategic role in each day. TDHS touches the life span of Tennesseans from birth through the golden years with a myriad of services intended to help meet their essential needs and improve overall well-being. We are committed to our mission of improving the lives of Tennesseans. To do so, we have focus on four key areas: 1) Establishing a culture of trust and collaboration; 2) Building efficient, effective processes and operations; 3) Employee talent and having the right people in the right seats; and 4) Improved communications. We believe that when we have an intentional focus on improving the lives of each and every customer we interact with, we are helping to build a stronger household, neighborhood, community, town, city and state. The following pages will show you just how we do that along with examples of how our collaborations with others can have a ripple effect in communities. When all our neighbors do well, we all succeed. We invite you to learn more about us and join in building a thriving Tennessee.

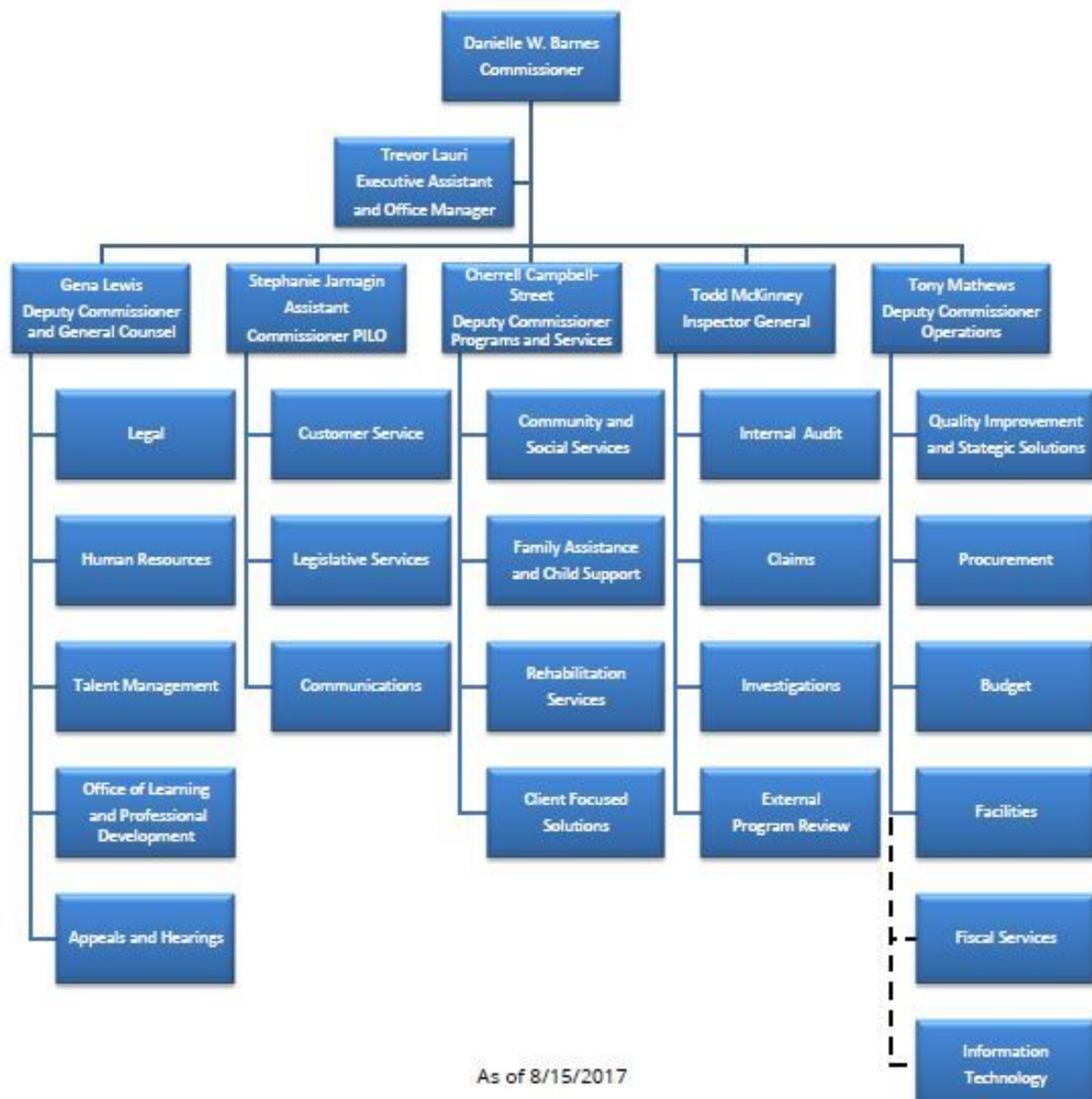
Danielle W. Barnes

Commissioner

*Tennessee Department of
Human Services*



Organizational Structure



The Tennessee Department of Human Services mission is to offer temporary economic assistance, work opportunities, and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human services customers in establishing or reestablishing self-sufficiency to create a better quality of life. The commitment to partnership also extends to our federal partners, sister state agencies, non-profit organizations, municipalities, and organizations that are aligned with the TDHS mission. This report provides a high level overview of TDHS programs and how they impact Tennesseans.

Families First

This program is the state's Temporary Assistance for Needy Families (TANF) program. Families First is a workforce development and employment program that has a primary focus on gaining self-sufficiency through employment opportunities. The Families First program helps participants reach this goal by providing transportation, child care assistance, education, job training, employment activities, and other support services. Temporary cash assistance is also provided to families with dependent children when at least one parent is incapacitated, unemployed, deceased, or otherwise absent from the home, and the family is unable to pay for essential living expenses.

Families First services are available at American Job Centers throughout Tennessee providing a one-stop shop for citizens who need the assistance while searching for employment opportunities.

As of June 2017:

Approximately 25,500 Tennessee households received Families First benefits

Impacting more than 43,800 children living in poverty

These families receive a maximum of \$185 in Families First cash assistance a month (average household size of 3)

Each month about 300 to 400 Families First cases close due to improvements in the family's income

More than 12,000 children in Families First households received child care subsidies. More than 3,700 children lived in households that no longer received Families First cash benefits, but continued to receive transitional child care benefits





Supplemental Nutrition Assistance Program (SNAP)

Formerly known as the food stamp program, SNAP supplements monthly food budgets of families with low incomes to buy the food they need to maintain good health. TDHS employees determine the eligibility of applicants based on guidelines established by the U.S. Department of Agriculture (USDA).

There are additional facets to the SNAP program, such as *SNAP-Education (SNAP-Ed)* and *SNAP Employment and Training (SNAP E&T)*. In the last fiscal year, TDHS SNAP Nutrition Education partners, like Tennessee State University, provided outreach and nutritional education to SNAP eligible individuals helping to improve their knowledge and preparation of nutritious foods, as well as food budgeting. As a result, there has been a 34% increase in consumption of fruits and vegetables and a 24% increase in physical activity for SNAP participants that received nutrition education.

The SNAP E&T program is a joint effort between TDHS and the Tennessee Department of Labor and Workforce Development (TDLWD). The program aligns SNAP recipients with employment assessment, training, and employment options to help them reach their employment goals. SNAP E&T is available in all 95 counties.



SNAP E&T can be instrumental to helping SNAP clients reach their goals of being gainfully employed and on track toward greater self-sufficiency. This was the case for Matt, a former SNAP recipient who participated in the training program in February. He completed a workforce assessment and was assigned a Career Coach. The program helped him to chart a course toward becoming a licensed, full-time CDL Truck Driver.

**In State Fiscal
Year 2017,
more than
1 million
Tennesseans
received SNAP
benefits in
approximately
508,000
households.**

Child Support

In Tennessee, TDHS administers the Child Support Program. Offices are located across the state in all 31 Judicial Districts. Services are provided through local district attorneys, TDHS employees and contractors. The offices provide core services for customers, such as: locating parents; establishing paternity; establishing and enforcing financial and medical support orders, and collecting and disbursing child support collections. In addition to these core services, the Child Support program focuses on additional family-centered services such as child support prevention through a program called "What's the Rush," family violence collaboration, health care coverage, healthy family relationships, economic stability, and engagement of fathers from birth.

In the last state fiscal year, the Child Support program helped distribute more than \$680 million across approximately 368,000 active cases.

Also, this past year the Child Support Program:



Reached an agreement with MoneyGram allowing non-custodial parents the ability to make child support payments at all their locations, including Walmart, CVS Pharmacies and more. In the past, cash payments were only accepted at very few locations across the state.



Transitioned child support payments to the Tennessee Way2Go Debit MasterCard



Connected more than 1300 clients to information on TN Promise eligibility, a scholarship and mentoring program focused on increasing the number of students that attend college in Tennessee. Of that group, approximately 583 teens have been confirmed as enrolled in higher education.

Legislative Update: *As of April 17, 2017, interest on child support arrears in Tennessee shall no longer accrue except by specific written findings of the Court (with a maximum rate of 4%) per Tenn. Code Annotated Section 36-5-101(f)(1). This new law brings Tennessee's Child Support Program in line with the majority of other states as studies have shown that adding excess interest to child support arrears actually decreases overall collections.*

The Child and Adult Care Licensing section is responsible for monitoring child and adult care agencies to ensure the health and safety of the young children and vulnerable adults in their care. This section oversees the licensing of child care centers, family child care homes, group child care homes, and adult day care centers. Child Care Services plans, implements, and coordinates activities and programs to ensure quality, accessibility, and the health and safety of children in care. This unit works with communities to develop new child care resources, provides training and technical assistance to child care providers, and child care resources and referral information to parents and providers. The unit also oversees the Smart Steps Child Care Assistance program and works closely with Families First employees on cases where children are enrolled in the Child Care Certificate Program. Both programs provide eligible families child care payment support. Child care assistance not only allows parents and guardians a sense of security while they work or pursue educational goals, it also promotes children's learning and development in child care environments. Under Tennessee's Child Care Report Card System, every licensed child care agency must undergo an annual evaluation and post a report card of the results where parents can clearly see them. Licensed child care providers can also participate in the Star Quality Program which recognizes child care agencies that exceed minimum licensing standards.

Child Care Services Impacting TN Families:

Implemented in June 2016, the **Smart Steps Child Care Assistance Program** seeks to address one of the most common needs of families with young children – reliable, affordable child care. Smart Steps is gaining traction and the program expanded availability in 2017. Currently, there are more than **5,000** children in families enrolled in the Smart Steps program.



Monica, a mother of 3 children under age 4 and new to Tennessee, was facing many challenges. Monica and her children lived in a shelter while she sought a permanent home and a stable job. After Monica secured living arrangements, she received a job offer contingent upon her ability to consistently and reliably attend work. She needed child care to do so, and wanted a safe, educational environment for her young children. She contacted TDHS about the Smart Steps program. Based on her employment status and income requirements she was eligible for the program. She worked with TDHS employees to research our online child care database and found child care openings for her 3 children. With the Smart Steps Program, Monica was able to establish stability for her family and gain confidence for their continued growth.

Child and Adult Care Services

Child and Adult Care Services by the Numbers

As of June 2017, there were approximately:

272
licensed family day care homes

359
licensed group child care homes

1704
licensed child care centers

1586 with 3 stars

220 with 2 stars

48 with 1 star

338 with no stars*

*The Star Quality Rating Program is voluntary and represents child care agencies that have exceeded minimum licensing requirements.

Adult Protective Services

Adult Protective Services (APS) is the only service in Tennessee mandated to intervene when adults with mental and/or physical impairments are in danger because they are unable to provide for their own needs, or when others, who are responsible for the care of those adults, abuse, neglect or exploit them. APS employees investigate reports of abuse, neglect (including self-neglect), and financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS employees assess the need for protective services and provide services to reduce the identified risk to the adult.

Legislative Update: *Laws were passed in the 2017 legislative session involving better protections for elderly and vulnerable adults. The **Elderly and Vulnerable Adult Protection Act** and **Elderly and Vulnerable Adult Financial Exploitation Prevention Act** establish several safeguards, processes and allowances needed for community gatekeepers to better protect the potential victims from harm.*



Coordinated Community Response Grant

In state fiscal year 2017, TDHS was awarded a federal grant from the Administration for Community Living to enhance Adult Protective Services by improving the investigation, response and service delivery of protective services to vulnerable adults by Tennessee state agencies. Goals include establishing a Coordinated Community Response (CCR) among state agencies and contributing to the National Adult Maltreatment Reporting System (NAMRS) data collection efforts.

Employees in this area administer a variety of federal grant programs by negotiating contracts with private and nonprofit agencies for social services that supplement those provided directly by TDHS. Those federal grant programs include:

- **Community Services Block Grant programs** – TDHS partners with a network of 20 local community action agencies that provide programs and services throughout Tennessee to improve local communities.
- **Social Services Block Grant programs** – The program functions as the primary support network for elderly and disabled adults to help them maintain independence or prevent adult abuse, neglect, and exploitation. One of the primary services provided is the Homemaker Program, which provides in-home care services for disabled and senior citizens who are referred by APS staff due to allegations of abuse, neglect or exploitation.
- **Child and Adult Care Food Program** – This program provides eligible institutions reimbursements for nutritious meals served to participants who meet age and income requirements.
- **Summer Food Service Program** – This program provides reimbursements for nutritious meals served to children 18 or younger in areas where poor economic conditions exist when school is out for the summer. Persons older than 18 who are mentally or physically disabled and who participate in school programs for the disabled are also eligible to participate.

Community Contract Services

Nutrition Programs by the Numbers:

Approximately 36 million meals served through the Child and Adult Care Food Program in state fiscal year 2017

Approximately 3.3 million meals served through the Summer Food Service Program in summer 2017



TDHS partnered with the Governor's Books from Birth Foundation to enroll children in the Imagination Library so they may begin receiving the gift of a new book each month. Since implementation of this initiative in January 2016, TDHS employees have enrolled more than 23,000 children.



Multi-level Partnerships in Action - Metropolitan Action Commission

The Metropolitan Action Commission provides meals to 110 summer locations through funding it receives from the Tennessee Department of Human Services as a pass through grant from the U.S. Department of Agriculture (USDA) Summer Food Service Program (SFSP). Metro Action is the largest sponsor of Summer Food Service Program in Davidson County, which includes the city of Nashville. At the peak of the program, the agency provides an average of 2,300 breakfast meals and over 5,000 lunch meals.

Metro Action regularly travels through communities where families are served by their program. These "tours" allow staff to physically observe the environment in search of any physical barriers that may prevent residents from accessing services that would positively impact their household. One community, known as the Chesapeake community, is in an area that was densely populated with school age children, but without a community center and operable park where children could play. This community is identified as an area of extreme poverty for children under the age of 18 according to the 2016 Community Needs Evaluation for Davidson County. In the summer of 2016, Metro Action dedicated a bus and a temperature controlled food truck went to Chesapeake to provide SFSP meals to the children as well as information about programs offered by the agency. Beginning in the summer of 2017, the agency re-purposed four school buses into mobile youth diners installing tables, temperature controlled food storage containers and age-appropriate activities for children to consume meals on board comfortably. The buses are also equipped with Wi-Fi and air conditioning so that children can remain in a safe environment while consuming the meals. In addition to the Chesapeake Community, two other diners are located in communities with high percentages of children under the age of 18 living in poverty. The fourth bus is used as an alternate to ensure services are not interrupted due to mechanical or capacity issues of the other buses.

Converting former Head Start buses into mobile diners with CSBG funding expanded the capacity of the SFSP in areas that otherwise would not have access to meals that have impacted more than 200 children.



The Vocational Rehabilitation program (VR) provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive, integrated labor market. The VR program assists clients as they pursue employment outcomes that are consistent with their individual strengths, resources, abilities, capabilities, and with informed choice.

The Division of Rehabilitation Services, Vocational Rehabilitation Program utilizes the power of partnerships. State agencies, federal partners, local organizations and the individuals and families who receive services work together. Here are a few examples of these partnerships in action over the past state fiscal year:

Vocational Rehabilitation Services

Approximately
5000
high school students
with disabilities
equipped with
employment
training

VR secured 28 Transition School to Work (TSW) contracts with 44 Local Education Agencies, such as school systems across the state.

Nearly
2,000
students between 14-22
years old referred for
Pre-Employment
Transition Services

Services include:
Job Exploration
Work Based Learning
Workplace Readiness
Self-Advocacy
Post Secondary Counseling
Enrollment Assistance

Rehabilitation Services



Hannah Cannon came to VR for assistance with employment in 2016. She was having difficulties which were causing increased stress and jeopardizing her employment. These difficulties had resulted in Hannah not knowing how to deal with issues in order to be successful in her work environment. Hannah was referred by her Counselor to the Individual Placement and Support (IPS) program at AIM Center, Inc., a VR partner, which assisted her in addressing the challenges. Since her involvement in the program, Hannah has been able to maintain employment and increase her independence. She is more comfortable with interactions; handles her finances, and is able to access public transportation independently. Most importantly, Hannah operates as her own advocate and expresses her needs effectively. Hannah loves her job and without Vocational Rehabilitation and the IPS program this would not have been possible.

Additional Vocational Rehabilitation Partnerships:

Employment and Community First (ECF) Choices

VR established a process to seamlessly work with the Division of TennCare and the Tennessee Department of Intellectual and Developmental Disabilities in providing employment readiness services to clients with intellectual and developmental disabilities.

Individual Placement Support Services

The VR team is working with the Tennessee Department of Mental Health and Substance Abuse Services on increasing employment opportunities for people recovering from mental health disabilities. The IPS model is scientifically proven to help people in recovery and with disabilities to obtain jobs and restore normalcy to their lives. IPS takes into account their interests, comfort level and employment goals to find competitive employment.

Employment First

TDHS continues to be an active partner in the Employment First Task Force by removing barriers to employment for Tennesseans with disabilities.

Services for the Blind and Visually Impaired and Services for the Deaf and Hard of Hearing. Services for the Blind and Visually Impaired and Services for the Deaf and Hard of Hearing are integral parts of the Vocational Rehabilitation program. This unit provides vocational rehabilitation services to individuals with vision and/or hearing loss to help them live more independently in their homes and communities. The unit also provides specialized independent living services to individuals who are blind, and it operates the Tennessee Business Enterprises Program (TBE), which provides entrepreneurial opportunities for legally blind individuals who are operating food service facilities in state and federal government buildings.

Tennessee Council for the Deaf, Deaf-Blind, and Hard of Hearing. This council exists to serve as an advocate for services affecting deaf, hard-of-hearing, and deaf-blind persons through coordination, public awareness, and consultation in areas of public service, health care, education, and employment.

Tennessee Rehabilitation Center (TRC) and Community TRCs. This group is composed of the Tennessee Rehabilitation Center in Smyrna, the state's only comprehensive residential vocational rehabilitation center, and seventeen community rehabilitation centers for individuals with disabilities living in rural communities. Nonresidential job training services are provided in the community rehabilitation centers. The TRC-Smyrna provides comprehensive vocational evaluation, employment readiness services, vocational training, as well as specialty services for individuals who have vision impairment, traumatic brain injury, and physical rehabilitation needs. TRC-Smyrna also provides Autism Spectrum Disorder services, Deaf, Hard of Hearing, and Deaf/Blind Services, speech and psychological services. Pre-Employment Transition Services are also provided during the school year and in summer months.



Tennessee Technology Access Program. This system provides community-based programs, services and equipment to individuals with disabilities (and their families) to help them live independent, productive lives where and how they choose. The assistive technology also helps people with disabilities to increase or maintain their independence and support their integration into the workforce. The program also provides funding to five assistive technology centers across the state.

Disability Determination Services. This program processes Social Security Disability Insurance and Supplemental Security Income applications for the Social Security Administration. The service is fully funded by the Social Security Administration.

TRC-Smyrna established new partnerships with AllState Insurance, Jim & Nicks Restaurant, Auto Art Body Shop, Cracker Barrel and CVS Health to expand employment development for students.



Tennessee's Disability Determination Services is home to the United States Social Security Administration's National Adjudicator of the Year Nevein Ayoub.

In January and February of this year, DDS was ranked 1st in the nation for quality and accuracy by the Social Security Administration

Administrative Support Services

Administrative support is provided to the various divisions of the Department through the following sections:

The *Division of Operations* oversees the following units: Budget, Procurement, Facilities, and Quality Improvement and Strategic Solutions (QISS). The Division of Operations is responsible for preparing the annual Department budget, overseeing federal programs for cash management, processing contractor/vendor payments, procuring all goods and services, overseeing facilities operations, and other tasks. Through QISS, the Division of Operations supports department wide data and performance analysis.

As part of all Tennessee state departments, effective July 1, 2017, TDHS transitioned the operations of IT to the Tennessee Department of Finance and Administration. TDHS continues to partner with the Tennessee Department of Finance and Administration's Strategic Technology Solutions and Fiscal units on operational and strategic activities.

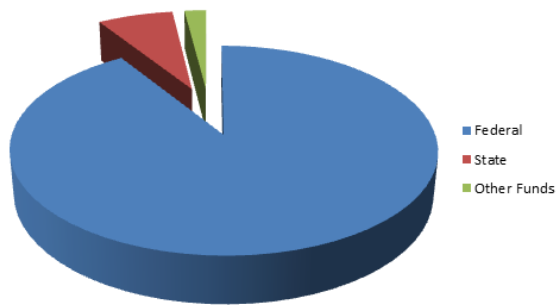
Operations in Action

In SFY17, the Procurement Unit successfully executed 100% of annual contracts before July 1, 2017. By accomplishing this goal, services to customers were not disrupted.

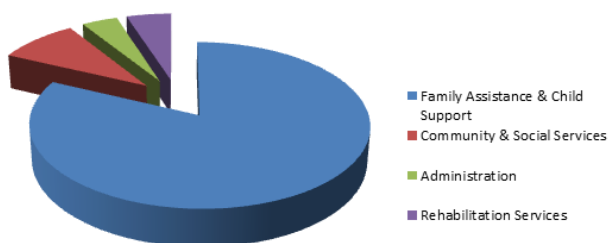
Information Technology, in partnership with Family Assistance, digitized all of Family Assistance mail sent in by constituents to update their cases. Davidson and Shelby county mail is transferred to a private vendor for processing and then electronically transferred to TDHS where records are loaded and processed by the FARAS application.

Also in SFY 2017, QISS led the development and submission of the United States Department of Agriculture (USDA) Summer Electronic Benefit Transfer (EBT) for Children grant proposal on behalf of TDHS. The Department was awarded the grant in June 2017.

TDHS Revenue



TDHS Expenditures



The **Office of Inspector General** (OIG) includes oversight of the Department's independent accountability functions. Those functions include internal audit, external program review, claims management and investigations. This office also investigates referrals of potential fraud, waste, and abuse and handles adjudication. The OIG also partners with other state and federal agencies and law enforcement entities as necessary on investigations.

Office of Inspector General In Action

As a result of the SNAP Trafficking Prevention Grant, OIG employees secured approximately 489 signed waivers or guilty verdicts from individuals who misappropriated their SNAP benefits.

State Law Enforcement Bureau agreements have been signed with police departments in Chattanooga, Jackson, Lebanon, Manchester, Rutherford County, Metro Nashville, Putnam County and the 18th Judicial District Drug Task Force.

Audit Services has purchased an electronic monitoring working papers system. The implementation of cloud-based electronic working papers reduced the division's paper, shipping, and storage costs. In addition to reduced costs, employees are able to plan, execute, and report on monitoring engagements more efficiently and provide timely feedback.

Administrative Support Services

The **Office of General Counsel** (OGC) consists of Legal Services, Human Resources, the Office of Learning and Professional Development, Appeals and Hearings, and Talent Management. The OGC provides legal advice and legal representation in judicial and administrative litigation affecting all Department programs. Attorneys within OGC prepare Departmental rules affecting program implementation; assist in analyzing legislation affecting the Department; and assist in preparing legislation for the Department. The OGC reviews contract proposals for the provision of services for implementation of TDHS programs. The OGC also provides compliance oversight and training involving Titles VI, VII, and IX; ADA; HIPAA; and Motor Voter Registration; as well as processing civil rights, EEOC, and Human Rights Commission complaints involving program services and department employees. Attorneys also review proposed disciplinary actions involving employees and litigate Department personnel actions. It provides legal training for legal and program staff in the Adult Protective Services, Child and Adult Care Licensing, and Child Support programs. In addition, OGC works closely with the state Attorney General's office in federal and appellate litigation involving Department programs.



During TDHS' Mission Spirit Week, members of the OGC team collected essential items Adult Protective Services clients often need. OGC plays an important role in serving children, the elderly and vulnerable adults.



Administrative Support Services

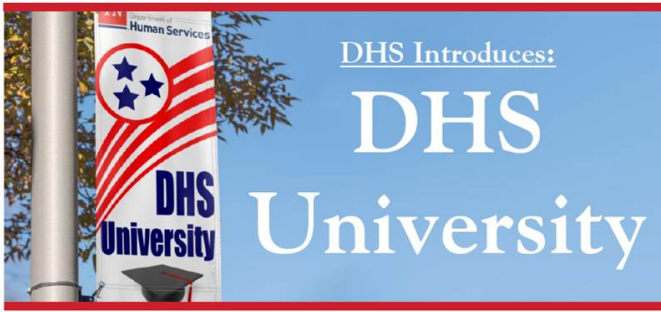
Office of General Counsel in Action

Rule review - Beginning in SFY 2016, the Office of General Counsel led the Department through a top to bottom rules review project. This project focused on eliminating unnecessary rules, streamlining current rules, and making the rules more customer-friendly. As a result, proposed rules revisions have been filed for several program areas.

Vulnerable Adult Protection Investigative Teams (VAPIT) - During SFY 2016, the Office of General Counsel's attorneys assisted the District Attorneys General with implementation of the new VAPIT task force. The task force, the Vulnerable Adult Protection Investigative Team, was implemented through a new statute passed by the General Assembly effective January 1, 2017. VAPIT brings together a multidisciplinary group of various organizations with the purpose of protecting vulnerable adults from abuse. OGC attorneys have attended VAPIT meetings across the state to answer legal questions, and APS employees helped assist the teams in formulating agendas utilizing 1215 reporting forms as the basis for the agendas. In addition, OGC attorneys have attended regional meetings with District Attorneys General to assist with VAPIT implementation efforts.

Human Resources, Professional Development and Talent Management. Human Resources (HR) manages all processes impacting the life cycle of a TDHS employee from recruitment to separation. HR operates as a strategic partner providing support to the agency as a whole by promoting equitable treatment of staff within the workplace, driving the effective application of performance management and feedback, and supporting change management efforts in alignment with the department mission. Specific services provided by HR include new employee orientation, employee relations, employee performance management and other employee related services. The Office of Learning and Professional Development (OLPD) provides technical, systems, soft skills, and Department of Human Resources training to the TDHS and contract employee base. The Office of Talent Management has a focus on improved employee engagement and workforce capability. It assists in the attraction, recruitment, selection, development, retention, and engagement of TDHS employees.

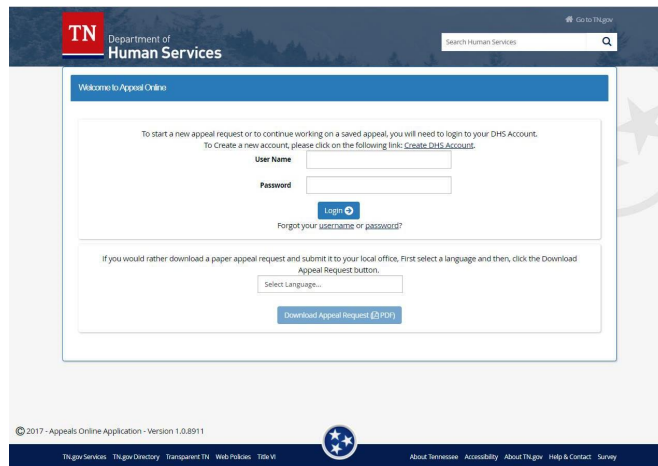
The HR team spearheaded Alternative Workplace Solutions (AWS) statewide which allows the use of non-traditional workspaces to promote efficiency and flexibility of the workforce. It enhances workspace use, reduces the real estate footprint, improves energy management, and boosts workforce mobility and productivity which lead to improved customer service. As of July 15, approximately 700 TDHS employees are working in Alternative Workplace Solutions.



The Office of Learning and Professional Development delivered 2017 DHS University which included six (6) one-hour webinars, with supplemental learning resources and a survey. The webinars were recorded and loaded to Edison. Employees joined live webinars and completed online supplemental assignments.

The division of **Appeals and Hearings** handles the appeals process for many of the programs administered by the department, including eligibility for SNAP (food stamps), Families First, Child Support, and Vocational Rehabilitation. It is also responsible for disqualification hearings covering the SNAP and Families First programs. The division strives to resolve appeals in a timely manner while ensuring due process and maintaining the highest quality of communication possible.

In 2017, the division began offering the opportunity to file administrative appeals and check the status of their appeal online.



The **Public Information and Legislative Office** facilitates public, media, and legislative requests. Its communications function has a dual focus on both external and internal communication. External communication efforts include proactive public relations strategies, social media outreach, and responding to media requests and inquiries. Internal communication efforts include employee and partner outreach. Together, the communications team works to implement communications strategies that are supportive of the Department's mission and program needs. The office also focuses on legislative priorities for the Department, including the analysis of legislation affecting the Department, facilitating the passage of legislative initiatives for the Department, and representing the Department before the Tennessee General Assembly. The centralized customer service section works closely with all divisions to help ensure customers are served throughout the department and state in a professional, respectful, and timely manner.

Administrative Support Services

2G for Tennessee

Community partners play a vital role in moving the TDHS mission forward. Acknowledging that effective partnerships are essential to moving the needle toward a thriving Tennessee, TDHS is proud to partner with agencies who are committed to implementing outcome-based services to the children and families of Tennessee. Here are some of our two-generation partnerships, initiatives, contracts and investments:

East Tennessee State University (ETSU) - Nurse Family Partnership (NFP) (East TN)



The relationship between mother and nurse provides the foundation for strong families, and lives are forever changed – for the better. This three-year pilot prevention program offers supports, resources, and in-home services to first-time expectant mothers who are no more than twenty-eight (28) weeks pregnant and reside in one of the Northeastern Tennessee counties (i.e. Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, and Washington).



Agape Child & Family Services, Inc. (Memphis, TN)

This program provides services to low income families living in the three (3) multi-family apartment communities in Memphis through the Agape-led place-based initiative, Powerlines Community Network (PCN). Agape serves adults and children through the Two Generation approach by measurably improving: family stabilization; child health, development and education; economic stability/self-sufficiency; and social capital.

Project Return (Nashville, TN)



Project Return is a community agency dedicated to assisting re-entering citizens with resources and services needed to gain employment and build full and free lives after incarceration. Through this one-year pilot, Project Return serves returning citizens with active child support cases, using a strengths-based approach and whole-family focus.

Leg- Up Program (Knoxville, TN)



The Leg-Up program offers child care payment assistance and mentoring to single parents while they continue their education or training in order to reach independence and self-sufficiency. The program began in fall 2016 and is being administered by Pellissippi State Community College (PSCC). The partnership utilizes a two-generation approach to creating cycles of success and is aligned with Governor Haslam's Drive to 55.

2G for Tennessee

Tennessee Alliance for Legal Services/ Memphis Area Legal Services, Inc. (Memphis, TN)



TDHS is engaged in a one-year partnership with the Tennessee Alliance for Legal Services (TALS), where families in Memphis will receive legal wellness assessments and services through the TDHS/TALS Cycles of Success pilot program. This program offers legal assistance and counseling, family advocacy, case management, and referral services to low-income families through a two-generation approach.



United Way of Metropolitan Nashville (Nashville, TN)

This Family Empowerment program engages low-income families living at or below poverty within the Metropolitan Nashville area utilizing an intensive case management service model to engage, assess, and assist families using the two-generation approach to put families on a path towards economic stability.

Big Brothers and Big Sisters (BBBS) (Davidson/Rutherford County- Middle TN)



Big Brothers Big Sisters of Middle TN program provides one-to-one mentoring services for Families First youth ages 9-16 through community-based mentoring or site-based mentoring in the Davidson and Rutherford counties. Big Brothers Big Sisters focuses on providing youth with the tools to break the cycle of poverty and disadvantage through mentoring, youth develop esteem, personal responsibility, and vital life skills so that they can achieve socio-emotional competence, avoidance of risky behaviors, and educational success.

Employment and Case Management Services (ECMS) (TN Statewide)

The primary goal of the Employment and Case Management Services (ECMS) is to effectively move Families First (FF)/Temporary Assistance for Needy Families (TANF) clients towards greater levels of well-being through employment, training, and educational attainment so that they can increase their earnings and decrease their dependency on public assistance. This goal is achieved in the context of clients achieving their work participation requirements. The ECMS contracts were amended to enhance services to incorporate the Department's two-generation approach for engaging Families First individuals and families and support the efforts of the WIOA and TANF programs.



2G for Tennessee

Renewal House (Nashville, TN)



Renewal House provides non-medical residential treatment services for Families First customers with the goal of removing barriers and providing a program that addresses the needs of children and mothers receiving services. Treatment services are provided in the following order: Orientation (FF status, supportive services), Renewal (Alcohol and Drug Intensive Outpatient Treatment), Career Development (work and/or educational activities), Transitions (vocational training or job search activities and services to address addictions and mental health issues), and New Beginnings (attending weekly group sessions focusing on sustaining recovery and retaining employment). TDHS has contracted with these partners since 2004.

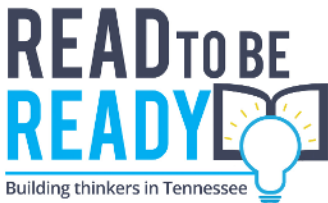
Family Focused Solutions (FFS) (TN Statewide).



FFS partners provide assessments, case management, family and individual counseling, financial management, parenting skills, life skills, support services, and linkage to outside service providers or community resources to Families First customers with employment barriers. Barriers include domestic violence, physical and mental health, substance abuse, learning or other disorders, management of stress, children's health or behavioral disorders, teen/young adult pregnancy and parenting, and legal issues. TDHS has contracted with these partners since 2007. The FFS contract was amended in July 1, 2016 to address the needs of Families First customers and their children simultaneously utilizing a two-generation Approach. The new contract became effective July 1, 2017 and incorporates performance outcomes based on the Families First program requirements with an emphasis on the Two-Generation Approach to better evaluate if each customer and their family are reaching self-sustaining outcomes as a result of the services provided.

2G for Tennessee

Read to Be Ready, TN Department of Human Services & Department of Education (TN Statewide)



In 2016, the Department of Human Services partnered with the TN Department of Education (DOE) to advance child literacy initiatives by \$30 million in the Read to Be Ready Summer Literacy Program in support of the statewide goal to increase 3rd grade literacy to 75% by year 2025. Over the next 3 years, \$10 million (annually) will be appropriated to expanding program impact and child enrollment by providing grants to counties to operate literacy camps across the state. Since this investment, program enrollment has increased to more than 8,000 children and community grants have been increased by nearly 200 across the state. Additionally, children who are attending these programs are being served at least one healthy meal (two at camps with extended hours) through the Summer Food Service Programs. Moving forward, through the two-generation approach, the scope of this work will have a greater emphasis on child literacy and whole-family literacy.



Early Literacy Matters, TN Department of Human Services & Department of Education (TN Statewide)

The goal of this one-year program focuses on integrating more literacy-based practices into birth to five classrooms. Through this pilot, a literacy-based training curriculum will be administered by statewide literacy coaches to 100 DOE non-public preschool classrooms and 100 TDHS child care providers. Students begin learning to read and think before they enter the classroom. The state believes that providing training and support to those who work with young children and their families will mean greater success for students as they continue to grow. This modular training will be provided to teachers and parents/families to encourage and enhance family literacy and home-based learning.





TN Department of
Human Services
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