



Tennessee Department of
Human Services

Modernization Project

Department of Education
Child Care Provider
Town Hall

July 11th, 2022

Team Introduction



Misty Moody
Assistant
Commissioner of Early
Learning,
Tennessee
Department of
Education

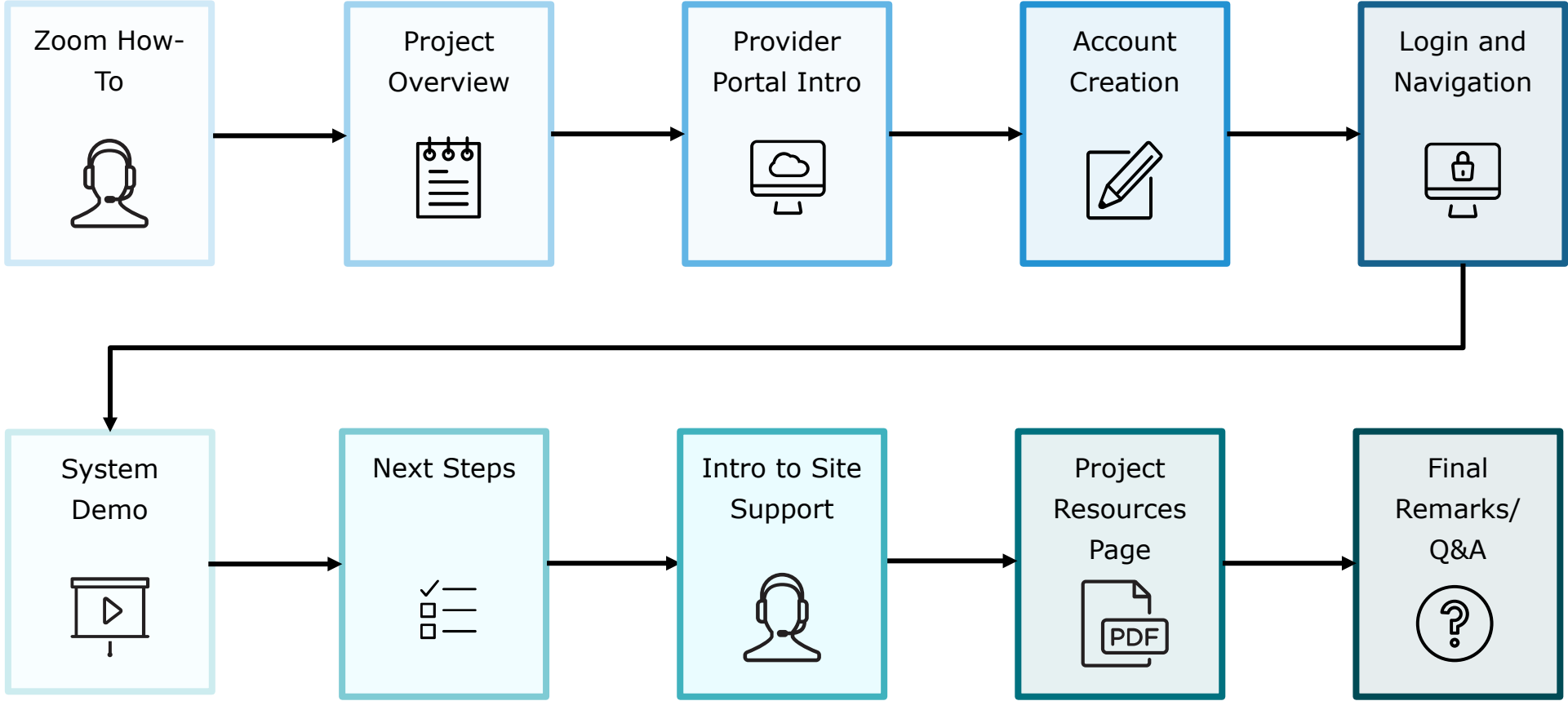


Jay Sirot
Organizational Change
Management and
Training Team,
Deloitte



Kristi Calvaruso
Organizational Change
Management and
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Deloitte

What Will We Cover Today?



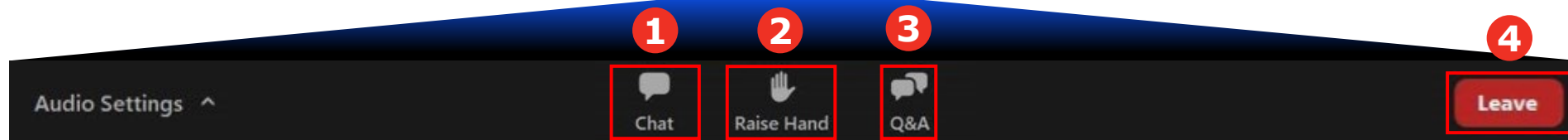
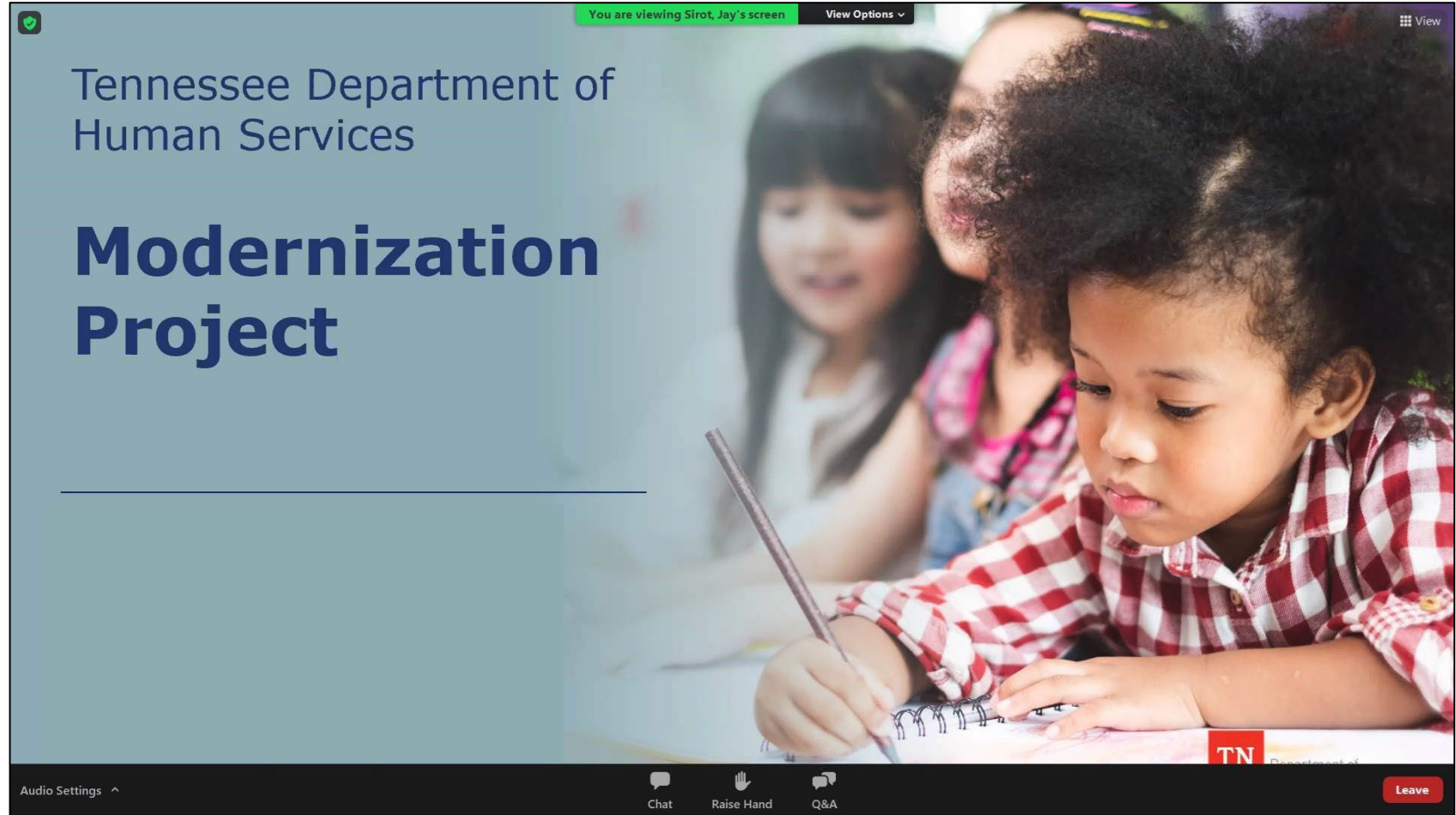
Zoom "How-To"

- 1 The **Chat** button for this webinar has been disabled. If you have a question, please use the **Q&A** function.
- 2 The **Raise Hand** button allows you to signal that you need assistance. Please select this button if you need help with any Zoom settings or other technical challenges.
- 3 The **Q&A** button will open a window for you to ask a question. Feel free to ask a question at any time during the session.

When asking a question, please provide your email address.

At the end of this Townhall, we will answer as many questions as we can. If there are ones we do not get to, we will try to answer them in the coming weeks via email or in our resource materials.

- 4 The **Leave** button is used to exit (or hang up) the Zoom meeting.



Modernization Project Overview

The Provider Portal Will Be Your Central Location to:

- Submit your Annual Report
- View Notices
- Report Incidents/Injuries
- View Appointments Made by your Program Evaluator
- Address Corrective Action Plans
- Manage your Profile

Schedule of Releases

Release 1 - Certificate Release

- **Provider Portal for Time and Attendance** features including Enrollment and Attendance Management, as well as EAV Submission and Administration.
- **Optional Mobile Attendance App** for Providers and Customers to automatically capture child attendance details.



Release 2 – eLicensing Release

- **eLicensing for Providers** to maintain their Licensing requirements and activities, manage their Compliance and Reporting needs, Appointments by your Program Evaluator, and Profile information.

Your Role During This Transition

As we transition to our new systems, we ask that you all try to do the following:

Understand

- Spend time exploring our newly modernized systems
- Use the resources we have created to accelerate your understanding

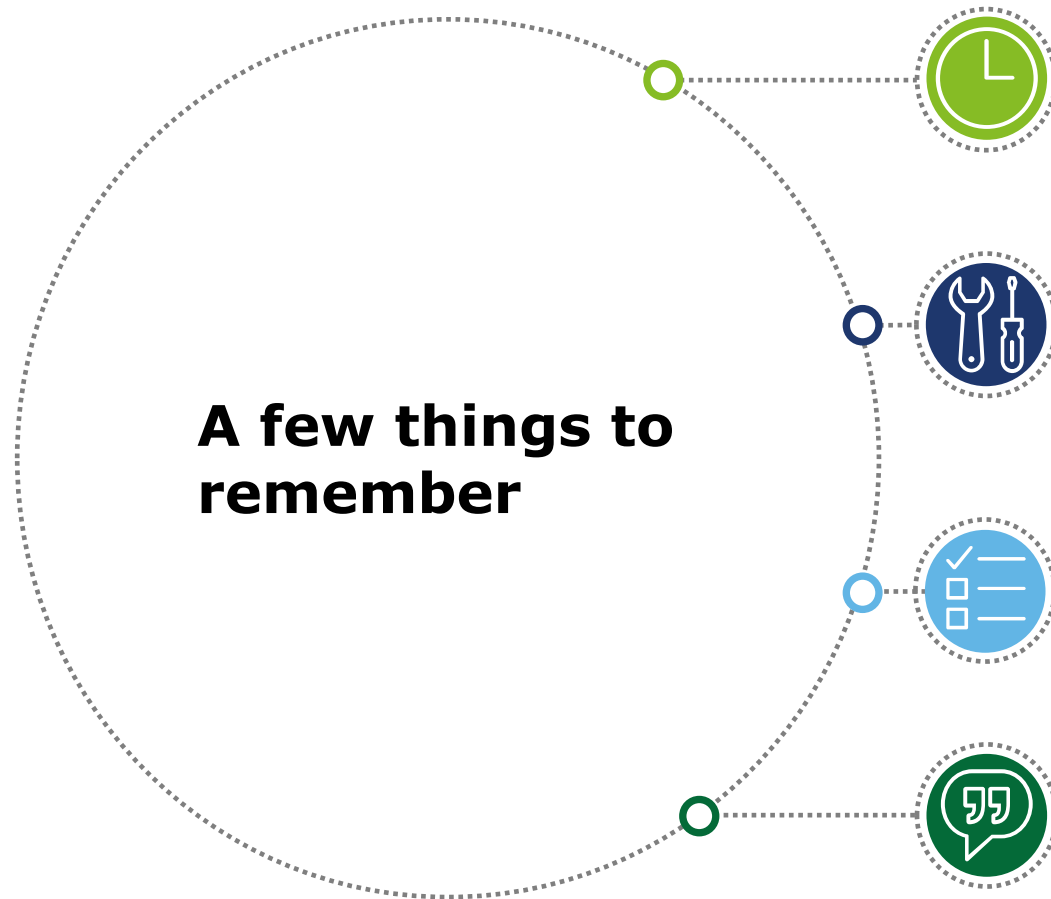
Seek Answers

- As you use the new systems, keep track of the questions you have
- Refer to our training resources, your peers, and our Site Support Team to receive answers to your questions

Mentor

- Encourage peers to explore the new systems and use our resource materials
- Help teach system functionality to your peers as you are able to

Things to Keep in Mind



Understanding these new systems will take time

There are tools available to you to help accelerate your understanding of the systems

Learn system functions one at a time

We are here for you – reach out as needed!

Introduction to the Provider Portal

Introduction to the Provider Portal

What is it?

The new **Provider Portal** is an **Online System** that will be the centralized tool for Child Care Providers to complete Requirements

Who will use it?

This tool will be utilized by **all Child Care Providers**

How will you use it?

Providers will manage their **license, reporting and compliance activities**, time and attendance data, and more through the Portal

Provider Portal



Appointments

You will be able to view scheduled appointments of your program evaluator in your Provider Portal and reach out to your program evaluator to change the time if needed.

Corrective Action Plans

You will respond to corrective action plans in your Provider Portal, noting the steps you have/will take to address the issue.

Annual Reports/Change Reports

You will complete and submit your annual reports and necessary changes throughout the year in the Provider Portal. In this report, you will note the services you offer and other key information.

Violations

You will be able to view any violations reported by your program evaluator within the Provider Portal.

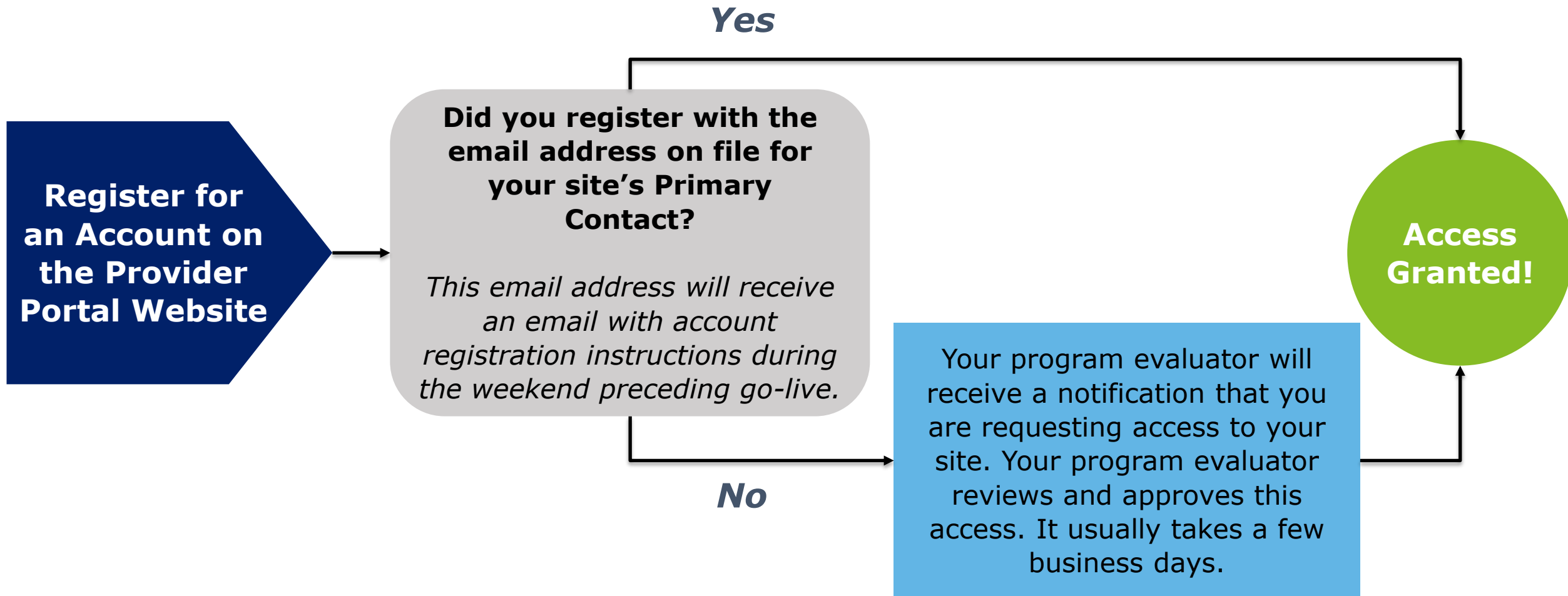
Injuries/Incidents

You can use the Provider Portal to self-report injuries/incidents. These will be immediately available to review by Department Staff.

Release 2 Features

Provider Portal Account Registration

Provider Portal Account Set-up Overview: Registering as a Primary Contact



Note: If you created a Provider Portal account during our first system release, you do not need to do so again. All Release 2 functionality will appear in your Provider Portal once live.

Importance of Having a Business Email Address

TDHS asks that you use a business email address to register for Provider Portal account.

If you do not already have a business email address, we ask that you create one and use it to register for your Provider Portal account.

Additionally, if you have previously registered for a customer-based TDHS system, such as the Pandemic Relief Portal, you must use a different email address to register for your Provider Portal account.

System Demo

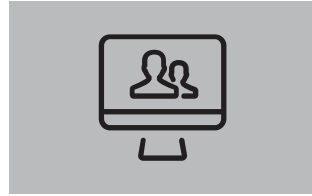
Next Steps

Please Complete the Following Activities As Soon As Possible!



Register For An Account As A Primary Contact

- Provider's Primary Contact registers for an account in the Provider Portal
- If the Primary Contact uses the email on file, site access is automatically granted. If not, the Provider's program evaluator will need to approve (usually takes a few business days).



Have Staff Register for Accounts and Request Site Access

- Other staff members register for their own accounts and request site access
- Primary Contact grants access to Staff



Familiarize Yourself

- Over the next few weeks, familiarize yourself with the new system
- We recommend looking over our training materials as you learn the functionality in the system



Prepare to Complete Your Annual Report in the Provider Portal

- Going forward, you must use the Provider Portal to complete your annual report and applicable changes throughout the year
- Your annual report is due each year at the end of September

Modernization Project Resources Page

Encourage Providers to Visit Our Modernization Project Resources Page!

TN Department of Human Services

Search Human Services

Families Children Disability Services Adults Self-service Tools Need Help? Information and Resources News & Events

Child Care Resources for Providers

- Training Opportunities for Child Care Providers
- Child Care Emergency Preparedness
- WAGE\$®, Enhancement Grants and More
- Recruiting for Child Care Certificate Program
- Child Care Licensing Rules Guidance
- COVID-19 Updates for Child Care Providers
- Monthly Child Care Newsletters

Modernization Project Resources

The Tennessee Department of Human Services (TDHS) is launching a series of modernized systems to aid Child Care and Adult Day Services Providers in working with our agency. For Providers, we are launching a Provider Portal and a Mobile App they can use with their Customers. For our Staff, we are launching a Staff Portal and a Billing and Payments System. These new systems will increase business efficiencies and help our Providers and Staff complete critical tasks.

Modernization Project Site Support Team Contact Information

Are you a **Provider** who needs help? Call us! Our team is available Monday to Friday between 8:00 AM and 5:00 PM Central Time to answer any questions you have on our new systems. Simply join our Zoom link below or call us using the Dial-In Number, Meeting ID, and Password. We look forward to speaking with you!

Zoom Link: <https://deloitte.zoom.us/j/92094735246?pwd=RDNVbnNjOUVnSHpQR2ZM3pZQ2lxUT09>

Dial-In #: +1 646 518 9805 or +1 720 928 9299

Meeting ID: 920 9473 5246

Password: 863180

- > **Provider Town Hall Replays**
- > Quick Reference Guides
- > Provider Portal User Guide
- > How To Videos
- > Modernization Monthly Newsletters
- > FAQs

Provider Town Hall Replays

TDHS is hosting a series of Townhalls to help Providers understand how to use these modernized systems. Please visit the links below to access replays of these Townhalls.

Town Hall	Description	Audience	Recording Link	Materials Link	Summary Link
Townhall 1 - Release 1 Pilot Overview	This townhall was conducted for Child Care and Adult Day Services Providers that are a part of our project's Pilot Program. The townhall covered how Pilot Providers can best prepare for the first release of our new system.	Child Care Providers participating in the Certificate Program in Davidson, Hawkins, and Madison Counties	Townhall Recording	Townhall PowerPoint Presentation 01-06-2022	Townhall 1 Summary 01-06-22
Townhall 2 - Release 1 Statewide Introduction and System Login	This townhall discussed how Providers can access and log into the new Provider Portal.	Child Care Providers participating in the Certificate Program Statewide	Townhall Recording	Townhall PowerPoint Presentation 02-15-2022	Townhall 2 Summary 02-15-22
Townhall 3 - Managing Enrollments and Using the Provider and Customer Mobile Apps	This townhall covered how Child Care Providers can manage enrollments within the Provider Portal and use the new Provider and Customer Mobile Apps.	Child Care Providers participating in the Certificate Program Statewide	Townhall Recording	Townhall PowerPoint Presentation 02-17-2022	Townhall 3 Summary 02-17-22

Intro to Site Support

We're Here For You!

Have a question or need help solving a problem? Call us!

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We look forward to speaking with you!

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Dial-In #:	+1 646 518 9805 or +1 720 928 9299
Meeting ID:	920 9473 5246
Password:	863180



QUESTIONS





**Thank you for
attending tonight's
Townhall!**

**Modernization Project
Leadership Team**