

Tennessee Department of
Human Services

Modernization Project

Statewide Townhall #1
Release 1

February 15th, 2022

Team Introduction



Gwen Laaser
Director of Child
Care Services,
TDHS

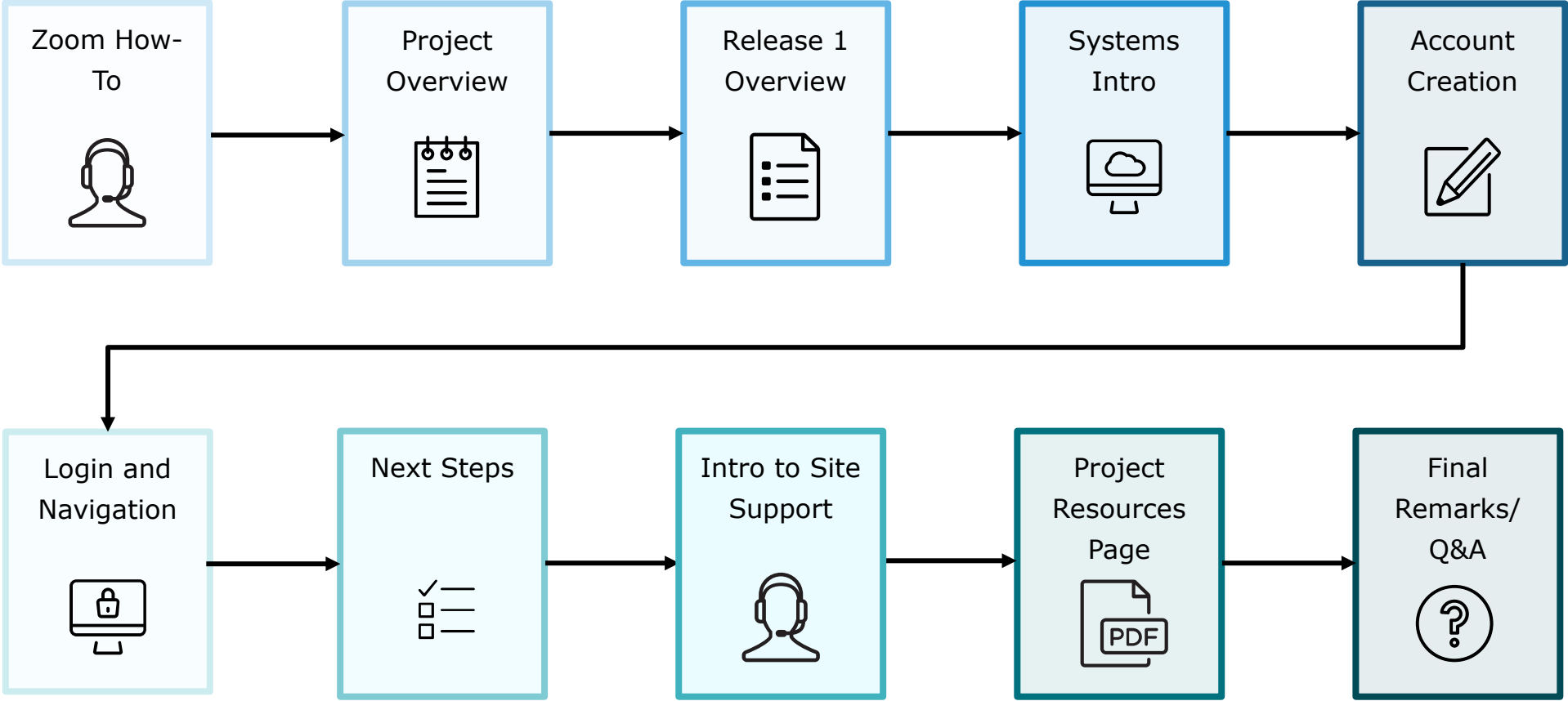


Jay Sirot
Organizational Change
Management and
Training Team,
Deloitte



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Deloitte

What Will We Cover Today?



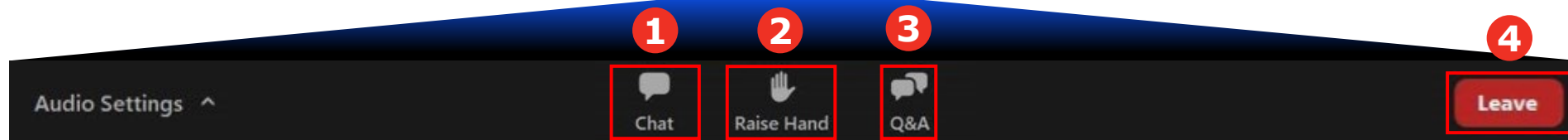
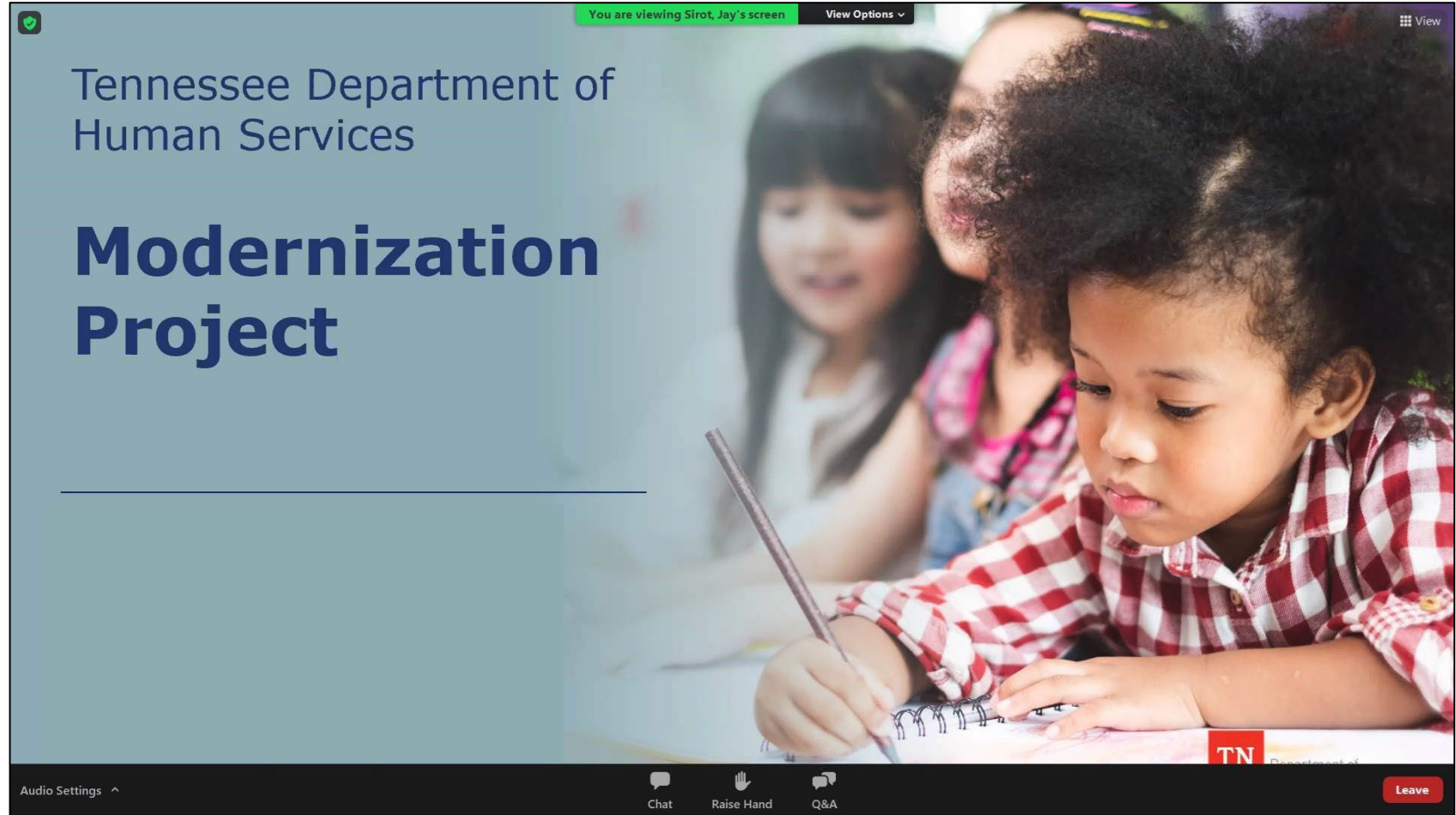
Zoom "How-To"

- 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 answer them in the coming weeks via email.

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





Transforming your Customer Experience

The TDHS Modernization Project is a major effort, undertaken for you – and by extension, the children of Tennessee. This project provided us the opportunity to develop new, everyday tools, which allows us to strengthen our relationship with you by reducing paperwork and implementing new tools to help you provide care that is safe, healthy, and educationally rich.

Modernization Project Overview

Online Tool for Child Care and Adult Day Services Providers

- The central location to manage your participation in the Certificate Program, including submitting Electronic Attendance Verification (EAVs) and accessing payment data
- The central location to manage your compliance activities, including reviewing upcoming monitoring visits and addressing Plans of Corrective Action (POCAs)
- For new Child Care and Adult Day Services Providers, a streamlined location to apply for a license

Provider Portal

2 New Systems for Providers

Mobile Apps

Mobile Tracking Apps for You and Your Customers

- Check-in/out tool for you and your Customers to capture, store, and view attendance records
- Allows a customer to open a QR Code on their mobile device for you to scan or enter a PIN code into your device to check the child in or out
- Captured attendance data will automatically appear in your EAVs in the Provider Portal

Modernization Project Overview

These systems are designed to:

- 1. Make it easier to participate in the Certificate Program by streamlining administrative requirements**
- 2. Allow you to get paid more efficiently**
- 3. Give you and your customers a seamless way to check children in and out of care**

Schedule of Releases



Release 1

Pilot Go-Live 
Jan 17

Statewide Go-Live 
Feb 28

Release 2

Pilot Go-Live 
Apr 18

Statewide Go-Live 
May 23

Schedule of Releases

Release 1

- **Provider Portal for Time and Attendance** features including Enrollment and Attendance Management, as well as EAV Submission and Administration.
- **Mobile Attendance App** for Providers and Customers to automatically capture child attendance details using a Customer's unique QR Code or PIN Code, view Enrollment details, and maintain Past Attendance records.



Release 2

- **Provider Portal for eLicensing** to maintain their Licensing requirements and activities, manage their Compliance and Annual Reporting needs, Monitoring Visit alerts, and Profile information.

**Release 1 begins
on February 28th
for you!**

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

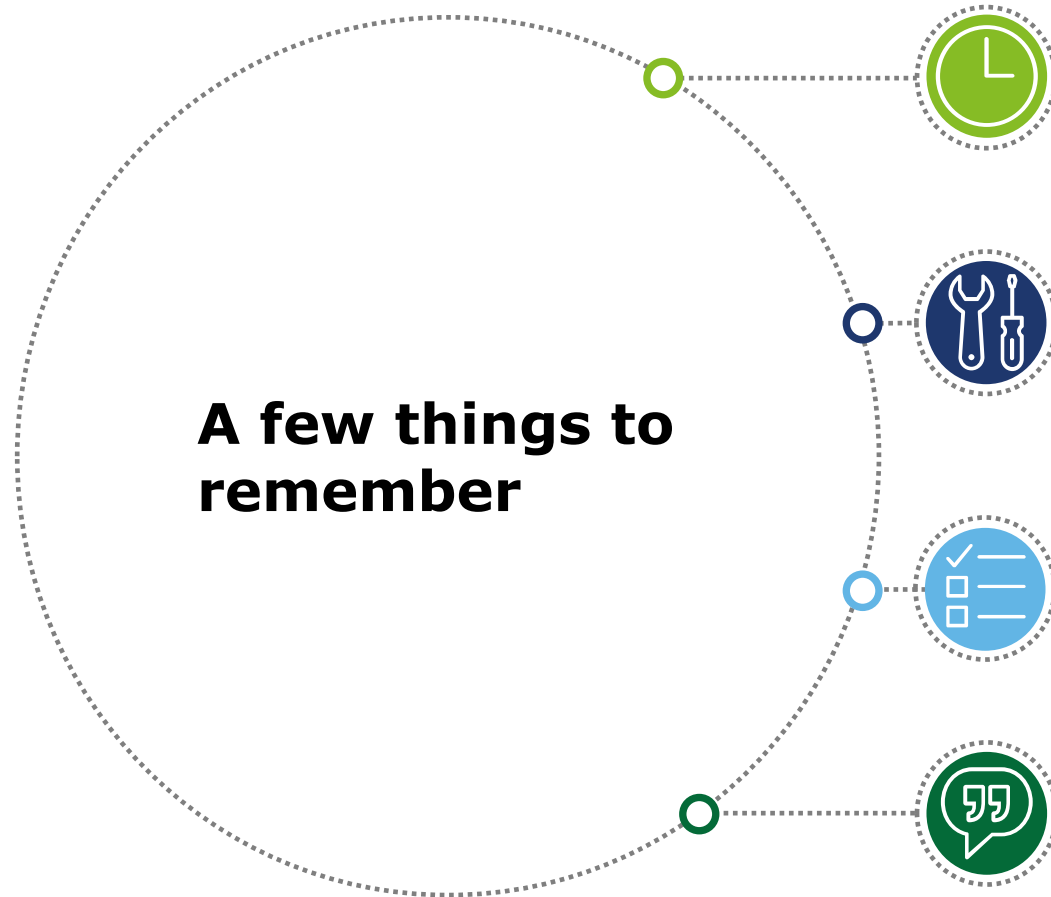
Seek Answers

- 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 and Mobile Apps

Introduction to the Provider Portal

What is it?

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

Who will use it?

This tool will be **utilized by all Child and Adult Care Providers**, irrespective of if they participate in the Certificate Program

How will you use it?

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

Provider Portal



Managing Enrollments

You will track the enrollment records of all children in your care.

Managing Attendance

You will access/enter/edit attendance data.

Managing EAVs

You will submit electronic attendance verifications (EAVs).

Managing Payments

You will track Certificate payment amounts and statuses.

New Provider Licenses*

New Child and Adult Care Providers will apply for a Temporary/Provisional License.

Release 1 Features

*While online Provisional/Temporary Licensing is a part of Release 1, this will not affect all of you, as you are already licensed Providers.

Introduction to the Provider/Customer Mobile Apps

What are they?

The new **Mobile Apps** are **Smart Device Tools** for Providers and Customers

Who can use them?

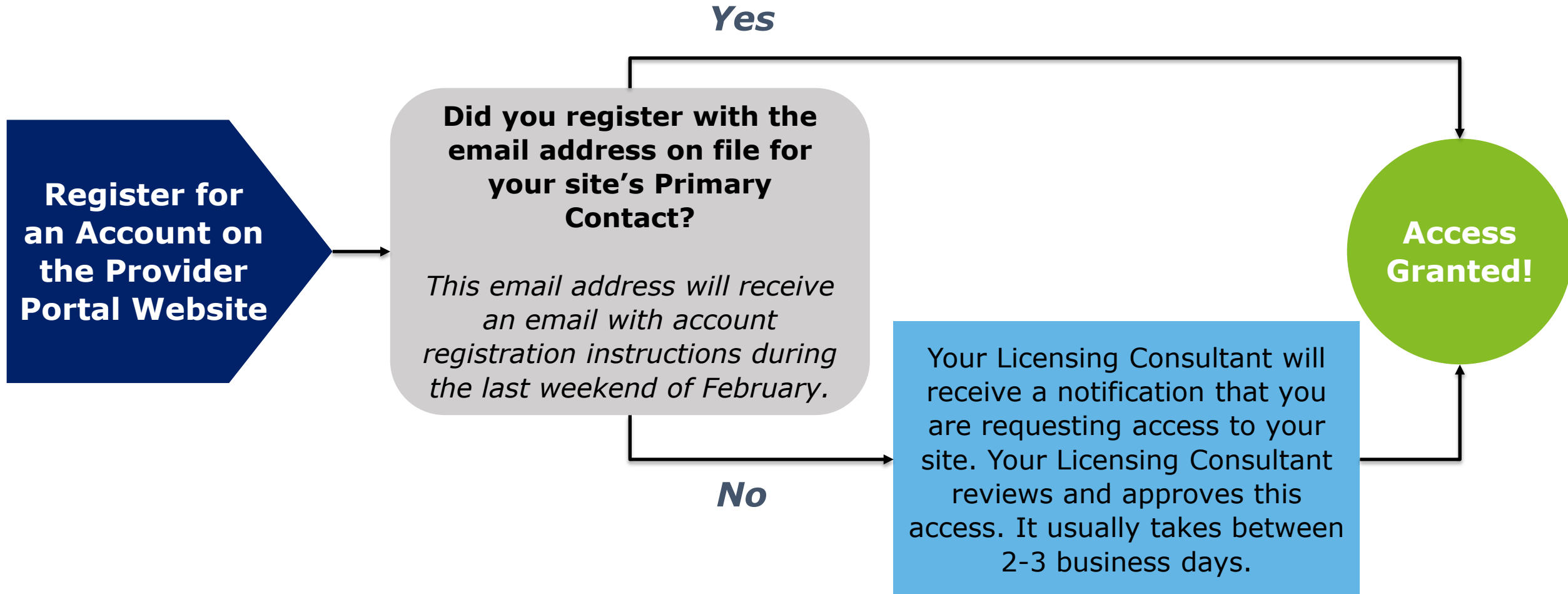
All Child Care Providers and their Customers can use the new Mobile Apps

How can you use them?

Quickly complete a check-in or check-out for enrolled customers using a **QR Code** or a **PIN Code**

Provider Portal Account Registration and Navigation

Primary Contact Provider Portal Account Set-up Overview



Key Lessons From Today's Townhall

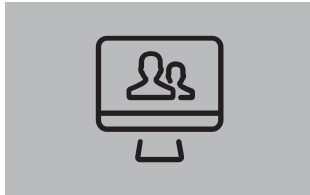
Time to Get Ready!

Mark Time On Your Calendar on 2/28 to Complete the Following Activities:



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 with TDHS, site access is automatically granted. If not, the Provider's Licensing Consultant will need to approve (usually takes 2-3 days).



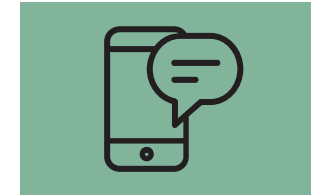
Have Staff Register for Accounts and Request Site Access

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



Familiarize Yourself

- During the first few weeks of go-live, familiarize yourself with the new system
- Validate automatically transferred information for Certificate Program children and add enrollment information for Private Pay children



Mobile Apps for Check In/Out

- If your facility plans on adopting the new Mobile Apps, provide your staff with resources to review
- Provide your customers instructions to download the app. Identify the devices and processes you'll use for automated check-in.

More details coming later in our townhall on 2/17!



Prepare to Submit EAVs in the Provider Portal

- Beginning in March, you will need to submit your first EAV in the Provider Portal
- You will have time to create your account before your first EAV is due
- EAVs will be done on a weekly cadence

More details coming later in our townhall on 2/22!

EAV Submission Timeline

MARCH 14TH

If you wait to register for an account until after March 7th, you can submit your first two EAVs in the Provider Portal on March 14th. EAVs submitted by 6:00 PM Central Time on the 14th will be paid the week of March 21st.

FEBRUARY 28TH

The Provider Portal goes live on February 28th. You have between February 28th and March 14th to register for and create your account.

MARCH 7TH

If registered for an account by March 7th, you can submit your first EAV in the Provider Portal early. If you submit your EAV by 6:00 PM Central Time on the 7th, you will be paid the week of March 14th.

GOING FORWARD

EAVs are due weekly in the Provider Portal on Mondays at 6:00 PM Central Time. Those submitted on time will be paid by the following week.

Attend a Registration Drive!

TO HELP YOU GET SITUATED IN THE NEW PROVIDER PORTAL, WE WILL BE HOSTING REGISTRATION DRIVES FROM 5:00 TO 7:00 PM CENTRAL TIME ON:

Tuesday, March 1st

Thursday, March 3rd

Tuesday, March 8th

Thursday, March 10th

Look out for an invitation to come via Email!

What to Do Between Now and Go-Live on February 28th?

○ Check out the TDHS Website for Modernization Project Resources and Updates

○ If you have not already, confirm with your licensing consultant that your Provider's Primary Contact Information is Correct

○ If Adopting the New Mobile Apps, follow the Mobile App Rollout Checklist and Review Resources on Application Setup

○ Identify Questions You Have on the New Systems and Reach Out to Us As Needed

Modernization Project Resources Page

[Visit our Modernization Project Resources Page!](#)

The screenshot shows the Tennessee Department of Human Services website. The header includes the TN logo, the text 'Department of Human Services', a search bar for 'Human Services', and a 'Go to TN.gov' link. A navigation menu lists categories like Families, Children, Disability Services, Adults, Self-service Tools, Need Help?, Information and Resources, and News & Events. A red banner highlights 'COVID-19 INFORMATION'. The main content area features a sidebar with links to various child care resources, a central 'Modernization Project Resources' section with a descriptive text box, and a 'Modernization Project Site Support Team Contact Information' section with Zoom and dial-in details. A list of links for town hall replays, guides, and newsletters is at the bottom.

TN Department of **Human Services** Go to TN.gov

Search Human Services

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

COVID-19 INFORMATION

[Child Care Resources for Providers](#)

[Training Opportunities for Child Care Providers](#)

[Child Care Emergency Preparedness](#)

[WAGES@, Enhancement Grants and More](#)

[Recruiting for Child Care Certificate Program](#)

[Child Care Licensing Rules Guidance](#)

[Attention Child Care Providers: COVID-19 Daily Update](#)

[Monthly Child Care Newsletters](#)

Modernization Project Resources

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

Have a question or need help solving a problem? Call us! Our team is available Monday to Friday through February 11, 2022, between 8:00 AM and 7:00 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=RDNVNnNjQUVnSHpOR2ZMV3pZQ2lxUT09>

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](#)
- > [FAQ's](#)

Intro to Site Support

We're Here For You!

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

Our team is available Monday to Friday 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!

Modernization Project Site Support Team Contact Information

Zoom Link

<https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2IxUT09>

Dial-In #:

+1 646 518 9805 or
+1 720 928 9299

Meeting ID:

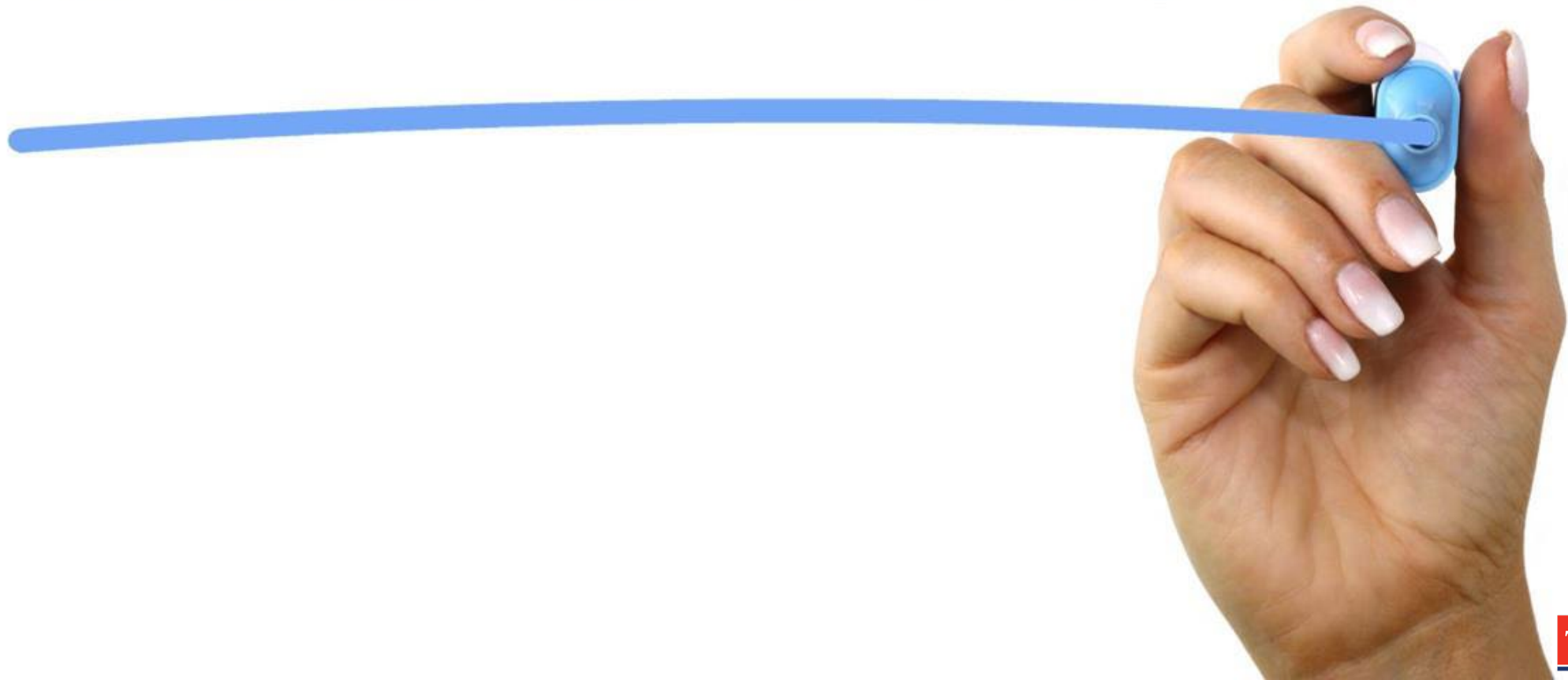
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QUESTIONS





**Reminder: Join us
this Thursday,
February 17th, and
next Tuesday,
February 22nd, for
two more Townhalls!**

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