

Child and Adult Care Provider Modernization Monthly

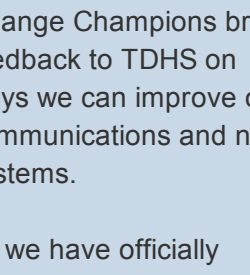
February 2022:
7th Edition



Mount Le Conte, Sevier County

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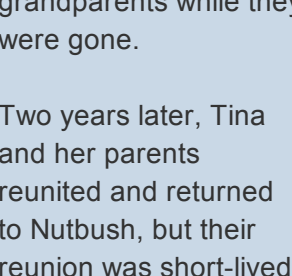
Change Champion Network Update

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 processes covered in this newsletter.

With this knowledge, our Change Champions are prepared to serve as resources to you as we transition to the Provider Portal. They also continue to serve as a key "voice" of Providers to our project team. Each meeting, Change Champions bring feedback to TDHS on ways we can improve our communications and new systems.

As we have officially launched our first system release to Pilot Providers and will soon be expanding access to the Provider Portal for more Providers, we continue to conduct live demonstrations of the Provider Portal and our new Mobile Apps to the Change Champion Network. With each demonstration, our Change Champion Network continues to build excitement towards upcoming system releases.

February's Champion of Change



"I believe that if you'll just stand up and go, life will open up for you."

--Tina Turner

Anna Mae Bullock, now known as Tina Turner, was born on November 26, 1939 in Brownsville, Tennessee. The youngest daughter of two sharecroppers, Tina grew up poor and began working with her sisters to help her parents pick cotton in the fields at an early age. During this time, she and her family lived in Nutbush, Tennessee.

Just a few years later as America's role in World War II advanced, Tina's parents left Nutbush for Knoxville, where they worked at a defense facility. Tina and her sisters moved in with her paternal grandparents while they were gone.

Two years later, Tina and her parents reunited and returned to Nutbush, but their reunion was short-lived. When Tina was 13, her mom left their home. And, two years later, her dad did as well, leaving Tina and her sisters to live with their maternal grandmother.

While living with her grandmother, Tina began to thrive; she worked part-time, was on the cheerleading team, and was on the basketball team. However, at just 16 years old, Tina's maternal grandmother passed away, and Tina found herself moving again.

Her mom, who had left her five years earlier and was now living in St. Louis, Missouri, took Tina and her sisters back in. Tina graduated high school in St. Louis in 1958.

While living in St. Louis, Tina and one of her sisters developed a love for music and began regularly attending nightclubs. One of her favorite bands was Kings of Rhythm, run by Ike Turner. Tina, a fan, requested that Ike let her perform with him one night soon. While he promised he would, he never did.

Nevertheless, a short while later, during an intermission of one of the Kings of Rhythm's performances, she was asked to hold the microphone for the drummer of the band. After taking the microphone, she began singing. Ike heard her singing and was blown away by her talent. Soon after, he asked her to record with him and the Kings of Rhythm. During this time, Ike also convinced Anna to go by "Tina" while performing.

In 1958, Tina had her first child, Craig. His father was Raymond Hill, the saxophonist of Kings of Rhythm.

Beginning in 1960, though, Tina developed a love for the another member of the band: Ike. Later that year, Tina and Ike gave birth to a son: Ronnie. In 1962, Tina and Ike got married and moved to Los Angeles to raise their kids (both their child together and children from previous relationships).

Between 1960 and 1965, Kings of Rhythm began to gain recognition, and their song "It's Gonna Work Out Fine" was nominated for a Grammy. In 1966, Kings of Rhythm recorded "River Deep – Mountain High," which rose to be the No. 3 song in the UK and No. 1 in Spain. Following this, the band got to open for the Rolling Stones while they were touring the UK.

Interestingly, Tina's career didn't take off in the United States until years later, when Kings of Rhythm got to open for the Rolling Stones on their US tour. Tina, Ike, and other band members quickly became household names, recording songs such as "Proud Mary."

Unfortunately, though, Tina's personal life took a turn for the worse as her success grew. Her husband Ike, later diagnosed with bipolar disorder, abused her. In 1968, she attempted suicide but fortunately survived.

For the next few years, Tina struggled in her personal and professional life. She left Ike in 1976 and filed for divorce. The divorce was messy, as the two fought over the rights to their music and property, and Tina spent two years on food stamps. By 1978, the divorce was finalized and Tina received a payout. Tina's musical success was minimal during this time.

However, Tina Turner mounted a comeback in 1983 after covering Al Green's "Let's Stay Together." In 1984, Tina took off even further with her song "What's Love Got to Do with It," which soon became No. 1 on the Billboard Hot 100.

From this point forward, Tina was a superstar. In total, she sold over 100 million records, won 12 Grammy Awards, was inducted into the Rock and Roll Hall of Fame twice (once with Ike and once for her solo career), and received the Kennedy Center Honors. Tina is the only artist to have a Top 40 hit in the UK in seven consecutive decades. She also formerly held the record for the largest concert audience of a solo performer: 180,000.

Despite so many setbacks and challenges in her life, Tina overcame them all, and will forever be known as the "Queen of Rock and Roll." For her tremendous perseverance and music, Tina is February's Champion of Change.

New Year, New Systems

We are excited to announce that we have more than the new year to celebrate; our modernized systems are now live as part of our 1st Release for Pilot Providers! Yes, Release 1 of the Tennessee Department of Human Services (TDHS) Modernization Project is live for Child Care Providers participating in the Child Care Certificate Program in our Pilot Counties: *Madison, Davidson, and Hawkins!* Pilot Providers now have access to both our Provider Portal, where they can manage their participation in the Child Care Certificate Program, as well as the new Mobile Apps where they can check children in and out from their facilities. Even more exciting, **on February 28th**, these systems will go live for Child Care Providers participating in the Child Care Certificate Program across Tennessee. We continue to make headway towards our 2nd system release, which will occur in May for all Child and Adult Care Providers statewide. We are so excited as we move forward with this project and hope you are, too!

Sincerely,
Child and Adult Care Services Leadership

Logging into the Provider Portal for the First Time

As our project's Release 1 Pilot has begun, Child Care Certificate Program Providers in Madison, Hawkins, and Davidson counties now have access to our new Provider Portal. By late May, all Child and Adult Care Providers will gain access to this new system. To help you prepare for accessing the Provider Portal for the first time, please understand the following:

1. When can I access the Provider Portal?
Provider Portal access to Child and Adult Care Providers is being granted in four stages:

Release 1 Pilot – January 17th
Available to Child Care Providers participating in the Child Care Certificate Program in our Pilot Counties (*Davidson, Hawkins, and Madison*)

Release 1 Statewide – February 28th
Available to Child Care Providers participating in the Child Care Certificate Program statewide

Release 2 Pilot – April 18th
Available to All Child and Adult Care Providers in our Pilot Counties (*Davidson, Hawkins, and Madison*)

Release 2 Statewide – May 23rd
Available to All Child and Adult Care Providers statewide

2. How do I log into the Provider Portal for the first time?

A day or two before your release date, each Provider facility's primary contact will receive an email from TDHS explaining how they can create their account. To create an account, simply follow the instructions listed in the email you receive. **Please note:** The email will be sent to the email address on file with TDHS for your Provider Primary Contact. Please contact your licensing consultant if your Primary Contact details need to be updated.

After the primary contact creates their account, additional staff members will be able to create an account online in the Provider Portal. To do so, they will select a username and password, validate their email, and confirm their identities. They can then log into their Provider Portal and request access to their Provider Site. Once requested, each Provider's primary contact will be able to grant their staff access within their Provider Portal account.

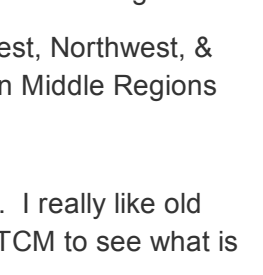
3. What features will be available in the Provider Portal when I log in?

Provider Portal functionality is being added in two releases. In our first release, for both our Pilot and Statewide dates, Child Care Providers in the Child Care Certificate Program will be able to use the Provider Portal to manage their participation in the program. This includes managing enrollments, attendance, electronic attendance verifications (EAVs), and payments. Providers will also have access to the new Mobile Apps that allow Providers to check children in and out from care at their facilities. In our second release, for both our Pilot and Statewide dates, all Child and Adult Care Providers will be able to use the Provider Portal to manage their license, complete annual reporting requirements, view scheduled monitoring visits, and address plans of corrective action (POCAs).

As you approach your Provider Portal access date, you will receive more specific information from us on how to create an account and grant your teams access to the new systems. You will also receive invitations to Provider Townhalls that will go over this and other important information. Please keep an eye out for these communications.

Functional Spotlight:

Provider Portal User Administration



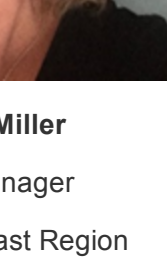
As explained in the "Logging into the Provider Portal for the First Time" section, each Provider's primary contact will receive an email with instructions on how to create an account before their applicable access date. Once each Provider's primary contact creates an account, additional staff members at their facilities can create an account, too.

Specifics on how staff members can create their accounts will be sent via email closer to your applicable system release date, but the process will work as follows:

1. Staff members access the Provider Portal home page and register for an account.
2. Staff members validate their emails and confirm their identities following instructions sent via email.
3. Staff members request access to manage a Provider Site.
4. The Provider Site's primary contact will receive notification and will be able to grant their staff member access to manage their facility.

In preparation for your system access date, please identify which members of your team will need access to the new Provider Portal and keep an eye out for more specific instructions that will be sent via email closer to your access date. This will help you make sure your team is prepared to transition to the new Provider Portal once it is available to you.

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. My child care center uses one email address for all of its staff members. Can all of my staff sign up for a Provider Portal account using this email address?

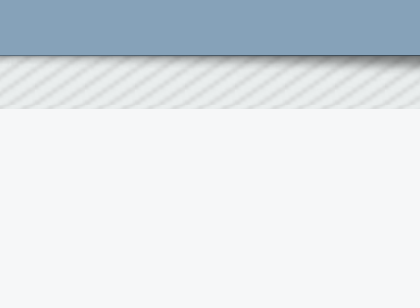
Answer: No, each Provider Portal user account needs to be created using a unique email address.

2. Does every parent, guardian, and/or authorized individual need to have their own PIN Code to use the Customer Mobile App?

Answer: Yes, each parent/guardian/authorized individual must have their own PIN Code. This helps Providers collect accurate information about which individual dropped off or picked up a child.

Leadership Update

Reason you joined TDHS: I joined TDHS to help ensure that all children have quality, safe and caring child care.



Eugenia London
Northwest, & Southern Middle Regions

Books you are reading or podcast you are listening to? I'm not currently reading anything right now. I haven't gotten into podcasts. I do binge-watch lots of Netflix shows.

Favorite movie of all time? I have many movies that are among my favorites. I really like old movies and I like to watch through TCM to see what is coming on.

Favorite place to visit in Tennessee? Any of our state parks. I think we have the most beautiful parks and I have visited almost all of them in West and Middle and a few in East Tennessee.

Reason you are most excited for this project? I am really excited about this project because I think it will help streamline our processes. It will also give the licensing consultants more time to spend with the educators and give more opportunities to give technical assistance.

Reason you joined TDHS: My career began with working for the Department of Children's Services. I wanted to continue working with children in some capacity and initially started with TDHS as a Program Evaluator. I feel that it is important for all children to have access to quality child care.

Sue Camplin
Regional Manager
Northern Middle Region

Books you are reading or podcast you are listening to? I enjoy listening to the Joel Osteen Daily Podcast.

Favorite movie of all time? One Flew Over the Cuckoo's Nest with Jack Nicholson

Favorite place to visit in Tennessee? Any Tennessee state park

Reason you are most excited for this project? I am excited for the opportunity to be part of the modernization project from the beginning. I believe the new system will be more efficient and transform the way we work.

Reason you joined TDHS: I began my career in Early Childhood Education as a floating assistant at a child care agency in 1992 and have served children and families through various roles in early childhood education since. I joined TDHS to continue to serve as an advocate for the families and child care providers that need supports in place to succeed.

Allison C. Miller
Regional Manager
Northeast and East Region

Books you are reading or podcast you are listening to? I am currently reading the Holy Bible chapter by chapter with my 15-year-old daughter at her request. Proud mom moment!

Favorite movie of all time? Planes, Trains, and Automobiles

Favorite place to visit in Tennessee? My mother's dining room table ☺

Reason you are most excited for this project? I accepted a Program Evaluator's position 18 years ago with a goal to serve as an advocate and advisor to my professional early childhood development community, but the clerical duties of the job have historically taken away from the time I was able to devote towards meeting that goal. I truly believe that eLicensing will allow us all more time to give support to those we serve as well as to each other.

Puzzle Palooza

Fill in the blank:

1. All Child and Adult Care Providers in Tennessee be able to access the new Provider Portal on ____ 23rd?
2. Each Provider's Primary _____ will receive an email before their system access date where they will be able to create an account.
3. Tina Turner was born in _____, Tennessee.