



Tennessee State Capitol, Tennessee

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**Change Champion Network Update**

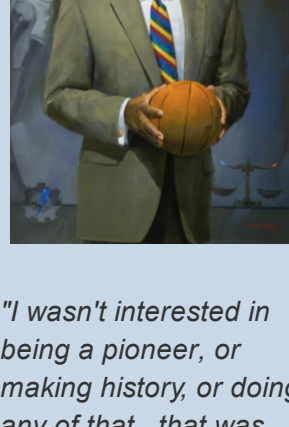
On May 23rd, we hosted our 7th Change Champion Network meeting. In our meeting, we continued to prepare for our Release 2 Pilot Go-Live for Madison and Hawkins Counties as well as for our Statewide Go-Live.

Additionally, we continued to demonstrate key features coming to the Provider Portal in Release 2 and answered common Provider questions.

The Change Champion Network continues to relay feedback from all of you, which we are using to help prepare our Site Support Team and make adjustments to our Provider Portal as needed.

We are incredibly appreciative for the work the Change Champion Network is doing to help make our 2nd Release our best one yet!

**June's Champion of Change**



*"I wasn't interested in being a pioneer, or making history, or doing any of that...that was not - and still isn't, quite frankly - my personality."*

--Perry Wallace

Perry Eugene Wallace Jr. was born on February 19, 1948, in Nashville, Tennessee. His mom, Hattie, grew up in rural Tennessee and worked as a home cleaner. His dad, Perry Sr., was a brick cleaner.

While his parents grew up in poverty and had little formal education, they were passionate about their kids receiving a thorough education. They encouraged their children to succeed in both academics and extracurriculars.

Growing up in the 1950's and 1960's, Wallace and his siblings attended segregated Nashville Public Schools. Despite fewer resources, all the Wallaces excelled.

Wallace's sisters all attended Historically Black Colleges and Universities in Tennessee and his brother James joined the Air Force. Wallace finished high school as its valedictorian and an All-American athlete and was offered a scholarship to play at Vanderbilt University.

In 1967, when Perry earned a varsity letter and played for Vanderbilt's basketball team, he became the first Black scholarship athlete to play basketball in the Southeastern Conference (SEC). Although a stellar athlete, Wallace struggled often in college. He was routinely chastised by opposing teams and their fans for being black.

Still, Wallace persevered. He graduated from Vanderbilt with a degree in engineering in 1970, becoming the first Black athlete to complete four years at an SEC school. He was then drafted by the Philadelphia 76ers.

While his NBA career was short-lived, Wallace's career off the court was not. In 1975, Wallace earned a law degree from Columbia. He went on to work at the U.S. Department of Justice, the Environmental Protection Agency, and later became a law professor at American University.

Wallace is a member of the Tennessee Sports Hall of Fame, his jersey number, 25, is retired at Vanderbilt, had a movie created about his life, and is the namesake of the U.S. Basketball Writer's Association *Perry Wallace Most Courageous Award*.

Wallace passed away in 2017 at the age of 69. For his trailblazing career, ability to overcome the most difficult of circumstances, and remarkable life, Perry Wallace is June 2022's Champion of Change.

**The Sun Is Shining Bright On Our Modernization Project**

As we inch past Memorial Day, the sun is shining, the weather is finally warming up, and so is our Modernization Project! On May 9th, we kicked off our Release 2 Pilot Go-Live for Child Care and Adult Day Services Providers in Davidson County. On June 6, we launched our Release 2 Pilot Go-Live for Providers in Madison and Hawkins Counties. And, in late June, we will be having our Go-Live for all Providers statewide! With all these exciting releases, our team is ever-ready to help you navigate our new Provider Portal and the features coming your way. As always, thank you for the incredible work you all do. We hope you enjoy the warmer weather and spend time with family and friends!

Sincerely,  
Child and Adult Care Services Leadership

**Updates to Release 2 Go-Live**

On Monday, May 9th, our team launched the Release 2 features of the Provider Portal to Child Care and Adult Day Services Providers in Davidson County. With this launch, our team has kicked off our Release 2 Pilot Program. On June 6, we launched the 2nd Pilot Release for Providers in Madison and Hawkins Counties. And, in late June, our Release 2 functionality will Go-Live statewide!

As we roll out new functionality with our Pilot Program, we will continue to provide support for Providers that need it. Our Site Support Team is available Monday to Friday between 8:00 AM and 5:00 PM Central Time to provide support to Providers needing help using the new functionality in the Provider Portal. Our Fiscal Team is available to answer your questions on outstanding EAVS. Licensing Consultants are available to help you with licensing and compliance questions. And, our Customer Help Desk is available to help your customers with questions on the Customer Portal or Customer Mobile App. Contact information for all of these resources is available on the [Modernization Resources Page](#).

As a reminder, Release 2 will bring new features to the Provider Portal for Child Care Providers in the Certificate Program and access for the first time for Child Care Providers not in the Certificate Program and all Adult Day Services Providers. These features will include the ability to complete your annual report, report incidents and injuries, confirm scheduled monitoring observation visits, manage plans of corrective actions, and view your Child Care Provider score card: all within our Provider Portal.

Over the coming weeks, we will continue to be in touch with you to let you know when Release 2 features of the Provider Portal will go live for you! Additionally, you will receive invitations to our virtual town halls, which will provide you the opportunity to get live demonstrations of our new system and ask our team any questions on your mind. We look forward to seeing you there!

**Functional Spotlight:**



**Accessing Your Child Care Provider Score Card in the Provider Portal**

Throughout the year, our team of Licensing Consultants visit Child Care Provider facilities to make sure they are providing care that is safe, healthy, and educationally rich. During these monitoring observation visits, our team makes sure all Child Care Providers are following applicable standards. As we have been communicating, there are changes coming to how you will be evaluated as a Child Care Provider.

Going forward, at each of your four annual observations, our licensing consultants will use a checklist to evaluate whether you are satisfying TDHS requirements. This will be used to generate your Child Care Provider Quality Rating and Improvement System (QRIS) Score Card.

You will be able to see your Child Care Provider Score Card in your Provider Portal, allowing you easy access to viewing and understanding how you are evaluated.

Over the coming weeks, we, along with our partners at the Child Care Resource and Referral Center (CCR&R), will continue to communicate with you on how your QRIS evaluation will be calculated.

**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. I accidentally submitted an EAV and realized I made a mistake. How can I fix this mistake and resubmit my EAV?**

**Answer:** Once your EAV is submitted, you must call the TDHS Fiscal Team to make any changes. You may call the Fiscal Team Hotline for assistance at [1\(800\)362-8004](tel:18003628004).

**2. When registering for my Provider Portal account, I saw a message appear saying my account is "locked" or "inactive." How do I fix this?**

**Answer:** If you are receiving a "locked" or "inactive" message while registering for a Provider Portal account, it means that the email address you are trying to create your account with has already been used for a TDHS customer-based system, such as the Pandemic Relief Portal. TDHS requires users to have a different email address for each system they use. For your Provider Portal, we ask that you use a [unique business email address](#) to create your account.

**Puzzle Palooza**

Multiple Choice:

1. QRIS stands for:
  - A. Quality Renewal and Improvement Structure
  - B. Qualitative Review and Incremental Standard
  - C. Quantitative Ratio and Information System
  - D. Quality Rating and Improvement System
2. Release 2 will be going live for Providers in the following counties as a part of our Release 2 Pilot Program:
  - A. Decatur, Franklin, and Sevier
  - B. Davidson, Hawkins, and Madison
  - C. Cannon, Cumberland, and Carroll
  - D. Hamblen, DeKalb, and Marshall
3. Perry Wallace attended which university for his undergraduate studies?
  - A. Tennessee State University
  - B. University of Kentucky
  - C. Vanderbilt University
  - D. Duke University

**Answers to Puzzle Palooza**

1. D 2. B 3. C