



## Time & Attendance Provider Town Hall Summary

***Presented on December 1<sup>st</sup>, 2022***

If you would like to revisit any topics covered during the session or need to review the material for the first time, please access the Town Hall materials on our new [Modernization Resources Page](#) under “Provider Town Hall Replays.” You may also listen to each topic as they were presented by using the timestamp links included below.

### What to Know About Time & Attendance in the Provider Portal

Topic	Key Takeaways	Watch here!
<b>Where are we in the Modernization Journey?</b>	<ul style="list-style-type: none"> <li>After launching the Provider Portal for all Providers in the state, DHS invited Providers to participate in discovery sessions. During these sessions, Providers had the opportunity to share insights regarding changes and improvements they would like to see in the Provider Portal. These sessions have led to important updates – including this one!</li> </ul>	<a href="#">Modernization Journey Overview</a> Slide 6
<b>Provider Feedback</b>	<ul style="list-style-type: none"> <li>A Child Care Provider who participated in discovery sessions with DHS shared her appreciation for and excitement about being included in the enhancement conversations for the Provider Portal.</li> <li>She stated, <i>“It was nice to be included in the enhancement of the provider portal and have a chance to speak for providers on issues we have had and changes that would help make it easier to use. I really liked the fact that questions were being answered that we had and for me for the first time in quite a while I felt like as a provider I was being listened to.”</i></li> </ul>	<a href="#">Provider Feedback</a> Slide 7



## Provider Town Hall Summary

### Provider Portal Updates

- Updates to Time & Attendance processes in the Provider Portal have been made to simplify your daily tasks.
- Several attendance screens have been updated to include guidance on the methods to enter attendance.
- The 'Add Attendance' screen has been simplified to make the fields more user-friendly.
- The Import Attendance template auto-loads Certificate Children's information, requiring you to simply enter the check-in and out time for each child.
- Absence codes on the EAVs will auto-populate, saving you time as you complete them!

[Provider Portal Update Highlights](#)  
*Slides 8-12*

### Managing Time & Attendance in the Provider Portal

- This demo will walk you through all the updates that are included in Release 7.0, identifying the features in your daily workflows that have been improved.

[Time & Attendance Demo](#)

## We Are Here for You!

If you have any questions on the Time & Attendance updates or the Modernization Project, please contact the TN Child Care Help Desk Team using the information listed below.

<b>Hours of Operation</b>	<b>Monday - Saturday 7:00am - 9:00pm CST</b>
<b>Toll-Free Number</b>	833-TDHS-CCP (833-834-7227)
<b>Website</b>	<a href="http://tnchildcarehelpdesk.org">http://tnchildcarehelpdesk.org</a>
<b>Email</b>	<a href="mailto:Tdhs_ccp@utk.edu">Tdhs_ccp@utk.edu</a>