

Tennessee Department of
Human Services

Modernization Project

Pilot Townhall
Release 2

April 14th, 2022



Team Introduction



Gwen Laaser
Director of Child
Care Services,
TDHS

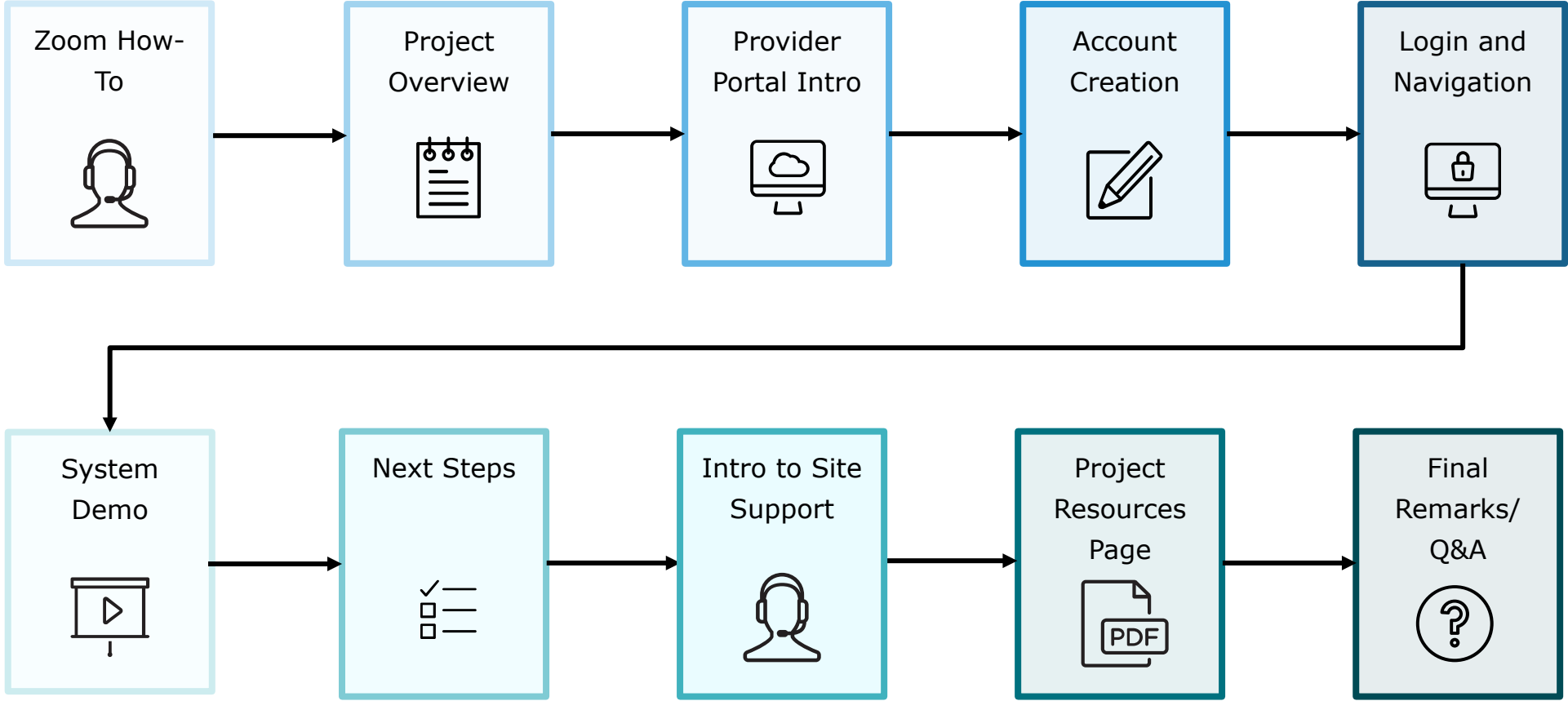


Jay Sirot
Organizational Change
Management and
Training Team,
Deloitte



Kristi Calvaruso
Organizational Change
Management and
Training Team,
Deloitte

What Will We Cover Today?



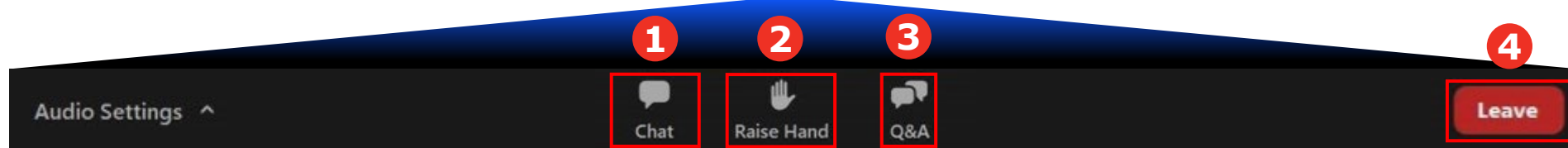
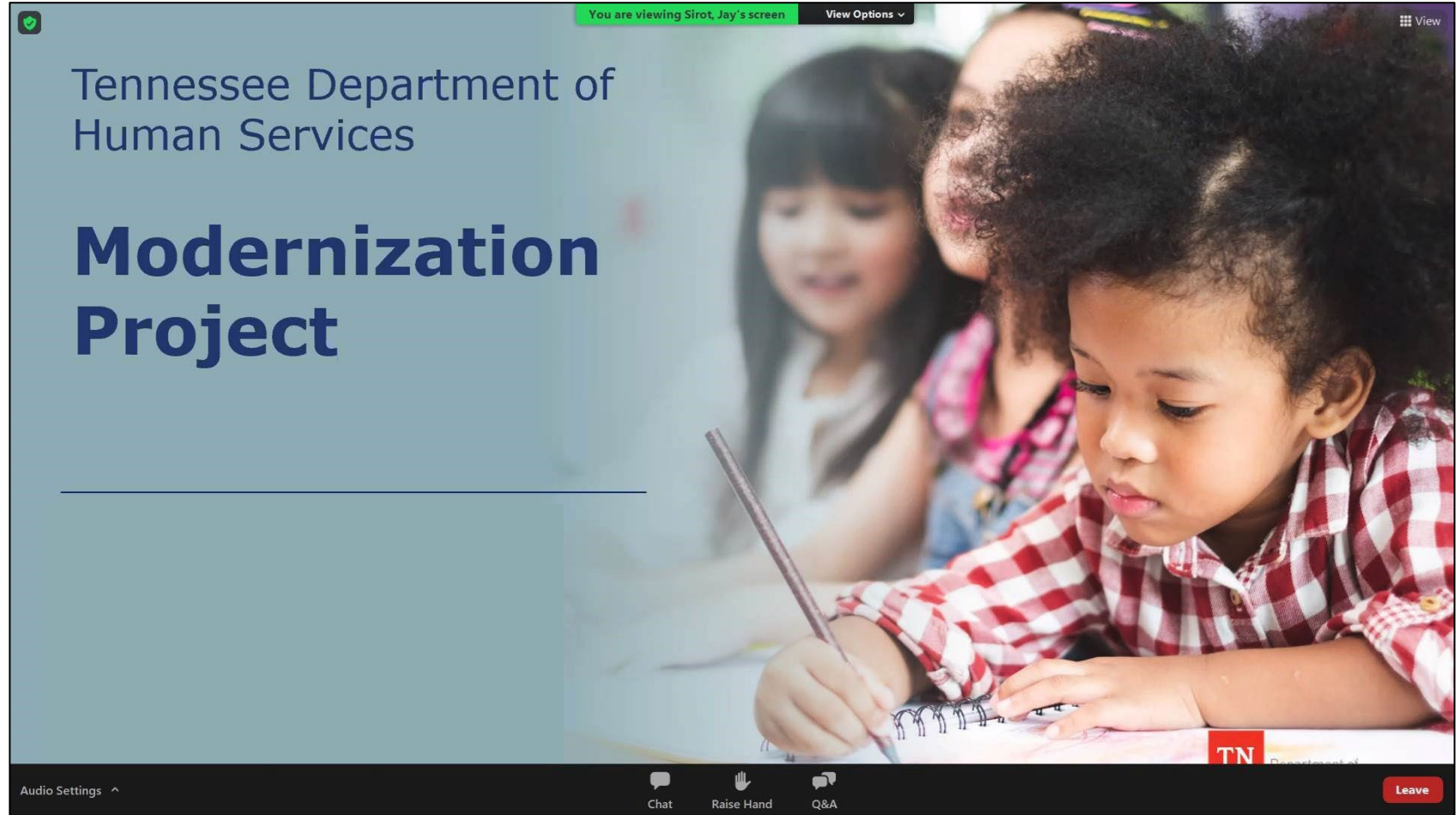
Zoom "How-To"

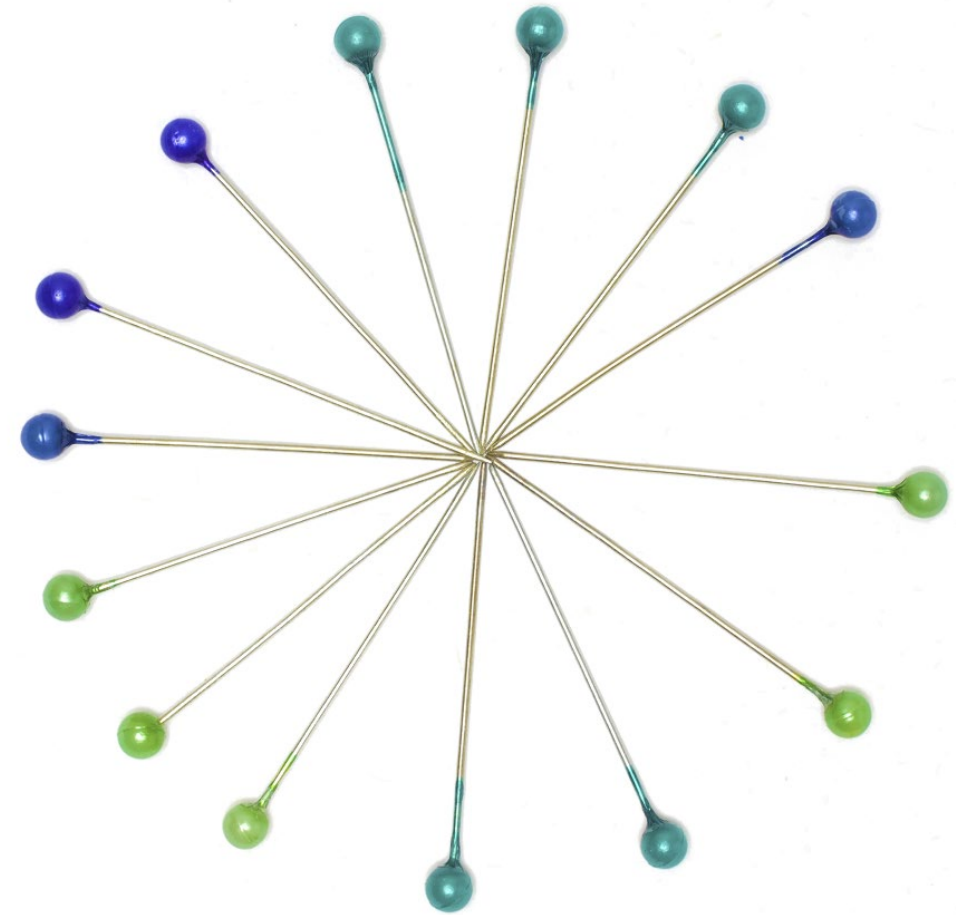
- 1 The **Chat** button for this webinar has been disabled. If you have a question, please use the **Q&A** function.
- 2 The **Raise Hand** button allows you to signal that you need assistance. Please select this button if you need help with any Zoom settings or other technical challenges.
- 3 The **Q&A**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





Transforming your Customer Experience

The TDHS Modernization Project is a major effort, undertaken for you and your customers. 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

The Provider Portal Will Be Your Central Location to:

- Submit your Annual Report
- View Reports
- Submit Other Reports Such as Incidents
- View Scheduled Monitoring Observation Visits
- Address Corrective Action Plans
- Manage your Profile
- Apply for a License (for New Child Care and Adult Day Services Providers)

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 Annual Reporting needs, Monitoring Observation Visit alerts, and Profile information.

System Go-Live Dates

January	February	March	April	May	June
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Release 1

Pilot Go-Live 
Jan 17

Statewide Go-Live 
Feb 28

Release 2

-  **Pilot**
- **Davidson County** – Apr. 25
 - **Madison County** – Mid-May
 - **Hawkins County** – Late May/Early June

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

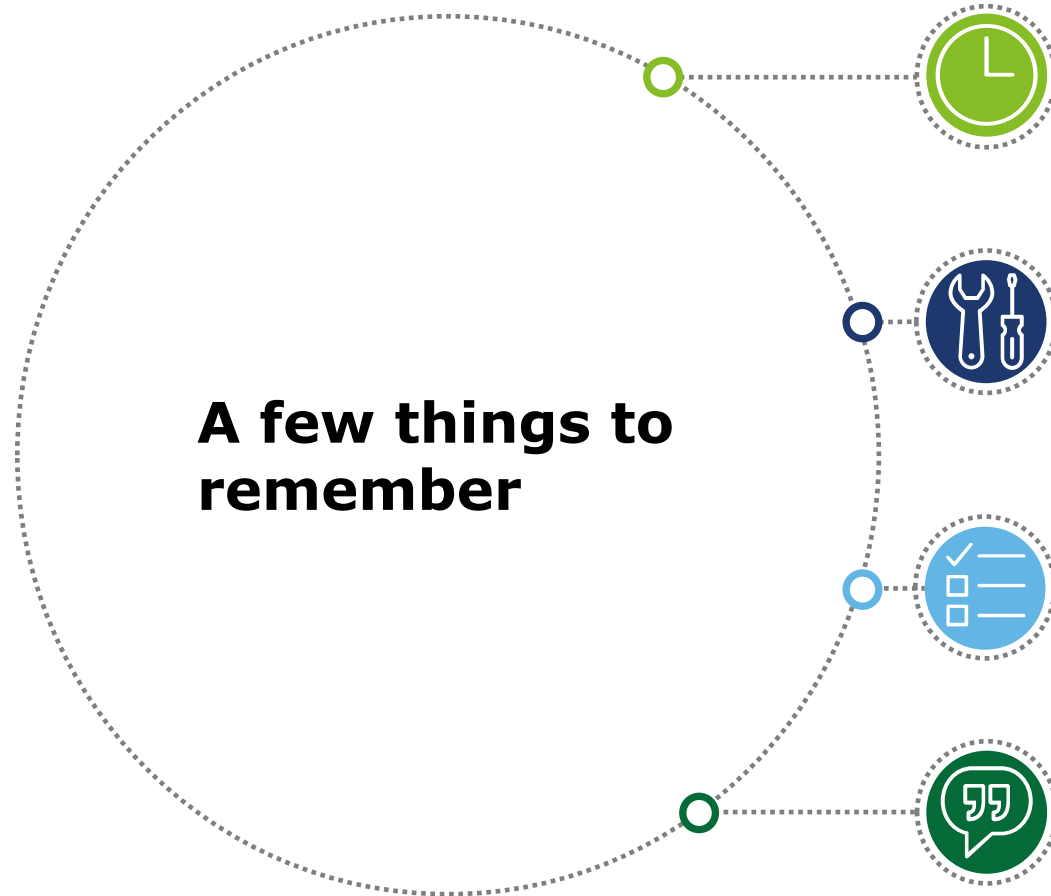
Seek Answers

- 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 & Adult Care Providers to complete TDHS Requirements

Who will use it?

This tool will be utilized by **all Child and Adult 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



Monitoring Observation Visits

You will be able to view scheduled monitoring observation visits in your Provider Portal and reach out to your licensing consultant 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.

Score Card

You will be able to view your Provider Score Card within your Provider Portal, seeing how your licensing consultant evaluated your facility.

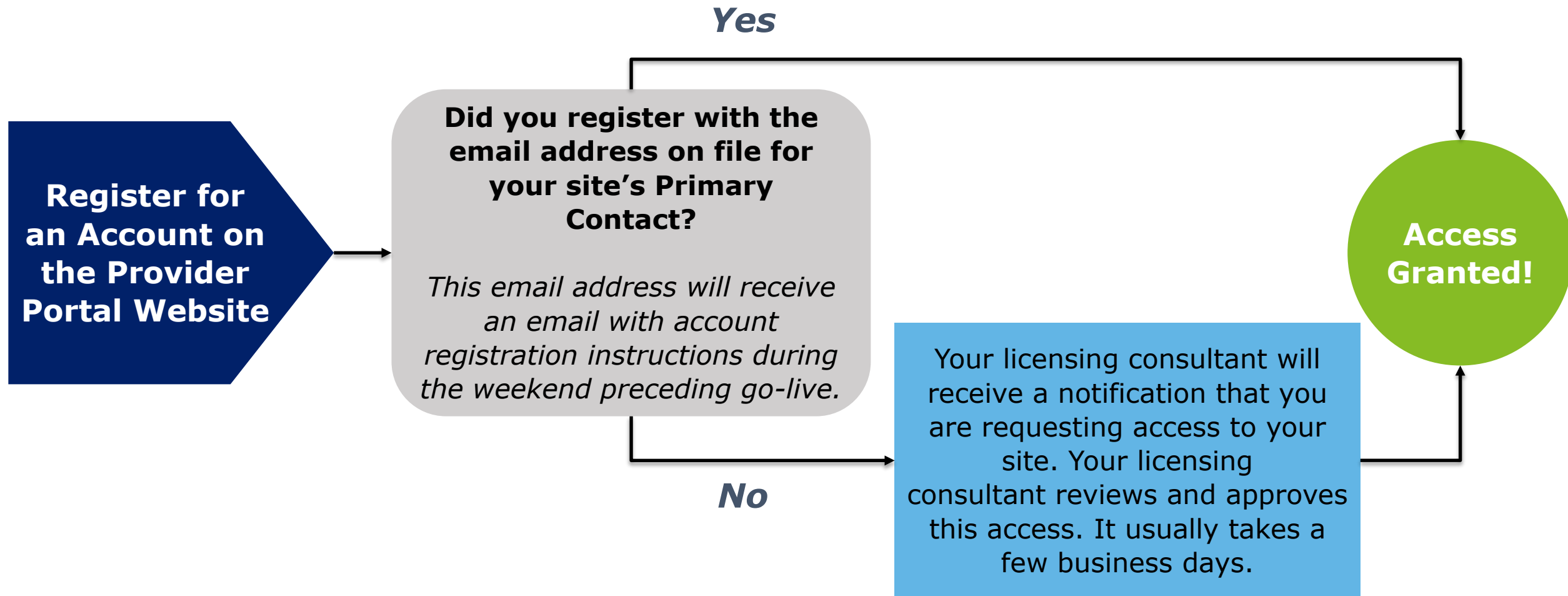
Injuries/Incidents/Complaints

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

Release 2 Features

Provider Portal Account Registration

Primary Contact Provider Portal Account Set-up Overview



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 requests that Providers use a business email address to register for Provider Portal accounts and do business with the agency.

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

Key Lessons From Today's Townhall

Updates to Child Care Providers' Score Cards



You will be monitored by your licensing consultant during your Monitoring Observation Visits



Your Quality Rating and Improvement System (QRIS) evaluation will be used to create a Provider Score card



TDHS, along with the Child Care Resource and Referral Center (CCR&R), will be Providing you more information on how your score card will be graded in the coming weeks

What to Do Between Now and Go-Live?

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

○ Relay to your staff the key features of the new Provider Portal and the account creation process

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

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

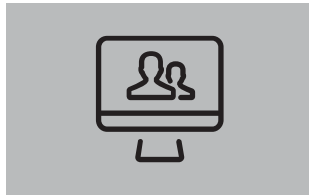
Time to Get Ready!

Prepare to Complete the Following Activities During Go-Live:



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 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

- During the first few weeks of go-live, 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 due date varies by when you obtained your license.
- You can complete your report beginning 90 days before its due date

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 "Search Human Services", and a "Go to TN.gov" link. A navigation menu lists: Families, Children, Disability Services, Adults, Self-service Tools, Need Help?, Information and Resources, and News & Events. A red banner below the navigation reads "COVID-19 INFORMATION".

The main content area is titled "Modernization Project Resources". On the left, a sidebar lists various resources: Child Care Resources for Providers (highlighted with a red underline), 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, and Modernization Project Resources.

The main content features a white box with the following text: "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."

Below this is the section "Modernization Project Site Support Team Contact Information". It includes the text: "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!"

The contact information is listed as follows:

- Zoom Link: <https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2lxUT09>
- Dial-In #: +1 646 518 9805 or +1 720 928 9299
- Meeting ID: 920 9473 5246
- Password: 863180

At the bottom, there is a list of links with right-pointing chevrons:

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

Intro to Site Support

We're Here For You!

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

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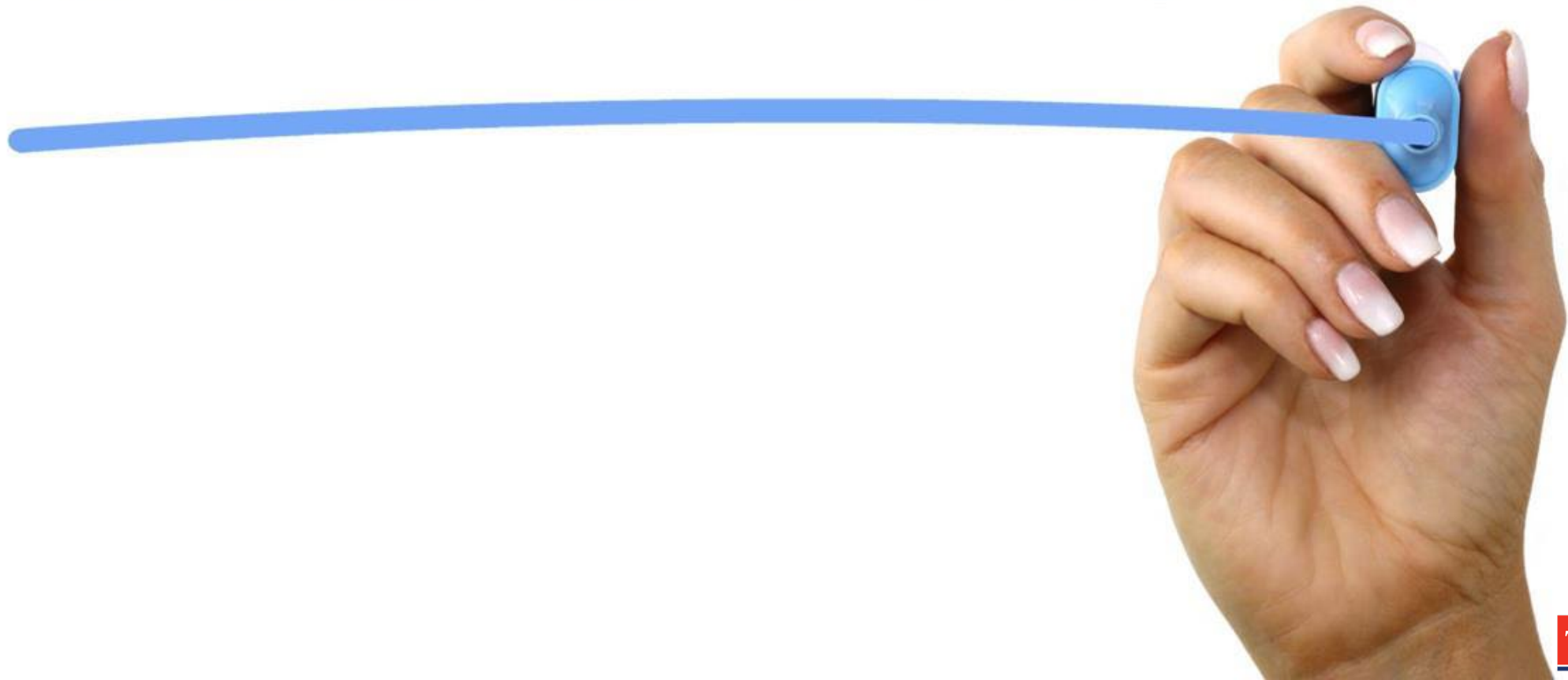
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Dial-In #:	+1 646 518 9805 or +1 720 928 9299
Meeting ID:	920 9473 5246
Password:	863180



QUESTIONS



A photograph of three young children sitting at a desk in a classroom. The child in the foreground is a young girl with dark, curly hair, wearing a red and white checkered shirt, focused on drawing in a spiral notebook with a pencil. Behind her, another child is partially visible, and in the background, a third child with long dark hair is looking towards the camera. The scene is brightly lit, suggesting a classroom environment.

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

**TDHS Modernization Project
Leadership Team**