

Your Voice Matters

The Bureau of TennCare invites you
to participate in a QuILTSS Workforce Development Forum
for Long Term Services and Supports providers.

TennCare is launching a Workforce Development Initiative for direct support professionals who deliver Long Term Services and Supports (LTSS), including services in a nursing facility or Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) and Home and Community Based Services (HCBS).

This initiative presents a number of exciting possibilities to enhance the LTSS system, including the potential for direct support professionals to earn college credit for training, mentoring opportunities, verification of competence through evaluated demonstration of learning, and an online registry that allows for the portability of training credentials. We believe this initiative has *significant* potential to support your recruitment and retention efforts, and to improve the quality of services experienced by individuals receiving LTSS. Ultimately, it is likely to impact training requirements for TennCare HCBS programs and to impact reimbursement across LTSS programs and services.

Workforce development is part of TennCare's QuILTSS (**Quality Improvement in Long-Term Services and Supports**) initiative to promote the delivery of high quality LTSS for TennCare members. TennCare defines quality from the perspective of the individual who receives services and supports. QuILTSS includes several initiatives in addition to workforce development, including value-based payment reform for nursing facility services and certain HCBS. Under QuILTSS, TennCare reimbursement for LTSS will be based in part on the provider's performance on certain quality of measures. People who receive LTSS and their families have repeatedly emphasized that the education and competence of the staff that deliver services and supports is an essential component of quality.

As providers who employ the workforce that deliver these important benefits,
it is very important for your voice to be heard.

TennCare is hosting QuILTSS Workforce Development Forums across the state to share the vision, gather suggestions and feedback, and invite further provider participation. This is your opportunity to join others from your community in the conversation that will help inform the workforce development program.

The two-hour QuILTSS Workforce Development Forum will include the latest update on the QuILTSS initiative, a presentation of the vision for the statewide training program, and small group discussions, where providers can offer input regarding this significant undertaking. This program will help ensure Tennesseans have access to well-trained care providers when receiving LTSS in our State.

The dates, times and locations for the Forums are listed on the next page. You only need to attend one forum. The QUILTSS Workforce Development Forum is open to all providers but space is limited and preregistration is required. RSVP by clicking on the city and date of your choosing.

Memphis	Monday, April 25 from 2-4pm
Union City	Tuesday, April 26 from 9-11am
Nashville	Wednesday, April 27 from 1-3pm
Johnson City	Thursday, April 28 from 2-4pm
Knoxville	Friday, April 29 from 9-11am
Chattanooga	Monday, May 2 from 2-4pm

We look forward to sharing our vision and hearing your thoughts.

What if you are unable to attend one of the provider forums? You will be able to access a webinar with this information, which will be available at <http://www.tn.gov/tenncare/topic/quiltss> at the conclusion of all community forums. Once you've attended the webinar, you will be directed to a site where you can provide your input.

QuILTSS Workforce Development Forums April and May 2016

Date Time	City	Convening Location
Apr 25 2-4pm	Memphis	Benjamin L. Hooks Public Library 3030 Poplar Avenue Memphis
Apr 26 9-11am	Union City	Obion County Public Library 1221 East Reelfoot Avenue Union City
Apr 27 1-3pm	Nashville	Fifty Forward Knowles Center 174 Rains Avenue Nashville
Apr 28 2-4pm	Johnson City	The Millennium Centre 2001 Millennium Place Johnson City
Apr 29 9-11am	Knoxville	John T. O'Connor Senior Center 611 Winona Street Knoxville
May 2 2-4pm	Chattanooga	University of Tennessee Chattanooga University Center 642 E. 5 th Street Chattanooga