



# Network Development Leadership Team

Guide for DCS & Provider Agencies

Tennessee Department of Children's Services | Network Development | September 2023



# Overview

---

The DCS Office of Network Development is committed to partnering with provider agencies and DCS field staff and engaging in collaborative problem solving to ensure the best possible outcomes are achieved for children. This document provides contact information for members of the Network Development Leadership Team and provides some general guidance on each members area(s) of responsibility.

Collaborative problem solving does not always lend itself to traditional working hours. This document includes both daytime and afterhours contact information and is supplemental to, but not a replacement for our routine on-call processes. We trust our internal and external partners to differentiate normal operating circumstances that can be handled through routine channels from those that require the involvement of senior leadership team members. That said, please do reach out should a circumstance arise that requires our assistance.

---

## Functional Areas

**Intake**-Jennifer Williams serves as the Director of Intake. This functional area supports DCS field staff in gathering referral information for children in need of placement and manages the placement of children in the Department's contracted temporary placements including Primary Assessment Centers, Enhanced Primary Assessment Centers, Assessment Foster Homes and Detention.

**Family Based Placement**-Susan Hicks serves as the Director of Family Based Placement. This functional area manages the placement of children in foster homes managed directly by DCS and those foster homes that are part of a provider agency network.

**Residential Placement**-LaShanda Hudson serves as the Director of Residential Placement. This functional area places children in group homes, residential treatment centers, JJ staff secure and hardware secure facilities, PRTF's, Sub Acute programs and DIDDS placements (Family Model and Supported Living Arrangements).

**Utilization Review**-Felicia Harris serves as the Director of Utilization Review. This functional area conducts regular reviews of youth in residential placement to monitor their progress. This team also supports DCS staff and all contract providers by supporting consistent decision making at CFTM's concerning stability/disruption, level changes and discharge planning. Last, this functional area provides support for provider billing/invoicing.

**Network Development/Provider Relations**-Frank Mix serves as Executive Director for Network Development and Provider Relations, overseeing the DCS placement system. Responsibilities include recruitment of new vendors, supporting existing partners and overseeing the Performance Based Contracting (PBC) system.

# Contact Information

---

**Jennifer Williams-Director of Intake**

UBS Tower  
315 Deaderick Street, 9<sup>th</sup> Floor  
Nashville, TN 37243  
p. 615-253-2360 c. 615-881-6324  
[Jennifer.T.Williams@tn.gov](mailto:Jennifer.T.Williams@tn.gov)

**Susan Hicks-Director of Family Based Placement**

2555 Plymouth Road  
Johnson City, TN 37601  
p. 423-278-0625  
[Susan.J.Hicks@tn.gov](mailto:Susan.J.Hicks@tn.gov)

**LaShanda Hudson-Director of Residential Placement**

UBS Tower  
315 Deaderick Street, 9th Floor  
Nashville, TN 37243  
c. 615-854-0020  
[Lashanda.Hudson@tn.gov](mailto:Lashanda.Hudson@tn.gov)

**Felicia Harris-Director of Utilization Review**

600 Hearthwood Court  
Cookeville, TN 38506  
c. 931-260-5204  
[Felicia.Harris@tn.gov](mailto:Felicia.Harris@tn.gov)

**Frank Mix-Executive Director of Network Development/Provider Relations**

UBS Tower-9<sup>th</sup> Floor  
315 Deaderick Street  
Nashville, TN 37243  
p. 615-741-9164 c. 615-319-6595  
[Frank.Mix@tn.gov](mailto:Frank.Mix@tn.gov)