



2019



A Message from Commissioner Danielle W. Barnes



We're changing the way we do business.

It's been an exciting year for the Tennessee Department of Human Services (TDHS); a year of transition and transformation. Over the past few years, TDHS has been on a trajectory to connect more deeply with customers, our employees, and all of our partners.

Earlier this year, the Department's leadership team realized that we had reached many of our goals in improving the lives of Tennesseans. However, it was time for us to take a bold step forward in how we operate as a Department so that we can have a greater impact on the communities served if we truly want families to thrive. As a result, this spring, we launched a new mission statement, vision statement and core values.

TDHS Mission Statement: To build strong families by connecting Tennesseans to employment, education and support services.

TDHS Vision Statement: To revolutionize the customer experience through innovation and a seamless network of services.

TDHS Core Values: High Performance, Collaboration, Continuous Improvement, A Share Vision, Customer-Centered Solutions



This transformative approach has unified the team in our efforts to improve service delivery and has been tagged as "We Are One DHS." "We Are One DHS," is how we identify our collective effort internally to refine business processes to make our work more impactful

and less cumbersome. TDHS is moving toward more self-service options, allowing our customers more access than ever before. We're seeking the customer voice on what matters to them more fervently than ever. Our team of employees and our customers are informing the process and will continue to help us define the customer journey. We're continuing to invest in the talent of our Department and restructuring areas to prepare us for future success. There's a lot on the horizon for TDHS, our partners, and those we serve.



TDHS is aligning our vision with Governor Bill Lee's key priorities in the following ways: 1) Helping our customers enter or re-enter the workforce; 2) Connecting our customers to the resources they need throughout Tennessee; and 3) Improving upon the social determinants of health.

The TDHS transformation journey is intended to lead to more Tennesseans with sustainable, rewarding employment, more interconnectedness among service providers, and strengthening the state as a whole. The state fiscal year 2018-2019 annual report provides a glimpse into the progress we're making. I welcome you to review the annual report and engage with us on our journey. Over the following pages you'll see a few of our accomplishments and highlights, innovations we're making in delivering services to our customers, customer success stories, and so much more. Finally, I'd like to thank each and every person, organization, partner and TDHS customer that helps us as we continue to build a thriving Tennessee.

Danielle W. Barnes, Commissioner

These Department of Human Services Programs and Services are Available Across Tennessee



Supplemental Nutrition Assistance Program (SNAP)

Child and Adult Care Food Program

Summer Food Service Program

Families First (TANF)



Child Care Resource & Referral Service

Child Care Licensing

Child Care Assistance



Services for the Blind and Visually Impaired



Services for the Deaf and Hard of Hearing



Vocational Rehabilitation



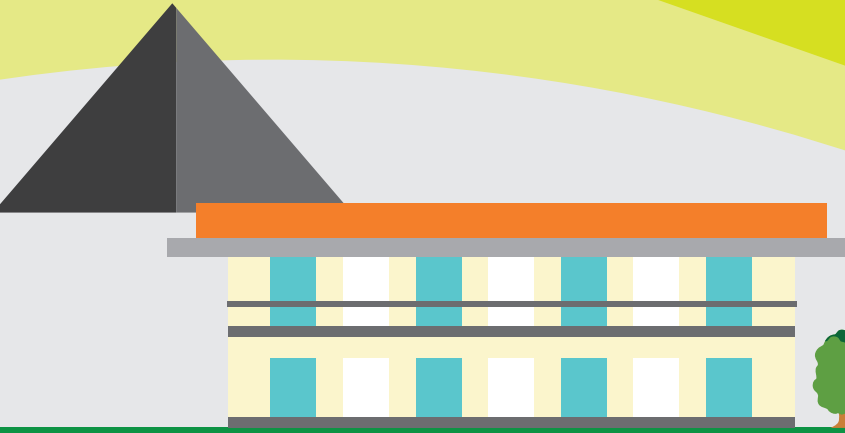
Disability Determination Services (DDS)



Adult Protective Services (APS)



Child Support Program



Tennessee Rehabilitation Center at Smyrna

Tennessee Technology Access Program (TTAP)

Community Tennessee Rehabilitation Centers (CTRC's)



Community Service Contract Programs



The 2018-2019 State Fiscal Year has been productive for the Tennessee Department of Human Services (TDHS). The hard work of our teams and partners has resulted in national recognition, upward mobility for TDHS customers and a number of program improvements that meet the needs of Tennesseans.

ACCOMPLISHMENTS

Families First

The U.S. Department of Health and Human Services requires each state's Temporary Assistance for Needy Families program (TANF, known in Tennessee as Families First) to meet two work participation rates, which are measurements of how well the state succeeds in helping work eligible individuals find employment. The Families First program successfully met both its overall and two-parent work participation rates for fiscal year 2018, among 21 other states in the nation to reach this important measurement. This is the second consecutive fiscal year Tennessee has met both work participation rates.

Disability Determination Services

In March 2019, Tennessee's Disability Determination Services team achieved the highest ranking in the nation for initial accuracy rate, a quality assurance measure.

DDS/SOAR Program

Since 2006, Disability Determination Services (DDS) has participated in an initiative titled SOAR (SSI/SSDI Outreach, Access and Recovery). This initiative is designed to increase access to Supplemental Security Income (SSI)/ Social Security Disability (SSDI) for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder. SOAR Regional Coordinators

provide training and support to local providers. Tennessee's DDS Specialty Examiner group was named one as of the top 10 in the nation with the highest approvals for SOAR claims at an 82% approval rate. Given the above, the SOAR Specialty Examiner Group was awarded a 2019 Social Security Administration Regional Commissioner Honor Award for customer service.



The TN DDS SOAR Specialty Examiner Group.

The Certified Production Technician (CPT)

The Certified Production Technician (CPT) Area of Study is being offered at TRC-Smyrna through a partnership with the Tennessee Department of Labor and Workforce Development (TDLWD), Tennessee College of Applied Technology (TCAT) Murfreesboro, and the Rutherford County Chamber of Commerce Manufacturing Council. The CPT Area of Study has been expanded to include a new Certified Logistics Associate/Technician Area of Study. Both programs will offer students the opportunity to obtain nationally recognized credentials.

Child Care

TDHS Child Care Licensing is receiving recognition for its new requirements designed to promote good health in state licensed child care agencies. The National Resource Center for Health and Safety in Child Care and Early Education has ranked Tennessee's child care regulations as 1st in the nation as most supportive of obesity prevention. Previously, Tennessee was ranked 39th, marking a substantial improvement.

Child Care

To take a proactive approach in working with partners to stop unlicensed child care ads, TDHS initiated a working relationship with Attorney General Herbert H. Slatery, and the Division of Consumer Affairs of the Tennessee Department of Commerce and Insurance (TDCI) to protect parents from misleading advertising by unlicensed day

care operations. TDHS, TDCI, and the Attorney General's Office have been conducting an industry-wide investigation of online child care advertisements. These efforts were further enumerated with a letter from Attorney General Slatery to Care.com, Inc. to bring misleading child care ads to Care.com's attention and seek their help in addressing this problem.



Tennessee Rehabilitation Center Smyrna and CVS Caremark Partnership

TRC-Smyrna, in partnership with CVS Health, began a new program featuring a mock CVS Pharmacy on the TRC-Smyrna Campus and complimentary training programs. The program includes two tracts of study: Customer Care only or Customer Care and Pharmacy Technician. In order to enter the Pharmacy Technician tract of the program, students are required to go through and successfully complete the Customer Care tract. After either tract, students can begin their job search. All students who complete the program have the opportunity to apply and interview for a position with CVS Pharmacy in retail operations or, if certified, as a Pharmacy Technician following the completion of the training program. The collaboration with CVS Health continues a greater focus that TDHS has had to more closely connect TRC Smyrna with employers in Middle Tennessee and across the state.

Every student at the TRC now takes part in workplace learning that's connected with an employer.



TRC-Smyrna, a comprehensive residential vocational rehabilitation training center, is 1 of 8 in the Country.

Food Programs

In state fiscal year 2019, the Child and Adult Care Food Program provided approximately 33 million meals to Tennessee children and elderly adults. Additionally, the Summer Food Service Program served approximately 3.1 million meals in summer 2019. The nutrition programs have also been awarded a \$100,000 grant from the United States Department of Agriculture (USDA) to increase training and technical assistance for local level partners, an innovative approach to reducing fraud.

Customer Service

The TDHS Public Information and Legislative Office (PILO) Customer Service team improved quantification of customer service delivery and customer experience through dozens of live statistic dashboards for TDHS employees to view their daily work, managers to monitor performance, and leadership to access enhanced customer-driven data for decision-making. As part of the team's work, in office wait times which had been as high as 2 hours, have been reduced to approximately 17 minutes on average.

QUALITY SERVICES

Quality Improvement and Strategic Solutions

QISS led completion of initial department-wide Baldrige baseline assessment, the first step for TDHS in reaching a designation of performance excellence.

Child Support Guideline Updates

Child Support Staff, IV-D magistrates, private attorneys and others have worked since 2017 to review and update Tennessee's Child Support Guidelines which are used to determine the amount of support owed. New proposed updates are scheduled to become effective in December

2019. The revised Guidelines will comply with updates in Federal rules such as a self-support reserve for low-income customers, allowing a non-parent relative's medical insurance coverage to satisfy child support requirements and clarifying factors that must be considered before imputing income to establish an order.

New Child Care Licensing Rules

The Department promulgated new child and adult care licensing rules effective July 30, 2018 to increase standards that promote developmentally appropriate practices, enhance early learning, and foster parental engagement while maintaining the health, safety and supervision of children.

Operations

The Business Transformation initiative has made significant progress this fiscal year. The Enterprise System Modernization (ESM) portion of the overall transformation effort is in the procurement phase, as well as work on solutions to be deployed in the short-term. The business readiness, communication planning, and organizational change management pieces of the transformation have started with a coordinated effort involving both internal teams, and outside assistance. The transformation will deploy well-integrated systems to support TDHS customer-focused practices, such as coordination of services, self-service capabilities, and providing technology with a modern look and feel.

MEETING THE NEEDS OF TENNESSEANS

Vocational Rehabilitation/Pre-Employment Transition Services

The Vocational Rehabilitation (VR) Program continues to make significant progress in the delivery of pre-employment transition services (Pre-ETS) to students with

disabilities ages 14-22 across Tennessee. Pre-ETS services include counseling in post-secondary education, career exploration, self-advocacy, workplace readiness, and work-based learning. In partnership and coordination with the Tennessee Department of Education and local education agencies, VR has increased the delivery of Pre-ETS services by over 300%. During the 2018-2019 school year, VR's contracted community rehabilitation providers (CRPs) delivered over 42,000 pre-employment transition services to students with disabilities.

Vocational Rehabilitation

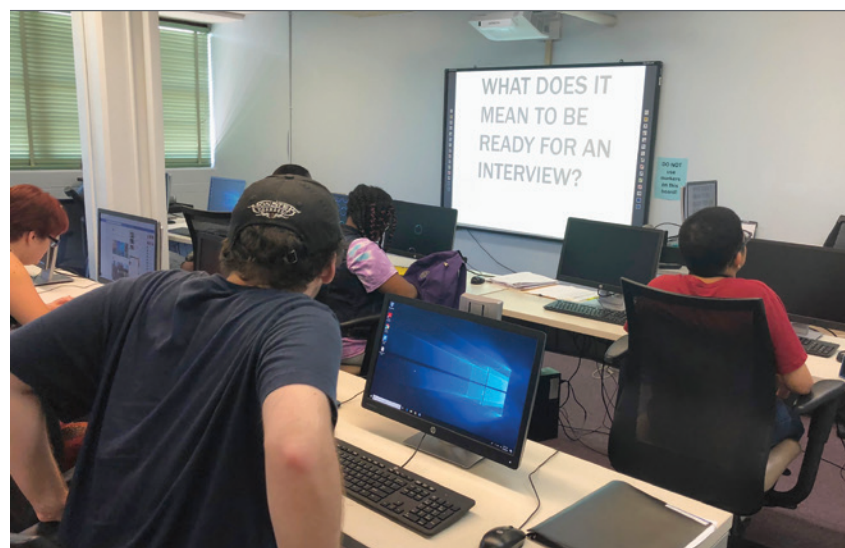
In June 2019, the TDHS Vocational Rehabilitation program launched a new website to expand the state's capacity to provide high-quality, evidence-based pre-employment transition services that lead to successful post-secondary and employment outcomes for students with disabilities. Working with experts from Vanderbilt University-Kennedy Center, Transition Tennessee's Pre-ETS Blueprint is the online hub for professional development and resources on Pre-Employment Transition Services. This blueprint offers guidance on the components of Pre-ETS to assist providers in delivering high quality services to students with disabilities transitioning to higher education and employment.

Tennessee Rehabilitation Center at Smyrna (TRC-Smyrna)

In January 2019, TRC-Smyrna began the groundwork to transition center operations and all services to a new Career and Technical Education Model, which is now complete. The transformation included revamping the admission, intake and orientation processes, relocating departments, reorganizing staff and drafting new procedures. The new model also replaced the previous 40-year-old program design with a new Areas of Study curriculum to enable individuals enrolled to obtain the skills, industry certifications and/or national credentials needed to succeed in competitive integrated employment of today's labor market.



Screenshot from Transition Tennessee's Pre-ETS Blueprint website.



TRC students prepare for class to begin.





Child Care Services

To assist child care providers in attaining higher standards and increase availability of child care to Tennessee citizens, TDHS raised overall child care reimbursement rates. By raising the reimbursement rates for agencies participating in the Child Care Certificate Program, TDHS is supporting them in reaching those higher expectations of quality.

Child Care Services also had an intentional focus on areas of the state identified as either distressed or child care deserts.

Beginning in July 2019, TDHS began to provide a 15% bonus above the current child care subsidy rate to providers operating in child care deserts or distressed counties. Providers anywhere in the state who offer care during non-traditional hours will also receive the 15% bonus.

Child Care

Through the TDHS partnership with the Governor's Books from Birth Foundation, TDHS staff have successfully registered approximately 33,380 children in the program so each age-eligible child may enjoy a free book to read and keep each month as they establish their own family library at home.

Adult Protective Services and Child Care Legal Interventions

Over the past fiscal year, the TDHS Office of General Counsel (OGC) represented the Department in 60 legal enforcement actions involving child care providers, including 18 appeals before the Child Care Board of Review. The legal enforcement actions consisted of remedies such as civil penalties, probation, restricted licenses, and revocation of licenses due to inadequate care of children. From January 1, 2019 to June 30, 2019, the OGC filed a total of 40 Adult Protective Services legal interventions to protect the elderly

and adults with disabilities. These legal interventions encompassed conservatorships, custody and temporary guardianships, mental and physical examination requests, and search warrants.

Child Support Services

In state fiscal year 2019, the Child Support Program collected approximately \$611 million on behalf of children and families.

Tennessee Child Support Employment and Parenting Program (TCSEPP)

The Department expanded the Tennessee Child Support Employment and Parenting Program (TCSEPP) into the 5th Judicial District, Blount County, an area of high need. The TCSEPP program helps non-custodial parents acquire skills and employment to help them become successful, rebuild families and pay child support obligations.

The Child Support Parent Employment Demonstration (CSPED) program

The Child Support Parent Employment Demonstration (CSPED) program expanded to the 3 largest unserved Child Support Judicial Districts including Murfreesboro, Clarksville, and Jackson to allow for greater impact within the statewide child support caseload and more families served.

Families First/TANF

Families First/TANF legislation was implemented on December 1, 2018 including an increase in the TANF cash allotment by 26% for a household size of 3. The legislation also implemented a work incentive payment that rewards Families First/TANF customers who become employed and are determined no longer eligible for the program due to an increase in their income. The incentive payment also allows program participants to smoothly transition off of the program and into position of self-sustainability.

Innovation in Service Delivery

TDHS is committed to transforming how we do business to best serve Tennesseans. The TDHS team remains focused and is moving full steam ahead to go further than just great customer service to a revolutionary customer experience. The foundation of the customer experience is built around how TDHS programs are designed with the customer in mind. Keeping this concept on the forefront, the TDHS team has been working to rethink how we operate our programs, continuing to implement more customer focused changes. Here are examples of innovations in service delivery:

The **Public Information & Legislative Office Customer Service Team** has worked to integrate the Customer Service Management system into a wide variety of channels including phone, email, chat, and web forms into one service delivery platform. This allows a streamlined approach to handling customer inquiries and identifying opportunities for improvement.

The **Family Assistance and Vocational Rehabilitation workforce programs** aligned with the nine Workforce Innovation and Opportunity Act (WIOA) regions. The alignment allows staff from multiple agencies to collaborate easily and services to flow more seamlessly to citizens of the region.

The Families First/TANF program implemented an **electronic personal responsibility plan (PRP) document** which allows our customers to sign the required PRP document electronically in lieu of traveling to the office simply to sign a form or mailing a signed form. This step helps meet the needs of our customers without having to visit the county offices.

The Child Support Program placed payment kiosks in Chattanooga and Memphis offices, providing another convenient option for non-custodial parents to make child support payments.



From April 2019 to June 2019, the new kiosks processed 449 payments totaling \$94,111.30.

The **Child Support Program obtained a text messaging service** as a means to communicate with Child Support customers more directly. Currently, the service is used to notify delinquent non-custodial parents of various child support payment options.

The Child Support Case Resolutions team, in partnership with the DHS Public Information and Legislative Office has led **implementation of ServiceNow, a tool used for tracking and monitoring child support inquiries including phone calls**. ServiceNow allows the monitoring of resolution time and the quality of customer service. It also provides a method for identifying any training needs within the program. One future improvement will allow the Case Resolutions team to identify and take proactive steps to prevent repeat inquiries.

The Child Support Case Resolutions Team works 1,100-1,300 inquiries per month.

Innovation in Service Delivery

The **Child Support Program and Supplemental Nutrition Assistance Program (SNAP)** initiated a **collaborative effort** to support non-custodial parents that are actively receiving SNAP benefits and participating in employment training activities. Child Support will limit the use of enforcement actions such as license revocation, contempt hearings, and other remedies while the non-custodial parent is enrolled in an employment training program. In doing so, the non-custodial parent can fully focus on obtaining sustainable employment prior to re-establishing child support payments.

Child Care Services is partnering with the **SNAP program** to provide child care payment assistance to SNAP Employment and Training participants who list child care as barrier to seeking and maintaining employment.

An option was added to the **Family Assistance Service Center (FASC) call line for customers to hear about local job opportunities** in urban and rural areas of Tennessee.

In January 2019, TDHS **Community Service Block Grant (CSBG) community action agencies provided transportation services for customers** to attend TDHS hosted Employment and Education Resource Fairs. The Department hosts resource fairs monthly in a variety of counties, with an emphasis on the following 10 distressed counties: Campbell, Claiborne, Cocke, Fentress, Grundy, Hardeman, Haywood, Perry, Wayne and Van Buren.



The TDHS **Division of Quality Improvement and Strategic Solutions (QISS)** has restructured in order to bring more value and impact to the changing needs of **TDHS** and its customers while supporting the new mission and vision of the Department. This division is tasked with supporting the Department's mission and enhancing the effectiveness, quality, and efficiency of the Department's strategic initiatives. The key innovations of the restructure include a new Data Strategies Unit (DSU) and a Continuous Quality Improvement Unit (CQI).

The **TRC-Smyrna Student Health Services program was restructured to a Wellness Center model** of service delivery. The Wellness Center will utilize more community resources to render urgent or acute care as needed to ensure students' successful participation in their area of study, but will focus primarily on teaching students ways to maintain their own health at an optimal level.

TRC-Smyrna opened the new Eagles Nest campus retail store

The Eagles Nest provides hands-on training in customer service, retail stock and inventory, display set-up, point of sale, and alternative payment transactions for students. The students also provided creative merchandise to sell and volunteer for work assignments. The Eagles Nest is sponsored by TRC-Smyrna Student Government, which is a representative structure for students to engage in the opportunity to participate as involved partners at TRC-Smyrna.

Tennessee Rehabilitation Center at Smyrna Transitions to Career and Technology Model

The Tennessee Department of Human Services' Tennessee Rehabilitation Center at Smyrna, (TRC-Smyrna) has recently undergone a significant change in its service delivery model. TRC-Smyrna is one of only eight comprehensive training centers of its kind in the nation providing training for people with disabilities who are seeking integrated and competitive community-based employment opportunities within their home communities.

Under the Career and Technology model, students will have an opportunity to obtain nationally recognized credentials in all training programs or a certificate of completion. Students will not be required to choose an area of study prior to the first quarter. The student will have the opportunity to take introductory-level courses to



TRC-Smyrna's new Eagles Nest Campus Retail Store.

determine or confirm their interest and ability in a given area. As always, a Vocational Rehabilitation Counselor (VRC) will be included in the decision-making process and will be notified prior to a student choosing or changing an area of study.

Each student's class schedule will be individualized to the student's needs. Each student will have required courses to complete his or her area of study, prerequisites needed to help them in areas they need, and elective courses they choose to take. With the area of study individualized to the student, the length of time required for completion will vary from student to student with the focus being on optimizing student success. Students will have the opportunity to sign up for courses that are specific to their needs as well as interests.

*The real-life experiences of TDHS customers who have benefited from programs and services are scattered throughout the report. Their stories illustrate just how TDHS programs and services can act as a catalyst for individuals and families to build better, more economically sustainable lives for themselves. *Names have been changed to protect the privacy of customers requesting anonymity.*

Social Services Block Grant in Action

When Ms. Larnetta Gully met Case Manager Regina Baiden from Fifty Forward's Adult Day Care (ADC) program, Ms. Gully was in dire straits. At their first meeting, it was discovered that Ms. Gully had no food. Ms. Baiden gave her enough emergency food stored in her car to last until her first day at the ADC, where they serve breakfast, lunch and a snack. She also signed Ms. Gully up for Meals on Wheels, which is still providing much-needed services. After paying her rent each month, Ms. Gully only had \$224 left — and she needed to buy food and prescriptions, in addition to paying doctors and utility bills. Ms. Gully had to choose which ones to pay, because she did not have enough to cover all of her essential expenses.

On top of her financial concerns, Ms. Gully had just arrived home from physical rehabilitation for her second major spine surgery when she received a notice that she had 60 days to vacate her home because her landlord was doing renovations. She was able to find a new place to live, but it was upstairs, and she had to climb steps with her walker and other items as she left and returned home. Ms. Baiden assisted Ms. Gully with getting an appointment for low-income/disability housing within 30 days of their meeting. She also helped Ms. Gully acquire desperately needed dental care through a free dental clinic provided by the Meharry Medical College School of Dentistry. "Regina has restored my confidence and self-esteem, which had been lost," Ms. Gully said. "I'm THRIVING now!"



“Regina has restored my confidence and self-esteem, which had been lost,” Ms. Gully said. “I’m THRIVING now!”

Families First Impact in Shelby County

Jasmine Bailey was referred to America Works of Tennessee, a TDHS Families First contract partner, in April 2018 as a single mother trying to complete her junior year of undergraduate school at the University of Memphis. In August 2018, Jasmine decided that she would like to pursue her dream of becoming a lawyer. For one of her law school applications, Jasmine had to write an essay about why she wanted to become a lawyer and any obstacles she'd overcome. Although Jasmine was initially nervous about the essay, her career advisor encouraged her to apply, and he proofread her essay before she submitted it. Throughout her essay, Jasmine explained how she was a single parent and a victim of domestic violence living in a shelter with a new baby. The lights would turn off at night so Jasmine would have to use her flashlight in order to complete her homework. With the help of America Works, Jasmine was able to get housing, counseling, and support during this difficult time. America Works was also able to cover the cost of Jasmine's law school applications, as well as her LSAT exam. As a result, Jasmine has been accepted to three law schools thus far and is scheduled to complete her undergraduate degree in fall 2019.



Families First/SNAP Impact in Henry County

Stephanie Farmer is a 31-year-old mom of 2 preschoolers who participated in the Families First and SNAP programs. From the start of her time as a TDHS customer, Stephanie was motivated to return to school and improve her life for her and her sons. Stephanie knew that she wanted to enter the healthcare field but wasn't completely sure what she wanted to do. Through counseling and connection to TDHS Family Assistance supplemental services: Family Focused Solutions and Employment and Case Management Services, she was able to determine that she wanted to return to school to earn a licensed practical Nurse (LPN) certificate. Stephanie had reliable transportation and was able to commute to a neighboring town to participate in the LPN classes at the Tennessee College of Applied Technology (TCAT). Stephanie started LPN classes in April 2018 and graduated in May 2019. She was consistently at the top of her class in test scores and graduated at the top of her class. After graduation, Stephanie took her licensing exam and passed the first time. She immediately began looking for jobs and was hired as an LPN at a health and rehabilitation center.



Stephanie's story doesn't end there. ►



- ▶ Stephanie is currently enrolled in a community college where she will complete required pre-requisite classes to be accepted into a LPN-Registered Nurse bridge program. She has begun taking classes and hopes to be accepted in the LPN-RN bridge program by December 2020. She is excited to work full-time and complete her educational goals. She also looks forward to being able to provide a stable home for her children through her hard work. Ms. Farmer credits SNAP and Families First with offering her opportunities for assistance, education, and motivation to set and reach her education and career goals.

Chris* Bledsoe County Transition School to Work

Bledsoe County's Transition School to Work (TSW) program enrolled Chris as a pre-employment transition services (Pre-ETS) recipient in October 2017. Chris was 18-years-old and a high school senior at the time. He was referred for Pre-ETS by his special education teacher.

When Chris started with TSW, he was having issues with truancy. TSW staff began working with Chris by assisting him with job exploration activities, self-advocacy, workplace readiness and post-secondary counseling. TSW staff also counseled Chris on the importance of attending high school regularly as it impacts his ability to pursue further education after high school. Chris was advised that if he would attend school regularly, the Vocational Rehabilitation Program (VR) would be able to better assist him with attending vocational school after high school.

In addition to receiving Pre-ETS services, Chris was referred to the Vocational Rehabilitation program. Vocational Rehabilitation Counselor Randall Allen, met with Chris and began working with him to develop a vocational plan following high school. Mr. Allen met and counseled Chris on many occasions and Chris looked to Mr. Allen for guidance.

Because he enjoyed welding and his welding teacher, Chris settled on welding as his vocational objective. TSW staff assisted Chris with getting his Federal Application for Student Aid (FASFA) application completed and took Chris on tours of the welding programs at Chattanooga State Community College and the TCAT in Crossville. After the tours, Chris decided that he liked the TCAT-Crossville best, so TSW staff assisted him with his application to school and Mr. Allen met with him to review the range of assistance the VR program could provide while he was in training.

Chris was accepted into the TCAT-Crossville welding program and began in June of 2018. Chris graduated with honors from



- ▶ the welding program in May of 2019. Shortly after graduating from the program, Chris accepted a position with a construction company that installs and repairs guardrails. According to Chris, he has a wonderful job, is currently engaged to be married, and will be moving into his own home soon. Chris states he was motivated by his Vocational Rehabilitation Counselor, the TSW staff and his welding teacher to press forward to obtain the training he needed to have a better life. Chris added he could not have completed his training if not for those who assisted him in the process. Chris' story highlights the importance of a seamless transition from high school to adulthood that requires the collaboration of local schools and the VR program.

Project SEARCH Helps Tennesseans with Disabilities Reach their Employment Goals

Rashad Ward came to VR as a very soft-spoken 22-year-old. He struggled with socialization, often avoiding eye contact with other people, shying away from crowds or engaging in idle conversation. Rashad had a difficult time relating to his peers and felt more comfortable interacting with children and older adults. Rashad has a strong interest in writing and books. He hoped to find a job that allowed him to pursue his interests; however, he didn't like to share his interests with others.



Rashad came to VR looking for new opportunities to improve his career prospects.

As a result of counseling and guidance with his VR counselor he chose to participate in the Project SEARCH-Amerigroup cohort to further his career. This appeared to be a great fit because he had a passion for writing and working with Amerigroup would allow him to utilize that skill. From the beginning, it was clear that Rashad was professional in his interactions with Amerigroup and Progress Inc. staff; yet, he struggled in unstructured communication (i.e. interacting with peers in the program during break/lunch). There was a concern about his ability to maintain his composure in a large crowd, and not allow his anxiety to rule him.

Throughout the duration of the nine month training program, Rashad displayed tremendous growth. Through the training program he was able to develop coping skills to decrease his anxiety and develop relationships with his peers. He participated in mock interviews with business professionals and displayed a professional demeanor, maintained eye contact, and provided relevant responses to the questions posed. Additionally, Rashad developed a presentation that communicated his employment journey and future plans during a Business Advisory Council meeting. Finally, at the culmination of his Project SEARCH journey, Rashad spoke to the audience at graduation about the skills he had gained, both personally and professionally. He was poised, articulate, and confident. Everyone raved about his social transformation. The highlight was his ability to conduct a job search independently, schedule an interview and secure a position with Progress Inc. as a Job Coach, helping to develop future interns in the Project SEARCH-Vanderbilt cohort during the upcoming year.



Independent Living Services Make a Difference

Ms. Lawing was a customer of the Blind and Visually Impaired Services - Independent Living Services program. She was ecstatic to receive services as her vision loss had progressed over the last few years due to a variety of health problems. She was starting to feel like a constant burden on friends and family because she couldn't read her mail due to vision loss. It was frustrating for her. She enjoyed reading gardening magazines, sewing, cooking and completing puzzles prior to experiencing diminishing vision. She was feeling aimless and distraught. In early 2019, Ms. Lawing met Ashley Ray, a Rehabilitation Instructor, for the first time. "When I met Ashley, there seemed to be a glimmer of hope of regaining control of my life."



"When I met Ashley, there seemed to be a glimmer of hope of regaining control of my life."

Ms. Lawing

Upon Ashley's initial visit, they talked at length about Ms. Lawing's goals for increasing her independence in the home, including her struggles with reading printed materials such as mail and magazines, working independently in the kitchen and communicating effectively. "Ashley patiently listened as I explained my problems and I was confident she understood my situation."

"Ashley patiently listened as I explained my problems and I was confident she understood my situation."

Ms. Lawing

Ashley assessed her needs for magnifiers with a variety of devices and one in particular was of interest to Ms. Lawing. It was a magnifier which allowed her to adjust the magnification strength. Ashley continued to evaluate Ms. Lawing's daily living needs and identified items to help with sewing, listening to books and cooking independently. When Ashley arrived with the new magnifier Ms. Lawing insisted on reading several things out loud. They laughed with each other about Ms. Lawing's enthusiasm and the progress she was making. Ashley worked with Ms. Lawing on several occasions and once she felt Ms. Lawing's independence had increased and her goals had been reached, the case was closed in May 2019. "The confidence I found was empowering, I no longer felt constrained to eating microwave meals, watching endless amounts of television and at the whim of whoever was free to read my mail. I now can cook safely in the kitchen; listen to audio books and read my mail at my leisure. I am very appreciative of the Independent Living Services. Thank you for all you have done!"

Workforce Council Resource Fairs Making an Impact

The TDHS Workforce Council hosts Employment and Education Resource Fairs across the state monthly in an effort to connect customers to resources and services to strengthen their lives. This year, there has been an intentional focus on hosting resource fairs in Tennessee's distressed counties. Of note, the TDHS Workforce Council partnered with the Second Harvest Food Bank of Middle Tennessee in a resource fair full of community resources, including food distribution.



Partners in a combination of Employment and Education Resource Fairs included: Second Harvest Food Bank of Middle Tennessee, the Marshall and White County Housing Authorities, the Sumner County Paraclete Center, Community Action Agencies, Legal Aid, Tennessee Department of Corrections, the Mobile American Job Centers (AJCs), the Census Bureau, Marshall, White, Sumner, and Benton County Police Departments, TDHS WIOA core partner program staff, the Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS), and the Benton County TDHS Office. Together, TDHS customers were provided with employment, education, mental health, addiction recovery, and food reaching a total of 700 households. (150 in Marshall, 142 in White, 278 in Sumner, and 130 in Benton Counties). Customers in attendance at the Marshall, White, and Sumner County events expressed that they were especially appreciative of the food distribution outreach due to heavy rain in the area that threatened flooding during the week of the event. The Benton County Resource Fair and Food Distribution event was coordinated based on the county's unemployment rate and in conjunction with the Department's Summer Feeding initiative which ensures families across Tennessee have the resources and nutrition education needed to maintain a healthy diet over the summer break and encourages continued stimulation for children to learn, grow, and play when it's time for back to school.

Together, TDHS customers were provided with employment, education, mental health, addiction recovery, and food reaching a total of



700
households.

Households Impacted:
150 in Marshall County
142 in White County
278 in Sumner County
130 in Benton County

Child Support Customer Finds Success

Jonathan Weidemann enrolled in the Tennessee Child Support Employment and Parenting Program (TCSEPP) in April 2017. At that time he had nine children in the home, and his wife was expecting child number ten.

Jonathan's wife worked full-time while he stayed home and cared for the kids. Trying to find a job that worked around their schedule was difficult. Jonathan's biggest barriers to finding a job were his suspended driver's license and long gap in employment.

TCSEPP staff worked with him to get his license back. In addition, they assisted to create a resume with references and a job portfolio. The team worked diligently to help find him a job that fit his schedule.

Jonathan found a job with a local retailer and worked there until the store announced that it was going out of business. TCSEPP staff found a listing for a new job opportunity, and shared it with Jonathan. Jonathan was soon hired for the job. He enjoys his job and has been employed there since December 2018. Through his consistent employment, Jonathan is currently able to make his child support payments. Although Jonathan successfully exited the TCSEPP program, staff continue to assist when needed and have assisted him with a child support modification request.



Community Services Block Grant Helps Create Employment Track for Upper East Tennesseans

Creative Cuisine is a culinary arts education program offered by the Upper East Tennessee Human Development Agency (UETHDA), a TDHS Community Services Block Grant (CSBG) partner. Its mission is to provide a world-class culinary education as well as career development, financial management, confidence and hope for a better future to income vulnerable citizens in Northeast Tennessee. Its belief is that the whole community thrives when every neighbor is given the opportunity to succeed.



UETHDA is continually looking for ways that it can work with other community agencies to coordinate employment and training activities in the area. Local statistics suggest that low-income individuals in the region could benefit from a comprehensive culinary training program as there is a high demand for skilled labor in the restaurant and food service industry.

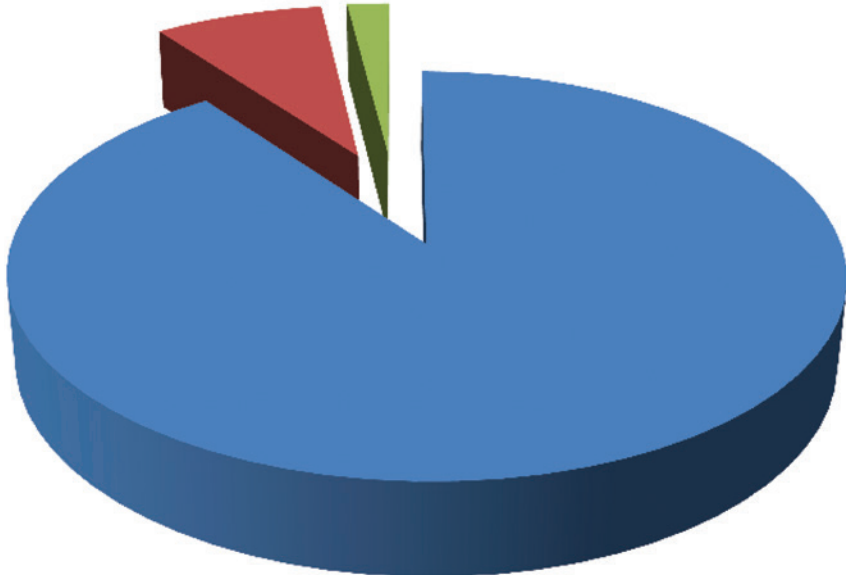
CSBG funds, through a special project, were used to set up the training facility (a local restaurant that has been donated to the program for one year), purchase training materials, and hire a qualified Chef Instructor. This first course began May 1 and students completed the program at the beginning of August.

Students received a comprehensive culinary education from quick service to fine dining. Students also received services of the Upper East Tennessee Human Development Agency as needed with the help of a Community Service Specialist.

TDHS By The Numbers

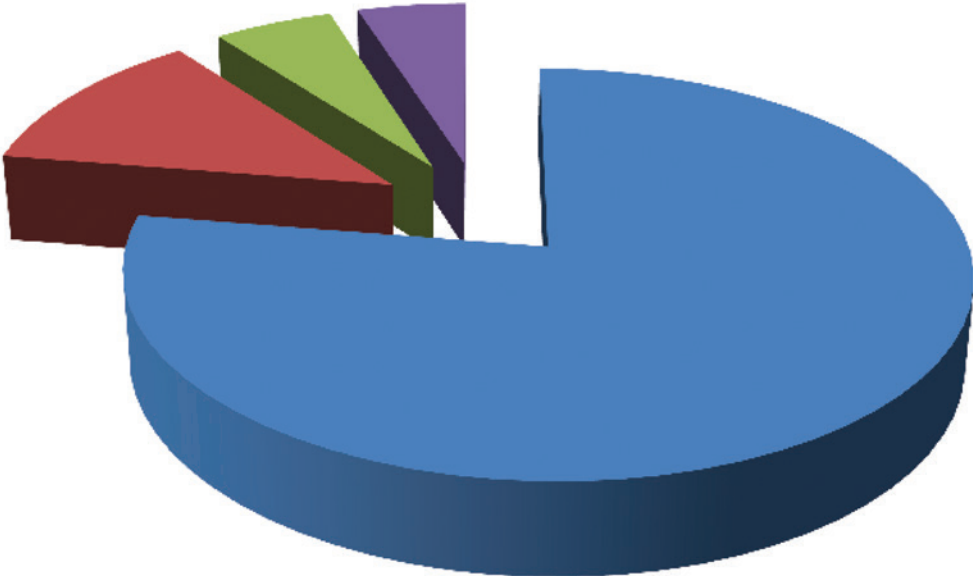


The Tennessee Department of Human Services approved budget for SFY 2019 was approximately \$2.1 billion, of which 90% is federally funded.



TDHS Revenue

- Federal
- State
- Other



TDHS Expenditures

- Family Assistance and Child Support
- Community & Social Services
- Administration
- Rehabilitation Services

Rehabilitation Services

The **Vocational Rehabilitation program** assisted **1,600 Tennesseans** with disabilities achieve their competitive integrated employment goals.



The **Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing (TCDBHH)** served over 6,036 Deaf and Hard of Hearing individuals during State Fiscal Year 2018-19. There were over **54,608** interpreting hours provided. In addition, the Centers provided outreach, referral, and advocacy to over **926 individuals** who are Deaf, Deaf-Blind and Hard of Hearing.



VR/Independent Living Services — As of June 2019, **775 individuals** with severe vision loss accessed services reached their independent living goals.



During State Fiscal Year 2019, **Tennessee Disability Determination Services** processed **97,119 claims**, which led to beginning or continuing SSA disability benefits for **34,081 Tennesseans**.



TDHS By The Numbers



During the 2018-2019 school year, **VR's contracted community rehabilitation providers** (CRPs) delivered over **42,000 pre-employment transition services** to students with disabilities.

42,000
PRE-EMPLOYMENT
TRANSITION
SERVICES

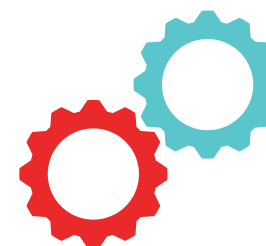
During the 2018-2019 school year, **TDHS-VR operated 47 Transition School to Work programs** across the state.



This year, **Vocational Rehabilitation program** has seen an increase of over **30% in participation** since last fiscal year, supporting **1,639 Tennesseans** in pursuing their educational goals.

30%
INCREASE

Through May 2019, more than **42,000 Pre-ETS services** were provided in the 2018-19 fiscal year. This represents a **300 percent increase** over the previous year.



Family Assistance and Child Support

The **Families First caseload** for June 2019 was approximately 19,030, representing a **12.7% decrease** since June 2018.

- For SFY 2019, an average of **287 cases closed** monthly due to employment.

12%
DECREASE

Child Support's percentage of cases under order continues to increase each year, and currently stands at **85%**. This metric is impactful as families cannot receive collections until an order for support is established.



Child Support Collections — During State Fiscal Year 2019, the Child Support Program **distributed \$610,849,582** to families in Tennessee. This represents **\$2,046.16** per case with an active child support order. Approximately **522,000 children are currently served** through Tennessee's Child Support program.



The **Child Support Parent Employment Demonstration (CSPED)** served approximately **280 parents**.



TDHS By The Numbers



The **Tennessee Child Support Employment and Parenting Program (TCSEPP)** served approximately **244 parents**.



Child Care and Community Services

Since June 2018, the **Smart Steps Child Care Payment Assistance** program has served

25,134 Children

12,224 Families

As of June 2019, **TDHS licensed**

1,693 Child Care Centers

334 Child Care Group Homes

243 Child Care Family Homes

11 Child Care Drop In Centers

For a total of **2,270 TDHS licensed child care agencies**.



The **Social Services Block Grant/Homemaker program** served a total of **1,597 clients, with an average of 66.5 hours per client**



Through our **partnership with Governor's Books from Birth Foundation** there have been **27,128 TDHS served children registered** as of June 30, 2019 to receive the monthly gift of books

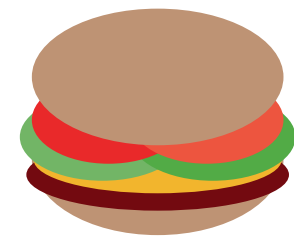


In SFY 2019 the **Child and Adult Care Food Program** provided approximately **33,000,000 meals***



**The number of meals represents those submitted for reimbursement as of June 1, 2018. The actual number served is subject to change. As a federal program, CACFP operates on a federal fiscal year schedule.*

In summer 2019 approximately **3,100,000 meals** were served.



TDHS By The Numbers



APS conducted **10,345 investigations; 707 requiring emergency response** (within 24 hours).

APS allegations reported

Emotional abuse — 3,128

Financial exploitation — 4,760

Neglect — 8,970

Physical abuse — 3,059

Self-neglect — 7,904

Sexual abuse — 650



In Tennessee, Community Action Agencies served **258,330 individuals and 162,786 households** with CSBG funds.



TDHS Employee Impact, Involvement and Engagement



The Department of Human Services employs approximately 4,000 Tennesseans, all committed to carrying out the Department's mission in their daily work. TDHS support units, such as Human Resources and the Office of Talent Management - Learning and Development, continuously develop strategies and offer services that keep the TDHS team at their best. TDHS also has a Health and Wellness Council which coordinates activities and events to support the health and well-being of the team. In addition to these tasks, employees often participate in donation drives and awareness events, honor their peers through weekly shout-outs announced to the entire TDHS team, and much more.

Coffee with Commissioner Meetings

This state fiscal year, Commissioner Barnes continued "Coffee with Commissioner" meetings, which began in 2017, to engage TDHS employees where they have the greatest impact, in their offices. Each visit gives Commissioner Barnes and members of the TDHS Leadership Team an opportunity to not only engage with employees, but also to discuss their innovative ideas on how to better serve Tennessee citizens. Coffee with Commissioner Meetings have expanded to include pop-in visits to Community Tennessee Rehabilitation Centers (CTRC), where the team has spoken to Vocational

Rehabilitation customers and sought to understand local employment needs and barriers. Given TDHS has an office in all Tennessee counties, the team has visited, or will visit offices both urban and rural communities.



Commissioner Barnes and TDHS executive leadership visit the Greenville TRC in Greene County.



TDHS Employee Impact, Involvement and Engagement



95 Strong

In May 2019, the TDHS Family Assistance Field Team began the 95 Strong summer food campaign. 95 Strong represents the commitment of all 95 TDHS Family Assistance county offices to host food drives through summer 2019. The food collected was distributed to TDHS customers in county offices or donated to a local food pantry or agency that offers summer feeding programs.

The Family Assistance offices and service centers donated hundreds of pounds of food to local food pantries, raised over \$200 dollars for Boys and Girls Clubs, donated over 150 boxes and bags of food and supplies to families, donated two 55 gallon drums full of food to various Rescue Missions, and collected over 6,500 items including baby formula, school and cleaning supplies, and clothes.



The Giles County DHS Team collected food to donate during Mission Spirit Week.



2019 Summer Feeding Project

In addition to 95 Strong, TDHS team members worked with community partners to provide much needed meals to citizens across the state:

Child Care

Child Care Services invited all licensed child care providers to participate in a food drive with the families they serve. The TDHS child care team sent informational flyers about this event to providers and collected the food items gathered at each participating agency. Twenty-six child care agencies participated resulting in a total of 1,002 pounds of food and dry goods donated to local food banks.

Child Support

In partnership with University of Tennessee (UT), a cooking class and a food demonstration was conducted with the children of incarcerated fathers at the Morgan County Residential Recovery Court. UT provided healthy recipes and chef hats for fathers, that incorporated fruits and vegetables to prepare with their children that they could enjoy served family style. Each child at the event was sent home with food in a backpack. The event was an opportunity to teach food preparation safety including hand washing, stove top/ oven safety, a knives demonstration, and when parent supervision is necessary in the kitchen.



TDHS Workforce Council

In collaboration with Second Harvest Food Bank of Middle Tennessee, food distribution services were added to Employment & Education Resource Fair events held across the state over the summer in conjunction with the 2019 Summer Feeding initiative. Through the partnership, more than 8,000 units of food was provided to attendees at TDHS Employment & Education Resource Fairs.

Family Assistance

The Temporary Assistance for Needy Families (TANF) program partnered with libraries in Carter, Monroe, Perry, and Warren counties, as well as the West Eastland Church of Christ in Sumner County to provide meals for families during the summer break. Through these efforts approximately 5,855 meals were provided to Tennesseans.

Supplemental Nutrition Assistance Program (SNAP)

In the summer of 2019, The University of Tennessee Extension Family and Consumer Sciences Department implemented a summer feeding program in 12 Tennessee counties at 14 locations. Through this program, 550 Tennesseans (336 adults, 185 youth) learned cooking skills enabling them to prepare healthy meals at home and received take-home ingredients to prepare healthy recipes for their families.



TDHS Employee Impact, Involvement and Engagement



APS Cleaning Supplies Drive

Adult Protective Services customers frequently need help with house cleaning, as they are unable to physically perform the work. APS homemakers are placed in the home to assist them. The homemakers frequently purchase cleaning supplies themselves, with no reimbursement. In June of each year APS conducts a Cleaning Supplies Drive to coincide with Elder Abuse Awareness Month in TDHS offices statewide. The annual Cleaning Supplies Drive helps APS customers have safe and clean home environments and homemakers don't have to purchase cleaning supplies from their own funds.

TDHS Human Resources, Talent Management — Learning & Development Team Supports TDHS Employees

Alternative Workplace Solutions (AWS)

The TDHS AWS Taskforce was created in 2018 to problem solve and innovate the AWS experience on behalf of their fellow employees. There are 40 employees currently participating on the AWS taskforce. TDHS has been identified as a leader in the AWS rollout across the state due to the creation of the AWS taskforce, Steering Committee, and use of an individual email to monitor, track, and respond to AWS inquiries and feedback. As a result, TDHS has been requested to provide best practices and share tips of successful AWS practices. Approximately 43% of the TDHS team is currently participating in AWS as either Home/Free Space or Mobile as of June 30, 2019, just shy of the overall goal of 43.5%.

Health and Wellness

The TDHS Health and Wellness Council coordinates activities and events to support the health and well-being of the TDHS team. The TDHS Health and Wellness Council currently has 31 council members representing the offices across the state as Site Champions and Health Ambassadors. TDHS has been recognized as a leading department in the Working for a Healthier Tennessee statewide initiative. In 2019, TDHS won first place in the areas of Well-being and Physical Activity in the all state agency challenge.

Impact of Training and Development

Talent Management — Learning & Development provides focused support driven by agency strategy to ensure that we have the ability to attract, recruit, select, develop, engage and retain staff throughout the employee life cycle. TDHS has made significant investments in the development of our Talent in building and developing capacity to meet current and future organizational needs.



Employee Learning and Professional Development

53,640 learning opportunities were provided to employees and customers between July 1, 2018 and June 30, 2019.

Learning was provided in classroom settings, web-based content, and facilitation via the WebEx environment. 290 unique courses were available for individuals.

Note: Unique Learner refers to each learner being counted once per class but may have attended several training in a category.

TDHS invests an average of 45 hours of learning per TDHS employee.

Department Sponsored Learning Academies

By investing in program participants, TDHS is affirming its confidence in the employee and their future contributions for state government. Each of the internal leadership learning opportunities below feature best practice tools and methodologies; resources from the TDHS Executive Team, workgroups to identify and offer solutions to Department specific challenges; insights from subject matter experts, and much more.

Read on to the next page for details on each learning opportunity

Learning by Category	Numbers of Unique Learners	Number of participant hours
Workplace Compliance/ Risk Management	5,261	21,520
Leadership Development (Commissioner academies, Statewide academies, New Supervisor Academy, Conferences)	668	37,266
DHS University	1,872	6,848
DHS Program Areas (New employee technical and Specialty training)	2,674	91,569
Professional Development	882	6,294
Total learning hours		163,497

TDHS Employee Impact, Involvement and Engagement



Mission Possible Leadership Academy

The Mission Possible Leadership Academy (MPLA) is a collaborative venture with the Tennessee Department of Human Resources Strategic Learning Solutions (SLS) division. MPLA is a competency-based leadership development program tailored to meet the identified leadership needs of the Department. Up to 40 participants engage in a six-month leadership study that is based on identified core competencies.

Mission Possible Emerging Leaders Academy

The DHS Mission Possible Emerging Leaders Academy (MPELA) is a collaborative venture with the Tennessee Department of Human Resources Strategic Learning Solutions (SLS) division. The Mission Possible Emerging Leaders Academy has been created for employees who are not currently in a management role. The Mission Possible Emerging Leaders Academy offers our agency an excellent tool to develop leaders and a unique opportunity for those motivated to lead. It is a competency-based leadership development program for up to 45 participants. Participants engage in a four-month leadership study that is based on identified core competencies, such as Planning, Composure, Problem-Solving, and Self-Knowledge.



2019 Mission Possible Leadership Academy Class.



2019 Mission Possible Emerging Leaders Academy Class.

Impact of Partnerships

The Tennessee Department of Human Services serves approximately 2 million Tennesseans, but we don't do it alone as an organization. TDHS has partners on a federal, state and local level – including employers, state departments, national organizations, community organizations, contractors, and others, who come together to strengthen families and build a thriving Tennessee. TDHS makes collective impact of all partners a priority through convenings, conferences, group trainings, networking, intentional collaborations and much more.

Workforce Council (WFC)

TDHS has an internal Workforce Council which functions as the hub of information and resources for internal/ external customers regarding education, work, volunteer, and apprenticeship opportunities leading to sustainable employment for a thriving Tennessee. The TDHS Workforce Council is comprised of program staff recommended by the Executive Leadership Team and regularly collaborates with state enterprise-wide Workforce Innovation and Opportunity Act (WIOA) partners. Together the WFC works across agency and programmatic boundaries to conveniently provide mutual area customers with the best combination of employment and education services (i.e. employment opportunities, comprehensive job placement assistance, one-on-one career coaching, job search, resume writing, JOBS4TN registration, interviewing skills, college preparation, TN Reconnect enrollment, and mental health and addiction services), and network with joint community partners to engage with area employers through the Department's sponsored 42 Employment & Education Resource Fairs held in all regions of the State as well as in the distressed counties monthly.

42 Employment & Education Resource Fairs



TDHS and Second Harvest Food Bank of Middle Tennessee representatives prepare wagons with food during an Employment, Education and Resource Fair with Food Distribution in Benton County.

Impact of Partnerships

WFC Nashville Chamber of Commerce Partnership

In SFY 2019, TDHS joined the Nashville Chamber of Commerce, the region's largest business federation representing more than 2,000 member businesses in middle Tennessee. The Department proactively works with the Chamber of Commerce on a variety of mutual employment and education initiatives by utilizing workforce data to identify and fill skills gaps in the Nashville region.

The Nashville Chamber of Commerce has been instrumental in collaborating with other Chambers across the state and the Tennessee Department of Labor and Workforce Development (TDLWD) Mobile American Job Center coordinators, to hold resource fairs at their locations. Also, the Director of Adult Talent Initiatives at the Nashville Chamber and the WFC work together to assist adult customers get to and through school. Also a team of TN Reconnect Navigators based on campuses in Middle TN are readily available to provide friendly assistance and support with FAFSA, Reconnect Grants, or anything else students may need after starting classes.

The Nashville Chamber of Commerce has also assisted in partnering with other Chambers across Tennessee co-located with the Second Harvest Food Banks of Middle Tennessee to provide bi-weekly food distribution events throughout Middle and West Tennessee's rural counties.

Two-Generation Approach (2Gen) Partnerships

The Two-Generation (2Gen) Approach is a whole-family centered approach that focuses equally and intentionally on services and opportunities for the child and the caregiver in their lives. These services and supports are not weighted on one side or the other; but it's a delicate balance of focusing on the child and caregiver at the same time to build skills and abilities that fuel stronger outcomes for our families because a child's success is strongly tied to his or her family's stability and well-being.

The 2Gen Approach is also about being innovative and collaborating with our community in a way that moves our children and their caregiver towards educational success, economic security, strong social capital, and health and well-being. This approach builds on those four 2Gen components to create a legacy of economic security that passes from one generation to the next.

And when we invest and build up our families from birth to adulthood, we can help everyone reach their potential



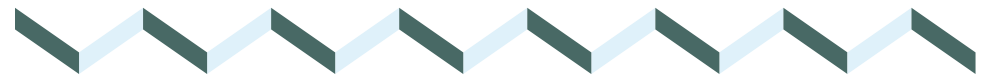
and enable them to fully contribute to our communities. At the heart of 2Gen is our commitment to strong families and better outcomes for children and the caregiver. Since 2013, we have invested in nearly 30 programs that promote better education, economic, and health outcomes for children and their caregivers, at the same time, so that the entire family is on a path towards economic security. This in turn, contributes to the economic growth in our communities and a more prosperous Tennessee.

2Gen Partnership Accomplishments

- The partnership with United Way Metro Nashville's Family Empowerment Program (FEP) and Rapid Rehousing (RRH) program has gained state and national recognition. TDHS has been featured in numerous events.

Of United Way Metro Nashville's RRH participants, there were 102 families housed between October 1, 2018 and June 24, 2019, and of those 56 (55%) were housed in less than or equal to 60 days.

- Agape Family and Children Services has delivered services to 993 individuals on caseload representing 645 families. Agape's stated goal is to improve poverty by 1% per year in the Memphis area for the next 10 years. In the 4th quarter of Year 2 of the 2Gen grant, the Poverty Rate Change indicated 5.56% of those served are not in poverty.



Impact of Partnerships

2Gen Partnership Outcomes at a Glance

Educational Success:

- 31% of adult program participants who set goals around education enrolled in or completed Adult Education or higher education programming.
- 89.3% of adult program participants accomplished their goal to gain skills by participating in an educational program that led to a credential or employment.
- 91.2% of the families with pre-school-aged children were engaged in quality early childhood experiences. Parents increased awareness of how to invest in their children from an early age.
- 71 high school seniors graduated.

Health and Well Being:

- 16% of Agape families reported having lower anxiety as a result of services and support.
- Since the inception of the East Tennessee State University Nurse Family Partnership program, there have been a total of 119 births. 90.70% of clients received their first prenatal care within the first trimester. 8.72% report having their first prenatal visit during the second trimester.

Workforce Development and Economic Stability:

- 89% of adult program participants obtained and/or maintained employment.
- 88% of families reported improvements in economic stability as result of financial literacy/counseling services (e.g. increased credit score, started banking more actively, reduced their non-mortgage debt, saved for a goal, increased their savings, adopted new savings behaviors, and reduced their number of delinquent accounts).
- 177 families have received housing stability services. 100% have avoided eviction, foreclosure, mortgage default, or homelessness.
- 96% of the adults served received services to address barriers to obtain or maintain employment (e.g. legal assistance related to expungements, reinstatement of a driver's licenses, physical, mental health, child care).



Vocational Rehabilitation Partnerships

TDHS Co-hosts Individual Placement and Support Recovery through Employment Conference, in Partnership with the Tennessee Department of Mental Health and Substance Abuse Services and the Tennessee Association of Mental Health Organizations

Individual Placement and Support (IPS) in Tennessee is a collaborative partnership between the Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) and the Department of Human Services (TDHS) — Division of Rehabilitation Services. The IPS program held its 4th Statewide IPS Conference on May 10, 2019. The conference theme was *Moving Forward Together!* TDMHSAS Commissioner Marie Williams and TDHS Commissioner Danielle W. Barnes provided opening remarks that acknowledged the remarkable work that the IPS community does.

Individual Placement and Support is an evidence-based model of supported employment for persons with a mental illness. Employment is proving to be a viable treatment for serious mental illness (i.e., people with a schizophrenia spectrum disorder, bipolar, or depression). Two-thirds of people with serious mental illness want to work but only 15% are employed. They see work as an essential part of recovery. Working can both be a way out of poverty and prevent entry into the disability system. Competitive employment has a positive impact on self-esteem, life satisfaction, and reducing symptoms (Luciano, Bond, & Drake 2014).

At the IPS Conference, five Champion Awards were presented: Employer IPS Champion, Working Member IPS Champion, IPS Team Leader Champion, Vocational



Commissioner Barnes speaks during the 2019 IPS Conference.

Rehabilitation Counselor IPS Champion, and Employment Specialist IPS Champion.

IPS began in Tennessee in October 2013. Jobs obtained are as unique as the individuals served; from nurses to cashiers, receptionists to lifeguards, warehouse workers to child care workers, and many more.

Since beginning in late 2013, the IPS model has grown exponentially. Through the state's collaboration with community rehabilitation and mental health providers across the state, there are 47 employment specialists delivering IPS services in 37 counties with the capacity to serve 940 individuals.

Impact of Partnerships

Universal Design Guide

The Vocational Rehabilitation program, TDHS Public Information & Legislative Office, and Workforce Council representatives collaborated with the Tennessee Department of General Services to create a Universal Design guide for distribution and posting in State Office buildings across Tennessee outlining a standardized approach to enhancing the work environment (i.e. breakrooms, kitchens, restrooms, work spaces, mail/copy rooms, shared public spaces, facility entry/exit areas, emergency outlets, elevators, and hallways) for everyone.

Unique Individuals with Diverse Human Characteristics:

Age Gender Stature Race/ethnicity Culture Native Language Learning Preference

Universal Design Tips

"Universal Design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design."
- Ron Mace

Facility Entry Areas, Elevators, Hallways, & Doorways





Facility entry: Sidewalks with curb cuts, ramps for building access at main entrance, automatic doors, and minimal use of floor mats or non-slip flooring to reduce trip hazards

Decor: Consistent lighting with paint, floor coloring, and window coverings that enhance rather than absorb light

Signage: High contrast using simple fonts

Elevators: Use of audible, tactile and visual indicators for internal and external controls

Minimize obstructions: Unnecessary doors, furniture, planters, trash receptacles, and signs



Content from the Universal Design Guide.

Child Care and Community Services Partnerships

Child Care Serving Child Care Providers

TDHS worked with **Child Development Services of Murfreesboro** to license a facility based on inclusionary services for children of all developmental ranges. The facility was officially licensed, with a capacity of 61 students. Licensure staff are eager to embrace and partner with programs that are thoughtfully designed to serve students with a variety of needs, while continuing to learn about best practices for inclusion and family supports. Child Development Service of Murfreesboro is serving as a pioneer for this model in the state.

APS and World Elder Abuses Awareness Day

TDHS APS leads the state in annual recognition of World Elder Abuse Awareness Day, and joins Tennessee State University in hosting the Center on Aging Research & Education Services conference. The conference brings together Adult Protective Services employees, community service providers, and subject matter experts to collaborate and learn best practices in serving elderly Tennesseans. APS also provides educational presentations and partners with the TDHS Public Information and Legislative Office to raise public awareness on elder abuse and preventative measures.



Community Services Block Grant 2Gen Workshops

TDHS joined the Tennessee Association of Community Action in hosting a 2gen/Whole Family Approach convening with community services block grant (CSBG) agencies across the state. Community action agencies/CSBG agencies include 20 local agencies that reach all 95 counties of the state providing a wide array of services to individuals and families with low-income to improve communities. Services might include emergency utility assistance, Head Start, services for senior citizens, transportation assistance, employment assistance and more. (A listing of all Community Services Block Grant Agencies is below).

Tennessee's Community Service Block Grant Agencies:

Anderson County Community Action Committee
Blount County Community Action Agency
Bradley-Cleveland Community Services Agency
Chattanooga Human Services Department
Clarksville/Montgomery Community Action Agency
Delta Human Resources Agency
Douglass-Cherokee Economic Authority
Highland Rim Economic Corporation
Knoxville-Knox County Community Action Committee
Metropolitan Action Commission
Mid-Cumberland Community Action Agency
Mid-East Community Action Agency
Mountain Valley Economic Opportunity Authority
Northwest Tennessee Economic Development Council
Shelby County Community Services Agency
South Central Human Resource Agency
Southeast Tennessee Human Resource Agency
Southwest Human Resource Agency
Upper Cumberland Human Resource Agency
Upper East Tennessee Human Development Agency



Tiffany Marley, CCAP, NCRT, Director of Practice Transformation at the National Community Action Partnership and Jeannie Chaffin, CCAP, consultant and 2Gen Subject Matter Expert for the Community Action Partnership led the meetings. Together they facilitated a conversation to instill a deeper knowledge of the two-generation approach and ways to interweave the two-generation approach into agency services and programming. The meetings allowed for in-person peer learning experiences in which attendees could share ideas, practices that have been effective, and brainstorm solutions to industry specific concerns.



Impact of Partnerships

Family Assistance and Child Support

Summer Feeding Initiative

As mentioned earlier in the annual report, the Family Assistance and Child Support programs contributed to a departmentwide initiative to feed hundreds of families during summer months through partnerships with the University of Tennessee, Second Harvest Food Bank of Middle Tennessee, libraries and many others.

Winter Feeding Initiative

The Families First program partnered with nonprofit agencies and libraries during the holiday months (November–December) to feed families in low income areas while school was out.

- The Elizabethton Carter County Public Library held five holiday events during the month of December, including building gingerbread houses, a visit with Santa, and parent/grandparent seminars. Lunch was provided for the adults and children in attendance at each event.
- Perry County Youth Centers/Perry County Libraries purchased holiday meal packages from a local grocery

store to be delivered to low-income families over the holidays. Volunteers delivered these meals to 100 families in Perry County on December 23, 2018.

- In Shelby County, home bakery Suga & Spicee held three Winter Food Backpack Giveaway Kidsfest events during December 2018 to provide local children with new backpacks filled with school supplies, winter wear, and food items for the holiday break.

A total of 1,079 individuals (including children and adults) were provided meals during these events.

TDHS Programs, Services and Divisions At a Glance



Adult Protective Services

Adult Protective Services investigates reports of abuse, neglect (including self-neglect) or financial exploitation (of government funds) of adults who are unable to protect themselves due to a physical or mental limitation.

Child Care Services

Child Care Services plans, implements, and coordinates activities and programs to ensure quality, and the health and safety of children in licensed care.

Child and Adult Care Licensing

Child and Adult Care Licensing is the regulatory body that licenses and monitors child care and adult care facilities across Tennessee with the goal of ensuring the health and safety of young children and vulnerable adults in care.

Child Care Certificate Program

The Child Care Certificate Program (Child Care Payment Assistance, including Smart Steps) provides child care payment support primarily to families who are working, in

post-secondary education programs, those participating in the Families First program and others. Child care payment assistance not only allows parents and guardians a sense of security while they work or pursue educational goals, it also promotes children's learning and development in quality child care environments.

Child Care Assessment Program

The Child Care Assessment Program provides a detailed, objective, formal report to child care educators/professionals. Child Care Assessment staff use a quality measurement instrument to assess each licensed provider annually and establish the Star-Quality Report Card Rating and Evaluation System for child care facilities.

Child Care Resource and Referral Centers

Child Care Resource and Referral Centers are free child care location and counseling services located in communities across the state. Parents can receive information regarding the components of quality care and what to look for when choosing quality care.

TDHS Programs, Services and Divisions At a Glance



Child Support Program

The Child Support Program promotes parental responsibility to meet the financial needs of children and their families. Services include: locating parents; establishing paternity; establishing and enforcing financial and medical support orders; modification of child support orders and collecting and disbursing child support collections.

Community Services Block Grant

The Community Services Block Grant enables community-based contracts with local governments and non-profit organizations that provide a wide range of support services to low-income individuals and families.

Families First

Families First, the state's Temporary Assistance for Needy Families (TANF) program, is a workforce development and employment program. The Families First program emphasizes work, training, and personal responsibility. It is temporary and has a primary focus on gaining self-sufficiency through employment. The Families First program helps participants reach this goal by providing temporary cash assistance, transportation, child care assistance, educational supports, and other support services.

Child and Adult Care Food Program

The Child and Adult Care Food Program provides eligible institutions reimbursements for nutritious meals served to participants who meet age and income requirements.

Summer Food Service Program

The Summer Food Service Program provides reimbursements for nutritious meals served to children 18 or younger in areas across the state where poor economic conditions exist when school is out for the summer. Persons older than 18 who are mentally or physically

disabled and who participate in school programs for the disabled are also eligible to participate.

Social Services Block Grant

The Social Services Block Grant programs function as the primary support network for elderly and adults with a disability to help them maintain independence or prevent adult abuse, neglect, and exploitation. Services are facilitated through Adult Protective Services.

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (SNAP) helps to ensure eligible low-income families and individuals receive benefits to supplement a household's monthly food budget, maintain good health, and allow them to direct more of their available income toward essential living expenses.

Vocational Rehabilitation

The Vocational Rehabilitation Program (VR) provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes for customers that are consistent with their individual strengths, resources, abilities, capabilities and informed choice.



Services for the Blind and Visually Impaired

Services for the Blind and Visually Impaired (SBVI) provides vocational rehabilitation services to individuals who are blind or have vision loss. Rehabilitation teachers and assistants enable clients to live more independently in their homes and communities. Additionally, the unit operates the Tennessee Business Enterprises Program (TBE), which provides entrepreneurial opportunities for legally blind individuals to operate food service facilities in state and federal government buildings.

The Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing

The Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing (TCDDDBHH) has the responsibility for ensuring that state and local public programs and services are accessible to deaf, hard of hearing, late deafened, and Deaf-Blind citizens. TCDDDBHH coordinates communication, information, public awareness, and advocacy services through six regional community service centers.

Tennessee Rehabilitation Center—Smyrna

The Tennessee Rehabilitation Center in Smyrna provides vocational evaluation, pre-vocational and vocational training, training for vision impairment and traumatic brain injury, physical rehabilitation and employment readiness services. Support services are also offered to include Autism Spectrum Disorder (ASD) services, Deaf, Hard of Hearing, and Deaf/Blind services, speech services and psychological services.

Community Tennessee Rehabilitation Centers

Community Tennessee Rehabilitation Centers provide employment related services to applicants and eligible customers of the Vocational Rehabilitation program. Vocational evaluation, employee development and employment services are designed to assist individuals with disabilities to reach gainful employment.



Tennessee Technology Access Program

The Tennessee Technology Access Program (TTAP) promotes awareness about and access to assistive technology devices and services.

Disability Determination Services

Disability Determination Services processes Social Security Disability Insurance and Supplemental Security Income applications for the federal Social Security Administration.



TDHS Programs, Services and Divisions At a Glance



TDHS has 6 divisions and offices which serve to enhance the function of direct services and support innovation and efficiency in service delivery.

Operations include Budget, Procurement, Facilities, Fiscal, Information Technology, the **Division of Quality Improvement and Strategic Solutions (QISS)**, and the **Division of Appeals and Hearings**. QISS provides oversight and direction to the Department's program evaluation efforts and continuous quality improvement. **Appeals and Hearings** handles appeals for many of the programs administered by the Department, including eligibility for SNAP, Families First, Child Support, and Vocational Rehabilitation cases.

The **Office of Inspector General** includes oversight of the Department's independent accountability functions. Those functions include internal audit, external program review, claims management and investigations.

The **Office of General Counsel (OGC)** provides legal advice and legal representation in judicial and administrative litigation affecting all Department programs. Attorneys

within OGC prepare Departmental rules affecting program implementation; assist in analyzing legislation affecting the Department; and assist in preparing legislation for the Department, among a number of other essential functions.

The Division of Human Resources, Talent Management — Learning & Development manages all processes impacting the work-life cycle of a TDHS employee, including focused support driven by agency strategy to ensure that TDHS has the ability to attract, recruit, select, develop, engage and retain staff.

The **Public Information and Legislative Office** facilitate public, media, legislative, and customer requests. The communications team works to implement communications strategies that are supportive of the Department's mission and program needs. The office also focuses on legislative priorities for the Department, including the analysis of legislation affecting the Department, and representing the Department before the Tennessee General Assembly. Finally, the customer service team collaborates across program lines and directly with customers to ensure timely, thorough, and compassionate customer service.

