



**Thank you for  
joining tonight's  
townhall!**

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**Our presentation will  
begin promptly at  
5:30 PM Central Time**

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**While you wait for the  
presentation to begin,  
we encourage you to  
participate in our winter  
poll!**

Tennessee Department of Human  
Services

# Modernization Project

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Time & Attendance Updates

December 1<sup>st</sup>, 2022



# Team Introduction

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**Gwen Laaser**  
Director of Child  
Care Services,  
TDHS

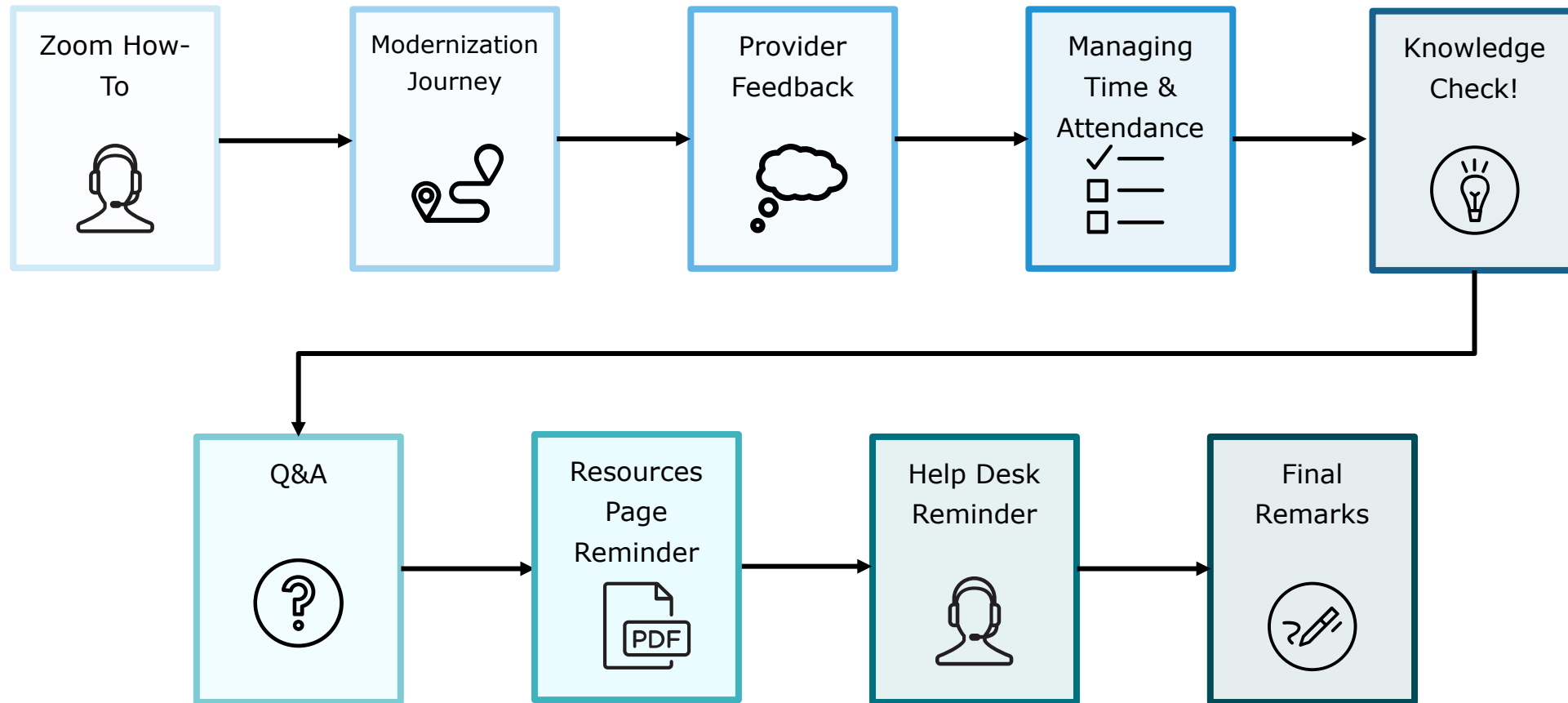


**Kelly Shearin**  
Organizational Change  
Management and  
Training Team,  
Deloitte



**Luci Billet**  
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.

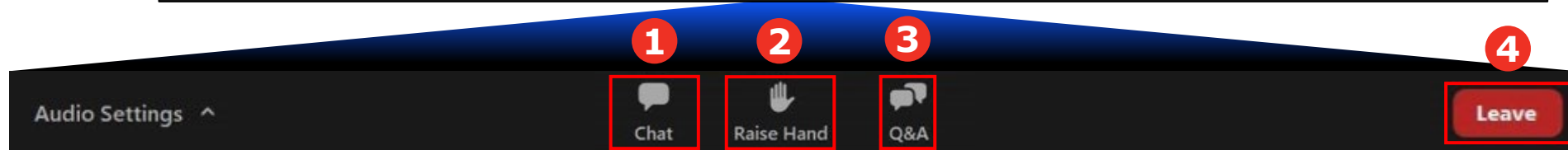
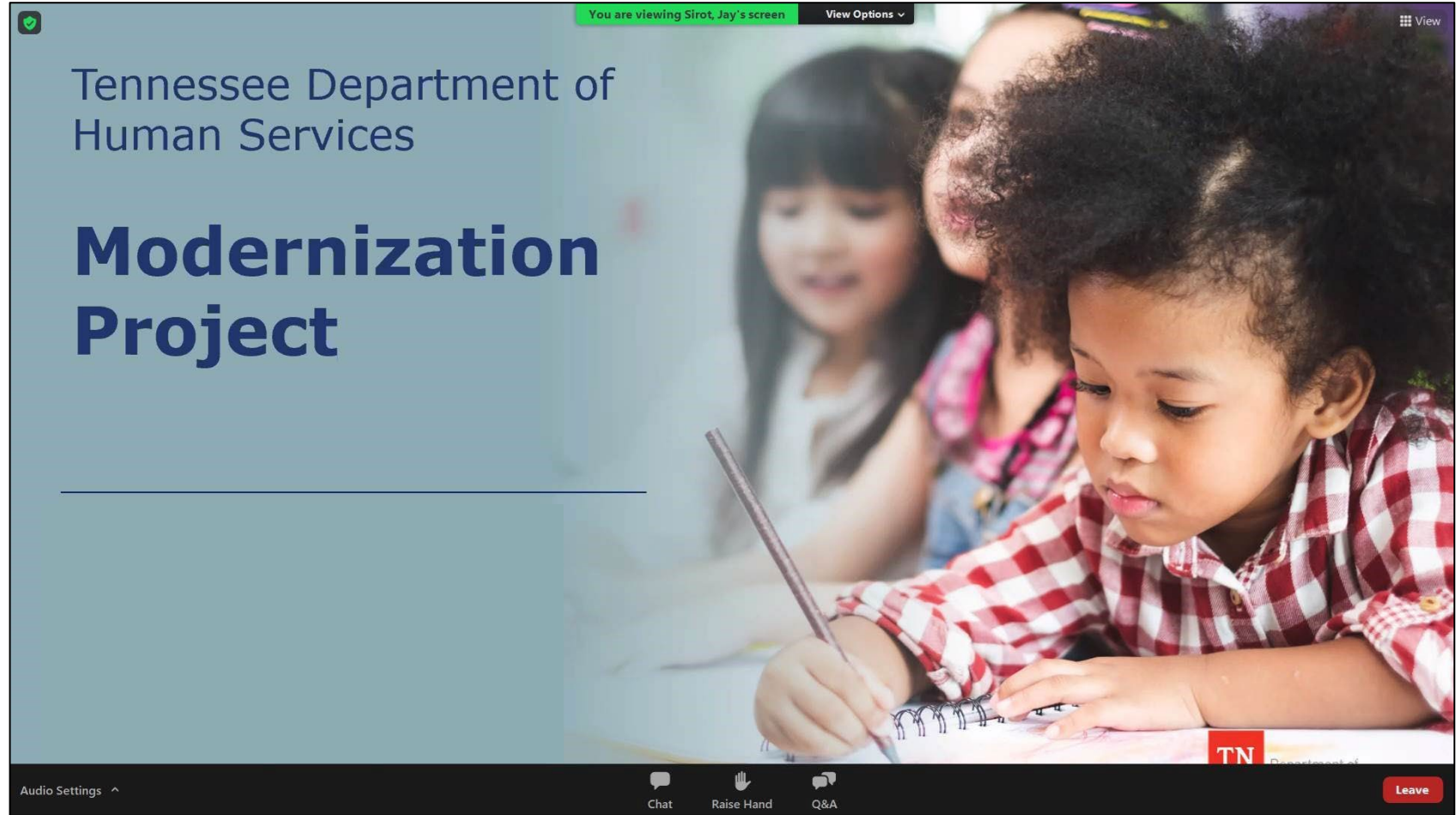
2 The **Raise Hand** button allows you to signal that you need assistance. Please select this button if you need help with any Zoom settings or other technical challenges.

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 answer them in the coming weeks via email.

4 The **Leave** button is used to exit (or hang up) the Zoom meeting.



# Where are we in the modernization journey?



## February 2022

DHS launches the Provider Portal for Providers participating in the Certificate Program to enter attendance, submit EAVs, and view Payments.



## June 2022

Licensing features launch in the Provider Portal for all Providers in the state. With this, Providers can submit reports, manage incidents, complaints and COAs.



## September 2022

DHS invites Providers to discovery sessions to better understand the Provider Portal user experience and collect feedback for system updates.

We are here!



## December 2022

DHS launches updates to Time & Attendance for Providers participating in the Certificate Program.



# Provider Feedback

*"It was nice to be included in the enhancement of the Provider Portal and have a chance to speak for providers on issues we have had and changes that would help make it easier to use. I really liked the fact that questions were being answered that we had and for me, for the first time in quite a while, I felt like as a provider I was being listened to."*

**Penny Payne**

Child Care Provider



# Provider Portal Updates

## ADD ATTENDANCE

The 'Add Attendance' screen has been updated to simplify the process of adding attendance individually!



## PORTAL PREVIEW

The screenshot displays a web form titled "ADD ATTENDANCE" with a sub-header "T&A Attendance". The form contains the following fields:

- \* Child Name:** A text input field with a dropdown arrow.
- \* Check-In Time:** A date and time input field with a calendar icon, labeled "MM-DD-YYYY HH:mm".
- \* Check-Out Time:** A date and time input field with a calendar icon, labeled "MM-DD-YYYY HH:mm".
- Check-In Method:** A dropdown menu with "-- None --" selected.
- Check-Out Method:** A dropdown menu with "-- None --" selected.
- Correction Reason:** A dropdown menu with "-- None --" selected.
- Comments:** A text input field.

At the bottom right of the form, there are two buttons: "CANCEL" and "SAVE".




# Provider Portal Updates

## IMPORT ATTENDANCE

The Import Attendance template auto-loads certificate children's information for the week – you only need to submit date and time!

## PORTAL PREVIEW



	A	B	C	D	E	F	G
1					<b>*REQUIRED*</b>		<b>*REQUIRED*</b>
2	Enrollment ID	Child First Name	Child Last Name	Check-In Date (MM/DD/YYYY)	Check-In Time(HH:MM AM/PM)	Check-Out Date (MM/DD/YYYY)	Check-Out Time (HH:MM AM/PM)
3	2517773	KYNDALL	ALLAR	11/13/2022	12:00 AM	11/13/2022	12:00 AM
4	2517773	KYNDALL	ALLAR	11/14/2022	12:00 AM	11/14/2022	12:00 AM
5	2517773	KYNDALL	ALLAR	11/15/2022	12:00 AM	11/15/2022	12:00 AM
6	2517773	KYNDALL	ALLAR	11/16/2022	12:00 AM	11/16/2022	12:00 AM
7	2517773	KYNDALL	ALLAR	11/17/2022	12:00 AM	11/17/2022	12:00 AM
8	2517773	KYNDALL	ALLAR	11/18/2022	12:00 AM	11/18/2022	12:00 AM
9	2517773	KYNDALL	ALLAR	11/19/2022	12:00 AM	11/19/2022	12:00 AM
10	2490112	ARIYAH	BURROUGHS	11/13/2022	12:00 AM	11/13/2022	12:00 AM
11	2490112	ARIYAH	BURROUGHS	11/14/2022	12:00 AM	11/14/2022	12:00 AM
12	2490112	ARIYAH	BURROUGHS	11/15/2022	12:00 AM	11/15/2022	12:00 AM
13	2490112	ARIYAH	BURROUGHS	11/16/2022	12:00 AM	11/16/2022	12:00 AM
14	2490112	ARIYAH	BURROUGHS	11/17/2022	12:00 AM	11/17/2022	12:00 AM
15	2490112	ARIYAH	BURROUGHS	11/18/2022	12:00 AM	11/18/2022	12:00 AM
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17	2525754	ROBYN	CHISM	11/13/2022	12:00 AM	11/13/2022	12:00 AM
18	2525754	ROBYN	CHISM	11/14/2022	12:00 AM	11/14/2022	12:00 AM
19	2525754	ROBYN	CHISM	11/15/2022	12:00 AM	11/15/2022	12:00 AM
20	2525754	ROBYN	CHISM	11/16/2022	12:00 AM	11/16/2022	12:00 AM
21	2525754	ROBYN	CHISM	11/17/2022	12:00 AM	11/17/2022	12:00 AM
22	2525754	ROBYN	CHISM	11/18/2022	12:00 AM	11/18/2022	12:00 AM
23	2525754	ROBYN	CHISM	11/19/2022	12:00 AM	11/19/2022	12:00 AM

# Provider Portal Updates

## IMPORT ATTENDANCE

The Provider Portal will alert you of any errors that were made on the Import Attendance file and prompt you to correct them prior to submission. Explanations for error messages are available in the Provider Training Materials.



## PORTAL PREVIEW

**IMPORT ATTENDANCE**

12 rows contained default Check-In and Check-Out times and have been skipped.

**Errors were found in your document**  
The table below shows a list of errors that were found in the submitted document. Please correct each error and resubmit the updated file. No attendance records have been submitted.

[Click here to restart your submission](#)

Row Number	Enrollment ID	Date	Error description
3	2483783	11/20/2022	Check-In date/time should be before Check-Out date/time.

Error Message	Meaning
'Enrollment Id' is not available in the system or inactive for 'Date.' Please remove this row from the file and resubmit.	The Enrollment ID entered does not match an active enrollment for the current Provider. Confirm that the child you are entering attendance for has an active certificate for the dates you entered OR that they have not started a new certificate that contains a new enrollment ID.
For 'Enrollment ID' Check-in date/time should be before Check-Out date/time'	The check-in time is before the check-out time. Update the record in the Check-in Date and Check-in Time columns to ensure it is a date and time that occurs before the Check-out Date and Time.
The attendance period entered cannot be more than 24 hours for 'enrollment ID'. Please correct the attendance for this enrollment and resubmit the file.	The check-in and check-out period is more than 24 hours in duration. If a child attended for more than 24 consecutive hours, create a new attendance record for the time exceeding 24 hours. Otherwise, confirm the date and time was entered correctly.
Check In/Out date must be within the Child's Enrollment period for 'Enrollment Id'. Please correct the attendance for this enrollment and resubmit the file.	The Attended dates you are trying to enter are not within the enrollment period. Confirm that the child you are entering attendance for has an active certificate for the dates you entered OR that they have not started a new certificate that contains a new enrollment ID.
Attendance entered for 'enrollment ID' for 'Date' overlaps with the attendance that already exists in the system. Please correct the attendance for this enrollment and resubmit the file.	The attendance entered for a particular day overlaps with the attendance already entered in the system (E.g., a child can attend the agency before school and after school).
Attendance cannot be a future date.	The check-in date is in the future.
'Field' entered is empty for 'enrollment ID' for 'date'. Please correct the attendance for this enrollment and resubmit the file.	This message will appear if any field in the file is empty.
'Field' entered is invalid for 'enrollment ID' for 'date'. Please correct the attendance for this enrollment and resubmit the file.	This message will appear when any data entered into the sheet is invalid. Confirm that the information entered in the spreadsheet matches the format shown.

# Provider Portal Updates

## ENTERING ATTENDANCE

Several screens have been updated to include additional guidance on entering attendance!



## PORTAL PREVIEW

**TN** Department of Human Services

FAQ's Announcements 4 Alerts ST State Test

< BACK TO HOME

**ABC BABIES**

- Enrollments
- Attendance
- EAV
- Payments

### Attendance Summary

There are multiple ways time and attendance can be entered into the Provider Portal.

- **Manual Entry:** Click 'Add Attendance' to enter attendance details for each child.
- **Import Attendance:** Using the Import Attendance feature, Providers can upload an Excel Spreadsheet with their attendance data that will be imported to the Provider Portal for EAV entry.
  1. Download the ServiceNow template as an excel spreadsheet.
  2. Input attendance details into the Excel spreadsheet.
  3. Upload the spreadsheet on Provider Portal.

**Note:** The template will be auto populated with the certificate children enrollment details, Providers will only need to fill in the details in the following fields before uploading.

- Check-In Time (HH:MM AM/PM)
- Check-Out Time (HH:MM AM/PM)

- **Mobile App:** The mobile app can be used for a parent/guardian to check a child in/out. The app tracks check-in/out details and automatically enters them into the system, eliminating the need for manual entry. This method of attendance tracking requires parents/guardians to consistently bring an electronic device and know their electronic pins.

# Provider Portal Updates

## ADD ATTENDANCE

Absences, closed days, and holidays will auto populate in the EAV, saving you time during this process!



## PORTAL PREVIEW

**EAV ATTENDANCE DETAILS**

MEDAGLIA, JAMONTA  
294412344

No Attendance

Service Date	Total Hours	Absence Code	Correction Reason	Comments
10/16/2022	00:00	C		
10/17/2022	00:00	A		
10/18/2022	03:00			
10/19/2022	00:00	H		
10/20/2022	00:00	A		
10/21/2022	00:00	C		
10/22/2022	00:00	C		

Comments

[Recalculate from attendance data](#)

# **Managing Time & Attendance in the Provider Portal**

**Knowledge Check!**

# Knowledge Check

## How are holidays, closed dates, and absences determined in the system?

- All State Holidays are now pre-designated with the holiday (H) absence code. Closed dates will be marked with the closed absence code (C ), based on the hours of operation you entered in your last annual or change report. Please note, this does not apply to unanticipated days (e.g., snow day) your center is closed. You will need to enter the closed absence code on these dates.
- If zero (0) hours are entered for a child in the Enter Attendance screen, their EAV record will automatically populate with the absent absence code (A).

## Do I need to check my EAVs before submission?

Yes, you will still need to check your EAV for accuracy and certify that the information is true and accurate before submitting.



# Knowledge Check

**What if a child I need to enter in attendance for is not listed in my Import Attendance Template?**

If you are missing a child record from your template, please confirm your active enrollment records and contact the Child Care Help Desk for assistance.

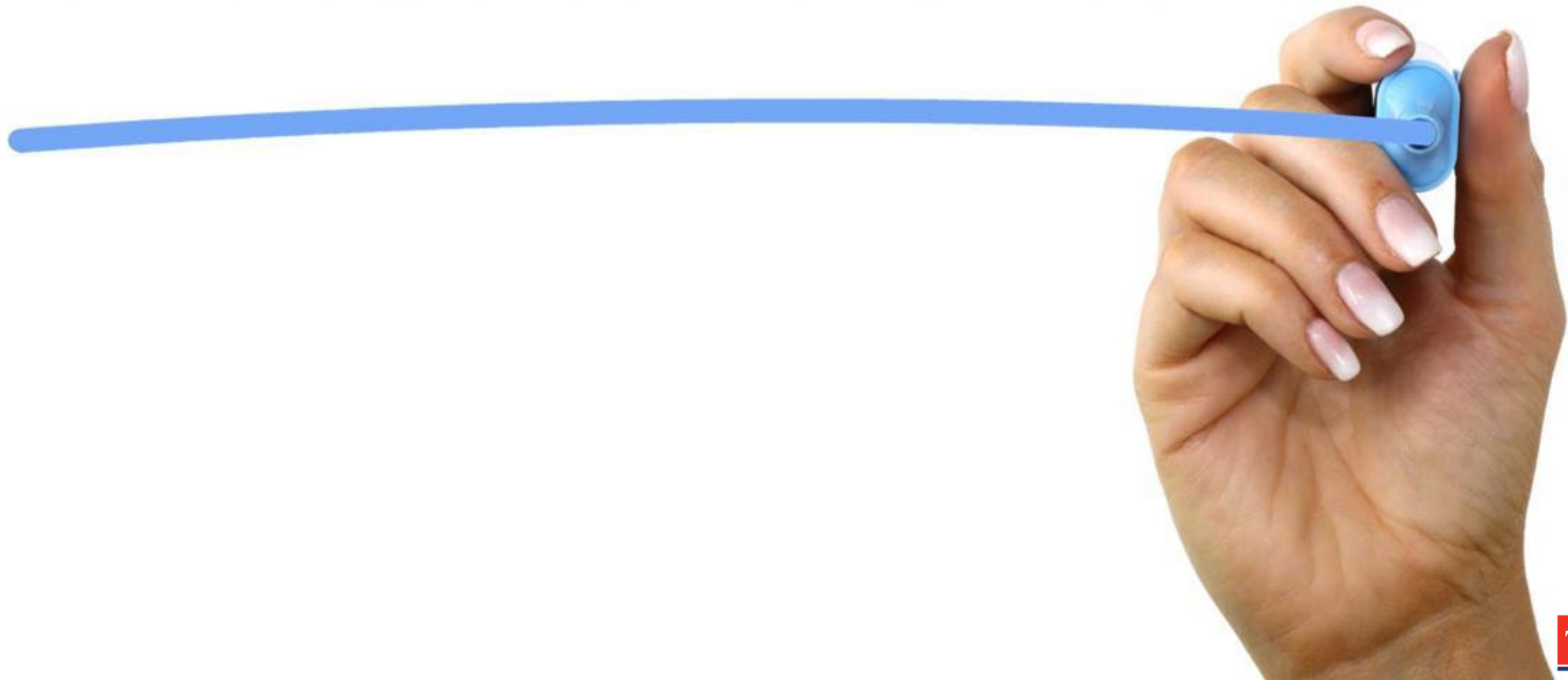
**I use a case management software (e.g., Brightwheel, ProCare), how does this work with the new Import Attendance Template?**

You will continue to maintain your normal system as an on-site record for check-in and check-out history. The new Import Attendance Template is designed to reduce the amount of information you need to enter for each child.





# QUESTIONS



# Reminders



# We're Here For You

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

Our team is available Monday to Saturday 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!

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## Child Care Help Desk Information

### Purpose

The TN Child Care Help Desk Team will assist system End Users who encounter questions while navigating the system, experience an incident requiring further assistance, or need general system utilization support.

### Hours of Operations:

Monday - Saturday  
7:00 am - 9:00 pm Central

### Toll-Free Number:

833-TDHS-CCP (833-834-7227)

### Website:

<http://tnchildcarehelpdesk.org>

### Email:

[tdhs\\_ccp@utk.edu](mailto:tdhs_ccp@utk.edu)

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# Thank You For Joining!

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TDHS Modernization  
Project Leadership



# Provider Portal Updates

## What You Shared

The Import Attendance Feature is not user-friendly



## Solution

A new template that auto-loads certificate children's information for the week – you only need to submit date and time

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# Knowledge Check

**I use a case management software (e.g. Brightwheel, ProCare), how does this work with the new Import Attendance Template?**

You will continue to maintain your normal system as an on-site record for check-in and check-out history. The new Import Attendance Template is designed to reduce the amount of information you need to enter for each child.

**What if a child I need to enter in attendance for is not listed in my Import Attendance Template?**

If you are missing a child record from your template, please confirm your active enrollment records and contact the Child Care Help Desk for assistance.



# Provider Portal Updates

## What You Shared

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Entering absences on EAVs is frustrating



## Solution

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Absences and closed days are now auto populated in the EAV

**EAV ATTENDANCE DETAILS**

MEDAGLIA, JAMONTA  
294412344

No Attendance

Service Date	Total Hours	Absence Code	Correction Reason	Comments
10/16/2022	00:00	C		
10/17/2022	00:00	A		
10/18/2022	03:00			
10/19/2022	00:00	H		
10/20/2022	00:00	A		
10/21/2022	00:00	C		
10/22/2022	00:00	C		

Comments

[Recalculate from attendance data](#)



# Provider Portal Updates

## What You Shared

Guidance on how to enter Attendance and submit EAVs is difficult to find



## Solution

Several screens have been updated to include additional guidance

The screenshot shows the 'Attendance Summary' page in the Provider Portal. The page header includes the TN Department of Human Services logo and navigation links for FAQ's, Announcements (4), Alerts, and State Tests. A left sidebar menu shows 'ABC BABIES' with sub-items: Enrollments, Attendance (selected), EAV, and Payments. The main content area is titled 'Attendance Summary' and contains the following text:

There are multiple ways time and attendance can be entered into the Provider Portal.

- Manual Entry:** Click 'Add Attendance' to enter attendance details for each child.
- Import Attendance:** Using the Import Attendance feature, Providers can upload an Excel Spreadsheet with their attendance data that will be imported to the Provider Portal for EAV entry.
  - Download the ServiceNow template as an excel spreadsheet.
  - Input attendance details into the Excel spreadsheet.
  - Upload the spreadsheet on Provider Portal.

**Note:** The template will be auto populated with the certificate children enrollment details. Providers will only need to fill in the details in the following fields before uploading.

- Check-In Time (HH:MM AM/PM)
- Check-Out Time (HH:MM AM/PM)

- Mobile App:** The mobile app can be used for a parent/guardian to check a child in/out. The app tracks check-in/out details and automatically enters them into the system, eliminating the need for manual entry. This method of attendance tracking requires parents/guardians to consistently bring an electronic device and know their electronic pins.

At the bottom of the page, there is a table header with columns: Child Name, Age, Gender, Check-In Time, Check-in Individual, Check-In Method, Check-Out Time, Check-Out Individual, Check-Out Method, and Schedule. There are also links for 'Import Attendance' and 'Add Attendance'.