Tennessee Department of Human Services

Modernization Project

Pilot Townhall Release 2 Refresher

May 17th, 2022

TN Department of **Human Services**

Team Introduction

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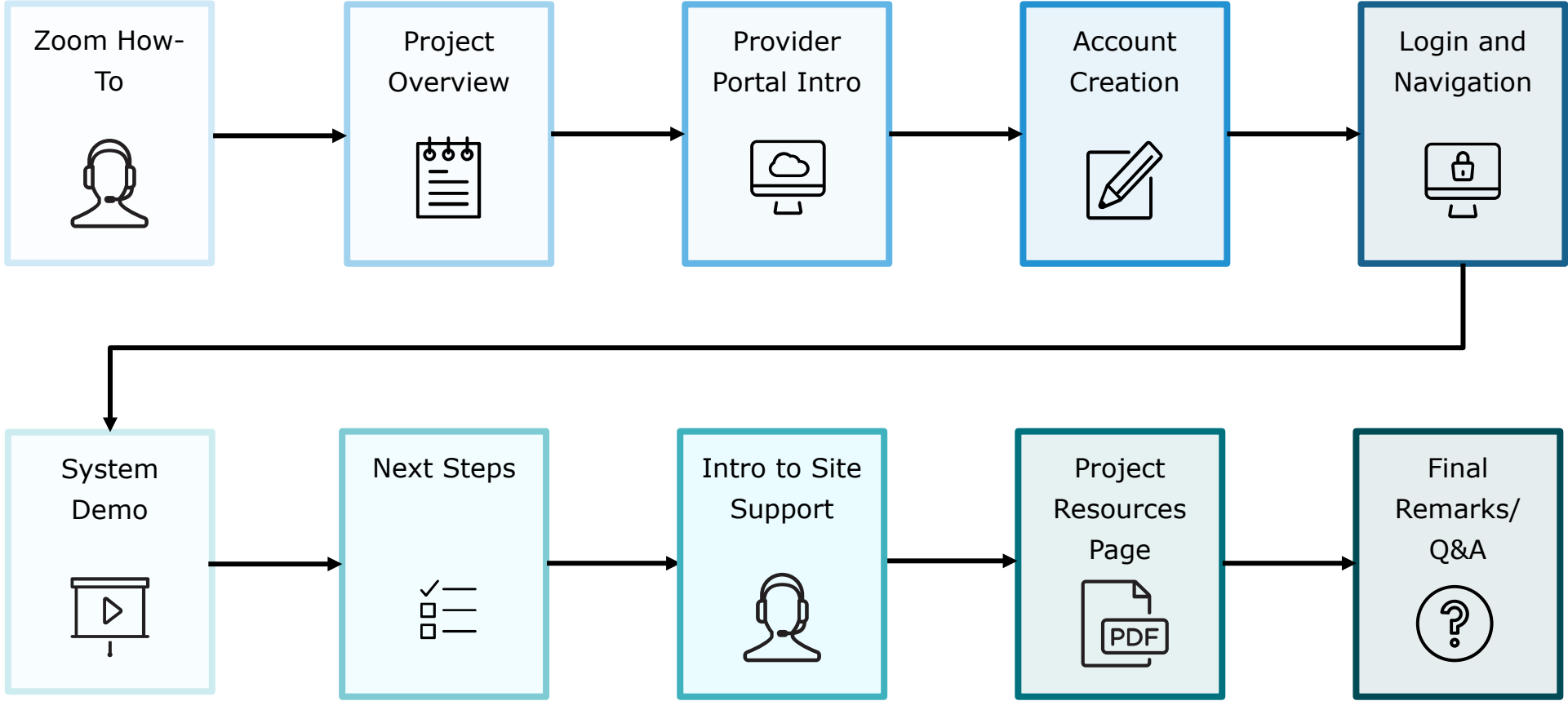**Director of Child Care Services, TDHS**

Jay Sirot
Organizational Change Management and Training Team, Deloitte

Kristi Calvaruso
Organizational Change Management and Training Team, Deloitte

What Will We Cover Today?

Zoom "How-To"

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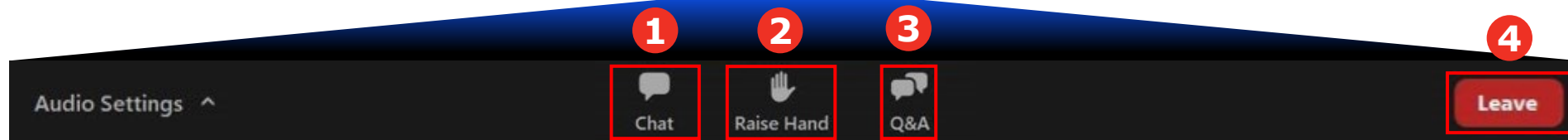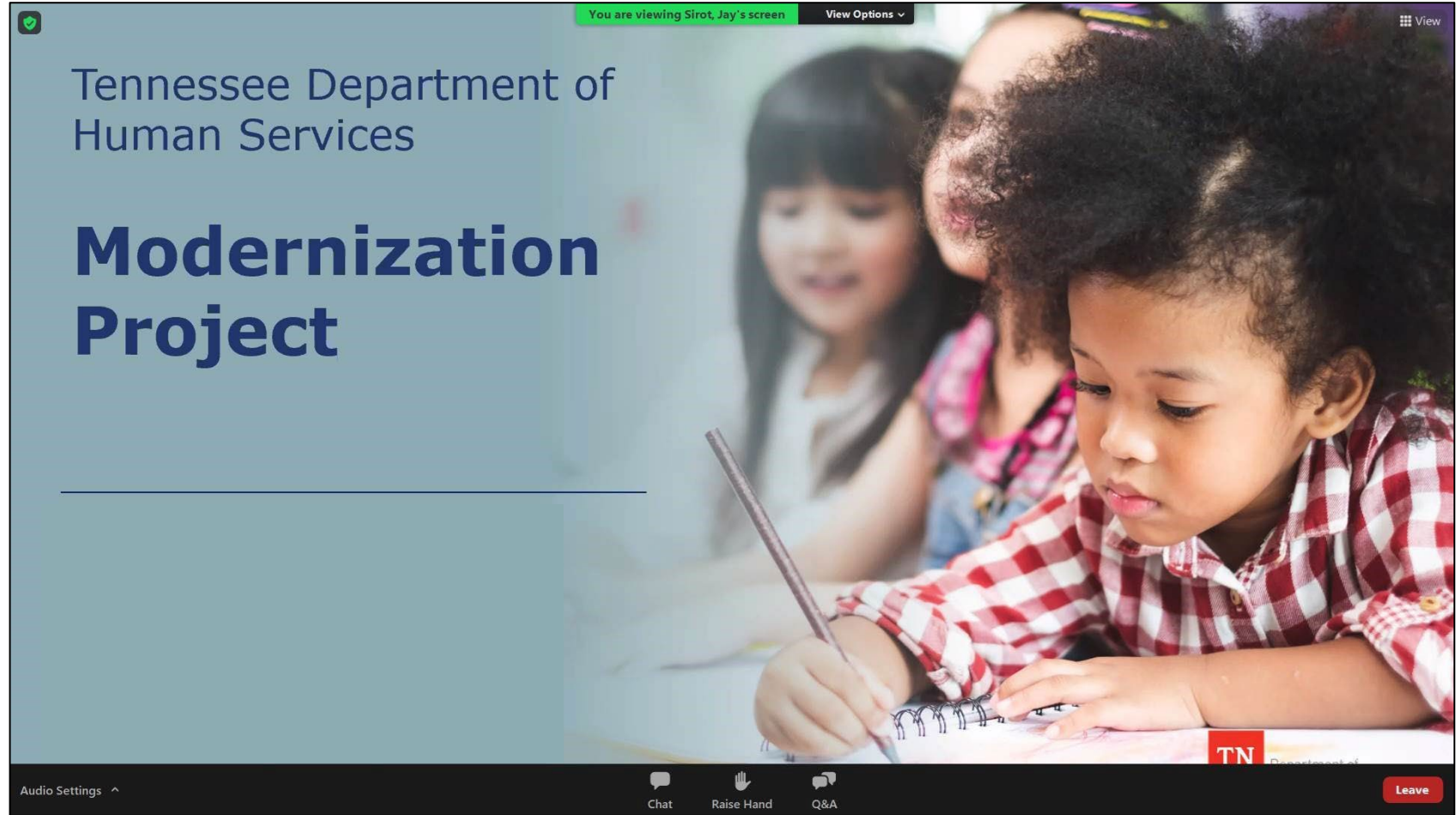
2 The **Raise Hand** button allows you to signal that you need assistance. Please select this button if you need help with any Zoom settings or other technical challenges.
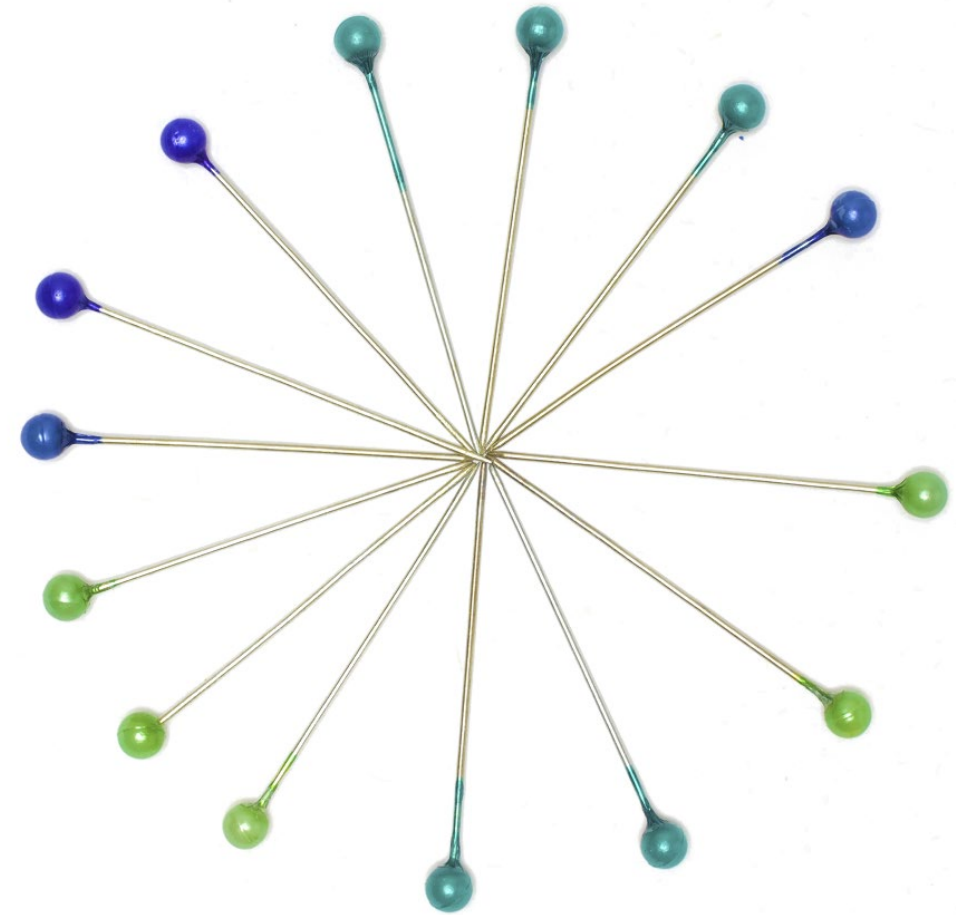
3 The **Q&A** button will open a window for you to ask a question. Feel free to ask a question at any time during the session.

When asking a question, please provide your email address.

At the end of this Townhall, we will answer as many questions as we can. If there are ones we do not get to, we will try to answer them in the coming weeks via email or in our resource materials.

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

You are viewing Sirot, Jay's screen — View Options

Tennessee Department of Human Services

Modernization Project

Audio Settings — Chat — Raise Hand — Q&A — Leave

Transforming your Customer Experience

The TDHS Modernization Project is a major effort, undertaken for you and your customers. This project provided us the opportunity to develop new, everyday tools, which allows us to strengthen our relationship with you by reducing paperwork and implementing new tools to help you provide care that is safe, healthy, and educationally rich.

Modernization Project Overview

The Provider Portal Will Be Your Central Location to:

- Submit your Annual Report

- View Reports

- Submit Other Reports Such as Incidents

- View Scheduled Monitoring Observation Visits

- Address Corrective Action Plans

- Manage your Profile

- Apply for a License (for New Child Care and Adult Day Services Providers)

Schedule of Releases

Release 1 - Certificate Release

- **Provider Portal for Time and Attendance** features including Enrollment and Attendance Management, as well as EAV Submission and Administration.

- **Optional Mobile Attendance App** for Providers and Customers to automatically capture child attendance details.

Release 2 – eLicensing Release

- **eLicensing for Providers** to maintain their Licensing requirements and activities, manage their Compliance and Annual Reporting needs, Monitoring Observation Visit alerts, and Profile information.

System Go-Live Dates

January	February	March	April	May	June

Release 1

Pilot Go-Live ⭐
Jan 17

Statewide Go-Live ⭐
Feb 28

Release 2

⭐ **Pilot**
- **Davidson County** – May 9th
- **Madison and Hawkins Counties** – June 6th

Statewide Go-Live ⭐
Late June

Your Role During This Transition

As we transition to our new systems, we ask that you all try to do the following:

Understand

- Spend time exploring our newly modernized systems
- Use the resources we have created to accelerate your understanding

Seek Answers

- As you use the new systems, keep track of the questions you have
- Refer to our training resources, your peers, and our Site Support Team to receive answers to your questions

Mentor

- Encourage peers to explore the new systems and use our resource materials
- Help teach system functionality to your peers as you are able to

Things to Keep in Mind

A few things to remember
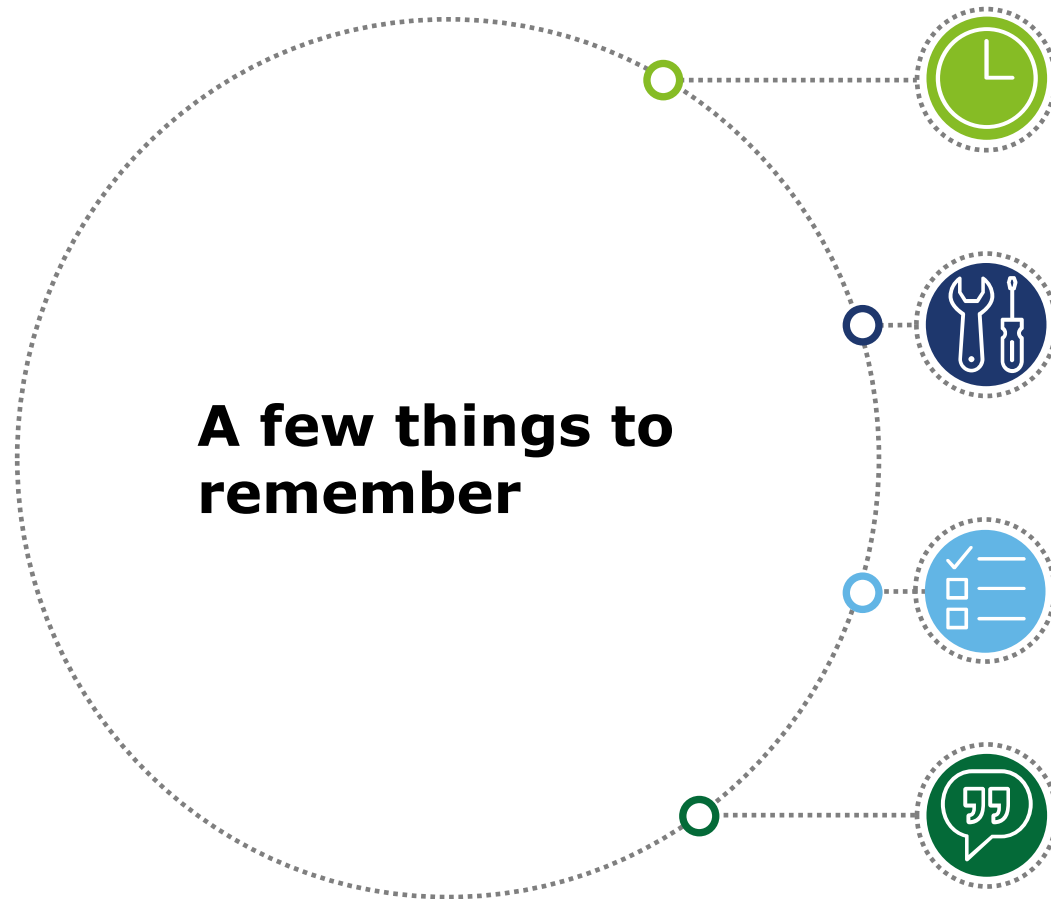
Understanding these new systems will take time

There are tools available to you to help accelerate your understanding of the systems

Learn system functions one at a time

We are here for you – reach out as needed!

Introduction to the Provider Portal

Introduction to the Provider Portal

What is it?

The new **Provider Portal** is an **Online System** that will be the centralized tool for Child & Adult Care Providers to complete TDHS Requirements

Who will use it?

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

How will you use it?

Providers will manage their **license, reporting and compliance activities,** time and attendance data, and more through the Portal

Provider Portal

Release 2 Features

Monitoring Observation Visits
You will be able to view scheduled monitoring observation visits in your Provider Portal and reach out to your licensing consultant to change the time if needed.

Corrective Action Plans
You will respond to corrective action plans in your Provider Portal, noting the steps you have/will take to address the issue.

Annual Reports/Change Reports
You will complete and submit your annual reports and necessary changes throughout the year in the Provider Portal. In this report, you will note the services you offer and other key information.

Score Card
You will be able to view your Provider Score Card within your Provider Portal, seeing how your licensing consultant evaluated your facility.
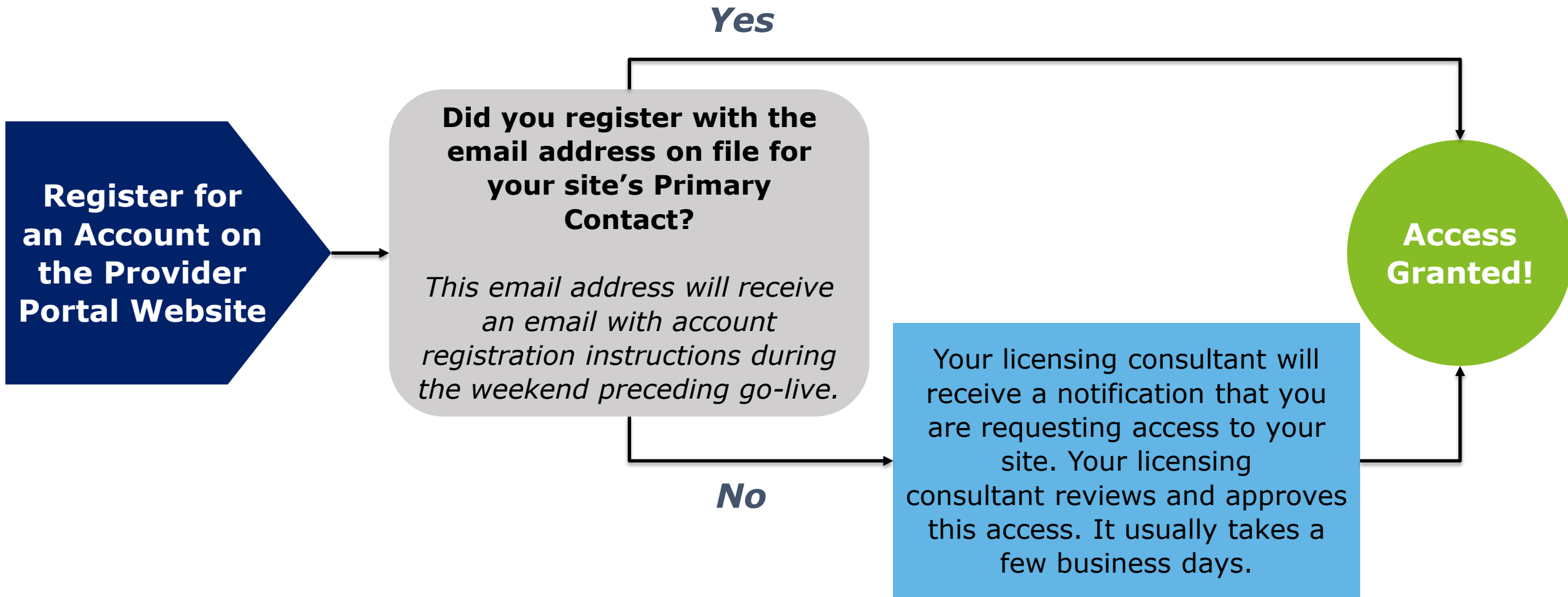
Injuries/Incidents/Complaints
You can use the Provider Portal to self-report injuries/incidents/complaints. These will be immediately available to review by the TDHS Staff.

Provider Portal Account Registration

Primary Contact Provider Portal Account Set-up Overview

Yes

Register for an Account on the Provider Portal Website

Did you register with the email address on file for your site's Primary Contact?

This email address will receive an email with account registration instructions during the weekend preceding go-live.

No

Your licensing consultant will receive a notification that you are requesting access to your site. Your licensing consultant reviews and approves this access. It usually takes a few business days.

Access Granted!

Note: If you created a Provider Portal account during our first system release, you do not need to do so again. All Release 2 functionality will appear in your Provider Portal once live.

Importance of Having a Business Email Address

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

If you do not already have a business email address, we ask that you create one and use it to register for your Provider Portal account.

Additionally, if you have previously registered for a customer-based TDHS system, such as the Pandemic Relief Portal, <u>you must use a different email address to register for your Provider Portal account.</u>

System Demo

Key Lessons From Today's Townhall

Updates to Child Care Providers' Score Cards

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

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

TDHS, along with the Child Care Resource and Referral Center (CCR&R), can help you better understand how your facility will be graded using the QRIS evaluation

For Providers in Davidson County:
Please Complete the Following Activities As Soon As Possible!

Register For An Account As A Primary Contact

- Provider's Primary Contact registers for an account in the Provider Portal

- If the Primary Contact uses the email on file with TDHS, site access is automatically granted. If not, the Provider's licensing consultant will need to approve (usually takes a few business days).
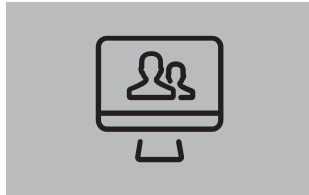
Have Staff Register for Accounts and Request Site Access

- Other staff members register for their own accounts and request site access

- Primary Contact grants access to Staff

Familiarize Yourself

- During the first few weeks of go-live, familiarize yourself with the new system

- We recommend looking over our training materials as you learn the functionality in the system

Prepare to Complete Your Annual Report in the Provider Portal

- Going forward, you must use the Provider Portal to complete your annual report and applicable changes throughout the year

- Your annual report due date varies by when you obtained your license.

- You can complete your report beginning 90 days before its due date

More information about each of these steps is available in Quick Reference Guides, How-To Videos, User Guides and future Townhalls.

For Providers in Hawkins and Madison Counties:
What To Do Between Now and Go-Live?

Check out the TDHS Website for Modernization Project Resources and Updates

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

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

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

Modernization Project Resources Page

Encourage Providers to Visit Our Modernization Project Resources Page!

TN Department of
Human Services

Search Human Services 🔍

⌂ Families ▾ Children ▾ Disability Services ▾ Adults ▾ Self-service Tools ▾ Need Help? ▾ Information and Resources ▾ News & Events ▾ 🖨

Child Care Resources for Providers

Training Opportunities for Child Care Providers

Child Care Emergency Preparedness

WAGE$®, Enhancement Grants and More

Recruiting for Child Care Certificate Program

Child Care Licensing Rules Guidance

COVID-19 Updates for Child Care Providers

Monthly Child Care Newsletters

Modernization Project Resources

Modernization Project Resources

The Tennessee Department of Human Services (TDHS) is launching a series of modernized systems to aid Child Care and Adult Day Services Providers in working with our agency. For Providers, we are launching a Provider Portal and a Mobile App they can use with their Customers. For our Staff, we are launching a Staff Portal and a Billing and Payments System. These new systems will increase business efficiencies and help our Providers and Staff complete critical tasks.

Modernization Project Site Support Team Contact Information

Are you a *Provider* who needs help? Call us! Our team is available Monday to Friday between 8:00 AM and 5:00 PM Central Time to answer any questions you have on our new systems. Simply join our Zoom link below or call us using the Dial-In Number, Meeting ID, and Password. We look forward to speaking with you!

Zoom Link: https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2IxUT09

Dial-In #:   +1 646 518 9805 or +1 720 928 9299

Meeting ID: 920 9473 5246

Password: 863180

› Provider Town Hall Replays

› Quick Reference Guides

› Provider Portal User Guide

› How To Videos

› Modernization Monthly Newsletters

› FAQ's

∨ Provider Town Hall Replays

TDHS is hosting a series of Townhalls to help Providers understand how to use these modernized systems. Please visit the links below to access replays of these Townhalls.

Town Hall	Description	Audience	Recording Link	Materials Link	Summary Link
Townhall 1 - Release 1 Pilot Overview	This townhall was conducted for Child Care and Adult Day Services Providers that are a part of our project's Pilot Program. The townhall covered how Pilot Providers can best prepare for the first release of our new system.	Child Care Providers participating in the Certificate Program in Davidson, Hawkins, and Madison Counties	Townhall Recording	Townhall PowerPoint Presentation 01-06-2022	Townhall 1 Summary 01-06-22
Townhall 2 - Release 1 Statewide Introduction and System Login	This townhall discussed how Providers can access and log into the new Provider Portal.	Child Care Providers participating in the Certificate Program Statewide	Townhall Recording	Townhall PowerPoint Presentation 02-15-2022	Townhall 2 Summary 02-15-22
Townhall 3 - Managing Enrollments and Using the Provider and Customer Mobile Apps	This townhall covered how Child Care Providers can manage enrollments within the Provider Portal and use the new Provider and Customer Mobile Apps.	Child Care Providers participating in the Certificate Program Statewide	Townhall Recording	Townhall PowerPoint Presentation 02-17-2022	Townhall 3 Summary 02-17-22

Intro to Site Support

We're Here For You!

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

Our team is available Monday to Friday 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.
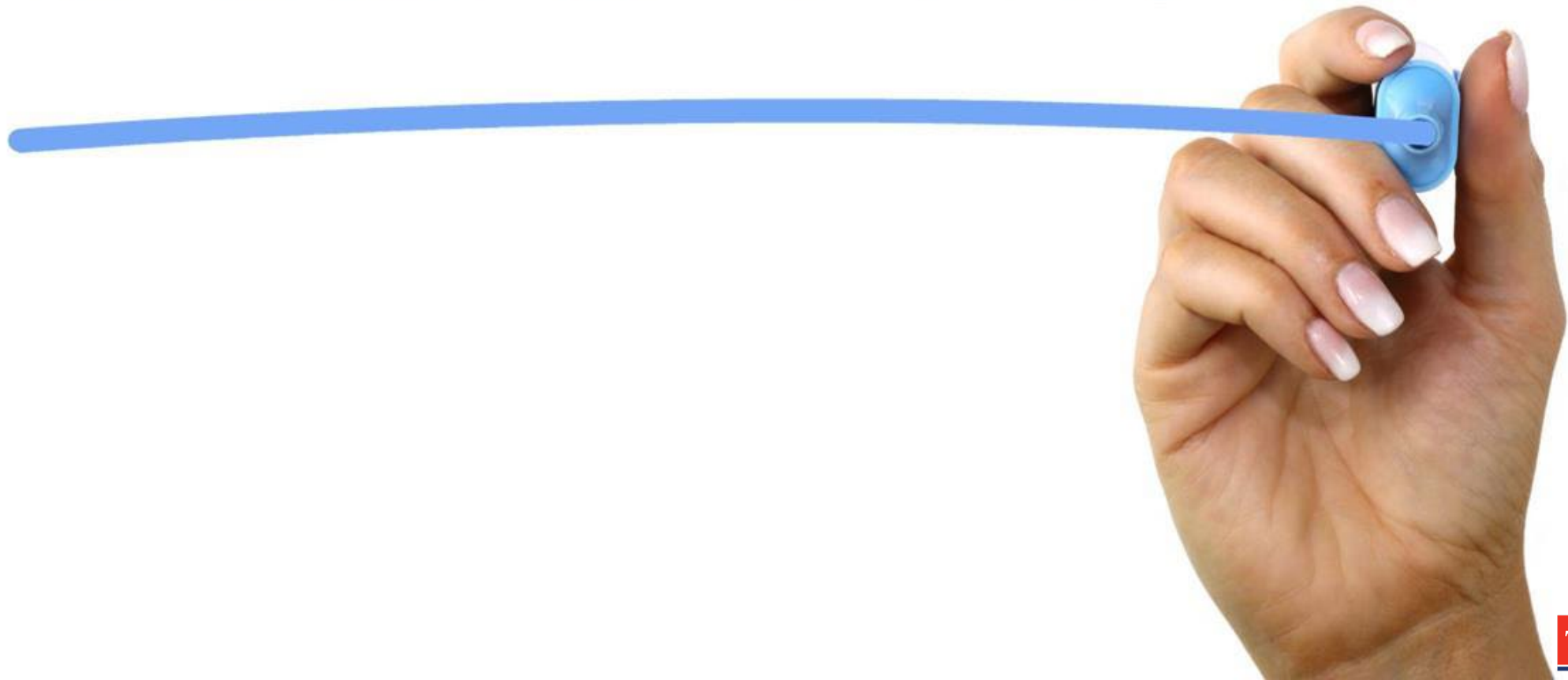
We look forward to speaking with you!

Modernization Project Site Support Team Contact Information	
Zoom Link	https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2lxUT09
Dial-In #:	+1 646 518 9805 or +1 720 928 9299
Meeting ID:	920 9473 5246
Password:	863180

QUESTIONS

Thank you for attending tonight's Townhall!

TDHS Modernization Project Leadership Team