

Tennessee Department of
Human Services

Modernization Project

Statewide Townhall #2
Release 1

February 17th, 2022

Team Introduction



Gwen Laaser
Director of Child
Care Services,
TDHS

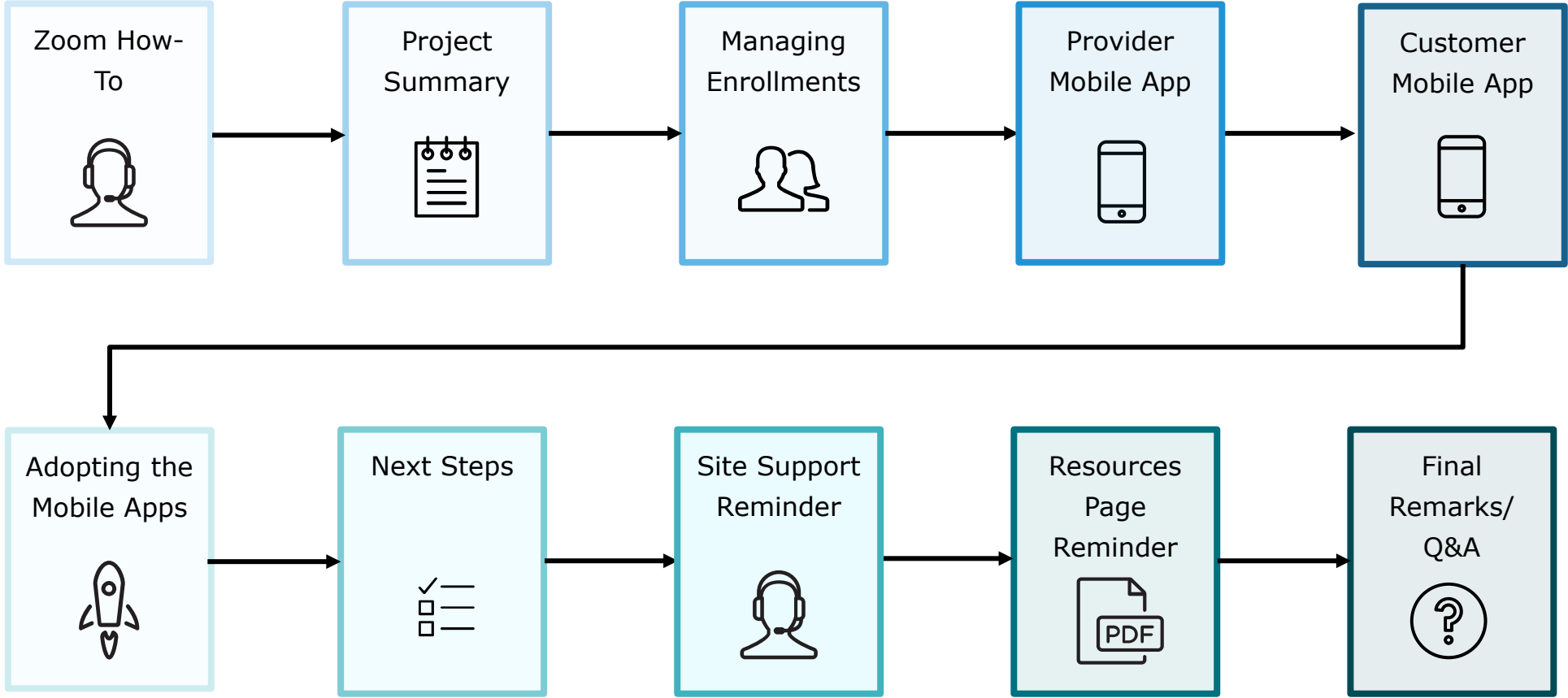


Jay Sirot
Organizational Change
Management and
Training Team,
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Kristi Calvaruso
Organizational Change
Management and
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What Will We Cover Today?



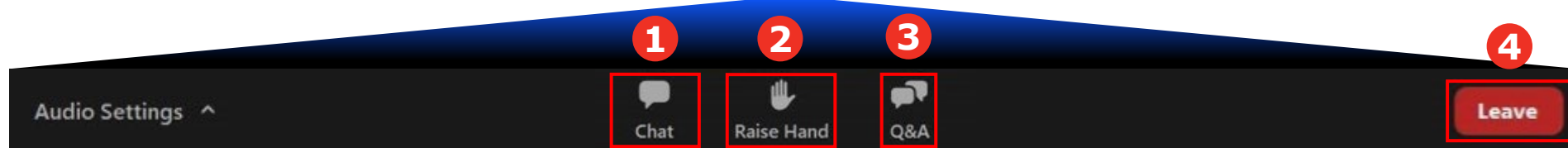
Zoom "How-To"

- 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.





Transforming your Customer Experience

The TDHS Modernization Project is a major effort, undertaken for you – and by extension, the children of Tennessee. 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

Online Tool for Child Care and Adult Day Services Providers

- Consolidated location to manage your participation in the Certificate Program, including submitting Electronic Attendance Verification (EAVs) and accessing payment data
- Centralized location to manage your compliance activities, including reviewing upcoming monitoring visits and addressing Plans of Corrective Action (POCAs)
- For new Child Care and Adult Day Services Providers, a streamlined location to apply for a license

Provider Portal

2 New Systems for Providers

Mobile Apps

Mobile Tracking Apps for You and Your Customers

- Check-in/out tool for you and your Customers to capture, store, and view attendance records
- Allows a customer to open a QR Code on their mobile device for you to scan or enter a PIN code into your device to check the child in or out
- Captured attendance data will automatically appear in your EAVs in the Provider Portal

Modernization Project Overview

These systems are designed to:

- 1. Make it easier to participate in the Certificate Program by streamlining administrative requirements**
- 2. Allow you to get paid more efficiently**
- 3. Give you and your customers a seamless way to check children in and out of care**

Managing Enrollments and the Provider/Customer Mobile Apps

Mobile App Adoption Checklist

Identify the Technology You Will Use to Check In/Out Customers



If adopting the Mobile Apps, you will be able to use an Apple or Android smart device to check in/out children from your care. We encourage you to think through what technology works best for your organization.

Note: TDHS sponsors a "Tech Goes Home" grant program to help finance technology needs

Communicate to Customers About the Change and How They Can Prepare



Customers participating in the Certificate Program will automatically receive an email to register for the Mobile App. Private Pay Customers will receive an email to register after you add them into your enrollments. We encourage you to tell customers that these emails will soon arrive, as well as send them the flyer we have created to prepare them for the launch of the Mobile Apps.

Utilize Our Quick Reference Guides, How-To Videos, and Other Resources to Learn How to Use the Mobile Apps

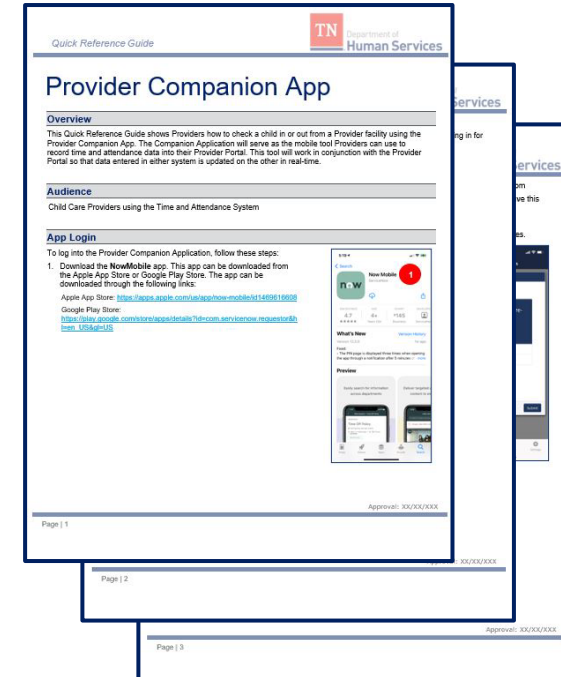


We have QRGs for both you and your customers to use to set up their Mobile Apps, how-to videos on both the Provider and Customer Apps, and more detailed explanations on application functionality in our Provider Portal User Guide. All these materials are available on the TDHS website.

Manage and Review Your Enrollments in the Provider Portal



Review enrollments of children participating in the Certificate Program, ensuring the information is accurate. Additionally, add Private Pay Children into the system so their parents/guardians/associated individuals can set up their accounts.



Quick Reference Guide

Next Steps

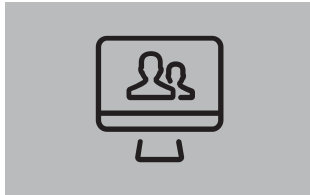
Time to Get Ready!

Mark Time On Your Calendar on 2/28 to Complete the Following Activities:



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 2-3 days).



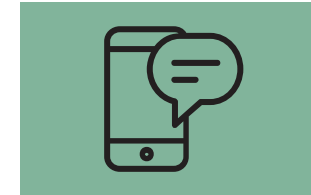
Have Staff Register for Accounts and Request Site Access

- 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
- Validate automatically transferred information for Certificate Program children and add enrollment information for Private Pay children



Mobile Apps for Check In/Out

- If your facility plans on adopting the new Mobile Apps, provide your staff with resources to review
- Provide your customers instructions to download the app. Identify the devices and processes you'll use for automated check-in.



Prepare to Submit EAVs in the Provider Portal

- Beginning in March, you will need to submit your first EAV in the Provider Portal
- You will have time to create your account before your first EAV is due
- EAVs will be done on a weekly cadence

More details coming later in our townhall on 2/22!

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

EAV Submission Timeline

MARCH 14TH

If you wait to register for an account until after March 7th, you can submit your first two EAVs in the Provider Portal on March 14th. EAVs submitted by 6:00 PM Central Time on the 14th will be paid the week of March 21st.

FEBRUARY 28TH

The Provider Portal goes live on February 28th. You have between February 28th and March 14th to register for and create your account.

MARCH 7TH

If registered for an account by March 7th, you can submit your first EAV in the Provider Portal early. If you submit your EAV by 6:00 PM Central Time on the 7th, you will be paid the week of March 14th.

GOING FORWARD

EAVs are due weekly in the Provider Portal on Mondays at 6:00 PM Central Time. Those submitted on time will be paid by the following week.

Attend a Registration Drive!

TO HELP YOU GET SITUATED IN THE NEW PROVIDER PORTAL, WE WILL BE HOSTING REGISTRATION DRIVES FROM 5:00 TO 7:00 PM CENTRAL TIME ON:

Tuesday, March 1st

Thursday, March 3rd

Tuesday, March 8th

Thursday, March 10th

Look out for an invitation to come via Email!

What to Do Between Now and Go-Live on February 28th?

○ Check out the TDHS Website for Modernization Project Resources and Updates

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

○ If Adopting the New Mobile Apps, follow the Mobile App Rollout Checklist and Review Resources on Application Setup

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

Reminders

[Visit our Modernization Project Resources Page!](#)

The screenshot shows the Tennessee Department of Human Services website. The header includes the TN logo, the text 'Department of Human Services', a search bar for 'Human Services', and a 'Go to TN.gov' link. A navigation menu lists categories like Families, Children, Disability Services, Adults, Self-service Tools, Need Help?, Information and Resources, and News & Events. A red banner highlights 'COVID-19 INFORMATION'. The main content area features a sidebar with links to 'Child Care Resources for Providers' (which is selected), 'Training Opportunities for Child Care Providers', 'Child Care Emergency Preparedness', 'WAGES@, Enhancement Grants and More', 'Recruiting for Child Care Certificate Program', 'Child Care Licensing Rules Guidance', 'Attention Child Care Providers: COVID-19 Daily Update', and 'Monthly Child Care Newsletters'. The main heading is 'Modernization Project Resources'. A text box explains that the Tennessee Department of Human Services (TDHS) is launching modernized systems to aid Child Care and Adult Day Services Providers, including a Provider Portal, a Mobile App, a Staff Portal, and a Billing and Payments System. Below this is a section for 'Modernization Project Site Support Team Contact Information' with a call to action: 'Have a question or need help solving a problem? Call us! Our team is available Monday to Friday through February 11, 2022, between 8:00 AM and 7:00 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!'. Contact details include a Zoom link, Dial-In numbers (+1 646 518 9805 or +1 720 928 9299), Meeting ID (920 9473 5246), and Password (863180). A list of resources with expandable arrows includes: Provider Town Hall Replays, Quick Reference Guides, Provider Portal User Guide, How To Videos, Modernization Monthly Newsletters, and FAQs.

TN Department of Human Services

Go to TN.gov

Search Human Services

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

COVID-19 INFORMATION

Child Care Resources for Providers

Training Opportunities for Child Care Providers

Child Care Emergency Preparedness

WAGES@, Enhancement Grants and More

Recruiting for Child Care Certificate Program

Child Care Licensing Rules Guidance

Attention Child Care Providers: COVID-19 Daily Update

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

Have a question or need help solving a problem? Call us! Our team is available Monday to Friday through February 11, 2022, between 8:00 AM and 7:00 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=RDNVNnNjQUVnSHpOR2ZMV3pZQ2lxUT09>

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
- > FAQs

We're Here For You!

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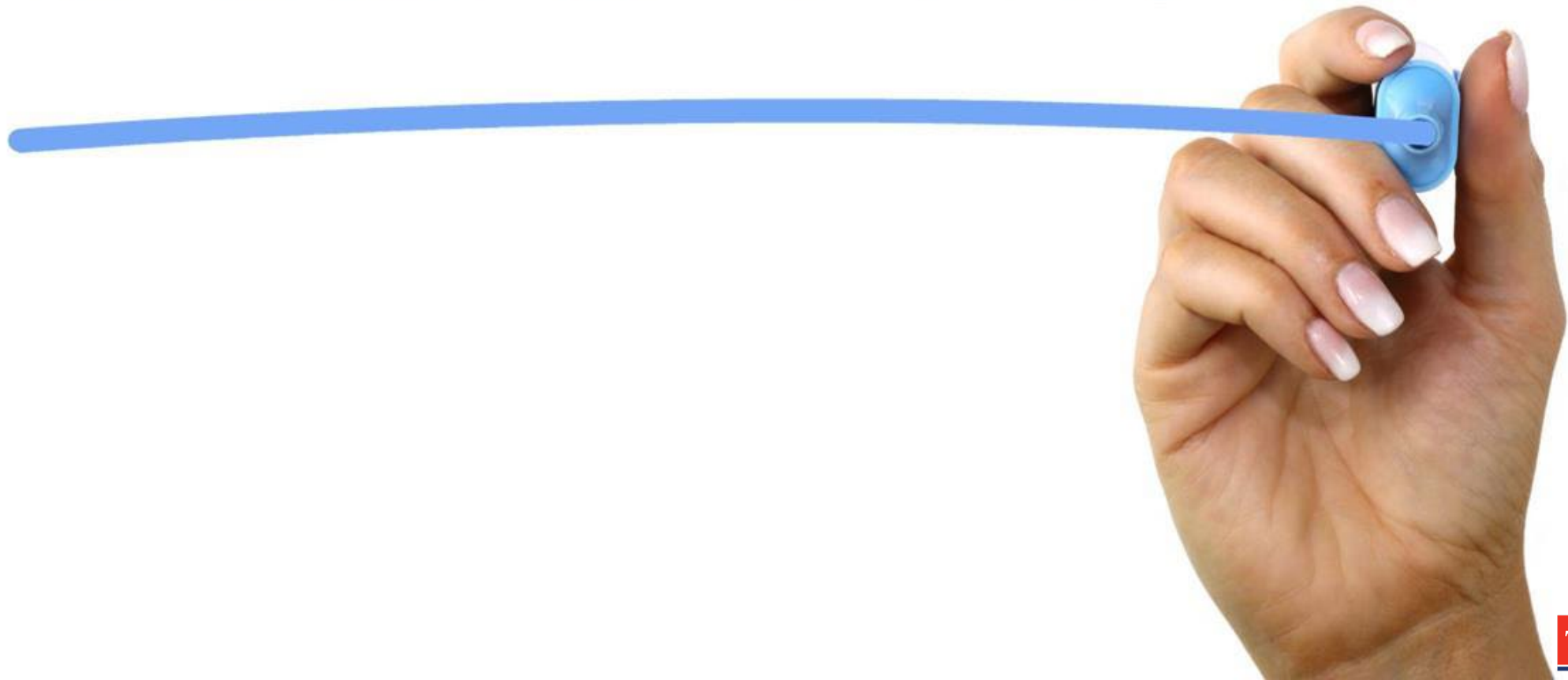
We look forward to speaking with you!

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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



QUESTIONS



Thank you for joining!

**Reminder: Join us next
Tuesday, February 22nd,
for another Townhall!**

