



Tennessee Department of Human Services

Adult Day Services

Newsletter

Greetings from your partners at the Tennessee Department of Human Services (TDHS), Adult Day Services Team!

Welcome to the Adult Day Services (ADS) Quarterly Newsletter. This newsletter shares information on topics related to your day-to-day operations as a licensed Adult Day Services (ADS) provider.

[In this edition of the newsletter](#), we would like to provide information on the upcoming TAADS Fall regional meetings, spotlight two agencies, and share some DHS updates.

Don't Miss the TAADS Fall Regional Meetings

We had such a wonderful time networking with everyone at the annual conference in May and hope to see all of you at the Fall regional meeting in your area.

Southeast Region

Tuesday, July 29, 2025

Signal Centers

9AM-Noon (ET)

109 N. Germantown Road

Chattanooga, TN 37411

East Region

Tuesday, August 12, 2025

9 AM -Noon (ET)

Location – TBD

West Region

Wednesday, August 27, 2025

Global Mobile Care

9AM-Noon (CT)

3930 Vantech Drive, Suite 6

Memphis, TN 38115

Central Region

Wednesday, September 10, 2025

9 AM-Noon (CT)

Centennial Adultcare Center - Murfreesboro

230 Glenis Drive, Suite 302

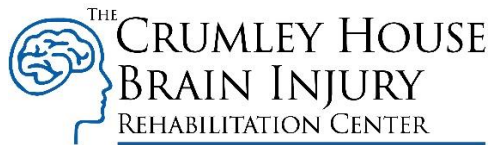
Murfreesboro, TN 37129

Program Spotlight



Kingsport ADC opened in September 2024, has a capacity of 24 participants, and specializes in Alzheimer's and Dementia care. It has an open area concept with a casual home setting feel to it. Some of the services provided are assisting with incontinence care needs, cueing during meals, one-on-one as needed, and ambulation needs. Activities are the focus of the program so each day has between 7 to 10 different activities that focus on social, emotional, physical, and cognitive needs. There is a dedicated Veterans wall and each Veteran brings their military picture so that we can place it in the branch of service in which they served. The most important part of what we do is to help seniors - help them feel happiness, help them feel purpose, experience doing new things or things that they haven't done in years, and most of all give them lots of love.

Program Spotlight



Nestled in the rolling hills of Limestone, Tennessee, **The Crumley House Brain Injury Rehabilitation Center** has spent more than three decades transforming lives and giving hope to individuals and families impacted by traumatic brain injury (TBI). Founded in 1992, The Crumley House was born from one mother's determination to create meaningful care options for her daughter and others facing the lifelong challenges of brain injury. After a devastating car accident left her teenage daughter with a TBI in 1981, June Barrett began a journey that would lead to the founding of what has become one of the most trusted nonprofit brain injury rehabilitation centers in the region—and the only one of its kind in Tennessee. At its core, the mission of The Crumley House is simple but powerful: *to enhance the quality of life for survivors of brain injury by enabling them to maximize their potential*. That mission has guided the development of a broad range of services tailored to meet each individual's needs. The Crumley House offers both a **Residential Program** and an **Adult Day Program**, each designed to promote independence, cognitive recovery, and community reintegration. Residents receive 24/7 support including meals, transportation, assistance with daily living activities, and access to therapies. Day program participants engage in structured physical, cognitive, speech, and technology-based retraining. Collaborations with regional universities like ETSU, Milligan, and Walters State enhance programming through student-led occupational and speech therapies—adding both innovation and compassion to the care approach. From community outings and job training to support groups and social activities, each day is structured to help individuals thrive in ways that matter most to them. Whether it's providing vital rehabilitation services, building partnerships with local schools, or simply creating a sense of belonging for individuals too often isolated by their injuries, The Crumley House stands as a symbol of community and compassion. As one of the few facilities of its kind in the nation—and a treasured resource in Tennessee—The Crumley House continues to light the way forward for brain injury survivors, helping them not only recover but reclaim their futures. For further information about The Crumley House, please visit crumleyhouse.com or call (423) 257-3644.

Rules Revision Committee Meeting

Thank you to everyone that signed up to take part in the Rules Revision Committee and attended our first virtual meeting on April 3rd. We will be holding in person committee meetings on July 30th and 31st in Murfreesboro and hope to get through all potential revisions during that time. Invites have been sent out to all committee members.

Electronic Payments for Annual Fees

Our electronic payment option for annual fees and application fees is FINALLY live!!



TENNESSEE ADULT DAY SERVICES

Paying Adult Day Services Application and Annual fees is Easy with Touchpay!

as easy as 1, 2, 3...

STEP 1: Go to www.tpchildsupport.com* (or use the QR code below) to Register or log in to your TouchPay account.

STEP 2: Select **Adult Day Services**. Enter required information (as shown below).

STEP 3: Select payment amount and payment method hit the continue button and print or save your receipt.*

Information Required	*Payment Options
- Agency Name or Owner Name	Conveniently pay your application and annual fees online at
- Agency Street Address	www.tpchildsupport.com .
- Last 4 of FEIN	

For payment help, call
TouchPay at 866-204-1603
[www.touchpayonline.com /help](http://www.touchpayonline.com/help)



*The payments will be credited to your account two to three business days after you make the payment.
*Payments are not applied to the Child Support program.

Licensing Violations or Illegal Operations

To report suspected adult day services licensing violations or possible illegal operations call the Child and Adult Care Complaint Hotline at 1-800-462-8261 or email AdultDayServices.DHS@tn.gov.

Reminders

We will feature existing and newly opened ADS agencies in the Program Spotlight section of each issue. If you wish to be featured, have ideas about potential topics or general feedback please reach out to us by email at, AdultDayServices.DHS@tn.gov.

Quarterly ADS Newsletters are posted at the ADS webpage of the TDHS website for your reference at, <https://www.tn.gov/humanservices/adults/adult-day-services.html>.