



Tennessee Department of Human Services

Adult Day Services

Newsletter

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

Happy holidays! We are thankful for your willingness to continue to provide excellent services to our adult population! It is our hope that you take time out this holiday season to enjoy your family, friends, and whatever makes you smile. Remember that time awaits no one and we must take hold of every moment and embrace it to the fullest! Again, happy holidays!

This newsletter shares information on topics related to your day-to-day operations as a licensed Adult Day Services (ADS) provider. If you have ideas about potential topics for the newsletter, please send us your ideas! We will feature an existing ADS agency in the Program Spotlight section of each issue. If you wish to be featured, 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>. As a reminder, our webpage is in the process of being updated, and the information below may not yet be reflected at the TDHS website.

Program Spotlight: Page Robbins Adult Day Center

In this segment, we learn more about services from ADS providers in Tennessee. The information below has been provided by staff at the Page Robbins Adult Day Center



Page Robbins Adult Day Center provides unique and uplifting weekday care for adults with memory loss and the frail elderly, in a safe environment, while empowering and educating their caregivers and the community. We believe that life doesn't end with memory loss and that those affected by it can still have great days filled with joy and meaning.

Page Robbins is in Collierville, TN, a suburb of Memphis. Our program began 27 years ago as an offshoot of a church caregiver support group held at Collierville United Methodist Church. That group of caregivers joined together to form a nonprofit that began operating out of Collierville Christian Church in September of 1995. Originally, the Center was staffed with just a few paid employees and lots of volunteers.

In our almost three decades of serving the community, Page Robbins has grown significantly. We have our own free-standing 10,000 square foot building on two acres of land. We have 19 wonderful employees, and volunteers have finally returned after the nightmare of COVID-19.

Page Robbins Adult Day Center strives to be a leader in quality adult day programming. We have a full-time nurse on staff to lead our direct care staff and manage client care. We also offer a specialized activity program, running five activity groups at one time.

Clients are placed in activity groups based on their level of cognitive and physical functioning. While all clients participate in some form of art, music, reminiscing, games, socializing, pet therapy, and exercise each day, these activity groups ensure that clients are offered activities appropriate to their abilities. Activity groups allow everyone to feel successful and productive. As much as possible, we want to provide a failure-free environment. Someone in the late stages of Alzheimer's would benefit from a quiet, tactile activity, such as squeezing lemons and mixing fresh lemonade. While someone in the early stages might be engaged by a lively game of dancing cornhole (a Page Robbins original). With each activity, our goal is to help our participants embrace joy in the moment, focusing not on what has been lost, but on what is now.

Our goal is to offer the highest quality care at a price that is affordable for families. We are open 7 a.m. to 6 p.m. each weekday - that's 11 hours of care and activities. Clients also receive a delicious breakfast, lunch, and snack made in-house by our Chef and Chef's Assistant. Client families pay half the cost of care. Generous donations from individuals and organizations make up the other half. We must raise approximately \$750,000 per year just to fund the budget. These donations ensure that the cost of care is affordable for families. Care for a loved one with memory loss is an unexpected expense for every family. We believe everyone deserves high-quality, affordable daytime care for their dear loved ones with memory loss.

Page Robbins also provides unique benefits for caregivers. We currently offer virtual and in-person caregiver support group meetings each month. Virtual support groups allow us to connect with caregivers far and wide and in-person groups provide a safe, social space for caregivers to share their troubles. Caregivers can always find a listening ear, sound advice, guidance for the days ahead, and a community of support here at Page Robbins.

We offer monthly tips and advice for caregivers through our Care & Share blog. We also work to raise awareness through social media about caregiver isolation and stress. We give voice to the needs of caregivers and share practical ways to care for caregivers. All our caregiver support services are free and open to the public. Our staff has presented nationally on our unique and uplifting Caregiver Support Program at the National Adult Day Service Association's Annual Conference.

Our organization always seeks to provide the best and better care for our clients. We put our participants above all else, striving to make every day their best day. We are proud to work with the Tennessee Department of Human Services and other adult day programs around the state to help develop regulations, share best practices, and give feedback on quality standards.

If you would like to learn more about Page Robbins Adult Day Center, you can visit our website pagerobbins.org or give us a call at 901-854-1200. You can also see us in-action on our [Instagram](#) and [Facebook](#) pages. We would love to connect with you!

Page Robbins Adult Day Center in Action:



Modernization Resources

Please note that if your license expiration date/anniversary month is within 90 days and before December 31, 2022, you are required to complete an Annual Report. If not, you are required to complete a Change Report. User-friendly quick reference guides are available to assist you with account creation and registration, completion of annual and change reports, and provider access requests..

Quick Reference Guides and Descriptions

[Account Creation and Registration](#) - This Quick Reference Guide shows Providers how to create an account in the Provider Portal and gain access to a Provider site page.

[Completing a Change Report](#) - This Quick Reference Guide shows Providers how to complete a change report in the Provider Portal.

[Completing Your Annual Report](#) - This Quick Reference Guide shows Providers how to complete their annual report in the Provider Portal.

[Provider Site User Access Requests](#) - This Quick Reference Guide outlines the different processes for granting users access to your Provider Site.

More information about our modernization resources may be found at <https://www.tn.gov/humanservices/for-families/child-care-services/child-care-resources-for-providers/modernization-project-resources.html>.

Modernization Help Desk

We have partnered with University of Tennessee Social Work Office of Research and Public Service (SWORPS) to provide modernization support to child care and adult day service providers. The TN Child and Adult Care Help Desk Team will assist system End Users who encounter questions with system navigation, experience an incident requiring further assistance, or need general system utilization supports.

The Help Desk operates Monday-Saturday, 7am-9pm Central.

Contact the Help Desk by phone (toll free) at 833-834-7227 or email at tchs@utk.edu.

Did You Know?

Tennessee Association of Adult Day Services (TAADS)

Did you know that the Tennessee Association of Adult Day Services acts as a planning, researching, and training body for adult day services across the state of Tennessee? TAADS provides a forum for the exchange of information and services of adult day services. In addition, we promote the concept of adult day services as a viable community-based option for adults who need assistance in supervising their own activities. TAADS also educates the public and policy makers about the needs of adults in adult day services, adult day treatment, as well as other supportive services.

TAADS is a membership organization providing all the above services as well as policy advisement for a low annual fee. More than 80% of adult day providers across the state are members of TAADS each year, providing the largest local forum for ADS providers, payors, and partners in the state.

TAADS hosts meetings each year across each of the state's four main regions (West, Central, Southeast, and East) as well as a statewide conference featuring speakers and presentations from across the country.

TAADS is proud to partner with and be a resource to the Department of Human Services as well as current and prospective providers!

Visit www.taads.net for more information on membership, actions plans, policy initiatives, and networking opportunities!

Do you need to report suspected abuse of a vulnerable or elderly adult?

Adult Protective Services staff investigate reports of abuse, neglect (including self-neglect) or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS staff assess the need for protective services and provide services to reduce the identified risk to the adult. To report suspected abuse, call **1-888-APS-TENN** (1-888-277-8366) or report online at our secure site: <https://reportadulthood.dhs.tn.gov/>

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.



National Adult Day Services Association Updates

The national association maintains a page dedicated to industry updates. You can access that information here: <https://www.nadsa.org/important-ads-updates/>

For Your Information:

- The amendments to Adult Day Services rules have been filed and will be effective January 23, 2023. The amendments are on the Secretary of State webpage: https://publications.tnsosfiles.com/rules_filings/10-15-22.pdf
- The updated ADS Criminal History Disclosure Form-HS 2680 is posted here: <https://www.tn.gov/humanservices/adults/adult-day-services/criminal-background-check-process-for-adult-day-service-employees-forms.html>
- The Department of Human Services provides limited reimbursement to Adult Day Services providers for criminal background checks. The process for submitting those requests has recently changed and an email update regarding those changes was sent to all providers on October 21, 2022. As a reminder, [click here for the letter](#) and [here for the form](#).

Test Your Knowledge:

The fingerprint vendor, IdentoGo, updated the "applicant type" option in the registration system for ADS providers. When registering, what option will ADS applicants choose?

The first provider to send the correct answer to AdultDayServices.DHS@tn.gov will win a prize.

If you have any questions, ideas or general feedback, please email us at AdultDayServices.DHS@tn.gov.



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