

Child Care Services Daily Update- March 19, 2020

Dear Child Care Providers,

The Tennessee Department of Human Services (TDHS) is working to provide you with the most current information pertaining to licensed Adult and Child Care programs as we continue to navigate through the impact of COVID-19. To be most impactful in getting our messaging out, we have created a landing page on our website to post information. We will remain diligent in keeping this site current.

To access the daily updates you may visit our website at <https://www.tn.gov/humanservices/families/child-care-services.html>. This page provides information and several resources available to providers and families. Our daily update will appear within the link stating "Attention Child Care Providers: [Click HERE](#) for COVID-19 Daily Update."

The screenshot shows the TDHS website's 'Child Care Services' page. At the top, there is a navigation menu with links for Families, Children, Disability Services, Adults, Self-service Tools, Need Help?, Information and Resources, and News & Events. Below the menu is a red banner with the text 'INFORMATION ABOUT THE ONGOING NOVEL CORONAVIRUS OUTBREAK'. The main content area is divided into a sidebar on the left and a main section on the right. The sidebar contains a list of links: Child Care Services (highlighted), Child Care Rules and Regulations, Child Care Resources for Parents, Child Care Resources for Providers, How to Become a Licensed Child Care Provider, Types of Regulated Child Care, Find Child Care, Child Care Payment Assistance, Child Care Assessment, Child Care Report Card & Star Quality Program, Child Care Resource & Referral Centers, Child Care Laws, Rules, Guidelines & Policies, Commonly Requested Child Care Licensing Forms, Child Care Assistance Office Locator, and Child Care Provider Monitoring and Inspections. The main section features the heading 'Child Care Services' and a paragraph describing the department's role. Below this is a quote: 'DHS is committed to promoting early childhood environments that are safe, healthy, and educationally rich.' The central message reads: 'Attention organizations hoping to provide child care during the COVID-19 Emergency: Click HERE to Learn More. Attention Child Care Providers: Click HERE for COVID-19 Daily Update' (with a red checkmark icon). Below that, it says: 'Attention Child Care Providers: We're recruiting for the Child Care Certificate Program. Click HERE to Learn More'.

Additional Information:

- We understand that the continuously evolving situation of COVID-19 generates stress and uncertainty for providers and families. We continue to explore strategies for supporting providers and families during this time. We will post updates as further information becomes available.
- Suspension of routine monitoring visits- TDHS is suspending routine monitoring visits during this time to reduce stress on agencies and our staff pertaining to health risks and social distancing. Our Licensing Staff will continue to be available to offer Technical Assistance and Guidance and to track impact on agencies due to COVID-19. We will continue to monitor when a complaint is received and perform the necessary actions related to that complaint.

- Child Care Program Assessments have been suspended during this time. Assessment staff will be available to assist with Technical and Consultation support and may be reaching out to you to answer questions and provide guidance.
- Licensing and Assessment Program staff will be available to offer Technical Assistance and guidance to temporary locations through telephone contact or on-site consultation if needed.
- Like you, we continue to work diligently to understand the impact of COVID-19 for childcare providers, families, and communities in Tennessee. Each agency should use its discretion on the decision of whether or not to remain open in response to the COVID-19 situation that is unfolding in their community. There are many factors to consider, and each agency's situation will be different. As a caring citizen and business owner, we encourage each of you to make the decision that will be the best fit for your program, the families you serve, and the larger community.

Thank you,

Gwen



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