



**WHAT'S IN THIS EDITION?**

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**WANT TO GET INVOLVED?**

Excited? Want to be involved in this important initiative? If so, apply to become a part of the **Change Champion Network!** As TDHS continues its work on this project, we want Child Care Providers to join a network of Change Champions who will:

- Experience the system before it goes live
- Provide valuable feedback
- Learn about new features before others do
- And much more!

To apply, [click here](#).



**APRIL'S CHAMPION OF CHANGE:**

**Jackie Robinson**  
*"A life is not important except in the impact it has on other lives"* - Jackie Robinson

Jackie Robinson was born on January 31, 1919, in Cairo, Georgia. He made history in 1947 when he became the first African American to play in Major League Baseball following the merger of the American and National Leagues in 1903. At the time, baseball was a segregated sport, and African Americans had to play in a separate league. While playing in the Negro Leagues, Robinson was scouted by the president of the Brooklyn Dodgers, Branch Rickey, to help integrate Major League Baseball.

In 1946, Robinson joined the Montreal Royals, a farm team for the Brooklyn Dodgers. Following his tremendous success, Robinson was able to debut for the Brooklyn Dodgers on April 15, 1947, effectively ending racial segregation in baseball. For his historic bravery and activism, Jackie Robinson is our April Champion of Change.

**Change is Coming**

Spring is a season full of transformations. The cold landscape of winter months gives way to warmer, more pleasant temperatures. Trees that lost their leaves and flowers that wilted are budding into life once more. In addition to signifying transformation in nature, spring symbolizes new beginnings for people. You have heard through previous monthly Provider Newsletters that TDHS is currently undergoing a transformation within its child care services program. As a part of this initiative, we are modernizing our technology systems. This Newsletter, *Modernization Monthly*, will keep you informed of these changes. Additionally, the coming months will be full of fun informative trainings and other communications to make sure that you are aware of how this change will impact you and are ready to succeed when the system modernization goes live this fall. In the spirit of the season, we encourage you to spring into action and prepare for the transformations ahead.

Sincerely,  
 Child Care Services Leadership

**Project Overview**

The Tennessee Department of Human Services (TDHS) is in the midst of modernizing its Child Care Provider technology system. This exciting project will make it easier for Providers across Tennessee to service their customers and perform daily activities electronically through a robust Provider Portal and a Time & Attendance tool. The goal of this transition is to make it easy to do business with the state. This technology system upgrade will support the larger program redesign TDHS is pursuing.

Under this new system, you will be able to:

- Update and receive information to manage your license
- Submit materials to meet compliance requirements
- Enter and view data for the Child Care Certificate Program



*Note: All of the system images shown in this newsletter are meant as a representation of how the system might appear.*

**Functional Spotlight:**



**Time & Attendance**

Providers participating in the Certificate Program are required to submit the time and attendance of their program-enrolled children. While this process is currently manual, it will become automated in the new system.

Later this year, TDHS will offer all Child Care Providers the ability to use the brand-new Time & Attendance tool. Under this system, parents/guardians can use a QR code on their phone or a PIN to check-in/out their children. This code is unique, to both the child and the specific guardian, allowing you to easily track when a child was dropped off, when they were picked up, and the guardian that did so.

This will make it especially easier for Certificate Providers to enter, track, and submit the attendance of their program-enrolled children for payment. However, this tool is also available to all Providers to track time and attendance, regardless of if they participate in the Certificate Program. As such, this tool provides a system for you to track attendance.



*SAMPLE QR Code page for a user. Used to check-in/out with Provider Companion app.*



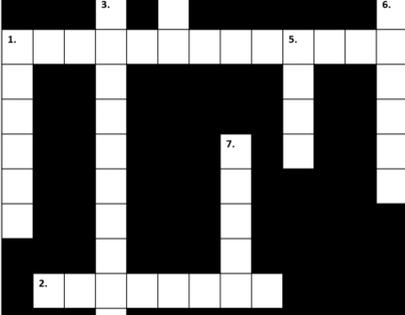
**Gwen Laaser, Director**  
 Child Care Services

**Leadership Update**

With the rapid on-coming of our new Child Care Provider System, our staff has been working endlessly towards a seamless transition to our new system. This system will be brand new to all of us, helping automate our processes and allowing Providers to more easily manage their requirements. Our goal is to allow Providers and staff to focus more time on caring for children and strengthening relationships and less time on administrative tasks.

We are incredibly excited about this project! This modernization will have a positive impact on promoting early childhood environments that are safe, healthy, and educationally rich. I know we are all looking forward to a more streamlined workflow this system will provide, as well as the unique tools, such as the Time & Attendance system, that you will be able to use with your clients. Thank you to everyone involved! We could not achieve something of this nature without working as a team.

**Puzzle Palooza**



- Across**
1. You are reading the "\_\_\_\_\_ " Monthly
  2. Get involved by becoming a Change "\_\_\_\_\_ "
- Down**
1. Providers can " \_\_\_\_\_ " their organizations information in the Provider Portal
  3. " \_\_\_\_\_ " Providers participating in the Child Care Assistance Program
  4. A method parents or guardians can check in and out a child
  5. " \_\_\_\_\_ " & Attendance tool
  6. Each QR Code is " \_\_\_\_\_ "
  7. Birthplace of Jackie Robinson

**Answers can be found at the end of the Newsletter**

**You Ask, We Answer**



Starting in our next Newsletter, we will be answering questions we have received from you and other Providers in this section to help keep everyone informed as this project continues. If you have a question for us, please send it to the email below and we may feature it in an upcoming Newsletter!

Send an email to [ChildCareProjectSupport.DHS@tn.gov](mailto:ChildCareProjectSupport.DHS@tn.gov)

**Questions you may already have:**

**1. For Certificate Providers: Under the new Time & Attendance system, will I need to manually submit Electronic Attendance Verifications (EAVs)?**

**Answer:** No! Starting with the new Time & Attendance System, EAVs can be easily submitted electronically through your new Provider Portal.

**2. Can I use the new Provider Portal to update my organization's information?**

**Answer:** Yes! In the Provider Portal, you can easily manage your organization's information, such as what is listed on the state's "Find Child Care" website (e.g. capacity and enrollment information).

**Answers to Crossword:**  
**A1: Modernization**    **D4: PIN**  
**A2: Champion**        **D5: Time**  
**D1: Manage**           **D6: Unique**  
**D3: Certificate**      **D7: Cairo**

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