

Child and Adult Care Provider Modernization Monthly

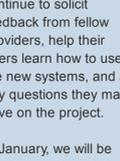
December 2021:
6th Edition



Nashville Skyline
Photo Credit: Carol M. Highsmith

WHAT'S IN THIS EDITION?

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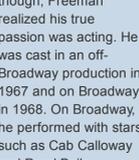
Change Champion Network Update

Our Change Champion Network hosted its fourth meeting on December 7th. At the meeting, we went through a live demonstration of the EAV and Payment functionalities of the Provider Portal, discussed our Action Plan as we approach our first system release, and discussed some of the questions and feedback our Change Champions have heard from all of you.

As we approach the release of our new systems, our Change Champions will be playing an important role in helping make sure our Modernization Project is a success. They will continue to solicit feedback from fellow Providers, help their peers learn how to use the new systems, and ask any questions they may have on the project.

In January, we will be meeting again to help prepare our Change Champions for our first release: discussing how they can access the Provider Portal and the other new systems. We look forward to continuing to work with the Change Champion Network to empower and prepare all Providers for the release of our new systems.

December's Champion of Change



"Was I always going to be here? No, I was not. I was going to be homeless at one time, a taxi driver, truck driver, or any kind of job that would get me a crust of bread. You never know what's going to happen."

—Morgan Freeman

Morgan Freeman was born on June 1, 1937, in Memphis, Tennessee. His mom, Mamie, was a teacher, and his father, also named Morgan, was a barber. For much of his childhood, Freeman lived with his paternal grandmother. With her, he moved often, living in Mississippi, Indiana, and Illinois. He fell in love with acting while little and was in his first play by age 9. At 12, he had already won a statewide drama competition.

Upon graduating high school in 1955, Freeman joined the US Air Force, despite having received college scholarships. After serving four years in the Air Force, Freeman studied theater at Los Angeles City College.

Freeman's career after college began alternating as a dancer and an actor. Quickly, though, Freeman realized his true passion was acting. He was cast in an off-Broadway production in 1967 and on Broadway in 1968. On Broadway, he performed with stars such as Cab Calloway and Pearl Bailey.

Between the late '60s and late '80s, Freeman played in a variety of roles, both in theater and in film. It took until 1988 and the years that followed for Freeman to break through and become a global sensation. He was nominated for a litany of awards for his performances in *Street Smart*, *Glory*, and *Driving Miss Daisy* in the late '80s and early '90s.

His career continued to progress in the years that followed, with arguably his most notable performance coming in 1994, when Freeman starred in the infamous *The Shawshank Redemption*. Since then, Freeman has continued to be one of the most known and loved actors in the business.

In his personal life, Freeman has four children. He spends his time between Charleston, Mississippi, and New York City. He is also a certified pilot.

For his service to our country and remarkable career, Morgan Freeman is December's Champion of Change.

Happy New Year!

As we continue through the winter season and near the end of 2021, we wish you and your families a wonderful rest of the year! Along the way, we hope you all become even more excited for the amazing things 2022 has in store for our work together. Beginning in mid-January, we will be releasing the first part of our modernized systems to Providers in our Pilot Counties (Davidson, Hawkins, and Madison), and in late February we will be releasing these systems across Tennessee. We hope you enjoy the spirit of the season, and time with family and friends!

Happy New Year!

Sincerely,
Child and Adult Care Services Leadership

We Have a Name: eLicensing!

Our team is excited to announce that we have chosen a name for the new Provider Portal: **eLicensing!** This name will be used to represent the Provider Portal upon its release next year. Other information will be forthcoming, so keep an eye out!

Preparing for Release 1

As discussed in our previous Newsletter, we will be releasing the functionality that is a part of our Modernization Project in two stages, with Release 1 starting in January, for our Pilot Counties, and in February, for the rest of the state.

As a reminder, the following functionality will be a part of **Release 1**:

- Part of our new Provider Portal, including:
 - Features for Providers participating in the Child Care Certificate Program:
 - Enrollment and Attendance Management
 - EAV Submission and Administration
- The new Mobile Attendance Apps for Providers and Customers participating in the Child Care Certificate Program
- Features for new Providers applying for a license for the first time

As we approach this release, we want to prepare you all for what to expect.

First, **Release 1** functionality is for two groups: Child Care Providers participating in the Child Care Certificate Program and Child Care and Adult Day Services Providers applying for a license for the first time. **Current Child Care Providers not participating in the Child Care Certificate Program, as well as current Adult Day Services Providers, will not be affected during Release 1.**

As such, our **Release 1 Pilot Program**, which will start on January 17, 2022, will only affect Child Care Providers that participate in the Child Care Certificate Program located in Davidson, Hawkins, and Madison Counties. It will also affect new Child Care and Adult Day Services Providers in these counties.

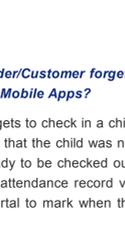
Our **Release 1 Statewide Go-Live**, which will start on February 28, 2022, will affect all Child Care Providers that are a part of the Child Care Certificate Program, as well as all new Child Care and Adult Day Services Providers in Tennessee that wish to apply for a license online using the Provider Portal.

To prepare Providers for our first release, we will be hosting four townhalls. All townhalls will be recorded and posted on the Tennessee Department of Human Services (TDHS) website.

1. **January 6, 2022 - Release 1 Pilot Overview** - This townhall will be for Child Care Providers participating in the Child Care Certificate Program, located in our Pilot Counties. It will be an extensive presentation preparing these Providers for our Release 1 Pilot Program.
2. **February 15, 2022 - Release 1 Statewide Introduction and System Login** - This townhall will introduce all Child Care Providers participating in the Child Care Certificate Program throughout Tennessee to our new Provider Portal and demonstrate how to access it.
3. **February 17, 2022 - Managing Enrollments and Using the Provider and Customer Mobile Apps** - This townhall will demonstrate how to manage enrollments in the Provider Portal and use the Provider and Customer Mobile Apps.
4. **February 22, 2022 - Updating Attendance, Submitting EAVs, and Reviewing Past Pay Cycle Data** - This townhall will demonstrate how to update attendance records, submit EAVs, and review payment data in the Provider Portal.

As we approach these events, we will be sending out formal invitations to affected Providers. We are incredibly excited for our first system release!

Functional Spotlight:



EAVs/Payments in the Provider Portal

One of the most exciting features in the new Provider Portal will be the new way in which Electronic Attendance Verifications (EAVs) and Payments are managed by Child Care Providers participating in the Child Care Certificate Program. Once this new system goes live, Providers will gain access to our new Time and Attendance Mobile Apps. As discussed in past Newsletters, these apps will allow Providers and their Customers to check in/out children from care electronically. This will help Providers streamline their check-in/out process and make it easier to safely store and access time and attendance data.

This data will automatically sync with the Provider Portal. As such, when a Provider participating in the Child Care Certificate Program is ready to submit an EAV, all time and attendance data captured in their Provider/Customer Mobile Apps will pre-populate their EAV. From there, all a Provider will need to do is review the information for accuracy and submit it to TDHS. No manual entry will be required under this new system.

Providers who choose not to use our new Provider/Customer Mobile Apps will be able to use an Excel Template to upload their Time and Attendance data into the Provider Portal, as explained in past newsletters. If you currently use a time and attendance recording system, you may be able to export data from your system into Excel, which can then be used to complete our template. This will depend on the capabilities of your system. Once this time and attendance data is uploaded into the Provider Portal, this information, too, will pre-populate EAVs.

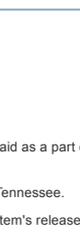
Once an EAV is submitted, Providers can track its status within the Provider Portal. The Provider Portal will note whether it has been submitted, approved, or returned for revision. If there is an issue, a Provider will be able to use the Provider Portal to view the reason for it being returned and address it.

Once an EAV is approved, Providers can track its payment status in the Provider Portal. Providers can access their payments' amounts, statuses, and remittance notices. At the end of each year, they can also access an Annual Provider Payment Report, detailing all payments they received throughout the year.

This new system will make EAV and Payment records easily accessible, allow integration of the Provider/Customer Mobile Apps and the Provider Portal, and allow Providers to access past payment and important data at any time.

Note: To help ease the transition for Providers participating in the Child Care Certificate Program to the Provider Portal, when Release 1 occurs for both our Pilot in January 2022 and statewide in February 2022, Providers participating in the Child Care Certificate Program will continue to use EAV Pay for a few weeks. This time is set aside for you to register your Provider Portal accounts, provide access to your staff, begin using the mobile apps and get comfortable with the Provider Portal. Thereafter, you will begin submitting EAVs through the Provider Portal.

You Ask, We Answer



Listed below are some of the questions we received from Providers following the last edition of *Modernization Monthly*. If you have a question, we'd be happy to answer it! Just click the link below to send us an email and we may feature it in an upcoming Newsletter!

[Send us a question by clicking here!](#)

Recent Provider Questions:

1. What is the process if a Provider/Customer forgets to check in a child using the new Mobile Apps?

Answer: If a Provider/Customer forgets to check in a child using the Mobile Apps, they will see that the child was not checked in upon the child being ready to be checked out. At that time, they can enter a past attendance record via the Mobile Apps or the Provider Portal to mark when the child had arrived that morning.

2. Can a parent/guardian/authorized individual check in or out their child without the presence of their provider?

Answer: No! A parent/guardian/authorized individual cannot mark a child as checked-in or out without the presence of their Provider. Providers will need to use their Mobile App to either scan the parent/guardian/authorized individual's QR Code or allow them to enter their PIN Code to complete the check-in/out. This will make sure a customer cannot change an attendance record without a Provider's knowledge.

Leadership Update

Reason you joined TDHS: When I joined TDHS 21 years ago, I saw how

easy it was for many disadvantaged members of the community to fall through the cracks. TDHS provided the forum where I could do the work necessary to ensure that the most vulnerable people had access to the assistance they needed.

LaRosa T. Parks

Books you are reading or podcast you are listening to? *Becoming Michelle Obama & Before I Forget – Love, Hope, Help, and Our Fight Against Alzheimer's*

Child Care Certificate Program Supervisor, Greater Memphis

Favorite movie of all time? Remember the Titans

Favorite place to visit in Tennessee? Civil Rights Museum – Memphis

Reason you are most excited for this project? I am excited to see the overall transformation of the child care industry and the impact it will have on internal and external stakeholders.

Reason you joined TDHS: I accepted a position with TDHS in 2005. I wanted to quit my first day when I learned my job was to disenroll over 100,000

Tennesseans from TennCare. My Director at the time told me to stay because I could be the person to find a way to prove they were still eligible. 16 years later, I'm still here.

Loloetha Gilbert

Books you are reading or podcast you are listening to? *The Hood Health Handbook*

Child Care Certificate Program Supervisor, Middle Region

Favorite movie of all time? *Monte Cristo*

Favorite place to visit in Tennessee? Anakeesta in Gatlinburg, TN

Reason you are most excited for this project? I'm excited because this new platform will offer: *Parents* - instant access to their account information. *Staff* – ability to redirect time to more important case management functions instead of sending duplicate certificates or verifying copays verbally. *Providers* - the ability to manage attendance and payments for all children in their agency quickly, efficiently, and at no cost. Welcome to the 21st Century!

Reason you joined TDHS: I joined TDHS because I wanted to make the lives of my fellow Tennesseans better.

Sarah Fillers

Books you are reading or podcast you are listening to? *Beneath a Scarlet Sky* by Mark Sullivan

Child Care Certificate Program Supervisor, East Region

Favorite movie of all time? *The Goonies*

Favorite place to visit in Tennessee? Fall Creek Falls State Park

Reason you are most excited for this project? I am most excited for the modernization project because I feel it will make our workers' jobs easier and will boost morale not only for our workers but for our customers.

Puzzle Palooza

Fill the blank:

1. Providers must submit _____ to get paid as a part of the Child Care Certificate Program.
2. Morgan Freeman was born in _____, Tennessee.
3. Our three Pilot Counties for our new system's release are Davidson, Hawkins, and _____.
4. The Provider Portal's official name will be the _____ system.

Answers to Puzzle Palooza

1. EAVs 2. Memphis 3. Madison 4. eLicensing