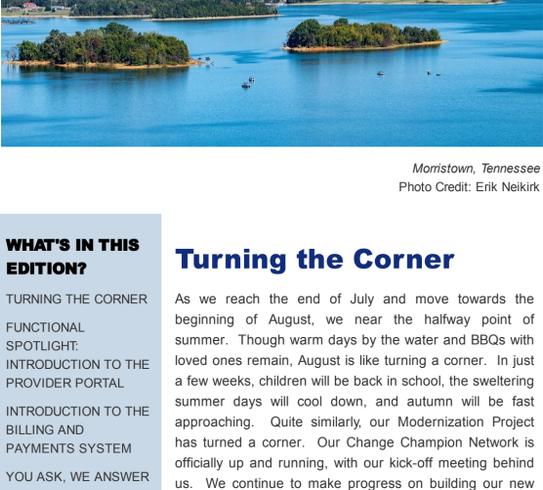


**Child and Adult Care
Provider Modernization
Monthly**

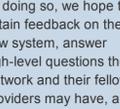
July 2021: 3rd Edition



Morristown, Tennessee
Photo Credit: Enk Neikirk

WHAT'S IN THIS EDITION?

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- FUNCTIONAL SPOTLIGHT
- INTRODUCTION TO THE PROVIDER PORTAL
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- YOU ASK, WE ANSWER
- CHANGE CHAMPION NETWORK UPDATE
- LEADERSHIP UPDATE
- JULY'S CHAMPION OF CHANGE
- PUZZLE PALOOZA



Change Champion Network Update

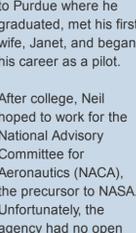
On June 15th, TDHS hosted its first Change Champion Network meeting! At the meeting, we reviewed the objectives of the Change Champion Network, gave a broader overview of the Modernization Project, and helped answer a few questions Providers have asked us thus far.

We are in the midst of planning our 2nd of Change Champion Network meeting, which will be sometime in Mid-August. Future sessions will provide the Change Champion Network with an in-depth look into the many parts of the modernized system.

By doing so, we hope to obtain feedback on the new system, answer high-level questions the Network and their fellow Providers may have, and equip the Network team with the means to help their teammates when the system goes live. We are excited to see all that our Change Champion Network accomplishes!

Additionally, we still have openings for **Adult Day Services Providers** that are interested in joining the Change Champion Network. [To apply for the Network, click here and fill out the linked form!](#) If you have any questions about the Change Champion Network and the responsibilities of joining, [feel free to reach out to us by clicking here!](#)

July's Champion of Change



"That's one small step for a man, one giant leap for mankind."
--Neil Armstrong

Neil Alden Armstrong was born on August 5th, 1930 in Wapakoneta, Ohio. From a young age, Neil was used to traveling. Neil and his family lived in 16 towns by the time he turned 14. A passionate aviation enthusiast, Neil took flying lessons beginning at age 14 and completed his pilot's license by age 16. At age 17, Neil began studying aeronautical engineering at Purdue University.

His studies were interrupted in 1949, at the age of 18, when Neil was called up into the Navy. Over the next several years, Neil was a Navy Pilot, flying over 78 missions during the Korean War. Following his service, he returned to Purdue where he graduated, met his first wife, Janet, and began his career as a pilot.

After college, Neil hoped to work for the National Advisory Committee for Aeronautics (NACA), the precursor to NASA. Unfortunately, the agency had no open positions. Fortunately, a job opened up within months and Neil got it.

Neil spent the next 15 years working with NACA and NASA. He began his time in government as a test pilot but hoped to become an astronaut. After seven years, his dream came true. In 1962, Neil joined NASA's Astronaut Corps. In 1966, he flew to space for the first time. And, in 1969, Neil made history when he became the first person to walk on the moon as a part of the Apollo 11 crew.

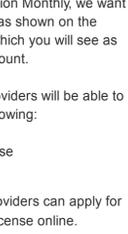
Neil resigned from NASA in 1971 but went on to have a long career teaching, serving on NASA commissions, and working in business. Neil also went on to receive the Presidential Medal of Freedom, Congressional Space Medal of Honor, and the Congressional Gold Medal. For his incredible perseverance and courage, Neil Armstrong is July's Champion of Change.

Turning the Corner

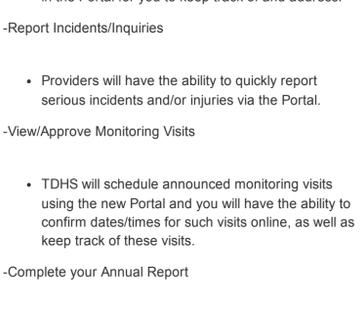
As we reach the end of July and move towards the beginning of August, we near the halfway point of summer. Though warm days by the water and BBQs with loved ones remain, August is like turning a corner. In just a few weeks, children will be back in school, the sweltering summer days will cool down, and autumn will be fast approaching. Quite similarly, our Modernization Project has turned a corner. Our Change Champion Network is officially up and running, with our kick-off meeting behind us. We continue to make progress on building our new systems. There are many opportunities for you to get involved in the coming months and we look forward to sharing them with you in the near future. As we continue our work together, we hope you all have a wonderful remainder of the summer and keep a lookout for updates on this exciting project!

Sincerely,
Child and Adult Care Services Leadership

Functional Spotlight:



Introduction to the Provider Portal Dashboard



One of the most exciting parts of the TDHS Modernization Project is the creation of the new Provider Portal! With this new system, Child and Adult Care Providers across the State will be able to complete critical tasks in a single, online, and easy-to-use location. This new Portal will allow Providers to apply for and maintain their Child or Adult Care License, manage children in the Child Care Certificate Program, access key parts of the new Time & Attendance system, track payments to/from TDHS, and more!

In this month's edition of Modernization Monthly, we want to highlight a few of these features, as shown on the Provider Portal Dashboard above, which you will see as soon as you log into your Portal Account.

To start, all Child and Adult Care Providers will be able to use the Provider Portal to do the following:

- Manage your Application and License
 - Within this new system, all Providers can apply for and maintain their Provider License online.
- Enter vacancies/enrollment availability by age group, in real-time, to support efficiency and steady income
- View Corrective Actions
 - Plans of Corrective Actions (POCAs) will be available in the Portal for you to keep track of and address.
- Report Incidents/Inquiries
 - Providers will have the ability to quickly report serious incidents and/or injuries via the Portal.
- View/Approve Monitoring Visits
 - TDHS will schedule announced monitoring visits using the new Portal and you will have the ability to confirm dates/times for such visits online, as well as keep track of these visits.
- Complete your Annual Report
 - You will be able to process your annual report using the new Provider Portal.

Child Care Providers participating in the Child Care Certificate Program will get additional functionality from the Provider Portal. You will be able to:

- Log Child Care Attendance
 - As mentioned in a previous Modernization Monthly, TDHS is creating a new Time & Attendance system, where you will have the option to use a Kiosk to track children's attendance through the QR and/or PIN Code feature. In the new Provider Portal, you will be able to check the attendance data stored by the attendance tracking app, upload your own Time & Attendance data, and edit your information in the system.
- Manage and Submit Electronic Attendance Verifications (EAVs)
 - The new Provider Portal allows you to easily manage and submit your EAVs. Through the new Portal, you will be able to review Time and Attendance data captured using the new Time & Attendance "Kiosk" tool, or upload and submit your own attendance data to the Portal directly. You will then be able to submit your EAVs using the Portal and their status will be easily accessible through the Portal as well.
- Review Payments
 - Payment information between TDHS and you is viewable within the new Provider Portal. You will be able to check the status of payments, the payment amount, and track any adjustments made to payments.

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

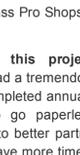
Introduction to the Child Care Billing and Payments System

An integral part of the TDHS Modernization Project will be the new Billing and Payments system. This system will be the new tool used by the TDHS Fiscal team to help process all financial matters worked through TDHS and Child Care Providers. Used in combination with the new Provider Portal and Time & Attendance tool, the Billing and Payments system will help Providers receive their Child Care Certificate Program reimbursements more efficiently and accurately.

When an EAV is submitted to TDHS, it will be automatically sent for processing to the new Billing and Payments system. With this system, TDHS Fiscal team will review the EAVs and either approve or deny them based on policy guidelines. Once approved, the payments will be processed. If denied, the EAV will be returned to the Provider with the outstanding issues listed within the new Provider Portal. In addition, your payment records and their statuses will be able to be reviewed in the new Provider Portal.

This system will help make payments to Providers participating in the Child Care Certificate Program more efficient and accurate as well as allow all payment data to be easily accessible to Providers through the new 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:

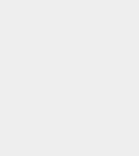
1. Our center already uses an automated system for tracking children's attendance. Will we need to switch to the new Time & Attendance system?

Answer: No, this new Time & Attendance system is optional. You are welcome to continue using your existing Time & Attendance system. If you choose to keep your current system, you will be able to upload the Time & Attendance data for children in the Child Care Certificate Program through an Excel template to the Provider Portal.

2. What type of security will the new system have for documentation that we upload through the Portal?

Answer: Security is extremely important to TDHS as a central driving force of the new system. A robust access protocol policy will be in place to control Provider and State access, making sure data remains secure. All uploaded documents are encrypted and stored within the Provider Portal in industry-standard document management, which controls the information at the highest level of protection. Documents are then controlled and secured in the same manner on the State-side. Only users who are on the secured state network, authorized, and authenticated based on their roles will be able to access certain documents.

Leadership Update



Kim Whitehead-Martin
Field Operations Director, Child and Adult Care Licensing

Short Bio: I am married with three beautiful children (2 girls and 1 boy). I have experience in eligibility services, child welfare, children and adult mental health and developmental disabilities, state and local government system implementation, and providing mental health therapy to families in the community. I am a prestigious member of Alpha Kappa Alpha Sorority, Inc.

Book you are currently reading: "While I Was Gone" by Sue Miller

Podcast you are currently listening to: The Breakfast Club

Favorite Movie of All-Time: School Daze

Favorite place to visit in Tennessee: Bass Pro Shops at the Pyramid in Memphis

Reason you are most excited for this project: Historically, our staff and Providers have had a tremendous amount of paperwork that needs to be completed annually. This project, though, is allowing us to go paperless! Moreover, this project will allow our staff to better partner with Child and Adult Care Providers and have more time to engage them in various ways. We will be able to time on concepts and deploy strategies that will help our Providers continue to improve their quality of services to keep children and adults safe. It will also allow us to provide even more customer service to our Providers because of this innovative system approach. How awesome is that! Lastly, I am excited about this project because it will allow us to better integrate our systems, which will in turn allow us to improve internal communications and processes. This will truly give us the ultimate system of care approach in meeting the needs of our families and Providers across Tennessee, allowing us to better provide the training, resources, and other needs our stakeholders require.

Puzzle Palooza

1. In the new Provider Portal, you will be able to manage and submit which of the following:

- A. EAB's
- B. EAV's
- C. VAE's
- D. ABC's

2. What is the name of the new system that will help TDHS staff more efficiently and accurately process reimbursements to Child Care Providers?

- A. "Billing and Payments"
- B. "Invoices and Settlements"
- C. "Accounts and Installments"
- D. "Checks and Tallies"

3. In what year did Neil Armstrong first enter space?

- A. 1941
- B. 1962
- C. 1966
- D. 1971

Answers to Puzzle Palooza

1. B 2. A 3. C

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