

Tennessee Department of  
Human Services

# Modernization Project

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Pilot Townhall  
Release 1

January 6<sup>th</sup>, 2022



# Team Introduction



**Gwen Laaser**  
Director of Child  
Care Services,  
TDHS

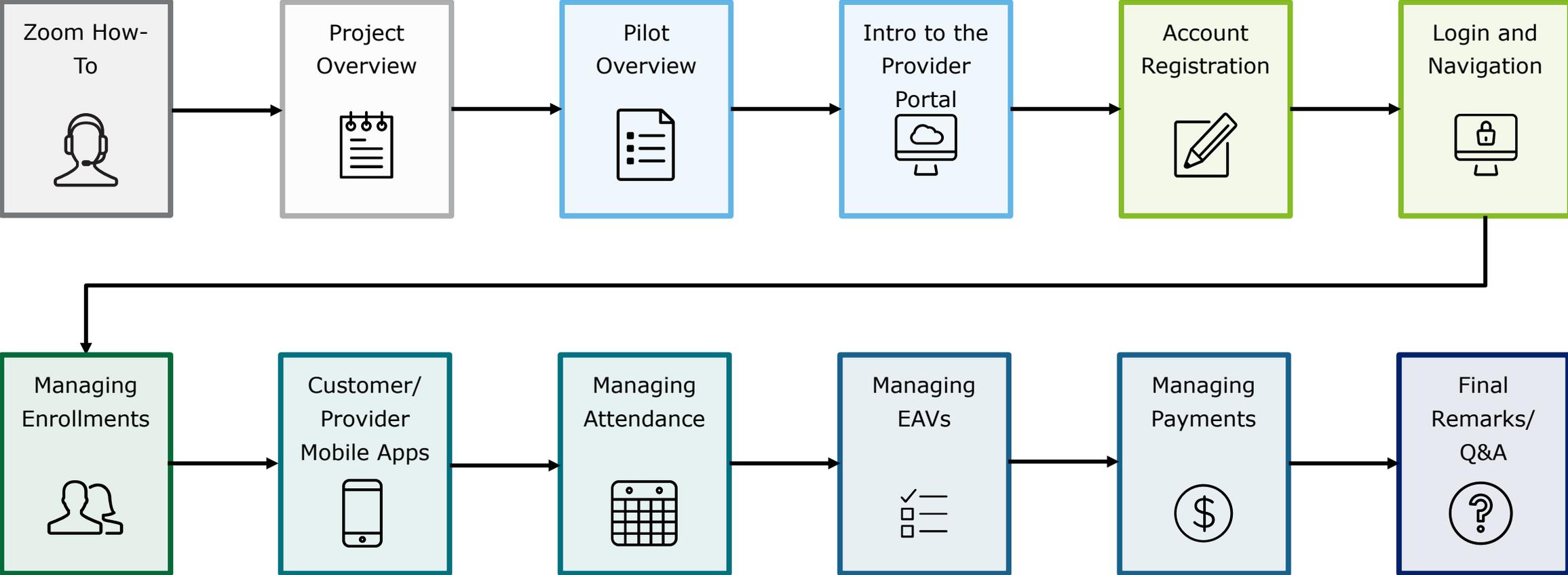


**Jay Sirot**  
Organizational Change  
Management and  
Training Team,  
Deloitte



**Kristi Calvaruso**  
Organizational Change  
Management and  
Training Team,  
Deloitte

# What Will We Cover Today?



# Zoom "How-To"

- 1** The **Chat** button allows you to open the Zoom Chat option. Clicking this button will open the chat box where you can send a message to all participants.
- 2** The **Raise Hand** button allows you to signal that you need assistance. Please select this button if you need help with any Zoom settings or other technical challenges.
- 3** The **Q/A** button will open a window for you to ask a question. Feel free to ask a question at any time during the session.

***When asking a question, please provide your email address.***

At the end of this Townhall, we will answer as many questions as we can. If there are ones we do not get to, we will answer them in the coming weeks via email.

- 4** The **Leave** button is used to exit (or hang up) the Zoom meeting.





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# Transforming your Customer Experience

The TDHS Modernization Project is a major effort, undertaken for you – and by extension, the children of Tennessee. This project provided us the opportunity to develop new, everyday tools, which allows us to strengthen our relationship with you by reducing paperwork and implementing new tools to help you provide care that is safe, healthy, and educationally rich.

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# Modernization Project Overview

## Online Tool for Child Care and Adult Day Services Providers

- Consolidated location to manage your participation in the Certificate Program, including submitting Electronic Attendance Verification (EAVs) and accessing payment data
- Centralized location to manage your compliance activities, including reviewing upcoming monitoring visits and addressing Plans of Corrective Action (POCAs)
- For new Child Care and Adult Day Services Providers, a streamlined location to apply for a license

**Provider Portal**

**2 New Systems for Providers**

**Mobile Apps**

## Mobile Tracking Apps for You and Your Customers

- Check-in/out tool for you and your Customers to capture, store, and view attendance records
- Allows a customer to open a QR Code on their mobile device for you to scan or enter a PIN code into your device to check the child in or out
- Captured attendance data will automatically appear in your EAVs in the Provider Portal

# Schedule of Releases

January	February	March	April	May
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Release 1

Pilot Go-Live   
Jan 17

Statewide Go-Live   
Feb 28

Release 2

Pilot Go-Live   
Apr 18

Statewide Go-Live   
May 23

# Schedule of Releases

## Release 1

- **Provider Portal for Time and Attendance** features including Enrollment and Attendance Management, as well as EAV Submission and Administration.
- **Mobile Attendance App** for Providers and Customers to automatically capture child attendance details using a Customer's unique QR Code or PIN Code, view Enrollment details, and maintain Past Attendance records.

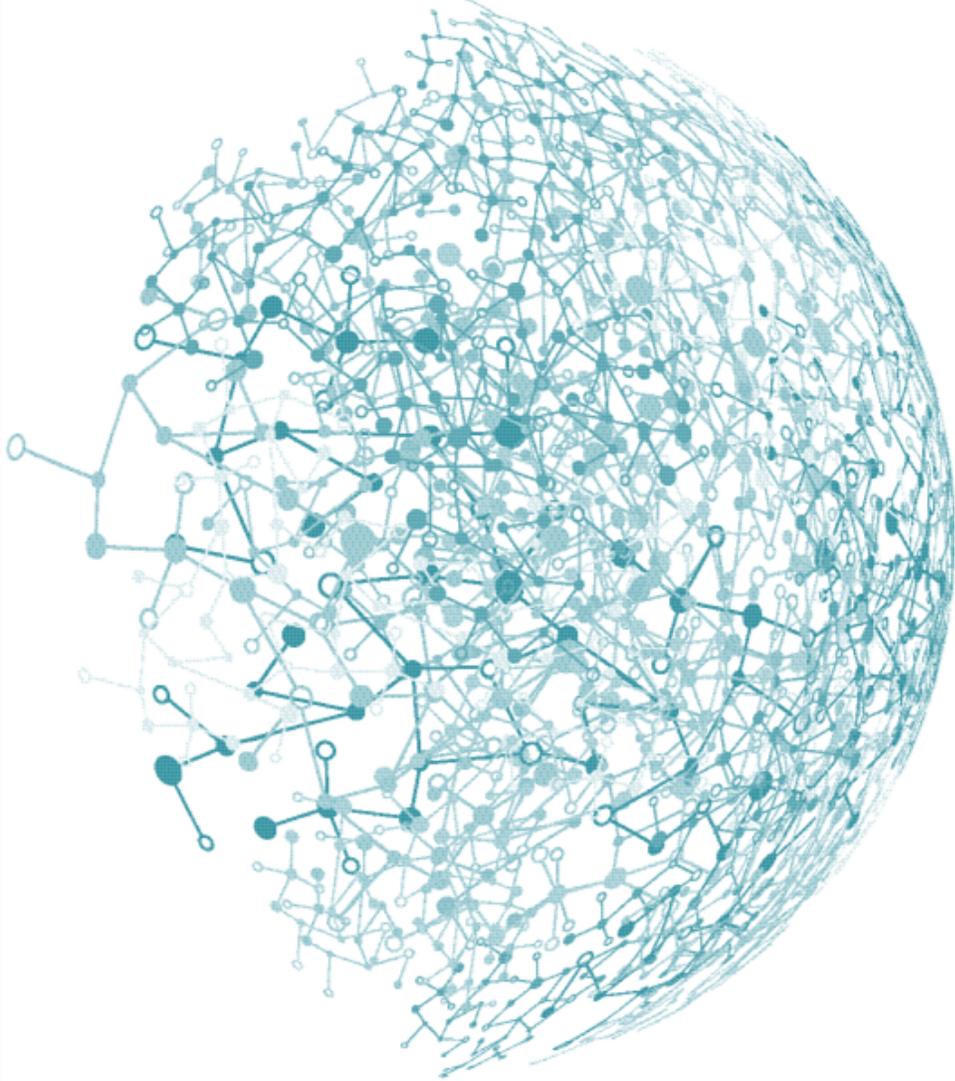


## Release 2

- **eLicensing Part 2 for Providers** to maintain their Licensing requirements and activities, manage their Compliance and Annual Reporting needs, Monitoring Visit alerts, and Profile information.

**Release 1 begins  
on January 17<sup>th</sup>  
for you!**

# Why a Pilot Program?



- Our **Pilot Program** provides our Staff and Providers time to utilize the new system for a few weeks at a smaller scale
- The lessons we learn during Pilot will be used before the rest of the State begins using these systems in February

**Thank you for your participation in our exciting Pilot Program!**

# Your Role as a Pilot Provider

As a part of our Pilot Program, we ask that you all try to do the following:

## Understand

- Spend time exploring our newly modernized systems
- Use the resources we have created to accelerate your understanding

## Seek Answers

- As you use the new systems, keep track of the questions you have
- Refer to our training resources, your peers, and our Site Support Team to receive answers to your questions

## Mentor

- Encourage peers to explore the new systems and use our resource materials
- Help teach system functionality to your peers as you are able to

# Things to Keep in Mind

**A few things to remember**  
during our Pilot Program



**Understanding these new systems will take time**



**There are tools available to you to help accelerate your understanding of the systems**



**Learn system functions one at a time - Don't try to learn each part of the system at once**



**We encourage you to reach out to our team as is needed**

# **Introduction to the Provider Portal**



# Introduction to the Provider Portal

## What is it?

The new **Provider Portal** is an **Online System** that will be the centralized tool for Child & Adult Care Providers to complete TDHS Requirements

## Who will use it?

This tool will be **utilized by all Child and Adult Care Providers**, irrespective of if they participate in the Certificate Program

## How will you use it?

Providers will **manage their time and attendance data, license, reporting and compliance activities, and more** through the Portal

# Provider Portal



## Managing Enrollments

You will track the enrollment records of all children in your care.

## Managing Attendance

You will access/enter/edit attendance data.

## Managing EAVs

You will submit electronic attendance verifications (EAVs).

## Managing Payments

You will track Certificate payment amounts and statuses.

## New Provider Licenses\*

New Child and Adult Care Providers will apply for a Temporary/Provisional License.

# Release 1 Features

\*While online Provisional/Temporary Licensing is a part of Release 1, this will not affect all of you, as you are already licensed Providers.

# Time to Get Ready!

These are the important activities you need to complete to use the Provider Portal:



## Register and Create Accounts

- Primary Provider Contacts receive instructions via email to create their account
- Other staff members register for their own accounts and request site access



## Grant Access for Staff

- Primary Provider Contacts grant access to Staff



## Familiarize Yourself

- During the first few weeks of Pilot, familiarize yourself with the new system
- Validate automatically transferred information for Certificate Program children and add enrollment information for Private Pay children



## Mobile Apps for Check In/Out

- If your facility plans on adopting the new Mobile Apps, provide your staff with resources to review
- Provide your customers instructions to download the app. Identify the devices and processes you'll use for automated check-in.



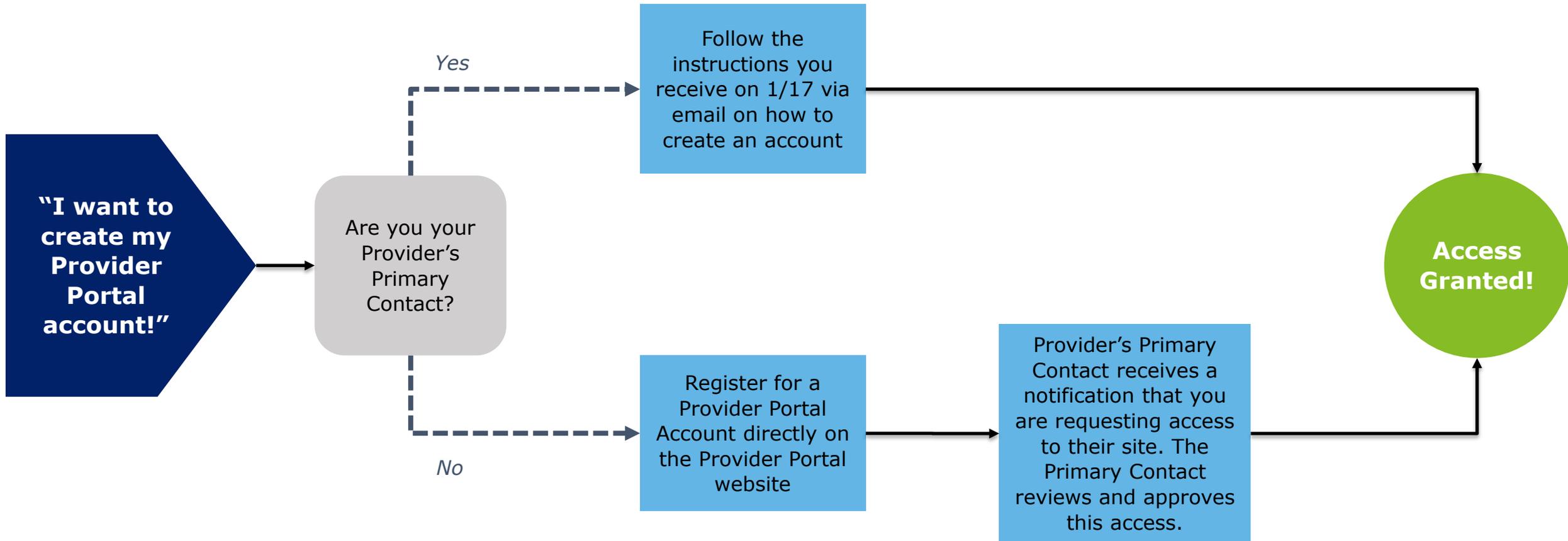
## New EAV Submission

- 3 weeks after Pilot, submit your first EAV in the Provider Portal

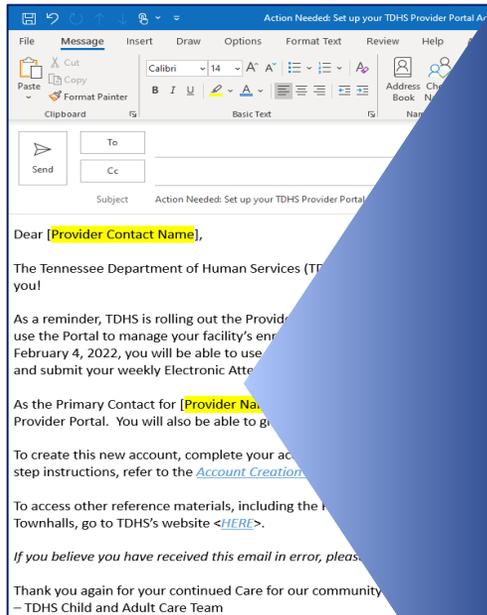
*More details coming later in today's townhall!*

*\*More information about each of these steps is available in Quick Reference Guides, How-To Videos, User Guides and in this Town Hall.*

# Provider Portal Account Set-up Overview



# Special Case: Registering as a Provider Primary Contact



**From:** [tdhs@service-now.com](mailto:tdhs@service-now.com)

**Subject:** Action Needed: Set up your TDHS Provider Portal Account Today!

Dear ***Tennessee Kids Care***,

The Tennessee Department of Human Services (TDHS) is making an exciting announcement today. The new Provider Portal is ready for you!

As a reminder, TDHS is rolling out the Provider Portal in two phases. During this first phase and after you create your new account, you can use the Portal to manage your facility's enrollments, monitor user access requests, and view profile details. Beginning the week of February 4, 2022, you will be able to use the Portal to collect time and attendance details for facility enrollees, as well as review, modify, and submit your weekly Electronic Attendance Verifications (EAVs).

As the Primary Contact for Tennessee Kids Care, you are the Provider Representative that creates the first Tennessee Kids Care account in the Provider Portal. You will also be able to grant access to your other team members who need a Provider Portal account.

To create this new account, complete your account registration and confirm your identity. To start the process, click [HERE](#). For step-by-step instructions, refer to the Account Creation Quick Reference Guide .

To access other reference materials, including the Provider Portal User Guide, more Quick Reference Guides and recordings of the Provider Townhalls, go to TDHS's website [HERE](#).

*If you believe you have received this email in error, please contact your designated Licensing Consultant.*

Thank you again for your continued Care for our community! – TDHS Child and Adult Care Team

# Verify Your Email Address



## Verify Your Email Address

Hi Sally Smith,

Your Tennessee Provider Portal account has been successfully created.

Please confirm your identity by clicking on the following [link](#)

If you did not register for an account, please contact TDHS Customer Service at 615.313.4700 or fill out a [Customer Inquiry Form](#).

Thank you,  
TDHS Child Care Services.

This message was created and distributed by the **Tennessee Department of Human Services**

To ensure delivery of emails from TDHS, please add [notifications@tdhsmessages.tn.gov](mailto:notifications@tdhsmessages.tn.gov) to your address book, contacts, and safe sender list.

We kindly ask you not to reply to this email. Please call (615) 313-4700 if you have any questions.



# **Introduction to the Provider/Customer Mobile Apps**

# Introduction to the Provider/Customer Mobile Apps

## What are they?

The new **Mobile Apps** are **Smart Device Tools** for Providers and Customers

## Who can use them?

**All Child Care Providers and their Customers** can use the new Mobile Apps

## How can you use them?

Quickly complete a check-in or check-out for enrolled customers using a **QR Code** or a **PIN Code**

# Mobile App Adoption Checklist

## Identify the Technology You Will Use to Check In/Out Customers



If adopting the Mobile Apps, you will be able to use an Apple or Android smart device to check in/out children from your care. We encourage you to think through what technology works best for your organization.

*Note: TDHS sponsors a "Tech Goes Home" grant program to help finance technology needs*

## Communicate to Customers About the Change and How They Can Prepare



Customers participating in the Certificate Program will automatically receive an email to register for the Mobile App. Private Pay Customers will receive an email to register after you add them into your enrollments. We encourage you to tell customers that these emails will soon arrive, as well as send them the flyer we have created to prepare them for the launch of the Mobile Apps.

## Utilize Our Quick Reference Guides, How-To Videos, and Other Resources to Learn How to Use the Mobile Apps

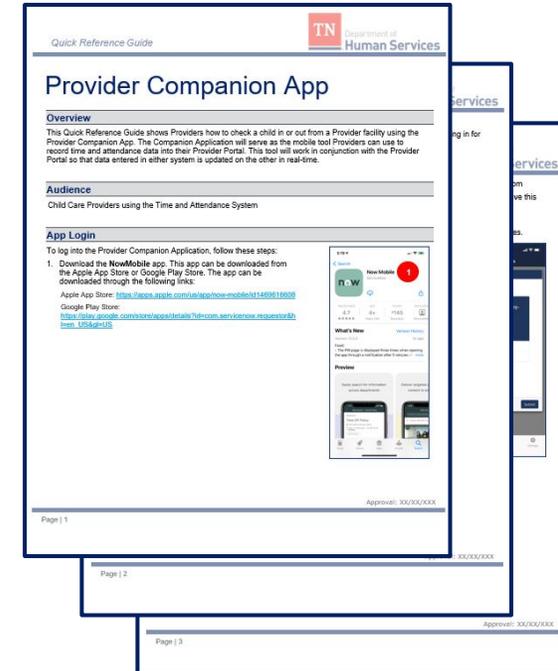


We have QRGs for both you and your customers to use to set up their Mobile Apps, how-to videos on both the Provider and Customer Apps, and more detailed explanations on application functionality in our Provider Portal User Guide. All these materials are available on the TDHS website.

## Manage and Review Your Enrollments in the Provider Portal



Review enrollments of children participating in the Certificate Program, ensuring the information is accurate. Additionally, add Private Pay Children into the system so their parents/guardians/associated individuals can set up their accounts.



Quick Reference Guide

# EAV Submission Timeline

**JANUARY 17TH**  
New systems go live for Pilot Providers

**FEBRUARY 4TH**  
Submit your first EAV through the Provider Portal

**JANUARY 17TH TO FEBRUARY 3RD**  
Continue to use EAVPay to submit EAVs. If adopting the Mobile Apps, begin collecting attendance in them by 1/31.

**FEBRUARY 11TH AND ONWARD**  
Continue to submit EAVs weekly through the Provider Portal

**What's Next**

## **What to Do** Between Now and Go-Live on January 17<sup>th</sup>?

○ Check out the TDHS Website for Modernization Project Resources and Updates

○ If you have not already, confirm with your licensing consultant that your Provider's Primary Contact Information is Correct

○ If Adopting the New Mobile Apps, follow the Mobile App Rollout Checklist and Review Resources on Application Setup

○ Identify Questions You Have on the New Systems and Reach Out to Us As Needed

# We're Here For You!

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Have a question or need help solving a problem? Call us!

Our team is available Monday to Friday between 8:00 AM and 5:00 PM (Central Time) to answer any questions you have on our new systems. Simply join our Zoom link below or call us using the Dial-In Number, Meeting ID, and Password.

We look forward to speaking with you!

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## Modernization Project Site Support Team Contact Information

<b>Zoom Link</b>	<a href="https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2IxUT09">https://deloitte.zoom.us/j/92094735246?pwd=RDNVVnNjQUVnSHpOR2ZMV3pZQ2IxUT09</a>
<b>Dial-In #:</b>	+1 646 518 9805 or +1 720 928 9299
<b>Meeting ID:</b>	920 9473 5246
<b>Password:</b>	863180

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# Thank You For Joining!

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## TDHS Modernization Project Leadership

