

How We Serve Tennesseans



The Tennessee Department of Human Services (TDHS) mission is to build strong families by connecting Tennesseans to employment, education, and support services. Our vision is to revolutionize the customer experience through innovation and a seamless network of services. The mission and vision have been embedded in our organizational culture, consisting of multiple customer-facing and support divisions, and serve as guideposts in how programs and services are administered. Collectively as a team of nearly 4,000 employees, we strive to connect and educate our workforce, so our team can assist customers in the most impactful way by locating and accessing all the benefits, goods, and services available to help propel families beyond their current circumstances.

Connecting Tennesseans with Employment and Education

Employment and education are key ingredients to achieving financial stability. TDHS assists qualifying state residents on their journey to overcome employment barriers and poverty. In 2020/21 TDHS **helped 22,396 children** by connecting parents with cash assistance, transportation, and childcare assistance support through Families First, the state's Temporary Assistance for Needy Families (TANF) program. The department also **supported 1,383 Tennesseans with disabilities** in reaching competitive integrated employment goals while equipping an average of **4,200 students with disabilities job-related skills each month**.



Helping Families and Households

TDHS utilizes several avenues to help families build bright steady futures. Our program areas include Child Care Payment Assistance, Child Support, and other community partnerships initiatives to name a few. In 2020/21, **TDHS distributed \$629,178,330**



in child support payments to families and **19,348 children** received **quality care through Smart Steps Child Care Payment Assistance**. Additionally, **2Gen community partnerships** assisted an **estimated monthly average of 7,000 Tennesseans** while the Community Services Block Grant Program **served a total of 169,953 households** seeking to **overcome economic challenges**.

Guiding Care Providers and Protecting the Vulnerable

The Department of Human Services is not only responsible for promoting high quality adult and child care environments that are safe, healthy and enriching through care licensing, the department also protects the vulnerable by investigating reports of adult abuse and monitoring care facilities. In 2020/21, **TDHS licensed and monitored 2539 care facilities** in accordance to licensing standards and **processed 21,169 reports of vulnerable adult abuse, neglect or exploitation**.



Fighting Food Insecurity

For many of us, higher performance and learning is tied to good nutrition. Excelling at work, training, learning or education can increase career prospects, earning potential and levels of self-sufficiency. In 2021, **TDHS provided more than 6,300,000 meals** through the Summer Food Service Program and **27,000,000 meals** through the Child and Adult Care Food Program. **440,023 Tennesseans also received nutritional benefits** through the Supplemental Nutrition Program (SNAP) administered by TDHS.