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TENNESSEE DEPARTMENT OF HUMAN SERVICES

Annual Report

BUILDING A THRIVING TENNESSEE



Department of
Human Services

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When one person succeeds, we all do

DHS IS COMMITTED TO SEEING OUR COMMUNITIES AND ALL WHO LIVE IN THEM THRIVE

Each day, hundreds of Tennesseans call, visit the website, or enter offices of the Tennessee Department of Human Services (DHS) to access services they need to support themselves or their families. Those services might include food assistance, protective services, care for their children, or to explore work opportunities for people with disabilities. Our reach extends beyond our offices and into communities – homes, child care agencies, colleges and universities, businesses, nonprofit organizations, and the list continues. It is because DHS permeates so many spaces and lives that we at DHS carry out our work in a way that can uplift and encourage. We refer to it as “Building a Thriving Tennessee.”

For DHS, building a thriving Tennessee requires an intentional focus and goal setting in key areas. As the graphic on the left indicates, the DHS foundation correlates with how we operate within DHS. Our foundation includes four key strategies which we have improved upon since last year and continue to emphasize: 1) Improved internal and external communication; 2) Efficient and effective operations; 3) A culture of trust and collaboration; and 4) Talent management that helps DHS employees grow while recruiting and retaining the DHS workforce. Our operational goals place an emphasis on how we serve both the external and internal customer with customer service, Enterprise System Modernization (technology) and job readiness as key priorities. Our strategic goals focus on our impact on external customers with literacy, the two-generation approach, and customer service as priorities. The overarching outcome is well-being for all Tennesseans because when one person succeeds as a result of our efforts, we all do.



I welcome you to this year’s annual report and am excited to provide a snapshot of the progress DHS has made in the 2017-2018 state fiscal year. The annual report will give you a glimpse of the work 4,000 DHS employees are doing in partnership with others throughout the state to transform the lives of those we serve. We’ll also share many of the accomplishments we’re proud of, as well as new developments in programs and how we’re impacting families. The annual report also offers more detail on how we’re carrying out the priorities included in our house of well-being.

As we continue our work in the 2019 fiscal year, DHS’ focus on better outcomes for individuals and families that need DHS services will continue. We’re committed to doing so with efficiency, integrity, and in ways that truly work to better lives. We invite you to join us on this journey in building a thriving Tennessee.

**DANIELLE W. BARNES
COMMISSIONER**

DHS Divisions, Programs & Services

DHS DIVISION OF COMMUNITY AND SOCIAL SERVICES

Child Care Services

Child Care Services plans, implements, and coordinates activities and programs to ensure quality, accessibility and the health and safety of children in care. The following functions are done within Child Care Services:

Child and Adult Care Licensing

Child and Adult Care Licensing is the regulatory body that licenses and monitors child care and adult care facilities across Tennessee to ensure compliance. The overarching goal is to ensure the health and safety of the child and adults in care.

Child Care Certificate Program/Smart Steps Child Care Assistance

The Child Care Certificate Program provides child care payment support to families who are working, in post-secondary education programs, teen parents who are enrolled in high school or those who are participating in the Families First program. The Smart Steps Child Care Payment Assistance Program provides financial assistance for parents working and pursuing educational goals. Parents are responsible for a co-pay for their child's care. All child care payment assistance programs not only allow parents and guardians a sense of security while they work or pursue educational goals, but they also promote children's learning and development in quality child care environments.

Child Care Assessment Program

Child Care Assessment provides a detailed, objective, formal report to child care educators/professionals. Child Care Assessment staff use a quality measurement instrument to assess each licensed provider annually and establish the Star-Quality Report Card Rating and Evaluation System for facilities.

Adult Protective Services

Adult Protective Services (APS) is the only service in Tennessee mandated to intervene when adults with mental and/or physical impairments are in danger because they are unable to provide for their own needs, or when others, who are responsible for the care of those adults, abuse, neglect or exploit them. APS staff investigate reports of abuse, neglect (including self-neglect), and financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS employees assess the need for protective services and provide services to reduce the identified risk to the adult.

Social Services Block Grant Programs

The program functions as the primary support network for elderly and adults with a disability to help them maintain independence or prevent adult abuse, neglect, and exploitation. One of the primary services provided is the Homemaker Program, which provides in-home care services for disabled and senior citizens who are referred by APS staff due to allegations of abuse, neglect or exploitation.

Community Services Block Grant Programs

DHS partners with a network of 20 local community action agencies that provide programs and services throughout Tennessee to improve local communities.

Child and Adult Care Food Program

This program provides eligible institutions reimbursements for nutritious meals served to participants who meet age and income requirements.

Summer Food Service Program

This program provides reimbursements for nutritious meals served to children 18 or younger in areas across the state where poor economic conditions exist when school is out for the summer. Persons older than 18 who are mentally or physically disabled and who participate in school programs for the disabled are also eligible to participate.

DHS DIVISION OF FAMILY ASSISTANCE AND CHILD SUPPORT

Child Support

Tennessee's Child Support program has offices in each of the state's thirty-one judicial districts. Services are provided through local district attorneys, DHS employees and contractors. The offices provide core services for customers, such as: locating parents; establishing paternity; establishing and enforcing financial and medical support orders; and collecting and disbursing child support collections. In addition to these services, the Child Support program focuses on family-centered services such as child support prevention through a program called "What's the Rush," family violence collaboration, health care coverage, healthy family relationships, economic stability, and engagement of fathers from birth.

Families First (Temporary Assistance for Needy Families - TANF)

Families First is a workforce development and employment program that has a primary focus on gaining self-sufficiency through employment opportunities. The Families First program helps participants reach this goal by providing transportation, child care assistance, education, job training, employment activities, and other support services. Temporary cash assistance is also provided to families with dependent children when at least one parent is incapacitated, unemployed, deceased, or otherwise absent from the home, and the family is unable to pay for essential living expenses.

Supplemental Nutrition Assistance Program (SNAP)

The Supplemental Nutrition Assistance Program (SNAP) provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. SNAP helps supplement monthly food budgets of families with low-income to buy the food they need to maintain good health and allow them to direct more of their available income toward essential living expenses. DHS staff determines the eligibility of applicants based on guidelines established by the U.S. Department of Agriculture (USDA). The primary goals of the program are to alleviate hunger and malnutrition and to improve nutrition and health ineligible households. DHS has a dual focus on alleviating hunger and establishing or re-establishing self-sufficiency.

DHS DIVISION OF REHABILITATION SERVICES

Vocational Rehabilitation

The Vocational Rehabilitation Program (VR) provides a variety of individualized services to persons with disabilities in preparation for their employment in the competitive labor market. VR advocates employment outcomes for clients that are consistent with their individual strengths, resources, abilities, capabilities and informed choice.

Services for the Blind and Visually Impaired/Services for the Deaf and Hard of Hearing

Services for the Blind and Visually Impaired (SBVI) and Services for the Deaf and Hard of Hearing are integral parts of the Vocational Rehabilitation program. This unit provides vocational rehabilitation services to individuals with vision and/or hearing loss. Rehabilitation teachers and assistants enable the clients they serve to live more independently in their homes and communities. Additionally, the unit provides specialized independent living services to individuals who are blind and also operates the Tennessee Business Enterprises Program (TBE), which provides entrepreneurial opportunities for legally blind individuals to operate food service facilities in state and federal government buildings.

Tennessee Rehabilitation Center – Smyrna

The Tennessee Rehabilitation Center in Smyrna is a residential training center that provides VR services. TRC Smyrna provides comprehensive vocational evaluation, pre-vocational and vocational training, training for vision impairment and traumatic brain injury, physical rehabilitation and transitional life skills training services. Support services are also offered to include Autism Spectrum Disorder (ASD) services, Deaf, Hard of Hearing, and Deaf/Blind Services, speech services and psychological services.

Community Tennessee Rehabilitation Centers

There are seventeen Community Tennessee Rehabilitation Centers that provide employment-related services to applicants and eligible customers of the Vocational Rehabilitation program. Vocational evaluation, employee development and employment services are designed to assist individuals with disabilities to reach gainful employment. The process involves identifying an appropriate vocational goal and assisting customers with attaining essential work behaviors to achieve and maintain employment.

Tennessee Council for the Deaf, Deaf-Blind, and Hard of Hearing

This council exists to serve as an advocate for services affecting deaf, hard-of-hearing, and deaf-blind persons through coordination, public awareness, and consultation in areas of public service, health care, education, and employment.

Tennessee Technology Access Program

TTAP is a statewide program designed to increase access to information and acquisition of assistive technology devices and services. An assistive technology device is any item, piece of equipment, or product system, whether acquired commercially, modified, or customized used to increase, maintain, or improve functional capabilities of individuals with disabilities. Services provided directly assist an individual with a disability in the selection, acquisition, or use of an assistive technology device.

Disability Determination Services

This program processes Social Security Disability Insurance and Supplemental Security Income applications for the federal Social Security Administration.

DHS OFFICE OF GENERAL COUNSEL

The Office of General Counsel (OGC) consists of Legal Services, Appeals and Hearings, Human Resources, and Talent Management - Learning & Development. The Office of General Counsel provides legal advice and legal representation in judicial and administrative litigation

affecting all Department programs. Attorneys within OGC prepare departmental rules affecting program implementation; assist in analyzing legislation affecting the Department; and assist in preparing legislation for the Department. The OGC reviews contract proposals for the provision of services for implementation of Department programs. The OGC also provides compliance oversight and training involving Titles VI, VII, and IX; ADA; HIPAA; and Motor Voter Registration; as well as processing civil rights, EEOC, and Human Rights Commission complaints involving program services and Department employees. Attorneys also review proposed disciplinary actions involving employees and litigate Department personnel actions. It provides ongoing legal training for legal and program staff in Adult Protective Services, Child and Adult Care Licensing, and Child Support programs. In addition, OGC works closely with the state Attorney General's office in federal and appellate litigation involving Department programs.

Appeals and Hearings

This division handles appeals for many of the programs administered by the Department, including eligibility for SNAP, Families First, Child Support, and Vocational Rehabilitation cases. The division is responsible for timely appeals resolution and providing customers with appropriate due process.

Human Resources

Human Resources (HR) manages all processes impacting the work-life cycle of a DHS employee. HR operates as a strategic partner providing support to the agency as a whole by promoting equitable fair treatment of staff within the workplace, driving the effective application of performance management and feedback, and supporting change management efforts in alignment with the Department mission. Specific services provided by HR include new employee orientation, employee relations, employee performance management, and other employee-related services.

Talent Management - Learning and Development

Talent Management - Learning and Development provides technical, systems, soft skills, and Department of Human Resources training to the DHS and contract employee base. It also has a focus on improved employee engagement and workforce capability. It assists in the attraction, recruitment, selection, development, retention, and engagement of DHS employees.

DHS OFFICE OF INSPECTOR GENERAL

The Office of Inspector General (OIG) includes oversight of the Department's independent monitoring of programs. Those functions include internal audit, program monitoring, claims management, background checks, and investigations. This division investigates referrals of potential fraud, waste, and abuse and handles adjudication. The division also partners with other state and federal agencies and law enforcement entities as necessary on investigations.

Internal Audit

The Internal Audit unit assists the Department in complying with federal, state and Departmental laws, regulations and rules by conducting regularly scheduled and random audits of various DHS administered programs. This team prepares and submits its Audit Plan to the Comptroller's Office annually. Internal Audit serves as a point of contact and coordinates the Department's responses to external audits. Additionally, this team helps identify areas that may require increased monitoring and support. Internal Audit also is the lead unit for compilation of the DHS annual Financial Integrity Act Risk Assessment.

Claims

The Claims unit is responsible for detecting, addressing and preventing fraud, waste, and abuse. The Claims unit prepares claims for overpayment of TANF and SNAP benefits and collects

delinquent accounts pertaining to these claims. The Claims unit also has responsibilities for internal affairs within the Department.

Investigations-Background Check Unit

The Investigations - Background Check Unit conducts background checks for individuals applying for work in licensed child and adult day care centers in Tennessee, Food Program sponsor applicants, current DHS employees with access to Federal Tax Information (FTI) data, and potential employees applying for work with the Department. The unit also investigates reports of verbal/physical threats, property damage, and injury incidents in all offices across the state.

SNAP Trafficking Unit

The SNAP Trafficking Unit investigates and tracks SNAP trafficking through various processes including USDA retail store disqualifications, individual cases generated from law enforcement and other OIG investigations, wage match analysis, social media monitoring, and monitoring of multiple EBT card replacement requests. The SNAP Trafficking Unit also administers the Department's State Law Enforcement Bureau (SLEB) program which develops partnerships with law enforcement agencies to conduct SNAP fraud investigations.

External Program Review

External Program Review (EPR) monitors entities that have a sub-award or contractual agreement with the Department. EPR conducts monitoring reviews of entities for compliance with contract terms and state and federal laws and regulations. EPR also assists with providing reasonable assurance that state and federal funds are used appropriately and that proper services are provided to the Department's customers.

DHS OPERATIONS

Operations includes Budget, Procurement, Facilities, and Quality Improvement and Strategic Solutions (QISS). Two units, Information Technology and Fiscal Services, have been centralized under the Tennessee Department of Finance and Administration and are linked to Operations. Operations is responsible for preparing the annual budget, overseeing federal programs for cash management, processing contractor/vendor payments, procuring goods and services, managing facilities, and other tasks. Through QISS, Operations conducts data and performance analysis.

Budget

The Budget Office is responsible for developing and managing the Department's budget, which includes evaluating program initiatives and personnel actions that have a fiscal impact. The Budget office provides counsel to programs and executive leadership to ensure expenditures and revenues are within budgetary limits as prescribed in the Appropriations Act. Budget also analyzes contracts, prepares the annual budget submission, and works with the Public Information and Legislative Office analyzing the budgetary impact of proposed legislation.

Procurement

Procurement acquires goods and services and manages professional service contracts. In addition, Procurement oversees surplus property, vehicle usage, mail for the central office, and forms and printing services.

Facilities

Facilities acts as a liaison with the Department of General Services to oversee lease specifications, acquisitions, and renewals. Facilities also manages furniture requests and repairs and tracks maintenance work orders to ensure timely completion.

Quality Improvement and Strategic Solutions (QISS)

QISS provides oversight and direction to the Department's program evaluation efforts. It includes Quality Management, Centralized Policy and Planning, and the Performance Management Unit (PMU). These groups are tasked with supporting the Department's accountability efforts, such as the Customer Focused Government (CFG) goals. In addition, QISS analyzes data and shares with appropriate partners.

Information Technology

This section oversees analysis, design, development, and maintenance of DHS computer-based systems, as well as computer hardware installation and maintenance.

Fiscal Services

Fiscal processes accounting entries in Edison, manages revenue sources, prepares federal financial reports, and oversees the Department's Cost Allocation Plan. Fiscal also provides contract technical assistance.

PUBLIC INFORMATION AND LEGISLATIVE OFFICE

The Public Information and Legislative Office (PILO) facilitates public, media, legislative, and customer requests.

Communications

PILO's communications function has a dual focus on both external and internal communication. External communication efforts include proactive public relations strategies, social media outreach, and responding to media requests and inquiries. Internal communication efforts include employee and partner outreach through collaboration, newsletters, and a variety of communication materials. Together, the communications team works to implement communications strategies that are supportive of the Department's mission and program needs.

Legislative

PILO also focuses on legislative priorities for the Department, including the analysis of legislation affecting the Department, facilitating the passage of legislative initiatives for the Department, and representing the Department before the Tennessee General Assembly.

Customer Service

The customer service unit collaborates across program lines and directly with customers to ensure timely, thorough, and compassionate customer service. This unit also serves as a centralized advocate for improving customer service throughout the Department, focusing on two main areas: modernizing the Department's customer service delivery model, and engaging staff and leadership to initiate strategies that enhance the customer experience.

DHS Accomplishments: Year in Review

Meeting the Needs of Tennesseans

Feeding Families First - The DHS Family Assistance Team successfully implemented a pilot program in rural areas to provide meals to children and their families in the summer months. Through this initiative, an estimated 2,278 families received meals.

Ending the Fiscal Cliff - A new state law was passed impacting the Temporary Assistance for Needy Families (TANF) program. The new law allows the TANF cash allotment to increase for Tennessee families effective December 2018, the first allotment increase since 1996. The new law includes an opportunity to provide a work incentive payment to families whose TANF case closed due to an increase in their earned income. This approach will allow families additional time to adjust to their new income shift and help to break cycles of generational poverty, reduce toxic stress, and encourage full-time employment.

Child Support Online Application - The Child Support Program developed an online application process for customers that became available for use December 2017. The new application reduces errors from illegible paper applications and decreases mail time and cost. As of June 2017, the Department has processed 3,376 online applications from child support customers, while receiving positive feedback from customers and child support professionals.

Ability to Make Cash Child Support Payments - The Child Support Program added an additional payment option for non-custodial parents who are unbanked and currently pay their obligations at their local court clerk's office or send money orders.

The new cash payment option provided by MoneyGram money transfer services connects with Conduent, the Department's transaction vendor, to process payments electronically to the State Disbursement Unit. This service began in June 2017 and the program has received approximately 8,669 payments totaling \$2,461,222.30.

Improving Literacy - The DHS partnership with the Governor's Books from Birth Foundation is thriving. DHS staff have successfully registered 33,380 children in the program since January 2016, so each age-eligible child may enjoy a free book to read and keep each month as they establish their own family library at home.

Read to be Ready Partnership - DHS' investment of \$30 million to the Tennessee Department of Education's Read to be Ready program has led to an enhancement of services and reading improvement for participating students.

DHS has also initiated a pilot program with the Department of Education called Early Literacy Matters, which provides literacy training and resources to child care agencies across the state. The pilot program seeks to connect children with good reading habits earlier in life.

DHS Receives National Recognition for Two-Generation Work - A new case study prepared in partnership with the Ascend at the Aspen Institute honored the Department for being among the nation's leaders in crafting and implementing a 2 Generation, or 2Gen, approach. Tennessee's 2Gen programs aim to work with children and their parents simultaneously and put both on a path towards permanent economic security.



Improving Service Delivery

Food Program Upgrades - The Department implemented a web based case management, application and claims process system, called the Tennessee Information and Payment System (TIPS) to help manage the Summer Food Service Program and Child and Adult Care Food Program. There has also been an increase in Food Program staff and a shift to a case management approach to improve customer service. DHS has partnered with the Institute of Child Nutrition for increased training opportunities while also increasing training and technical assistance for Food Program partners.

Child Care Services Makes Multiple Improvements - To foster a truly collaborative approach, the Child Care Assessment Team is strengthening relationships with both child care licensing staff and child care providers by meeting consistently and offering more technical assistance and resources on the best early education practices. Providers have commented that the outreach and technical assistance is helping them understand how to interpret the Environment Rating Scales, which in turn increases the agencies overall assessment scores, a high indicator of quality child care.

After a lengthy process of review, analysis, and revision, new child care rules have gone into effect. Child Care Licensing staff obtained feedback from child care providers, partners, considered industry best practices, and lessons learned over the years to revise the new child care rules.



These rules govern more than 2000 licensed child care agencies in Tennessee with an emphasis on maintaining the health and safety of children in care, along with developmentally appropriate educational opportunities.

Child Care Services conducted eight statewide focus groups meetings in Knoxville, Chattanooga, Nashville and Memphis. The focus groups provided an opportunity to engage stakeholders' feedback, increase partnerships and collectively develop goals to improve the quality of child care services statewide. Information collected during the meetings informed the development of the federal 2019-2021 Child Care and Development Fund (CCDF) State Plan.

Public Information and Legislative Office Implements Service Now Customer Service Tool - On any given day, at least half of our staff communicate directly with our customers. To create a uniform approach to responding to customers and case management, DHS implemented ServiceNow, a customer service tool that helps build a uniform customer database and inquiry repository. To date, implementation of ServiceNow has allowed the DHS Customer Service Team to quickly triage customer inquiries and provide timely responses to customer questions. DHS now has a customer service product that combines all of our division's inquiries, customer service management, inquiry tracking, knowledge sharing, and reporting needs in one system. Customers have been very complimentary of our speed of resolution and transparent approach to customer service.

Effective and Efficient Government

Adult Protective Services Develops Coordinated Community Response Protocols to Better Serve the Elderly and Vulnerable Adults - The Adult Protective Services (APS) Unit received a grant from the federal Administration for Community Living to improve communication, coordination and government efficiency among 20 agencies to improve collective response to abuse, neglect, and exploitation of vulnerable adults. Representatives from each agency have worked together to create a statewide model called the Coordinated Community Response (CCR) to enhance communication, remove barriers, and resolve ongoing situations that put vulnerable adults in harm's way.

Legal Services - The DHS Office of General Counsel successfully finalized revisions to a number of Department program regulations that had not been updated in some time. Updated regulations included Vocational Rehabilitation Services, Tennessee Business Enterprises, and Adult Daycare. Legal services led the consolidation of child care licensing and assessment rules. The Office of General Counsel also partnered with APS and child care licensing management staff to provide specific legal training for these programs in an effort to better educate staff regarding legal processes and procedures.

Office of Inspector General - The Director of Audit Services designated the Certified Fraud Examiner as the preferred professional credential for auditing and monitoring staff. Within the Audit Services unit, there are seventeen (17) Certified Fraud Examiners to ensure that grant recipients receive high-quality auditing, monitoring, and feedback. The Audit Services unit also provides grantees training and technical assistance while onsite during each monitoring or auditing project. Receiving specific, timely feedback and technical assistance allows grant recipients to be fully equipped with the knowledge they need to improve quickly and more effectively serve the citizens of Tennessee.

Operations Accomplishments- In State Fiscal Year (SFY) 2018, the Procurement Unit successfully executed 100% of annual contracts before July 1, 2018, ensuring continuous service to DHS customers.

The Division of Quality Improvement and Strategic Solutions (QISS) created monthly performance dashboards for program and support units to illustrate progress toward DHS goals. In addition, several reporting processes were automated, allowing staff to direct more resources to other aspects of their daily operations.

Operations successfully moved the Shelby County Family Assistance office into a new location. The upgraded facility has a streamlined lobby flow which reduces wait times and enhances the customer experience.

Operations evaluated key processes related to supply, technology, and travel requests. As a result of this review, purchasing forms were streamlined and updated with an electronic signature feature to accommodate Alternate Workplace Solutions (AWS) staff. The new forms standardize processes, ensure the correct levels of approval are obtained and maximize efficiency.

The DHS Enterprise System Modernization (ESM) project made significant progress this year by entering the procurement phase. ESM will deploy well-integrated systems to support DHS customer-focused practices, such as coordination of services, self-service capabilities, and providing technology with a modern look and feel.

The DHS arm of the Fiscal Unit (under the Tennessee Department of Finance and Administration) was commended by the Tennessee Comptroller of the Treasury for their diligent management of fiscal practices.

Tennesseans Taking Action

Families First is a workforce development and assistance program designed to help children and their families meet their essential needs. Nearly 21,800 families are currently enrolled in the program, which provides support services such as child care and transportation, as well as monthly cash assistance. The goal of Families First is to provide families with the tools they need to reach gainful employment and fully support their families. The following story shows how Families First is doing just that.

Amanda had a goal to earn a Medical Assistant certificate and get a job that could support her family. Amanda enrolled in a college offering specialized health accreditations in 2017. In 2018, she applied for Families First while working toward her educational goal. In May 2018, she obtained her Certification for Medical Assistant. Amanda received an incentive for completing a post-secondary program and receiving a certificate. Upon completion of the Medical Assistant Program, Amanda received job search assistance from her Career Coach which included job application assistance, interviewing tips, resume assistance and job leads. Amanda completed all job search activities and was hired on as a Medical Assistant just a few weeks after receiving her certification. As part of the Families First Program, Amanda was able to receive support services, such as uniform assistance for the uniforms she needed to start her new job. Through her personal commitment and Families First support services, Amanda was able to reach her employment goal and provide for her family.*



**Name changed to respect client confidentiality*

The Smart Steps Child Care Payment Assistance Program provides financial assistance for parents working and pursuing educational goals. Parents are responsible for a co-pay for their child's care. Smart Steps promotes learning and development for children in a quality child care setting.



"My husband and I have two children under the age of 5 in daycare with a third on the way. Smart Steps has allowed us to work. Without this assistance, I would not be able to work which is not an option to support our family. Either my husband would have to work multiple jobs or I would to keep the family going. With Smart Steps, our child care costs are cut in half. We will be able to focus on purchasing a home and continue to work to support our family." - Destini

"I am a working parent and enrolled in a Master's degree program. Without Smart Steps I would have difficulty in continuing my educational goals." - Iyeshia

Project SEARCH® is a one-year internship program for students with disabilities in their last year of high school or for young adults working with a disability service provider. The program takes place in business settings where total immersion in the workplace facilitates the teaching and learning process as well as the acquisition of employability and marketable work skills. Interns work with a team that includes their family, a special education teacher, a local business partner, a Community Rehabilitation Provider (CRP) and the Vocational Rehabilitation program to create an employment goal and support the intern during this important transition from school to work. Local Education Agencies (LEAs), like Blount County Schools, form a team with their local Vocational Rehabilitation office, a CRP, and a local business partner to operate the program.

Vocational Rehabilitation and their partners provide technical assistance throughout the year to ensure program fidelity. The ultimate goal for the program is that all interns secure competitive, integrated employment upon completion of the program.



Maryville College's Project SEARCH program has resulted in 100% successful employment outcomes for all of its interns since the program began. Blount County Schools launched the program in the 2015-16 school year, and it has continued since. Students interned with Metz Culinary Management, which provides dining services at Maryville College. In the 2017-18 school year, the Access Program joined the partnership as a community service provider. Currently, all interns are enrolled and all have started their employment journey at five different employment sites.

Vocational Rehabilitation (VR) provides assistance to Tennesseans with disabilities to promote employment. Services may include medical, psychological or vocational assessments, training, medical services, job development and job placement. The following customer success stories describe how VR is working in the lives of Tennesseans.

“I Have More Vision Than Ever”—Oris’s Path to Employment

Today, Oris Bowen is the CEO of U Matter Transportation in Nashville, Tennessee. Mr. Bowen lost his sight in 2002. He then became withdrawn, depressed, isolated from society. Mr. Bowen came to Vocational Rehabilitation to help adjust to his vision loss and gain employment. With the support of Vocational Rehabilitation, Mr. Bowen attended Louisiana Center for the Blind to learn adaptive computer skills, braille, orientation and mobility skills, and independent living skills. After that, he began working on his business plan for U Matter Transportation, a business that officially opened in February 2018. Vocational Rehabilitation helped by providing adaptive technology, marketing expenses, state and local business fees, office supplies, and start up insurance. With the training and adaptive equipment Mr. Bowen received, he is able to run his business independently. His goal with U Matter Transportation is to provide affordable transportation to individuals, families, and children with disabilities.



His goal with U Matter Transportation is to provide affordable transportation to individuals, families, and children with disabilities. Bowen makes sure all of his drivers are educated on supporting people with disabilities in order to provide a more personal experience for his customers. With the support Bowen received, he is able to run his business independently. As his business expands, he plans on hiring people with disabilities to help with the running of his business. In addition, Bowen has applied to become a certified business with the Governor's Office of Diversity Business Enterprise. In a recent presentation, Bowen discussed how these partnerships impacted his life. “I lost my vision a few years ago, but with the help of the Tennessee Disability Coalition, Vocational Rehabilitation, and the Go-DBE Program, I have more vision than ever.”

Persistence Pays Off—Alyssa’s Path to Employment

Alyssa Clements was initially made aware of Vocational Rehabilitation in 2011 when a Vocational Rehabilitation (VR) Counselor visited her in high school and noticed her in the front office working. The VR Counselor spoke with Clements about Vocational Rehabilitation Services, and she ultimately decided to apply the last semester of her senior year of high school. Clements has known from a very early age that she wanted to be a Meteorologist. It was determined through school records and a vocational evaluation that she had the ability to succeed in a demanding Meteorology program. Clements wanted to attend the University of Oklahoma to receive her degree, so she worked with her VR Counselor to obtain the necessary approvals to attend school out of state. Clements enrolled in the University of Oklahoma and began her studies in the fall of 2011. Clements was always very diligent in contacting and communicating with her VR Counselor, including submitting the necessary paperwork needed every semester for continued support. Significant guidance and counseling was provided by the VR Counselor during Clements time at the University of Oklahoma. Clements graduated from the University of Oklahoma in May 2016 with a 3.41 GPA. Clements returned home to Tullahoma, TN in May 2016 and began working with the VR Business Employment Consultant (BEC) on job searching. The BEC immediately began assisting Clements with creating resumes and identifying job leads. Clements was not opposed to relocating as she had done it when she moved to Oklahoma but she had several barriers to overcome.



One of her barriers was no transportation, as she relies on others for transportation or a public transportation system. Clements applied for countless jobs during her two-year job search and had numerous interviews, but a job offer didn't come. Clements had always focused on her studies, which left no time for work so Clements was encouraged by her VR Counselor and the BEC to find a part-time job to gain valuable work experience and references. Clements began working for Applebee's. Clements never lost sight of her goal of becoming a Meteorologist, even though many times it seemed that her goal would never come true. There were several points where Clements herself questioned why the job search was so hard, but continued to push through, listening to the advice and guidance the BEC provided during those difficult times.

Clements again received significant guidance and counseling from her VR Counselor as well as the BEC during the job search phase. In December 2017, the National Weather Service released 35 entry level Meteorology jobs across the United States and Clements applied for every job. Clements had numerous interviews with the National Weather Service in early 2018 and her goal of becoming a Meteorologist seemed closer to coming true. She interviewed with the National Weather Service out of Albuquerque, New Mexico and was ultimately offered a job. She began working on May 29, 2018, and was followed along by the VR Counselor and BEC for the first 90 days of employment to ensure her transition went smoothly and that she had access to the resources she needed to succeed over 1,200 miles from home. Clements truly is a success as she has accomplished her goal of becoming the Meteorologist she dreamed of being since a young age while also overcoming many barriers that never stopped her.

Nico's Path to Nissan - Nico, a young man with Autism, came to the Tennessee Rehabilitation Center in Smyrna (TRC) from Kingsport, TN. Nico enrolled in the Manufacturing program in August 2017 and progressed through that program quickly.



In February 2018, he expressed interest in expanding his skills to include the use of power equipment and completed training in all three areas: pallet jack, forklift, and stock picker. Nico also participated in Job Skills Seeking Training (JSST) and received Autism Spectrum Disorder support services during his enrollment.

Nico demonstrated excellent leadership skills throughout his training and was named Student of the Month in October 2017 and March 2018. TRC's Business Employment Consultant (BEC) assisted Nico in attending several job fairs and applying and interviewing for jobs, but Nico's employment goal was always to work at Nissan. As a first step towards achieving his goal, Nico worked with the BEC to locate an apartment in Murfreesboro and successfully relocated to the area on June 7th. He was also assisted in obtaining a temporary job at Technicolor as a production worker to help him earn some money and continue to increase his production speed while he pursued employment with Nissan. On June 14th, Nico participated in an interview with Nissan (Yates Staffing) and was offered his "dream" job.

DHS Employees Make the Mission Possible

The Department of Human Services (DHS) employs approximately 4,000 Tennesseans, all committed to carrying out the Department's mission in their daily work. DHS support units, such as Human Resources and the Office of Talent Management - Learning and Development continuously develop strategies and offer services that keep the DHS team at their best. DHS also has a Health and Wellness Council which coordinates activities and events to support the health and well-being of the DHS team. In addition to these tasks, employees often participate in donation drives and awareness events, honor their peers through weekly shout-outs announced to the entire DHS team, and much more.

Human Resources and Alternative Workplace Solutions (AWS) Implementation

The Department currently has 1,575 employees working in an AWS environment as of June 30, 2018. Our goal is 1,736 employees working AWS by May 1, 2019. We are currently 90.73% toward this goal. In March 2018, an AWS Ambassador Task Force was created to problem solve and innovate the AWS experience on behalf of their fellow employees. Approximately 50 Ambassadors responded to the request. The focus of the task force is to continuously improve the AWS experience and ensure that AWS is successful for all stakeholders.

Talent Management

The goal in Talent Management - Learning & Development is to provide focused support where necessary to ensure DHS has the ability to attract, recruit, select, develop and retain staff to the best of our ability throughout the employee life cycle.

DHS has made significant investments in the development of our Talent in building and developing capabilities to meet current and future organizational needs. Talent attraction and development programs are closely aligned with DHS strategic plans of creating a focus on talent, building a culture of trust and collaboration, effective & efficient processes and communication. This section outlines the key components of our talent and development strategy—our efforts in attracting and developing our people to enable them to effectively support the Mission.

Attraction, Recruitment, Selection and Retention of Talent

- Incorporated a standard job posting template and significantly expanded our recruiting and advertising sources to include online job boards, social media and industry-specific sites for executive service jobs and hard to fill preferred service jobs resulting in a phenomenal increase in our candidate pool



Governor Haslam visits with DHS staff who are working from free address, open areas in the DHS Shelby County Office

- Provided support to hiring managers to ensure job postings accurately reflect relevant duties and responsibilities and a language that will attract both active and passive job seekers
- Annualized turnover has been held to 14.82 percent which is 7.64 percent points below the total state average
- Created employee "Day in the Life" videos in partnership with the Public Information and Legislative Office to illustrate various DHS job roles and responsibilities

Employee Engagement Survey Process

- 60 percent staff participation levels in the annual survey
- 99 Employee Engagement Champions will be actively involved in supporting the feedback and goal setting process

Employee Learning and Development – Program and Professional Development

- DHS staff participated in more than 500 learning courses
- TMLD facilitated 254 courses from the Pyramid of Learning series to 600 Supervisors and Managers
- 143 DHS Leaders and Emerging Leaders participated in either DHS sponsored or Department of Human Resources sponsored Leadership Development training programs
- New Supervisor Academy (NSA) - TMLD conducts a 3-week learning program designed to support new supervisors and managers with skills they need to be successful; personal and leadership skills, HR skills, performance management skills and Agency mission and program overviews. 92 supervisors and managers have completed the program with each devoting 90 hours of class time to ensure their success
- Two new programs were implemented this year – Supervisor Refresher Training and HR Road Show.

Talent Review and Future Leadership Planning

- Formal Talent Review processes began during this period as a strategic step focused on identifying leaders and emerging leaders with future potential and determine development needs to create an agency-wide talent pool. This pool will support our need for future replacement talent as retirements and other exits present opportunities for promotions
- DHS Leadership Competencies are the foundation for Talent Review and our DHS Mission Possible Leadership Academy

Career Individual Development Planning

- Career Individual Development Planning process (CIDP) and tools are available to support the process of Developing Direct Reports and Others, the Talent Review process and individual employee development
- The Talent Management Library was utilized often by the DHS employee population as they managed their professional and personal careers
- In a November 2017 survey, 57 percent of those who responded stated their manager had a career development conversation with them and made them aware of the CIDP tools; 43 percent indicated they had started a career plan.

DHS Workforce Council

DHS has an internal Workforce Council which functions as the hub of information and resources for internal/external customers regarding education, work, volunteer, and apprenticeship opportunities leading to sustainable employment for a thriving Tennessee. The DHS Workforce Council is comprised of program staff recommended by the Executive Leadership Team and regularly collaborates with state enterprise-wide Workforce Innovation and Opportunity Act (WIOA) partners.

Coffee with Commissioner Meetings

In 2017, Commissioner Barnes began Coffee with Commissioner Meetings to engage with DHS employees on a more personal level. Each meeting is comprised of a small group of employees (no more than 20 people per meeting) who meet with Commissioner Barnes over coffee. The meetings are conducted in a roundtable style, and employees are encouraged to share thoughts and ideas about their work and how we can best serve our customers. Commissioner Barnes also uses these meetings to share updates and initiatives with employees in a way that allows them to give and receive direct feedback. The DHS Executive Team routinely joins the Commissioner at meetings, and often are able to help implement employee suggestions and requests. To date, Coffee with Commissioner meetings have occurred in Bradley, Davidson, Dickson, Hamilton, Knox, Rutherford, Sevier, Shelby, and Washington counties.



This year DHS won the statewide Health and Wellness Award for the second time in 5 years. The Department earned the award for health and wellness activities that were coordinated with state employees across state offices. Activities included participation in marathons, health webinars, smoking cessation workshops and more.



Commissioner Barnes chats with DHS employees in the Rutherford County DHS Office.



Power of Partnerships

Without a doubt, the partnerships that DHS has with our federal partners, state agencies, nonprofit and community organizations, employers, and others help make a difference in the lives of the 2 million Tennesseans we serve. It is through collective impact - a framework encouraging a shared vision and collaboration - that we are able to break down barriers, create opportunity, strengthen families and communities. The following provides a snapshot of some of our partnerships and their impact.

2Gen Partnerships

Agape Child and Family Services - Within SFY 2018, DHS successfully completed year one of our partnership with Shelby County's Agape Child and Family Services. This partnership is a place based collective impact community transformation initiative focused on serving under-resourced neighborhoods by connecting families with wraparound services and community relationships, services, and resources within or near their community. Agape offers this 2-Gen approach to low-income families living in three (3) multi-family apartments and multiple schools in three communities within Shelby County.



At the close of this first year, Agape has delivered services to 1,156 individuals on caseload representing 406 families. A total of 467 K-12 grade students were served through the Stars program. There was a decrease of less than 23 percent of students who received in-school or out-of-school suspensions. There were 61.8 percent of families with pre-school-aged children engaged in quality early childhood experiences for the first year of implementation; 80 percent of families paid their rent on time; 75 percent of families scored as safe, stable, or thriving in the food and nutrition domain for the year; and a total of 144 parents attended Nurturing Parenting training throughout the year.

Project Return - Project Return is one of the DHS 2 generation partnerships and provides services that help clients overcome their challenges. The agency understands that self-sufficiency is the key factor following incarceration.



To achieve this goal, their staff help formerly incarcerated Tennesseans with soft skills training, assistance in finding employment, and resources for locating stable housing. Alongside this, they help educate clients about their child support cases if needed, and serve a liaison with the DHS Child Support program.

Community Services Block Grant at Work in Tennessee - The Department has become a leader in facilitating the 2Gen Whole Family Approach at the state level and across the nation. DHS was one of eleven (11) entities chosen across the nation to participate in the Learning Communities Resource Center (LCRC) to foster the development of the Whole Family Approach throughout the CSBG network.

DHS actively participated in the LCRCs regarding Bundling Services since its inception in 2015. Through the support of subject matter experts (SMEs) and the LCRC, we developed and implemented the CSBG Assessment Tool, a holistic assessment of individual and family needs. After the first year of implementation of the CSBG Assessment Tool, nine agencies developed self-sufficiency programs; by the second year of implementation, 11 agencies had developed self-sufficiency programs, and after our third year of implementation, 14 agencies have developed self-sufficiency programs, with more in development.

DHS sparked innovation and opportunity within the community action agencies and agencies are beginning to think differently about how they can provide services. Although agencies were beginning to move from a transactional approach of providing “emergency services” to a more evidence-based approach, we found that agencies were not equipped to fully incorporate the organizational and transformational change it required. Through the Learning Communities Resource Center –Bundling Services to Improve Outcomes, we developed a renewed focus. Barbara Mooney’s discussion regarding the “Theory of Change;” helped the Department to identify the need to develop the agency’s staff capacity. As a result, we began implementing Transition to Success™, an evidence-based program which builds upon concepts provided through the Bridges Out of Poverty, Results Oriented Management and Accountability (ROMA), and the 2Gen Approach, which incorporates Maslow’s hierarchy of needs; motivational interviewing; and trauma-informed approaches.



DHS was among many to receive recognition at the 2018 United Way of Metropolitan Nashville Annual Awards Breakfast. DHS received the Community Impact Award, which was accepted by Commissioner Barnes. The United Way of Metropolitan Nashville is a DHS two-generation approach (2Gen) partner and plays a vital role in implementing outcome-based services to children and families in Middle Tennessee.

Workforce and Employment Partnerships

Family Assistance Partners with Contractors to Reach and Serve DHS Customers - Employment and Case Management Services (ECMS) and Family Focused Solutions (FFS) providers across the state have participated in local community fairs, providing information on employment, education, and health & well-being. Attendees were connected with local employers, assisted with resume building and interview skills, provided information on TN Promise, TN Reconnect, and local community educational programs, as well as given tips on coping with stress and balancing home and life.

Assisting Able-Bodied Adults Without Dependents (ABAWDS) Reach Employment Goals - In September of 2017, DHS announced plans to reinstate the federal work requirement in 70 counties for able-bodied adults without dependents (ABAWDs) participating in the Supplemental Nutrition Assistance Program (SNAP) effective February 1, 2018. To satisfy the ABAWD work requirement, an individual must fulfill one of the following: Work at least 20

hours per week or participate in qualifying education and training activities, or participate in an approved workfare/volunteer program at least 20 hours per week.

To help customers meet this requirement, DHS partnered with the Tennessee Department of Labor and Workforce Development (DLWD), the Tennessee Department of Economic and Community Development (ECD), the Tennessee Higher Education Commission (THEC), and Adult Education (AE), and other Workforce Innovation and Opportunity Act (WIOA) core programs, and community partners to provide work, education, or volunteer resources to affected program participants across the state by traveling to 22 counties in which customer demographics data indicated higher ABAWD populations and conducting Resource Fairs to provide the necessary tools for customers to carve out a pathway to sustainable employment. These Resource Fairs collectively served 10,617 customers across Tennessee.

DHS has also proactively participated in monthly WIOA training/partnership gatherings and workforce realignment efforts resulting in collaborations with the Local Workforce Development Boards (LWDAs) and respective area American Job Centers across the state, as well as 65 employers including government agencies, local business organizations, colleges, and community partners.



TN Reconnect Training - To aid in accomplishing the Governor's goal of increasing the number of Tennesseans with a post-secondary degree or certificate to 55% by 2025, the Department collaborated with the Tennessee Higher Education Commission to engage over 600 DHS Family Assistance (FA), Rehabilitation Services, and Child Care & Community Services staff across the state to serve as Tennessee Reconnect Customer Ambassadors. Tennessee Reconnect supports the Drive to 55 initiative focused on helping more adults complete a postsecondary degree or credential.

During the 22 Resource Fairs conducted in SFY 18, a Tennessee Reconnect Ambassador was on hand to identify "Reconnectors" (adults who could benefit from going back to school) attending respective county resource events and talking to them about the increased supports and opportunities available for adults returning to higher education through programs that work with institutions, communities, and employers. Following the weekly resource events, the Department's attending Reconnect Ambassador followed-up with 75 customers from various resource fair events and referred through DHS Customer Service or the SNAP Employment & Training program. The Reconnect Ambassadors assisted reconnectors in avoiding barriers to furthering their education and recommending identified community Reconnect Navigators with the knowledge to help adult learners navigate the entire process of going back to school.

Apprenticeships - In collaboration with the Tennessee Department of Labor and Workforce Development and the Economic and Community Development Apprenticeship Board, DHS program staff (working in program areas containing an employment/education customer participation component) are able to provide customers in their respective caseloads with apprenticeship opportunities. The Apprenticeship USA Accelerator Grant is being utilized to accomplish the implementation of a statewide apprenticeship strategy. The board, comprised of state enterprise-wide representatives solidified partnerships with Middle Tennessee State University (MTSU), Roane State Community College, and the University of Memphis (U of M).

SNAP Program Partnerships

Summer EBT for Kids - In summer 2018, DHS is teamed with the U.S. Department of Agriculture, Tennessee Department of Education, Second Harvest Food Bank of Northeast Tennessee and school systems in Greene, Hancock, and Hawkins Counties to provide automatic Supplemental Nutrition Assistance Program (SNAP) benefits to income-eligible students in a pilot program called Summer EBT for Kids.

Summer EBT for Kids operated from May 2018 through August 2018, and provided selected families with eligible school-aged children Summer EBT for Kids cards. The cards were delivered to eligible homes in May, loaded with \$30 per eligible child to spend on food for children. Additional funds were loaded on the card each month. Each child's eligibility was determined by the child's school based upon a student's participation in the Free and Reduced Lunch Program. Tennessee Summer EBT Cards could be used in any store or farmers market authorized to accept SNAP/Food Stamp benefits to purchase food for children.

The pilot helped ensure children in rural communities had access to regular meals during summer months, as they would when school is in session. It served as a resource to parents and provided the consistent nutrition children need for healthy growth and development. More than 9,000 students were served in the program with approximately \$750,000 in benefits issued and spent on children's meals.

SNAP Education - In SFY 18, SNAP Nutrition Education partners, the University of Tennessee Extension and Tennessee State University, have been educating SNAP-eligible individuals and families in all 95 counties of the state via direct (classes) and indirect approaches (community resources) to improve their well-being. They have reached SNAP-eligible individuals through many approaches such as Nutrition Education Radio and TV Public Service Announcements; education articles; billboards; city bus and van wraps, or other signage; and Community Events/Fairs. Preliminary reports show an overall increase in consumption of fruits and vegetables to 36.61%, and increased physical activity at 22%, exceeding their outcomes above the national average of 10%.

Summer Feeding Program - The University of Tennessee and Tennessee State University conducted 11 sessions with participants to demonstrate how to cook healthy meals. Participants were residents of the following six (6) counties: Blount, Cumberland, McNairy, Scott, Tipton, and Lauderdale. Sessions included curriculum on the following: Cooking Matters (for families and teens), Adventures in the Kitchen (for children), and Eat Well, Feel Well (for families). Participants included parents, foster families, children, and teens. Classes were conducted in various locations, such as County Extension Offices, the County Health Department, schools, and housing Sites. Additionally, the University of Tennessee conducted six (6) Farmer's Market demonstrations in Blount, Cumberland, Hardin, Henderson, McNairy, and Scott counties. Through the program, more than 300 people participated and received meals.



Vocational Rehabilitation Partnerships

Three primary examples of the cooperative spirit across state government for the Vocational Rehabilitation program are the interagency agreements with the Division of TennCare for the Employment and Community First CHOICES program, the Department of Education for the Pre-employment Transition Services (Pre-ETS), and the Department of Mental Health and Substance Abuse for the Individual Placements and Supports (IPS) model of supported employment. All of these partnerships are active and on-going and continue to ensure that employment services and supports for the programs' common customers are coordinated.

Employment and Community First CHOICES (TennCare) - In 2017, to support the employment goals of the Employment and Community First CHOICES program, TennCare and the Department of Human Services–Vocational Rehabilitation (DHS/VR) entered into a Memorandum of Understanding (MOU) to provide high quality employment services that lead to competitive integrated employment in a non-duplicative manner. The MOU outlines the roles of each agency, VR Counselors and the three managed care organizations (MCOs) contracted with TennCare to administer the program. Entering the second year of this interagency agreement, the partners set out to update the training and materials based on lessons learned from the first year. Joint training on the updated materials was conducted in six locations across the state in early 2018. More than 250 MCO support coordinators and VR counselors across the state participated in the training.

Individual Placements and Supports (TDMHSAS) - Another successful collaboration between state agencies is through the partnership between the Tennessee Department of Mental Health and Substance Abuse Services (DMHSAS) and DHS/VR for the Individual Placements and Supports (IPS) Program. This model of supported employment has been very successful in helping persons with behavioral health disorders including mental illness, substance abuse, and co-occurring disorders obtain competitive integrated employment. Since its inception, the program has grown to 12 IPS supported employment sites across the state. An interagency agreement between DMHSAS and DHS/VR was established in September 2017 to strengthen the collaboration between the two agencies targeted at developing, expanding, and improving opportunities for competitive integrated employment for Tennesseans living with disabilities including mental health and/or substance abuse issues.

Pre-Employment Transition Services (Dept. of Education) - As the state implements its state plan for the Workforce Innovation and Opportunity Act (WIOA), the Tennessee Department of Education and DHS/VR have established an MOU on the provision of Pre-Employment Transition Services (Pre-ETS). These five pre-employment transition services allow for students between the ages of 14-22 to receive education, training, and work experiences while still in the supportive high school environment. The MOU clearly identifies the roles and responsibilities of each entity and the shared responsibilities between the two. The agencies conducted four joint training sessions for staff on the agreement and the pre-employment transition services available to students with disabilities.

TRC Smyrna Manufacturing Program - The Tennessee Rehabilitation Center in Smyrna regularly confers with a variety of industrial sectors, community boards, and organizations to identify the skills and competencies needed for an educated, well-trained workforce that possesses updated skills reflecting modern practices. Given Tennessee's place at the heart of the southern automotive corridor, manufacturing is a critical sector throughout the state. To address this demand, TRC Smyrna is expanding its existing manufacturing training program to offer the ACT WorkKeys, OSHA 10 safety instruction, and the Manufacturing Skills Standards Council Certified Production Technician (MSSC/CPT) program through an innovative partnership and collaboration with the Department of Labor and Workforce Development, Tennessee College of Applied Technology (TCAT), and the Rutherford County Chamber of Commerce Manufacturing Council. Through this partnership, an

industry-driven and proven curriculum will be designed and delivered that produces highly qualified, skilled, adaptive workers who will obtain recognized certifications and preferred credentials of Tennessee employers.

The DOL Partnership will provide the ACT WorkKeys. ACT WorkKeys consists of three elements: job skills assessments, job analysis, and skill training with twelve workplace skill assessments. This program is used by many employers to assess workplace skills that can affect job performance.

The TCAT Partnership will allow a TRC instructor to become a certified and authorized CPT instructor. TCAT will provide an instructor to proctor TRC student exams and will establish TRC as an authorized satellite testing location.

The Rutherford County Chamber of Commerce Manufacturing Council will provide direct communication with employers that are interested in hiring individuals who obtain the MSSC/CPT certification.

DHS Office of Inspector General Partnerships

The DHS Office of Inspector General has continued to establish partnerships with local law enforcement agencies across the state to combat SNAP fraud. To date, 22 State Law Enforcement Bureau (SLEB) agreements are in place. SLEB agreements between DHS and law enforcement agencies give investigators more tools to catch business owners who are fraudulently using another person's SNAP EBT card for profit or SNAP recipients who are selling their own cards. Under the agreements, investigators have access to purchasing information and actual EBT cards to conduct undercover selling operations. One SLEB agreement with the Knox County Sheriff's Department has led to high profile cases against business owners accused of running SNAP fraud operations. DHS currently has SLEB agreements with the following organizations: 18th Judicial District Drug Task Force, 8th Judicial District Drug Taskforce, 9th Judicial Drug Taskforce, Anderson County Sheriff's Department, Chattanooga Police Department, Cleveland Police Department, Cumberland County Sheriff's Office, Greenbrier Police Department, Hamblen County Sheriff's Office, Jackson Police Department, Knox County Sheriff's Department, Lebanon Police Department, Manchester Police Department, Memphis City Police, Metro Nashville Police Department, Millersville Police Department, Pigeon Forge Police Department, Putnam County Sheriff's Department, Rutherford County Sheriff's Office, Shelby County Sheriff's Office, Tipton County Sheriff's Office, and the Williamson County Sheriff's Office.



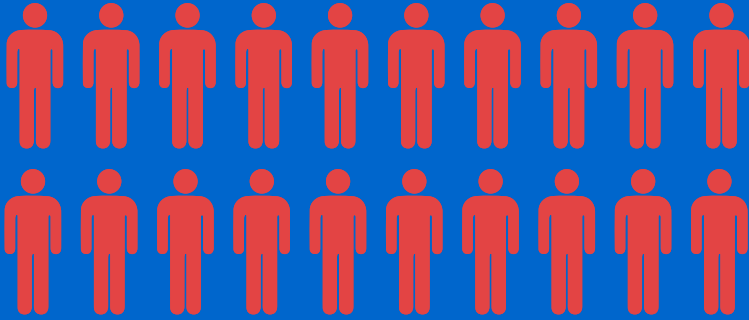
DHS' Jeff Troxell (pictured far right), participates in press conference announcing fraud related arrests. Photo courtesy of Knoxnews.com

Department of Human Services

By The Numbers



As of June 2018, 448,814 households receive SNAP benefits, ensuring 938,666 children, senior citizens, people with disabilities and adults don't go hungry



Approx. 4,000 meals were served through the Feeding Families First pilot program and 300 more meals were served through the SNAP Summer Feeding Program pilot program

More than 9,000 students received food assistance through the Summer EBT for Kids Program

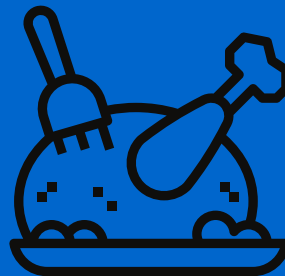
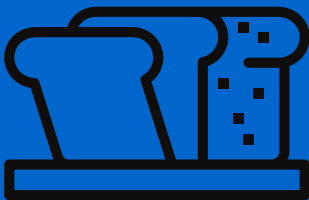


3,600,000 meals

served to children in summer 2017 as part of the Summer Food Service Program

42,000,000 meals

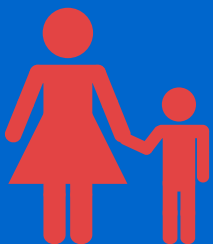
served to children and adults in care through the Child and Adult Care Food Program





With the help of a 3-year, \$30 million contribution provided to the Department of Education, students participating in Read to Be Ready have seen gains in their reading skills.

The Child Support Program distributed
\$611,805,852.95
 to families in Tennessee.



More than **11,800** children are enrolled in Smart Steps Child Care Assistance.



Vocational Rehabilitation provided

1,234

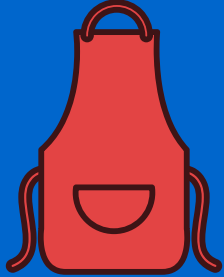
supports for Tennesseans to attend post-secondary or vocational training in pursuit of their educational and employment goals.

VR also assisted **1,687** Tennesseans with disabilities achieve their competitive integrated employment goals.

During the 2017-2018 school year, the Transition School to Work program served

6,000

students with disabilities in preparing for the transition from high school to post-secondary training and education and/or employment.



Through May 2018, more than

10,000

Pre-ETS services were provided.



APS field operations investigated

11,343

reports of abuse, neglect, and exploitation of vulnerable adults.

As of June 2018, DHS Licensed

1708 Child Care Centers

11 Drop-in Centers

254 Family Homes

364 Group Homes, for a total of

2,337

licensed child care agencies.

