



12/08/2023

Hello,

We hope this message finds you in good health and high spirits. The Tennessee Department of Human Services (TDHS) and its CCDF Quality Child Care Partners are committed to promoting early childhood environments that are safe, healthy, and educationally rich.

This commitment extends to the continuous improvement of products and processes that strengthen support for the early childhood workforce, including our companion resources TNPAL, TrainTN, and the TDHS Training and Technical Assistance Management System (TAM).

During maintenance scheduled for TrainTN and TAM, additional system enhancements and controls will be updated to assure high data quality and integrity without compromising the needs and autonomy of our TrainTN and TAM users.

Effective December 15, 2023, manual recording of training prior to October 01, 2023, and the current QRIS Cycle will be limited, a new 15-calendar day process standard for recording training and professional development activities will be implemented for users of TrainTN and TAM. This new standard will require that when a training or professional development activity has occurred, TrainTN and TAM users will have 15 calendar days to record that training or professional development activity.

- For example, if a training occurs January 1, 2024, then the TrainTN or TAM user will have until January 16, 2024, to record the data.

If a TrainTN or TAM user attempts to record data beyond the 15-calendar day standard, a notification will appear indicating that the data entry exceeds the allowable standard.

- For example, if a training occurs January 1, 2024, and the user attempts to record the data on or after January 17, 2024, the user will be unable to record the data and be prompted to request an exception from the TN Child Care Help Desk.

Questions and additional support are available from 7am to 9pm Central, Monday through Saturday. For TrainTN requests, please email [TrainTN@utk.edu](mailto:TrainTN@utk.edu). For TAM requests, please email [TAMSupport@utk.edu](mailto:TAMSupport@utk.edu).

Warm wishes,

TN Child Care Help Desk