



# THE DHS DIRECTION



*TDHS Partnership Communication Forum*

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Submit News for the Next Newsletter

*Let's coordinate, share ideas, and learn from our individual customer groups on how we can work together to better serve Tennessee's families with low-incomes.*

## A Message from Commissioner Carter

Our Office of Inspector General (OIG) is dedicated to ensuring we protect our customers' life sustaining benefits and personal information. In recent months, we have seen an uptick in fraudulent activity involving Electronic Benefit Transfer (EBT) cards, which provides needed food benefits to Tennesseans across the state. While skimming, cloning, and phishing fraud are not limited to customers in Tennessee, our OIG team is working diligently to safeguard our customers from these criminal activities.

The OIG team conducts thorough investigations, both internally and externally, to identify and stop these criminals who would steal from our most vulnerable neighbors. We are dedicated to finding potential skimmer locations and collaborating with our federal and local law enforcement partners to ensure these devices are removed. Our top priority is to protect vulnerable Tennesseans from falling victim to these forms of fraud.

We strongly encourage any customer who suspects their EBT card has been compromised to immediately contact the EBT customer service line at 1-888-997-9444 to report the card as stolen. This action will deactivate the compromised card and initiate the process of

issuing a new one. Additionally, TDHS recommends filing a police report and reporting the incident to the OIG fraud hotline at 1-800-241-2629 to assist with ongoing investigations.

Customers impacted by skimming, cloning, and similar fraud can file for SNAP replacement requests within 30 days of the date the customer discovered the fraud's occurrence to be considered for reimbursement. Customers can submit requests using the One DHS Customer Portal at [OneDHS.tn.gov](https://www.tn.gov). Customers that cannot access the online portal to submit a request can retrieve a paper form at their local TDHS [office](#).

For more information on replacement benefits related to fraud, please visit: <https://www.tn.gov/humanservices/need-help-/tdhs-fraud.html>.



## Recent and Archived DHS Direction Newsletters are Now Available Online

Have you missed a recent issue of the DHS Direction Newsletter or want to revisit valuable content from previous editions? No need to dig through your inbox—now you can easily access every newsletter online. Simply visit our website and find all recent and past issues here: <https://www.tn.gov/humanservices/information-and-resources/dhs-direction-newsletter.html>

As we continue to serve nearly two million Tennesseans across the state, we want you to stay engaged with us by sharing your ideas to help us in our journey to transform Tennessee's safety net for our most vulnerable citizens. We hope that you find our newsletters to be valuable, and we look forward to continuing this journey with you.

[Read more](#)

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## Need Help Finding Licensed Child Care in Tennessee?



Did you know the Tennessee Department of Human Services (TDHS) licenses child care agencies across the state? At TDHS, we are dedicated to fostering early childhood environments that are safe, healthy, and educationally rich.

Over the last few years, our Child Care team has been on a transformation and modernization journey to improve the way services are provided to Tennesseans. As part of this journey, there is an updated way for parents to search for licensed child care agencies across the state using our [Child Care Locator tool](#). This is an important tool parents can use when looking for licensed child care agencies, as it includes details on child care agencies, including compliance history.

If a child care space is providing care to five or more unrelated children for more than three hours a day without a license, it is operating **ILLEGALLY**.

- Operating a child care agency without the required license is a Class A misdemeanor criminal offense. (T.C.A. 71-3-505). Illegal operators may put children at risk of harm.
- If you have knowledge of a potentially illegal operation, please contact the Child Care Hotline at 1-800-462-8261. Any reports made can remain anonymous.

It is important parents #LookfortheLicense when visiting any child care agency to ensure their children are in safe, licensed environments that support their growth and development. To learn more, please visit the [TDHS website](#).

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## Help Prevent Customer EBT Fraud

With an increase in fraudulent activity involving Electronic Benefit Transfer (EBT) cards across the state, the department is working to implement innovative new fraud mitigation technologies that will help protect vulnerable Tennesseans. Many of our programs provide benefits based on documented need, and some utilize EBT cards to deliver essential food or cash benefits. Unfortunately, some criminals are willing to steal benefits meant to help families on their way to financial stability. While skimming, cloning, and phishing fraud are not limited to customers in Tennessee, we are dedicated to helping our customers protect their benefits and personal information.

# Prevent EBT Fraud!

- Change your EBT card pin regularly
- Check your balance often
- If a card is compromised, call 1-888-997-9444 to report a card as stolen. Filing a report with law enforcement can also support fraud investigations and prevent new incidents.



## Common Types of Benefit Theft and Fraud

- Card Skimming: Card skimmers are stealthy fraud devices that collect or copy card information when a card is swiped or scanned for payment.
- Phishing: Refers to the process of using phone calls, text, emails, or other communication to “fish” for sensitive personal information or convince a person or organization to reveal information that can be used to steal bank funds, identity, benefits, or other assets.
- Fraud or Misrepresentation of Need: Misrepresenting a need for benefits is considered fraud and a criminal act that is punishable according to state and federal laws.

Customers can file for replacement requests within 30 days using the One DHS Customer Portal at [OneDHS.tn.gov](https://www.tn.gov/humanservices/need-help/tdhs-fraud.html). Customers that cannot access the online portal to submit a request can retrieve a paper form at their local TDHS [office](#).

For more information on replacement benefits related to fraud, please visit <https://www.tn.gov/humanservices/need-help/tdhs-fraud.html>.

## Partner News

### What Disability-Related Changes Do You Want to See in Our State?

# No matter where you are in Tennessee...



## ...your voice matters.

[Share your needs in this 15-minute survey.](#)

This survey is your chance to tell FOUR statewide disability agencies what you need. The TNDD Network is a partnership between the Tennessee Council on Developmental Disabilities, Disabilities Rights Tennessee, UTHSC Center on Developmental Disabilities, and the Vanderbilt Kennedy Center UCEDD. The organizations are working together to better understand the needs of the disability community across the state.

The survey will take about **15 minutes** and will include questions about **what is working well, what is not working and the gaps that need to be filled for people with disabilities**. The survey is available in both English and Spanish. The organizations will use the information from the survey to decide what changes to incorporate over the next 5 years.

Each partner is preparing to write a new five-year workplan. These plans outline the future goals and priority areas of each organization. Think of them as the roadmap to how we will help create long-term change in state programs and public policy that impacts Tennesseans with disabilities and their families.

If you have questions, please contact Emily Lanchak at [emily.r.lanchak@vanderbilt.edu](mailto:emily.r.lanchak@vanderbilt.edu) or (615) 343-9664.

[Click Here to Complete Survey](#)

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**Diapers Now Available for TennCare and CoverKids Members**

# TennCare Diaper Benefit



for TennCare and CoverKids  
members under age two

As of August 7th, if your child is covered by TennCare or CoverKids and is under the age of two, you can now receive up to 100 diapers each month at no cost. These diapers are available at participating pharmacies across Tennessee.

Here's how you can get the diapers:

1. Find a Participating Pharmacy: Go to [TN.gov/TennCare/diapers](https://www.tn.gov/TennCare/diapers) to find a participating pharmacy near you.
2. Show Your Child's Pharmacy Card: When you go to the pharmacy, simply show your child's pharmacy ID card. If your child is a newborn and doesn't have a card yet, you can use the parent's pharmacy ID card or Social Security number.
3. No Prescription Needed: You don't need a prescription to get the diapers.
4. Variety of Diapers: TennCare will cover popular diaper brands like Huggies, Cuties, Pampers, and Luvs. There are also different types of diapers to meet your family's needs. For more information about the brands and types of diapers available, visit [TN.gov/TennCare/diapers](https://www.tn.gov/TennCare/diapers) and call the pharmacy to make sure they are in stock.

For more information, visit [TN.gov/TennCare/diapers](https://www.tn.gov/TennCare/diapers).

[Read More](#)

**Double your SNAP dollars at East TN Farmers Markets**



# DOUBLE YOUR SNAP DOLLARS for Locally Grown Produce



Double Up Food Bucks (DUFb) is a year-round SNAP-doubling program offered at farmers markets and grocers across the country. Nourish Knoxville offers DUFb at all of its markets, as well as at partner locations across East Tennessee. Double Up is provided in partnership with the Fair Food Network.

Customers who participate in the Supplemental Nutrition Assistance Program (SNAP) can swipe their EBT card at the market to match up to \$20 per day in Double Up tokens to be spent on fresh produce: fruits, vegetables, mushrooms, herbs, and food-producing plants. For instance, a family that spends \$10 in their SNAP benefits receives an additional \$10 in Double Up tokens to spend at the market on fresh produce.

Double Up is a triple win: low-income families eat more healthy food, area farmers gain new customers and increase revenue, and more food dollars stay in the local economy. For more information about the program and participating partners, please visit: <https://doubleuptn.org/>.

## Upcoming Events

### What: Parents and Partners Connect – Child Support

A virtual question and answer session with Child Support professionals from the Tennessee Department of Human Services. These online sessions are an opportunity for Tennessee parents to get answers about Child Support Services from TDHS with topics including services offered by the TDHS, case classifications, the parties involved in child support, the application processes, and problem-solving.

If you're new to child support in Tennessee or have questions about related services, this is a great opportunity to ask questions with experts.

**When:** September 12, 2024 4:30-5:30pm CDT

**Where:** Online; [Register Here](#)

### What: 2024 Kids and Family Resource Fair

A free community event to connect Tennessee families to health, wellness and social support information and organizations. Parents and children are invited to discover health, wellness, safety, and other social supports and information at the Kids and Family Resource Fair hosted by the [Paternity Program at the Tennessee Department of Human Services \(TDHS\)](#).

This event is open to the public and will include baby supplies and door prize giveaways from non-profits and agencies that serve families (while supplies last).

**When:**

**McMinnville, TN:** September 20, 2024 at 10am-1pm CDT

**Jackson, TN:** September 27, 2024 at 10am-1pm CDT

**Where:**

**McMinnville Location:** McMinnville Farmers Market  
100 Market St.  
McMinnville, TN 37110

**Jackson Location:** North Park  
210 Demonbreun Dr.  
Jackson, TN 38305

# Career Development Opportunities at TDHS

At TDHS, we are consistently looking for dedicated and enthusiastic individuals who are eager to make a meaningful difference in our state. If you are interested in joining our team, please review new career opportunities on our [website](#).

**Detailed listings on all open positions (Preferred and Executive Service) can be found at <https://www.tn.gov/careers/apply-here.html>. Preferred Service job postings through the Tennessee Department of Human Resources (DOHR) open on Thursday and close on the following Wednesday evening at 11:59 pm CST, depending on the length of the requisition.**

## Rehabilitation Services

### DHS Program Director 2

[Davidson County](#) – 60692 (Closing Date 9/2/2024)

## Family Assistance

### Eligibility Assistant

[Williamson County](#) – 60735 (Closing Date 9/2/2024)

[Humphreys County](#) – 60542 (Closing Date 9/2/2024)

### Eligibility Counselor 1\*

[Davidson County](#) – 60701 (Closing Date 9/2/2024)

[Carroll County](#) – 60502 (Closing Date 9/2/2024)

## Rehabilitation Services

### DHS Campus Life Assistant

[Rutherford County](#) – 60702 (Closing Date 9/2/2024)

### DHS Vocational Training Assistant

[Rutherford County](#) – 60703 (Closing Date 9/2/2024)

### Pre-Employment Transition Specialist

[Madison County](#) – 60747 (Closing Date 9/2/2024)

### Vocational Rehabilitation Counselor - Masters

[Knox County](#) – 60768 (Closing Date 9/2/2024)

Everyone can be a recruiter! Please help us by tapping into your network of talented friends, family and associates.

NOTE: You may now find TDHS jobs also posted on the TDHS LinkedIn page

[Tennessee Department of Human Services: Overview | LinkedIn](#)

Please encourage your friends and colleagues to visit our site for opportunities at TDHS.

## Get to Know TDHS

The Tennessee Department of Human Services (TDHS) consists of multiple divisions with a unified mission to strengthen Tennessee by strengthening Tennesseans. Led by governor-appointed Commissioner Clarence H. Carter, TDHS serves nearly two million Tennesseans to ensure that all state residents have an opportunity to reach their full potential as contributing members of their community. Among the many services and programs provided by TDHS, some of the leading programs include the Child Support Program, Child and Adult Day Services and Licensing, Families First (the state's Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Rehabilitation Services for people with disabilities, and Adult Protective Services, along with many others. TDHS is an organization committed to connecting people to resources that help individuals, families and communities thrive towards long-term economic freedom and prosperity.

To find out the latest information from TDHS, please visit:

[TDHS Homepage](#)

[Events Page](#)

[News Page](#)

Social Media: [Facebook](#), [X \(Twitter\)](#), [LinkedIn](#)



# Share Your News

This Newsletter will be distributed on the last Wednesday of each month, and we kindly ask that all news be approved by leadership and submitted at least three weeks in advance.

Let's coordinate, share ideas, and learn from our individual customer groups on how we can work together to better serve Tennessee's low-income families.

[Submit News for the Next Newsletter](#)

For the latest news from the Tennessee Department of Human Services,  
**Follow @TNHumanServices**



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