

Hello,

The Tennessee Department of Human Services (TDHS) is dedicated to continuous enhancement of its technology products supporting our early childhood workforce.

Beginning August 9, 2024, a new process will be implemented to streamline and accommodate recording of late training and professional development activities in TAM and TrainTN when timely data entry is not possible. TDHS requires these activities to be recorded within 15 calendar days.

The new Exception Request process allows users to record training activities older than 15 calendar days that requires a reason for untimely data entry. This process enhancement is designed to better accommodate users while ensuring data quality, integrity, and reliability. Exception requests will be processed by TAM within 5 business days to ensure minimal disruption to reporting and compliance requirements.

Example: If a training activity is completed on July 17, 2024, a trainer may record the training by August 1, 2024, without the additional requirement to identify the reason for late entry.

If you have any questions, the TN Child Care Help Desk is available 7am-9pm Central, Monday through Saturday at (833) 834-7227 or by email: [TAMSupport@utk.edu](mailto:TAMSupport@utk.edu) for TAM, or [TrainTN@utk.edu](mailto:TrainTN@utk.edu) for TrainTN.

Thank you,  
TN Child Care Help Desk