

Child Care Management Software and Shared Service Alliances: *What You Need to Know*

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Opportunities Exchange

Agenda

- ◆ Who is Opportunities Exchange?
- ◆ Why Business Automation Matters
- ◆ Key Features for a CCMS in a Shared Service Alliance
- ◆ Reviewing the Spreadsheet “Selecting a CCMS”
- ◆ Q & A

Opportunities Exchange:

Promoting Shared Services in the Early Childhood Sector



Transforming the business of early care and education

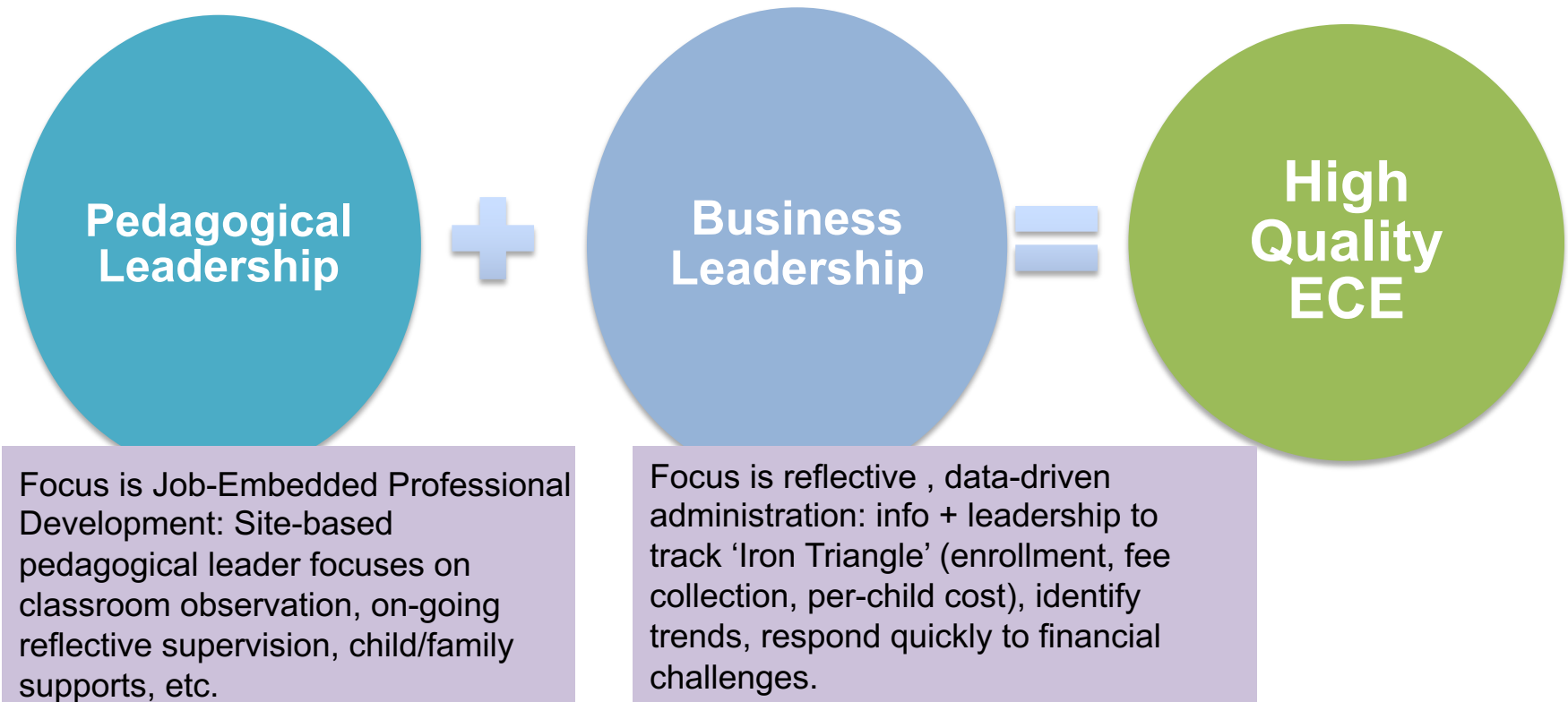
- Shape public policy and public financing in ways that incentivize high quality, sustainable care for young children
- Providing technical assistance to Early Childhood providers who want to develop new, sustainable business models

Core Values

- ◆ **Every director** deserves an administrative team.
- ◆ **Every teacher** deserves strong leadership.
- ◆ **Every child** deserves a reflective teacher.



Shared Services in Action: New Approach to Staffing & Leadership



Why Business Automation Matters

- ◆ Child Care Business Model is Challenging
 - Market based pricing does not cover the full cost
 - Small centers (less than 100 children) don't have sufficient scale to break even
- ◆ Small percentage of the sector utilizing CCMS
 - Estimates as low as 20-30%
 - Many programs that have CCMS systems not fully implementing

Why Business Automation Matters



Saves Time: Automating operations greatly reduces the amount of staff time needed



Saves Money: Reduced Labor translates to cost saving for administrative tasks



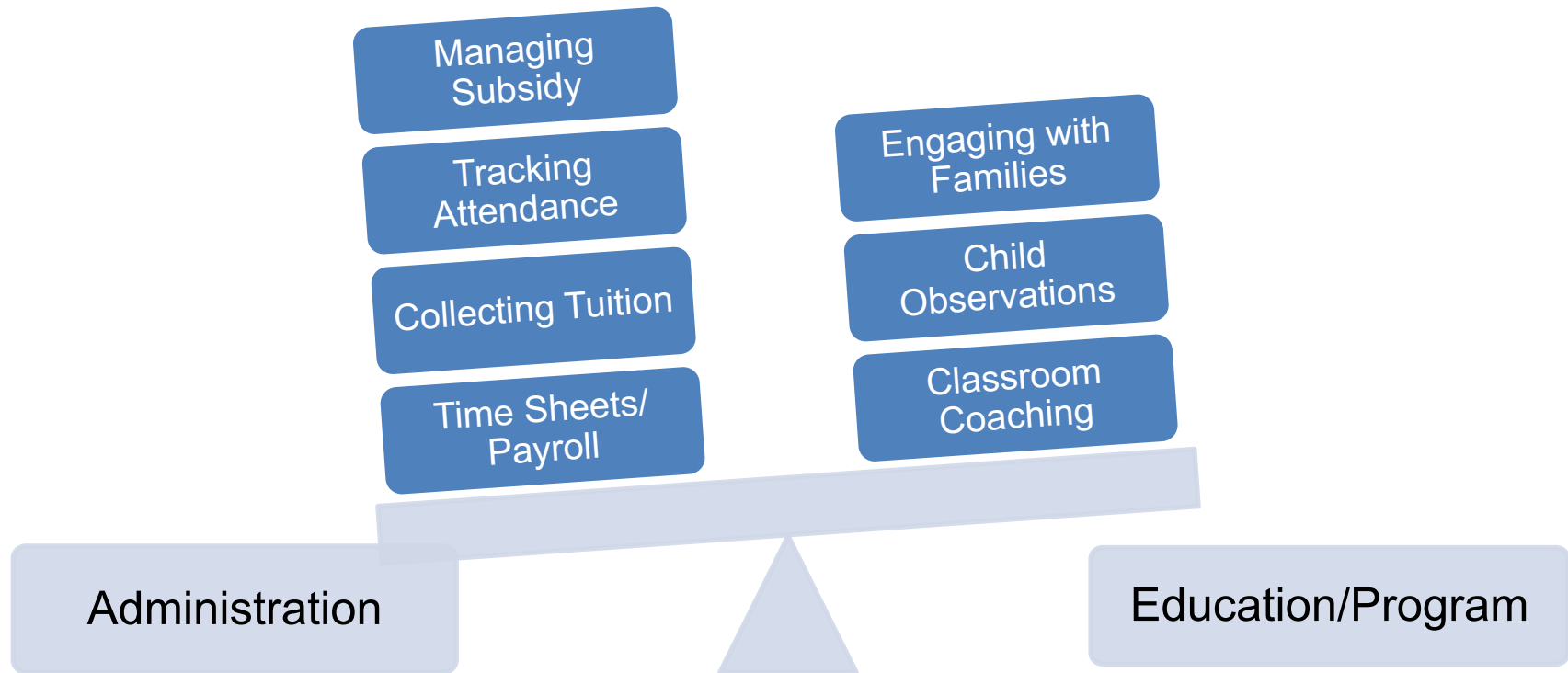
Increased Revenue: Automated payments reduce bad debt, reconciliation of subsidy reimbursement, etc.



Skilled Financial Management: Data available in electronic format can be analyzed; informs financial decisions

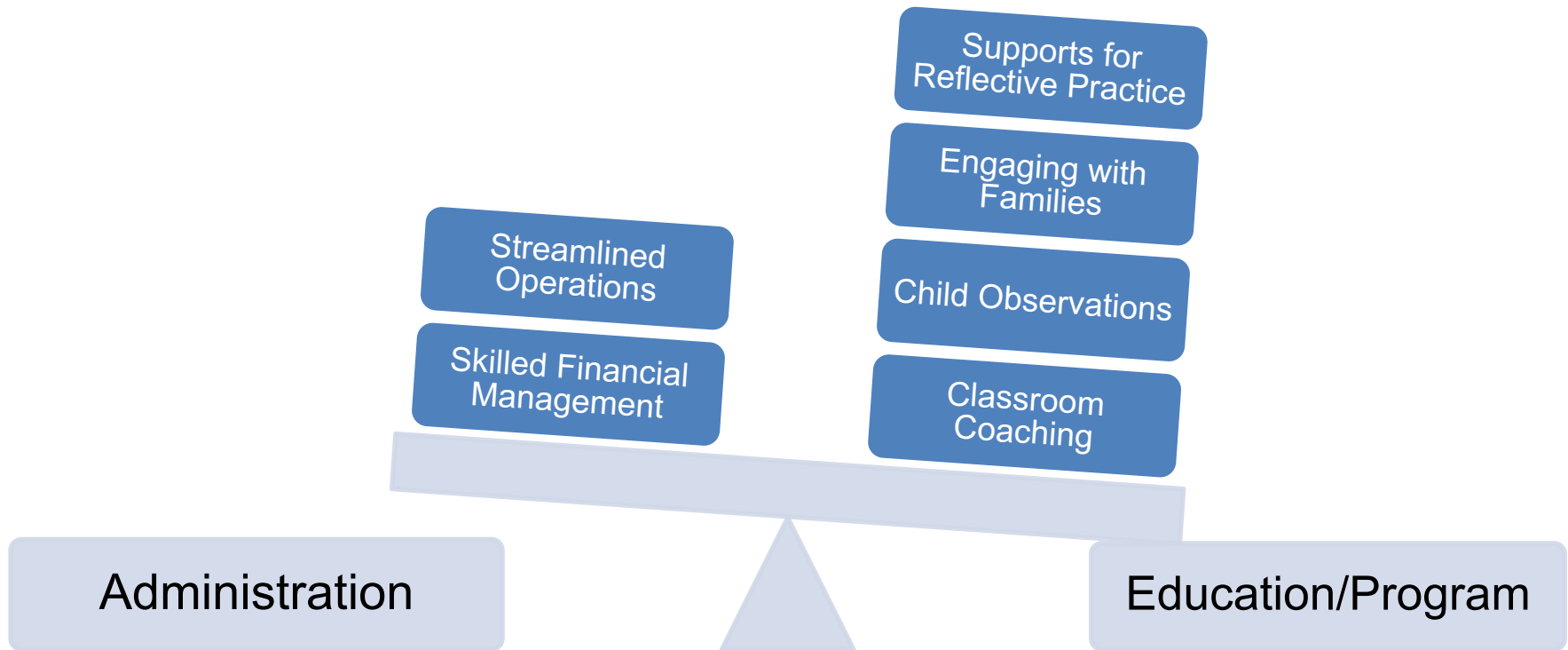
Why Business Automation Matters

Directors want to Focus on Educational Leadership – but the Administrative demands of the job take a larger share of their time...



Why Business Automation Matters

Effective use of business automation tools reduces the manual labor required for operations and puts hours back into the Director's day to focus on Educational Leadership



Business Leadership: Business Automation + Financial Management

FROM → TO

Manual/paper recordkeeping that takes staff time and is susceptible to errors

- Integrated data systems that track enrollment, attendance, billing with automation
- Seamless data transfers to reporting systems

Passive attendance in “business trainings”

- Active application of business principles to organizational financial management

Director or part-time bookkeeper managing finances

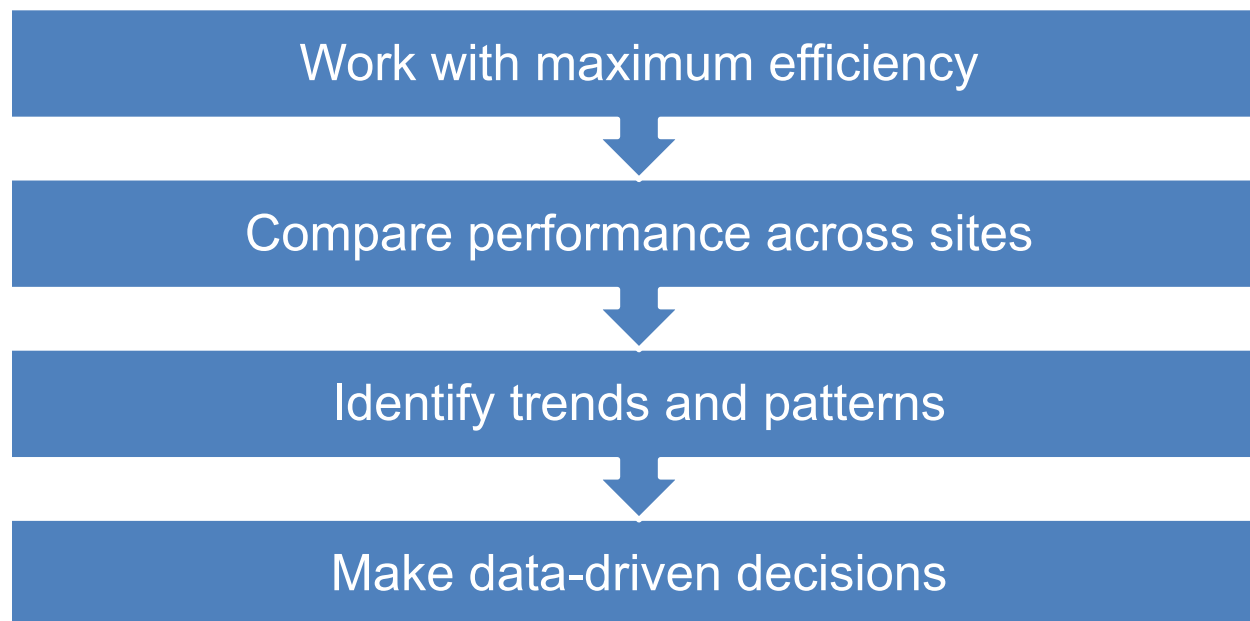
- Skilled financial manager able to generate timely information and analyze business metrics that matter most (Iron Triangle)

Key Features for a CCMS in a Shared Service Alliance

Issues to be Flagged

- **Enterprise version** to share data across sites
- Transferring Data into State systems through **API's** for subsidy billing and other reporting
- Digital/Electronic **Signatures** vs. Requirement for “Wet Signatures”
- Flexible **Billing** that allows for multiple sources of funding (payors)
- **Cost** – includes both Subscription and Fees

Common data platform across all sites



API (Application Programming Interface)

Data collected in the CCMS and transferred to reporting platform



Saves time and reduces errors



Eliminates duplicate or redundant data entries



Driver to encourage automation

Electronic Signatures

Digital vs. “Wet” Signature

State Licensing requires a verifiable signature from authorizing party (Parent for subsidy)



Important to understand State rules




Coordination with state issued “swipe” cards


Flexible Billing

Desired Features

Permits billing multiple funding streams per student (multiple tuition payors, subsidy, scholarship, etc.)



Automatically adjusts for late fees (triggered by time stamp on the attendance tracker)



Permits user to define billing cycles and manage them



Payment History - by child, sponsor, and subsidy source

Costs Take Many Forms

One time fee for purchasing desktop loaded software – typically pay for updates or ancillary services (such as electronic payments)



Monthly fees for SAAS (Software as a Service)



Hardware – requirement for specialized or expensive equipment



Electronic payments – understand the fees

ProCare	Alliance Core	SmartCare	Brightwheel	Wonderschool (partnership model)
Wisconsin Early Childhood Assoc.	Early Learning Ventures (CO)	Vermont-Let's Grow Kids	Southwest Human Development (AZ)	Nebraska Early Childhood Collaborative
Chambliss Children's Center	Battle Creek (MI)			
Richmond Area Shared Service Alliance	Child Development Council Ithaca NY			
	Palmetto Shared Services Alliance (SC)			

Resources

- ◆ Opportunities Exchange website:
www.opportunities-exchange.org
- ◆ Social media:
 - Facebook: “Opportunities Exchange”
- ◆ Questions:
 - sharoneasterling@gmail.com