



Opportunities Exchange

SHARED SERVICES ALLIANCE Potential Services Menu

October, 2023

This document is designed to help you select services your alliance will offer connected to the problems you are targeting in your theory of change. For each service type we have indicated the child care business problem of practice that these strategies are generally effective at targeting and improving.

You do NOT need to offer all these services to call yourself a shared services alliance. In fact, we recommend thinking critically and strategically **choosing to offer the services that will make the largest impact** on the bottom line for the providers you seek to support.

BACK OFFICE BUSINESS SERVICES	
TARGETS:	Will We Deliver? (Yes, No, Unsure)
<ul style="list-style-type: none"> • Saving providers time • Managing the Iron Triangle (full enrollment, full fee collection, revenue that covers per-child cost) • Improving profitability and sustainability of the business 	
Assist providers in accessing and using automated business management software (Child Care Management Software; QuickBooks; Gusto; others) to do the following: <ul style="list-style-type: none"> • Help with recordkeeping, ideally centralizing and automating paperwork to the maximum extent possible. • Help to manage enrollment, including recruiting and enrolling families, tracking and reporting attendance, establishing enrollment benchmarks, ideally using CCMS to automate these functions. • Help with accounts receivable, by automating (where possible) invoicing and collecting tuition, third-party billing, tracking/managing bad debt, etc. 	
Partner with technology vendors to offer support for on-boarding and/or deeper use of technology tools.	
Help providers complete forms and applications required for funding, regulation, and/or other routine administrative tasks.	
Offer Iron Triangle financial coaching linked to automation to provider members.	
Provide financial reports to provider members and their boards.	
Establish business metrics and coach providers around meeting metrics.	
Collaborative fundraising for member providers (events, proposals, solicitations).	
Support or broker contracts for facility repair and maintenance.	
Enable bulk purchasing of goods and services.	
Offer or broker shared transportation and/or fleet management services.	
Assist providers in managing child care subsidy program, including eligibility and enrollment, tracking attendance, reporting/invoicing, reconciling subsidy payments, and more.	
Serve as the Head Start grantee, delegate, or community partner; contract with Alliance providers for slots.	
Serve as public PreK grantee or community partner; contract with Alliance providers for slots.	
Serve as public subsidy contractor; subcontract with the Alliance’s providers for slots.	
Other:	



HUMAN RESOURCES SERVICES		
TARGETS: <ul style="list-style-type: none"> • Saving providers time • Increasing staff wages • Offering employee benefits • Solving for hiring and retention challenges 		Will We Deliver? (Yes, No, Unsure)
Ensure salary scales are available and implemented in all sites (paired with budgeting and revenue support to implement the scales).		
Help sites secure employee benefits (this may include working with a navigator to help staff access the ACA, help creating retirement plans, and more).		
Staffing services, including helping sites recruit, orient, and train ECE teachers.		
Human Resources support, including payroll management, HR policy, and administration support.		
Risk management support, including planning and comprehensive insurance coverage for members.		
Offer substitute pool/relief squad for professional development and planning time.		
Other:		

PEDAGOGICAL SERVICES		
TARGET: <ul style="list-style-type: none"> • Improving the quality of ECE programming & instruction 		Will We Deliver? (Yes, No, Unsure)
Assist providers with licensing/QRIS, including centralize support for gathering, maintaining and reporting required documentation (ideally, via maximizing the power of CCMS technology).		
Assist providers with meeting NAFCC/NAEYC accreditation standards, including paying fees and purchasing materials, gathering required documentation, etc.		
Assist providers to comply with public PreK program standards and reporting requirements.		
Assist providers to comply with Head Start/Early Head Start standards and reporting requirements.		
Provide professional development/training to providers, ideally on site and linked to Alliance core values and goals.		
Provide pedagogical coaching to providers, ideally as part of daily practice and including regular classroom observations aimed at building skills.		
Offer providers access to comprehensive services (health/mental health/family support).		
Assist providers in choosing/implementing/adapting a curriculum.		
Assist providers in completing and using data from authentic child assessments.		
Offer career counseling to support credential/educational degree attainment.		
Offer providers credential/degree scholarships.		
Create and lead peer Communities of Practice.		
Other:		