

Note: The following interview guide assumes that the interviewee has had some exposure to the Shared Services concept, either from a presentation, previously viewed materials, or a handout reviewed at the beginning of the interview.

- Please tell us about your program: the total number and age of the children you serve, the types of services you provide, your hours, the funding streams you receive. What is your current enrollment is as compared to your staffed capacity (in other words, how fully enrolled is your program?)
- What are your biggest challenges? What keeps you up at night?
- Now lets talk more specifically about Shared Services.
 - What do you find most intriguing about what you've heard about it?
 - What seems like it might be possible to replicate in your community?
 - What concerns you? Is there something that you feel would never work in your community?
- Different types of organizations can serve as Shared Services hubs, including a large center, a CCR&R or other intermediary, or even an entity that's not from ECE. And some Alliances have more than one hub – with different organizations playing different roles.
 - Based on your experience, what organizations do you think are well positioned to be a Shared Services hub?
- Are you familiar with the ECE Knowledge Hub – the national Shared Services website? *[Note to interviewer: if your state participates in the national platform, cite your state's website name.]*
 - If yes, have you used it? Is it valuable, and if so, how
 - If no, briefly explain what it is and ask if the idea intrigues them.
- I'm going to quickly name a list of services that have been scaled/shared in other Alliances. I'm curious if any of these services would be attractive to you:
 - Pedagogical Leadership: could include a shared quality coach, support for cross-site pedagogical leaders group, site directors who can focus on being instructional leaders (because they are freed from administrative duties), shared professional development.
 - Staffing: could include a shared staff recruitment/screening/orientation strategy and/or a shared floaters or substitutes
 - Family engagement: could include a shared family support worker, shared staff to help families with subsidy paperwork and enrollment, or access to health/mental health services, etc.
 - Human Resources: could include support for HR legal issues, help developing benefits packages, perhaps sharing a health care navigator so that staff can access ACA health care
 - Enrollment Management: all the tasks involved in making sure your programs stays full, including marketing/recruiting children; completing enrollment paperwork (including subsidy applications); tracking enrollment trends and data
 - Overall Fiscal Management: could include a shared back office that focused on the business side of ECE—billing families, collecting fees, calculating cost per child, monitoring cash flow
 - CACFP administration
 - Janitorial/maintenance – either shared staff or collaboratively negotiated contract with outside property manager
 - Shared purchasing of goods and services: bulk buying of supplies and equipment, shared contract for auditing, I/T, mulch, fuel oil, payroll services, etc.

Considering the above list, Is there anyone in your community who is either already providing some of these services or who might be able to provide these services to a network of centers (including you)?