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

Pedagogical Leadership

Focus is Job-Embedded Professional Development: Site-based pedagogical leader focuses on classroom observation, on-going reflective supervision, child/family supports, etc.

Business Leadership

Focus is reflective, data-driven administration: info + leadership to track ‘Iron Triangle’ (enrollment, fee collection, per-child cost), identify trends, respond quickly to financial challenges.

High Quality ECE
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

**FROM**
- Manual/paper recordkeeping that takes staff time and is susceptible to errors
- Passive attendance in “business trainings”
- Director or part-time bookkeeper managing finances

**TO**
- Integrated data systems that track enrollment, attendance, billing with automation
- Seamless data transfers to reporting systems
- Active application of business principles to organizational financial management
- 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

- **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
Enterprise version

Common data platform across all sites

- Work with maximum efficiency
- Compare performance across sites
- Identify trends and patterns
- Make data-driven decisions

Child Care Management Software and Shared Service Alliances - 2019
Transferring Data through API’s

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
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<th>Alliance Core</th>
<th>SmartCare</th>
<th>Brightwheel</th>
<th>Wonderschool (partnership model)</th>
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<td>Wisconsin Early Childhood Assoc.</td>
<td>Early Learning Ventures (CO)</td>
<td>Vermont-Let’s Grow Kids</td>
<td>Southwest Human Development (AZ)</td>
<td>Nebraska Early Childhood Collaborative</td>
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<td>Battle Creek (MI)</td>
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<td>Child Development Council Ithaca NY</td>
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<td>Palmetto Shared Services Alliance (SC)</td>
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Resources

- Opportunities Exchange website: www.opportunities-exchange.org
- Social media:
  - Facebook: “Opportunities Exchange”
- Questions:
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