Emergency Child Care Solution for CCR&R’s

Hosted by: Opportunities Exchange
Strategic use of Automation is crucial for top providers. Sustainability and a huge opportunity for better matching of supply and demand.
Opportunities Exchange

BUSINESS TRAINING AND AUTOMATION for Early Childhood Programs

By Louise Stone
January, 2020

This issue brief will describe a different approach to business training and coaching, one that links business training and child care management software.

Data-Informed Leadership: The Process

1. IDENTIFY LEADERSHIP in Data-Driven Decisions
   - BRA: Identify local metrics, goals, and key milestones
   - BIR: Identify innovation opportunities

2. IDENTIFY CHALLENGES and MEASUREMENT SYSTEM
   - EIR: Establish data collection and analysis methods
   - EOM: Establish operational metrics

3. CRAFT AGREEMENTS to Allocate Resources
   - GAT: Establish agreements with stakeholders
   - GWA: Establish governance agreements

4. ONBOARD MEMBERS with Data-Driven Tools
   - OAT: Establish data tools for members
   - OWA: Establish data workshops for members

5. IDENTIFY METRICS to Evaluate Impact
   - IM: Establish performance indicators
   - IOM: Establish impact measurement frameworks

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

Sharon Eastrling
Opportunities Exchange
Customer-centric, fast & proven

Resource & Referral Networks
Provides state and local Resource & Referral Networks quick, easy and accurate access to available childcare.

BrightHive
Provides the data trust, which enables networks of organizations to securely and responsibly share and collaborate with data.

Bowtie
Provides the back-end data connectivity, collection, management and reporting.

BridgeCare
Provides the front-end user experience for the child care centre, R&R and the state/city/municipality.

Child Care Aware of America
Will lead the effort as the prime contract holder providing legal, policy guidance and recommendations.
How it works

**Phase 1:** Care Request Initiated
- Parent Completes Online Form
- Parent Calls Navigator

**Phase 2:** Child Care Search Conducted
- Navigator calls back from queue
- Navigator completes intake form
- Navigator searches for available spots
- Navigator holds reservation

**Phase 3:** Reservation Finalized
- Email confirmation sent to parent
- Email notification sent to provider

Confidential & Proprietary information of Bowtie, BrightHive, BridgeCare & Childcare Aware of America, © 2020
Phase I

Care request initiated (online)

Parent Completes Online Form

Emergency Childcare Request Form

In response to the COVID-19 Pandemic and subsequent impact local school districts, multiple locations across Tarrant County are opening their doors to offer emergency childcare. Preference will be given to guardians with employment considered essential (First Responders, Medical Staff, Care Government Positions, etc). Please complete the form below and a representative will contact you to locate open spots for your children.

- **Date of Application**
- **About You**
  - Is a Parent or Guardian employment considered essential for the community?
  - Select:
- **Place of Employment**
- **Please upload proof of employment**
  - Chosen file: No file chosen

Navigator Calls from Request Queue

- **Heidi Malnar**
  - 4017 Honeyapple Way, Fort Worth
- **Jonathan Smith**
  - 7020 Negrito CL, Fort Worth
- **Eric Moore**
  - 8066 Athens Way, Fort Worth
- **Omar Valencia**
  - Menlo Park, Menlo Park

Confidential & Proprietary information of Bowtie, BrightHive, BridgeCare & Childcare Aware of America, © 2020
Phase I

Care request initiated (by phone)

Navigator collects parent and child(ren) information

Navigator collects location and hours requirements
Phase II

Childcare search conducted – search results

Navigator can quickly and easily identify providers with availability based on search parameters.
Phase II

Childcare search conducted – select provider

Navigator Locates Availability

Navigator Holds Reservation
Reservation finalized

Reservation sent!
We'll send you an email as soon as your reservation is confirmed.
Process of data collection from childcare centers to populate site for multiple constituents

How it works (behind the scenes infrastructure)
Key child care stakeholders will work collaboratively to develop a **Data Trust Agreement (DTA)** to guide the sharing and use of critical child care center vacancy data for essential workers.

- BrightHive will facilitate a stakeholder webinar to detail the temporary data governance process, materials, and guidance.
- Stakeholders will use a DTA template to detail temporary data and technical needs, roles and responsibilities, and approved users and uses of the combined data.
- Stakeholders will have a “how to” guide to develop and execute their temporary DTA.
- BrightHive will work with stakeholders to capture critical information to bring DTA “up to code” once emergency phase subsides.
Child Care Aware® of America

Child Care Aware® of America works with more than 400 state and local Child Care Resource and Referral agencies nationwide. As the leading voice for child care, our organization leads the vital work to enable CCR&Rs to help families with changing child care needs. CCAoA advocates for child care policies that positively impact the lives of children and families.

- Emergency Response Leadership: training on Emergency Preparedness for child care programs, hotline, resources including:
  - Considerations for a Child Care Program Infectious Disease Response Plan
  - Preparing Child Care Programs for a Viral Outbreak
  - Sample Communication to Child Care Program Staff and Families

- Subject Matter Experts supporting: Local, state and national entities responsible for child care planning, advocacy partners and policymakers, center-based and home-based child care providers

- Data Mapping and Interpretation, longitudinal to real-time
**Rapid deployment**

**Initiate Project**
1. Agreement to deploy
2. Define number of centres
3. Share data

**On-board**
1. Identify key collaborators
2. Create governance
3. Define users & roles

**Launch**
1. Train master users
2. Continue connecting CC
3. Begin UAT
4. Roll-out

**Support**
1. Continue connecting CCs
2. Manage data quality
3. Reporting & analytics
4. User support
Pricing for the technology

**Baseline**
Includes up to 50 zip codes

- **$30,000**
- **Example: 60 zip codes:**
  - $30,000 (1st 50 zip codes)
  - $550 X 10 zips = $5,550
  - $2,958 / month
  - $4,222 / month

**51 – 80 zip codes**

- **+$550 per zip code**
- Example: 60 zip codes:
  - $30,000 (1st 50 zip codes)
  - $550 X 10 zips = $5,550
  - $2,958 / month

**81 – 100 zip codes**

- **+$525 per zip code**
- Example: 90 zip codes:
  - 50 zip codes = $30,000
  - 51-80 zips = $15,950
  - 81-90 zips = $4,725
  - $4,222 / month

**101 – 120 zip codes**

- **+$510 per zip code**
- Example: 110 zip codes:
  - 50 zip codes = $30,000
  - 51-80 zips = $15,950
  - 81-100 zips = $9,975
  - 101-110 zips = $4,590
  - $5,042 / month

**>121 per zip codes**

- **+$500 per zip code**
- Example: 130 zip codes:
  - 50 zip codes = $30,000
  - 51-80 zips = $15,950
  - 81-100 zips = $9,975
  - 101-120 zips = $9,960
  - 121-126 zips = $2,500
  - $5,698+ / month
Childcare Centers

Childcare placement ratio: 73.30% | # Out of network resources: 267

Avg. Distance Parent: 42.21 | Median Distance Parent: 22.47

PTP Ratio across US Cities

SEE THE RESULTS...

Bottom 10 Specialties

<table>
<thead>
<tr>
<th>Speciality</th>
<th>PTP Ratio</th>
<th># Patients</th>
<th># Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatrist</td>
<td>174.44</td>
<td>3,140</td>
<td>5</td>
</tr>
<tr>
<td>Geriatric medicine specialist</td>
<td>173.54</td>
<td>2,256</td>
<td>2</td>
</tr>
<tr>
<td>Ophthalmologist</td>
<td>173.13</td>
<td>1,385</td>
<td>2</td>
</tr>
<tr>
<td>Spinal cord injury specialist</td>
<td>170.5</td>
<td>2,593</td>
<td>2</td>
</tr>
<tr>
<td>Urologist</td>
<td>172.87</td>
<td>2,620</td>
<td>3</td>
</tr>
</tbody>
</table>

Bottom 10 Cities

<table>
<thead>
<tr>
<th>State</th>
<th>City</th>
<th>PTP Ratio</th>
<th>Children</th>
<th>Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA</td>
<td>Action</td>
<td>173.89</td>
<td>1,565</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Adelaide</td>
<td>175.5</td>
<td>1,053</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Morro Bay</td>
<td>175.17</td>
<td>1,051</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Oceano</td>
<td>174.22</td>
<td>1,568</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Oroutt</td>
<td>173.13</td>
<td>1,417</td>
<td>1</td>
</tr>
</tbody>
</table>
THANK YOU