

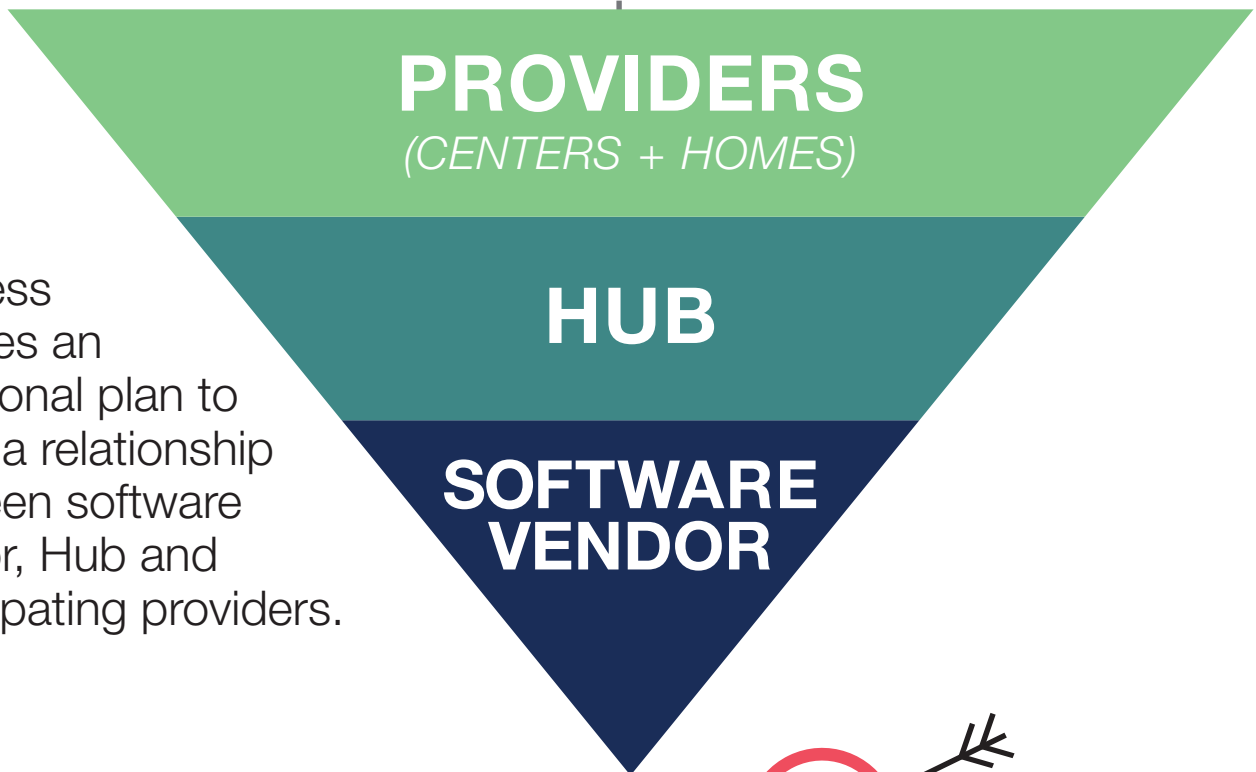


Opportunities
Exchange

SUSTAINABILITY + TECHNOLOGY

Making Business
Leadership Real:
The Role of Automation

October, 2019



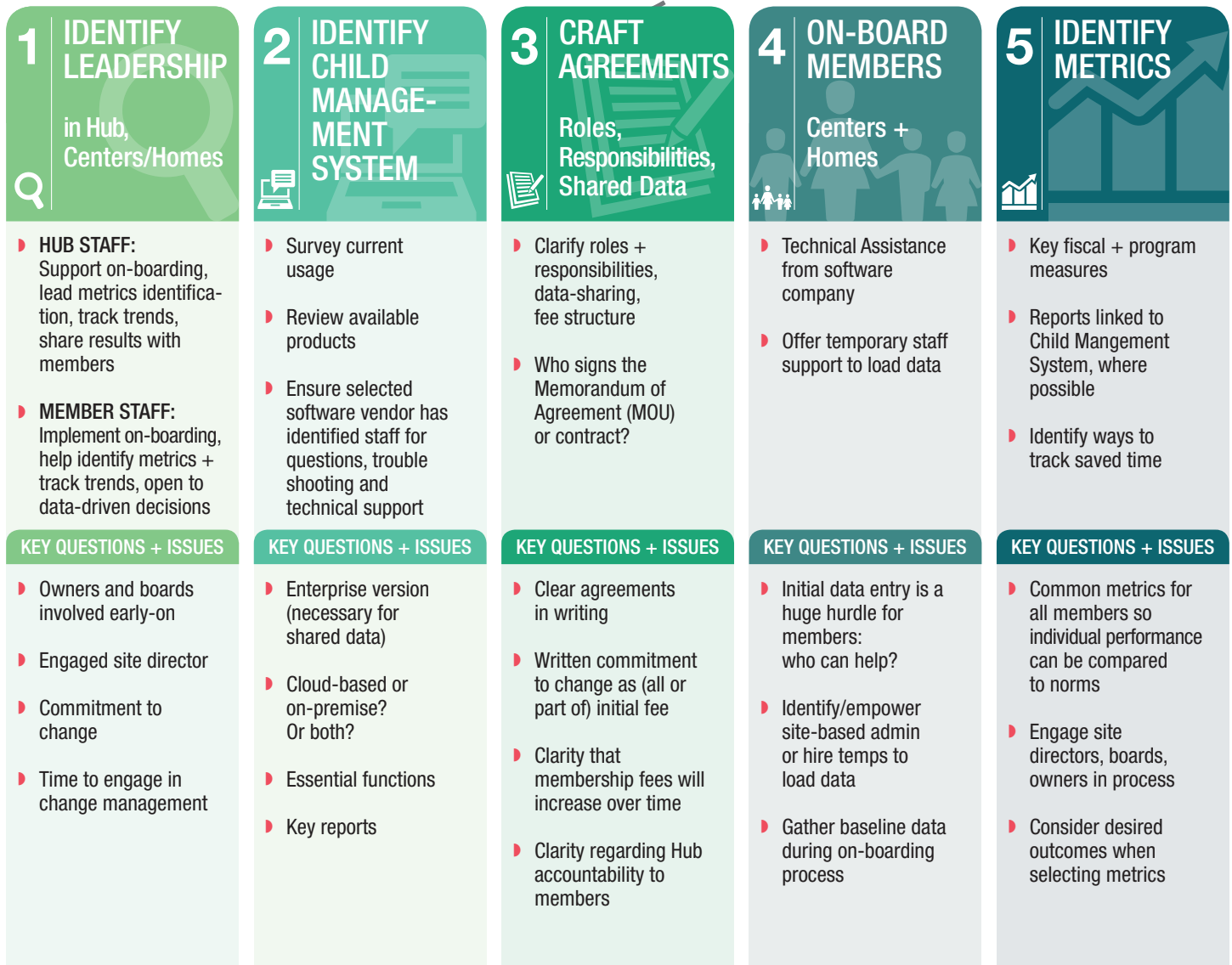
Success requires an intentional plan to guide a relationship between software vendor, Hub and participating providers.

FINANCIAL 
SUSTAINABILITY

the process continued ►



Data-Informed Leadership: The Process



steps continued ▶



Data-Informed Leadership: The Process continued

6 DEVELOP DASHBOARD (track metrics)



- ▶ Tool to track + report metrics
- ▶ User-friendly
- ▶ Baseline data essential

KEY QUESTIONS + ISSUES

- ▶ Easy to understand: graphs, charts
- ▶ Able to share with board + owners monthly
- ▶ Aligned with data needed by funders, policymakers

7 GUIDE DATA-INFORMED LEADERSHIP

Staffing, Fiscal, Policy



STAFFING:

- ▶ Help build site-based leadership + understanding of business metrics
- ▶ Plan to shift \$ from admin to classroom
- ▶ Craft tools/process for on-going reflective supervision

FISCAL:

- ▶ Feedback loop: Hub to members
- ▶ Share data/trends
- ▶ Help members reflect
- ▶ Craft management strategies to address fiscal challenges

POLICY:

- ▶ Share business leadership process + key metrics with policymakers
- ▶ Ask technology partner to create API links to public systems
- ▶ Use data to inform advocacy; cost in lieu of market prices; waivers for alternative staffing, etc.

KEY QUESTIONS + ISSUES

- ▶ Track % personnel admin vs. classroom vs. support
- ▶ Streamline admin staff via fully-implemented technology
- ▶ Identify pedagogical leader at each site
- ▶ Shift resources from admin to paid time for reflective practice (pedagogical leaders + teachers)

- ▶ Enrollment: track + report cost of vacant slots by classroom
- ▶ Bad debt: reconcile billing + collections from public \$ + tuition; track gap
- ▶ Cost per child: calculate costs by classroom; use to inform rates

- ▶ How can data shape improved policy?
- ▶ How can data gathered in automated systems inform rate-setting?
- ▶ Could the Hub manage a subsidy contract on behalf of participating centers or homes?

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