of New Hampshire

Shared Services Starter Kit
Guide to Using Benefits and Services

Updated May 2016
Welcome!

On behalf of the State Early Learning Alliance of New Hampshire (SELA), it is a pleasure to welcome you to our group. We are so pleased to have you join us; not only will your program and your staff benefit from SELA but your strengths and experience will benefit other members as well. As you know SELA membership promises significant cost and time savings, which can then be reinvested in to quality initiatives. SELA also provides a strong network of peers for collaboration and sharing of best practices.

Our goal is to help programs strengthen business practices and enhance program quality so children get a better start. By sharing administrative, management and other operational services, we can reduce cost of doing business and redirect that savings back in to the classrooms. The expectation is that programs will reinvest savings in to quality initiatives; things that most directly impact the quality of children’s experience.

As a member of SELA you are agreeing to achieve or maintain a minimum of Licensed Plus status within the first 12 months of joining. You are agreeing to utilize benefits appropriate to your business to the best of your ability, to invest savings into quality for children and to report the savings, the impact and outcomes to SELA that membership has on your program quality.

The membership fee is $100 per month. Your program can be invoiced monthly, quarterly or annually. The fee covers the cost of the ECE Shared Services web platform and benefits as outlined by Great North Advantage. You are welcome to participate in our regional learning collaborative, in person or remotely.

We strongly encourage you to work hard to use the ECE Shared Resources web platform and Great North Advantage often to maximize your time and cost savings benefits. The SELA Regional Coordinator and the State Project Director are resources to help you.

What is Shared Services?

Shared Services is a framework that allows multiple early care and education sites to pool needs and share resources – including staff, information, skills and funds – in order to improve the capacity to provide high quality care.

Our goal is to help programs strengthen business practices and enhance program quality so children get a better start. We know early childhood programs lack the resources they need and a shared service approach significantly increases the resources programs and providers have access to.

By sharing pooled purchasing, by sharing administrative, management and other operational services, we can reduce the cost of doing business and redirect savings back into classrooms.

The shared service model is built with programs as opposed to being completely built for programs. While there are many services built and ready to go, services are constantly evolving. Members often work collaboratively in their region on additional services that meet a need and interest in that area. As a result, part of the philosophy of shared services is that it is built with you.
How and why did we get started?

There were 10 founding members of SELA, Executive Directors of nonprofit early childhood agencies in the seacoast of NH. These directors initially came together in 2005 to work on a project initiated by United Way of the Greater Seacoast. Once that project was complete, directors continued to meet because they found their time together so impactful; they could see that working together made them stronger. United Way of the Greater Seacoast has long had a commitment to quality early care and education and they had a vision of access to quality ECE for all children; they shifted to the role of convener, capacity builder and investor. Multi-year funding from United Way of the Greater Seacoast has been crucial to the success of this project.

What started as support and comradery between SELA directors grew to a sharing of strengths and best practices and then to the realization that we could get more done by pooling together, by working collaboratively, by using our collective buying power and our sharing our intellectual assets. By 2010, this approach was helping providers find quality solutions to many challenges faced in early childhood education and it was increasing resources for programs, for staff and for families.

How it Works

SELA is an initiative of Early Learning NH, the co-innovator of this capacity building model and the fiscal agent of SELA. Today SELA membership includes non-profit, privately owned, head start, and family providers.

Our business partners provide services for SELA member programs, for their staff and some even for their families. Directors of programs meet monthly to share ideas, share best practices and work on quality improvement initiatives. Over time a strong feeling of trust grows between programs which can lead to deeper sharing. A shared services approach is a different way of doing business; it takes time to change habits and the demands on a directors’ time are extensive. In the beginning it may take more time to learn how to access SELA services and benefits and do business differently but utilizing these benefits and services results in meaningful and significant time and cost savings, more efficient business practices and quality solutions to many challenges providers face.

Programs are saving up to $10,000 annually quite easily and some are saving much more. Large programs are saving over $50,000 annually, right now, today! And that is not all, every one of your employees can save $500-$1000 annually if they tap into just a few of the many benefits.

Criteria for Membership

Grant funding has been essential in building and developing SELA NH and this shared service model. SELA membership is not restricted to nonprofit providers because of our criteria of membership and emphasis on quality improvement. Member programs are required to track, record and share results of cost and time savings and to redirect those savings to quality improvement initiatives and to track and share those results as well. We report our work and impact twice a year to our funders and we rely on this information from all member programs.
As a member of Shared Services you are agreeing to several things:

- You are agreeing to **achieve or maintain a minimum of Licensed Plus status** within the first 12 months of joining.
- You are agreeing to **use the benefits and services to the best of your ability** and as appropriate to your business. We understand the challenge of finding time to explore, learn about and try the services available and we understand this is a new way of doing business. We want to help and support you in any way we can so you can experience the meaningful impact so many other programs have.
- You are agreeing to **invest the savings in to quality for children** and
- You are agreeing to **track the time and cost savings** and to **report the savings as well as the impact and outcomes** to SELA that membership has on your program quality and on your employees.

**What types of benefits and services are available?**

- Benefits that are fully established and ready to access immediately
- Benefits that are new and require testing and your feedback and may be modified as we experience lessons learned
- Benefits and services that are available any time anywhere regardless of geography
- Benefits that are available in some regions (related to density, services developed, etc) and may not yet be available in your region
- Benefits that are discounted because of high participation, may primarily be the kinds of services that all programs need all the time
- Benefits that may not reflect better pricing but they are more of a referral and have been vetted by fellow SELA members or by our business partners. These types of benefits may be discounted in the future if usage and participation is high.
- Benefits from spending time with peers

**What types of vendors?**

- Vendors that fill an ongoing need that many or most programs need and are likely to use significantly - These are the vendors we typically get the best pricing and deepest discounts from. And some agree to give larger discounts with higher participation and usage. An example of this type of vendor is a commercial insurance broker which is needed by all businesses.
- Vendors that programs are likely to use only on occasion – The benefit here is that you will have a trust worthy vendor who will respond, give a fair price and typically others have used and recommended. An example of this type of vendor is a plumber only needed occasionally.
- Vendors that are negotiated with on a national level because they provide services in all states.
- Vendors that are negotiated with regionally or locally.
- With some vendors, the more programs/individuals who sign up for the service, the greater the discount we can negotiate.
What are the Components of the State Early Learning Alliance of NH?

Great North Advantage – a set of services that ECE providers often do not have the expertise or time to perform themselves.

Great North Property Management, headquartered in Exeter NH, is a management service and property management company that has been in business for more than 25 years. They adapted their business model and formed Great North Advantage to serve as an extension of an early childhood program’s team of staff to help successfully tackle the challenges providers face and to offer the expertise providers may not have in house. Many services are included in the overall cost of SELA membership such as bid procurement for commercial insurance and facility improvement projects for the program, home and auto insurance for individual employees, heating fuel for programs and for employees and more. A list of benefits offered to programs begins on page 6 and benefits offered to employees and families on page 8.

Great North offers other services that providers can purchase beyond the many benefits included in SELA membership. Some examples of these services include financial management and accounting, tuition billing and collection, human resource consulting, web site design, marketing and more. To inquire about these services contact Cellissa Hoyt at cellissa.hoyt@greatnorth.net or at 800-639-7309.

ECE Shared Resources – a virtual one stop shop for early childhood resources, tools and discounts

The ECE Shared Resources web platform (www.ecesharedresources.com) provides a wealth of practical and vetted tools to help providers manage their programs more efficiently and effectively. With this online tool, the work is done for you by national ECE experts so you don’t have to spend hours searching for best practices, sample policies, procedures, handbooks, forms, interview guides, job descriptions, marketing materials and other HR tools. All are posted in a format you can download and edit. You also access deep discounts due to the enormous buying power realized by joining an existing nationwide pool of purchasers. When your program joins, your staff get their own individual log in access and their own individual cost savings perks too! Details about the many services and how to access them are provided on page 7 for programs and on pages 8 and 9 for employees.

Members of SELA meet monthly to share ideas, discuss current member benefits, brainstorm new benefits and to stay abreast of challenges that may present opportunities for collaboration. Directors work together as colleagues rather than competitors. The monthly agenda is developed based on the needs of directors and what they want to work on together and committees may be established as needs or interest arise. Some of the work includes ideas for quality improvement initiatives, collaborative staff training, staffing needs and opportunities for sharing staff, and ideas for collaborative grant writing which SELA staff can help coordinate on all members’ behalf.

Communities of Practice
What services and benefits are available for programs?

From Great North Advantage:

- **Commercial insurance at a discounted rate**, and risk mitigation – Programs have experienced significant cost savings on liability, workers compensation, property, accident and director and officers insurance while sometimes also even increasing their levels of coverage. Sevigney-Lyons Insurance is a family owned business based in Wells, Maine; services are available in ME, NH, VT and MA. To obtain a quote, complete and submit the forms in the appendix which begins on page 13.

- **AT&T discounted mobile and internet services** - Programs can take advantage of this savings simply by switching to AT&T or if you are already an AT&T customer simply letting them know that you are affiliated with Great North and the discount will be applied to your existing account. The current discount being offered is 10%. Just like other services offered through the Shared Service Program, the more people who sign up for this plan, the greater the discount we can negotiate for you. To take advantage of this discount you simply go to att.com/wireless/greatnorth and click on “Register for Discounts” and enter your information.

- **Verizon discounted mobile services** – Programs are eligible for an 8% discount if they agree to paperless billing, a 5% discount if not. To initiate this discount for your program and/or employees, submit an “Affiliate Agreement” document found in the appendix of this User Guide.

- **Propane heating fuel discount** – Programs have experienced significant propane heating fuel discounts; contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

- **Limited oil heating fuel discount** – In some regions, members see savings on oil heating fuel based on the price of fuel worldwide and some years the discount is more significant. When the price of oil is extremely low, discounts are unlikely or are very minimal. And as with most all SELA benefits, as scale and capacity increases, discounts get better. To inquire about discounted oil heating fuel, contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

- **Crystal Rock** – Visit www.shopcrystalrock.com/Home.aspx to see the products available which include office supplies, furniture, paper products, bottled water and much more. Our SELA contact is Brandon Sereni. Brandon he can be reached at 603-715-7173 or at bsereni@crystalrock.com

- **Facility maintenance and improvement vendors** – Great North can help you find vendors needed to maintain your building and/or playground. Examples of the types of needs that can arise for programs has included plumber, electrician, contractor, landscaping, trash removal, fencing, flooring and more. See facility project bids and quotes and vendor procurement to learn how this works! In some regions Great North has a maintenance person on staff that programs can use at a discounted rate for small repairs and maintenance. Contact Cellissa Hoyt at cellissa.hoyt@greatnorth.net to learn more.
• **Vendor procurement** – A Great North property manager will work with programs in states or regions to compile preferred vendor lists for needs of programs. In areas where Great North has a strong presence, vendors they use for their property management will be included. In other areas they will help regions build vendor lists. Shared service staff will survey regions to hear what programs need, then programs will share any local vendors they have used and been satisfied with and a Great North property manager will contact them to ask them to be on a preferred vendor list for early childhood programs in their area. Contact Cellissa Hoyt at cellissa.hoyt@greatnorth.net to learn more.

• **Facility project bids and quotes** – When a program has a larger facility project such as a renovation, addition, or other, a Great North property manager will assist you in obtaining bids for the project. For projects under $3000 Great North will assist in obtaining one bid and three bids for anything over $3000. Contact Cellissa Hoyt at cellissa.hoyt@greatnorth.net to learn more.

• **Automatic payment program for collecting child care payments** – Programs can more easily manage tuition collection efforts by offering an affordable electronic payment method to families. The program is charged a small fee for the total transactions and a monthly fee; these fees are the lowest we could fine. To learn more and/or request an application, contact Deb Cote at 1-207-391-4030 or at deb.cote@transactionresources.com. A copy of the application is included in the appendix.

• **Innovia** – This online shopping resource was developed by CCA Global specifically for Great North Advantage and offers discounted pricing similar to ECE Shared Resource but including many other vendors related to facility maintenance and related to general online shopping. Instructions for setting up log in are in the appendix.

• **Insurcomm** – If you experience an emergency such as a fire or flood (pipe burst, sewer back up, roof leak etc) Insurcomm can help by providing emergency cleanup, repair, restoration and construction in a full service manner from the time damage or loss occurs until all repairs are complete. They respond quickly and professionally 24/7 to emergencies involving fire and smoke damage, flood and water damage, storm damage, and mold remediation. As a member of Shared Services, you are eligible to engage their services for any damage or loss that your insurance will cover. Insurcomm works directly with insurance companies so there is no out of pocket cost for you except for your insurance deductible. They work for you and with you alongside your insurance adjustor negotiating with the insurance carrier to provide every service needed to restore your property and contents to pre-loss condition. The company is locally owned, based in Portsmouth, NH and services southern Maine north to Portland and approximately a one hour radius west, south and north of Portsmouth, NH including the Boston area. They may serve beyond these areas in the event of a large loss. For more information contact Staci McCann at staci.mccann@greatnorth.net. **If you have an emergency, the 24/7 hotline is 603-957-2131 and you are guaranteed a response within 15 minutes.**

• **Other services** are offered by Great North Advantage for “fee for service” such as human resource consulting, accounting services, website development and more. In some area Great North has “boots on the ground” facility maintenance support and programs can hire a Great North employee to complete maintenance work. Contact Cellissa Hoyt at cellissa.hoyt@greatnorth.net to learn more.
From ECE Shared Resources:

- There are more than 1200 tools and templates specific to early childhood education at your fingertips for things like program administration, human resource oversight, budget planning and financial management, regulations, and curriculum development. There is a sample parent handbook, personnel manual, comprehensive new employee orientation guidebook, and so much more. A national steering committee of early childhood experts from each state meet regularly and more is added to the platform all the time!

- There are lots of vendor discounts for things your program needs such as classroom supplies, food, credit card processing fees, and there are tremendous discount opportunities for employees.

- The screen shot below gives you a glimpse of all that is available. To get set up, email MaryEllen Schule, Director of Outreach and Support at Early Learning NH - meschule@earlylearningnh.org.

Each category (Cost Savings, Classroom, Program Admin, Regulations, HR, Marketing, Training, etc) has a drop down with dozens of tools and templates related to that area of business operation.
What benefits and services are available for member programs’ employees?

From Great North Advantage – Every employee can access the benefits described here; it is like giving your employees a bonus every year!

- **Home and auto insurance at a discounted rate** – Individual staff and families of SELA member programs are eligible for discounted home and auto insurance. Sevigney-Lyons Insurance is a family owned business based in Wells, Maine and services are available in ME, NH, VT and MA. To obtain a quote, complete and submit the forms in the appendix which begins on page 13.

- **AT&T discounted mobile and internet services** – Individual staff and families are eligible for this 10%. To access the discount on your existing AT&T account or to set up a new account go to att.com/wireless/greatnorth and click on “Register for Discounts” and enter your information.

- **Verizon discounted mobile services** – Employees are eligible for an 8% discount if they agree to paperless billing, a 5% discount if not. To initiate this discount for your program and/or employees, submit an “Affiliate Agreement” document found in the appendix of this User Guide. Please note, for the discount to apply to your employee’s existing Verizon accounts, the account must be in that employee’s name and the discount will apply to anyone else on that account.

- **Propane heating fuel discount** – Individual staff and families of SELA member programs have experienced significant propane heating fuel discounts; individuals contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

- **Limited oil heating fuel discount** – Discounts on oil heating fuel varies year to year based on the price of fuel worldwide. When the price of oil is extremely low, discounts are unlikely or are very minimal. To inquire about discounted oil heating fuel, contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

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- **Insurcomm** – If you experience an emergency such as fire, flood, pipe burst, sewer back up, roof leak, etc Insurcomm provides emergency cleanup, repair and construction in a full service manner until all repairs are complete. They respond 24/7 to these types of property emergencies. As a member of Shared Services, you are eligible to engage their services for any damage/loss that your insurance will cover. Insurcomm works directly with insurance companies so there is no out of pocket cost for you except for your insurance deductible. They work for you and with you alongside your insurance adjustor negotiating with the insurance carrier to provide every service needed to restore your property and contents to pre-loss condition. The company is locally owned, based in Portsmouth, NH and services southern Maine north to Portland and approximately a one hour radius south, west and north of Portsmouth, NH including the Boston area. They may serve beyond these areas in the event of a large loss. For more information contact Staci McCann at staci.mccann@greatnorth.net. **In an emergency, the 24/7 hotline is 603-957-2131; you are guaranteed a response within 15 minutes.**
From ECE Shared Resources – Every employee is given log in and has access to the platform. Online vendors provide discounts which also feels like giving every employee a bonus! To sign up yourself and all your staff contact MaryEllen Schule, from Early Learning NH - meschule@earlylearningnh.org.

- Tools and templates for parent newsletters, field trip forms, curriculum plans, and many training resources and opportunities to help you complete your annual training hours
- The Pinterest page has hundreds of activity ideas all sorted and organized by topics and themes such as music, outer space, dinosaurs and much, much more!
- Teacher discount cards and other discounts on classroom supplies such as Discount School Supplies, Lakeshore and more. Personal discounts on many everyday purchases such as moving tickets, restaurant gift certificates, grocery coupons, sprint cell phone plan and so much more!
- Every employee will have their own “My VIP Savings” where they can take advantage of discounted online shopping for their personal use.

What benefits and services are available for member programs’ families?

From Great North Advantage – Every family can access the benefits described here when they enroll with you!

- **Home and auto insurance at a discounted rate** – Families of SELA member programs are eligible for discounted home and auto insurance. Sevigney-Lyons Insurance is a family owned business based in Wells, Maine and services are available in ME, NH, VT and MA. To obtain a quote, complete and submit the forms in the appendix which begins on page 13.

- **AT&T discounted mobile and internet services** – Families are eligible for this 10%. To access the discount on your existing AT&T account or to set up a new account go to att.com/wireless/greatnorth and click on “Register for Discounts” and enter your information.

- **Propane heating fuel discount** – Individual staff and families of SELA member programs have experienced significant propane heating fuel discounts; individuals contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

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Suggestions for Getting the Most Out of Your First 6 Months

First 2 months
Great North Advantage
- Commercial Insurance quote: broker, Luke Sevigney at 800-286-0280
- Auto & Home insurance quotes for staff and families: broker, Luke Sevigney at 800-286-2080

ECE Shared Resources
- Take an hour to explore the website
- Save costs through Discount School Supply, Lakeshore, FoodSource Plus, Staples, Office Max and many more vendors
- Need a social media policy for personnel?

Next 2 months
Great North Advantage
- Work with Karen on any needed facility improvement or maintenance projects
- Trash Removal – get an estimate
- Cell phone discount for your program, your staff and your families
- Obtain a quote for your annual audit

ECE Shared Resources
- Sign up all your staff onto the website
- Encourage them to explore the website and sign up for the Employee Perks
- Print teacher discount ID cards from the website
- You and your senior staff familiarize yourself with the online training system

Next 2 months and ongoing
Great North Advantage
- Schedule a Health and Safety Inspection of one of your sites (fee for service)
- Do you need fee collection assistance from families who have left? Great North offers assistance at a discounted rate
- Do you currently accept parent payments through ACH? This vendor offers easy, flexible program with the lowest fees we have found!

ECE Shared Resources
- Get in the habit of looking at what’s new when you get the email from Katie at ELNH
- Examine the templates for any of your business systems that need to be developed or updated, such as Emergency Preparedness, Parent Handbook, Personnel Manual, Strategic or Business Plan, the new Orientation Toolkit, etc.
- Explore the Marketing section – do you want to send out a mailing to all local 3 year olds?
Success Stories
Programs and their staff have experienced so many meaningful successes since we started SELA in the seacoast of NH. And we are building similar success in other regions and other states as well. Here are a few of the things programs and their staff have shared about the positive impact of SELA:

- Rochester Child Care Center saves $30,000 every year on just three SELA benefits - credit card processing fees related to parent payments, on food, and on commercial insurance!

- Great Bay Kids Company saves $26,000 on food and $17,000 on commercial insurance, every single year!

- A program administrator at Growing Places saved $600 a year when she changed her home and auto insurance to the SELA broker.

- A teacher at Kingston Children’s Center saved $600 a year on her family’s cell phone plan to Sprint, found on the ECE Shared Services web platform.

- A number of staff saved $500 in one heating season on propane.

- Many programs in the NH Seacoast region including Nurture and Nature, Growing Places, Rochester Child Care Center, Kingston Children’s Center and Great Bay Kids Company regularly hire a maintenance person from Great North Advantage to complete facility repairs and site improvement projects.

- Growing Places saved $1500 on fencing when expanding their outdoor playground space.

- Growing Places saved $1200 on new flooring installed in two preschool classrooms.

- Directors initiate and share intellectual assets and best practices related to many aspects of managing a program that they want help with. This has included new hire practices, handling late pick up of children, strategies to help with staff compensation, staff file compliance, and more. They use time at monthly meetings and they share between meetings as well.

- SELA NH secures grant money each year to help programs strengthen employee job skills utilizing resources available in New Hampshire. Community colleges in NH provide discounted college classes through their Business Training Center when a business contracts for a group of employees to take classes. The NH Job Training Fund provides matching grant money to help enhance worker skills and help businesses stay competitive. Thanks to the Community College discount and the NH Job Training Fund grant, SELA member programs can register their staff for 3 credit ECE classes at a significantly discounted rate (approximately $300 per class) and the staff member pays nothing, which is a criteria of the grant. The program must be located in NH, must pay employment tax to be eligible to utilize this grant and must pay all cost of the class and not pass along any cost to the employee.

- SELA NH secured grant funding for a wellness project that seven programs serving more than 1000 children participated in. Thanks to this collaborative and grant and project each program received a $2000 stipend to participate and more than 200 staff received comprehensive training through the Nutrition and Physical Activity Self-Assessment in Child Care (NAP SACC) program.
After the training was completed, programs benefited from technical assistance provided by the Community Health Institute as they worked together to elevate their wellness practices and policies and to develop a SELA Wellness Policy which was more comprehensive than the programs previous individual policies.

- **When directors were discussing the high cost of their annual audit, one member shared contact information for the firm they had been using for years, others inquired and one program saved $2200 on their annual audit!**

- **Collaborative training successes** – Providers in the seacoast have shared the cost of bringing presenters for staff training a number of times and as a result they have gotten great trainers for a small cost per program.

**Our Partners**
Child Care Aware of New Hampshire (R&R) provides technical assistance to SELA member programs and promotes SELA statewide to early childhood programs
CCA for Social Good
Early Learning NH is the fiscal agent of SELA NH and provides staff support for SELA NH
Great North Advantage
New Hampshire Charitable Foundation
New Hampshire Coalition for Business and Education
New Hampshire Community Loan Fund
United Way of the Greater Seacoast

**State Early Learning Alliance of New Hampshire (SELA NH)**
Cellissa Hoyt, Director, SELA NH and Shared Services of Great North Advantage
603-397-9576 choyt@earlylearningnh.org

Chris Casserly, Regional Coordinator, SELA NH Seacoast Region
603-332-9333 ccasserly@earlylearningnh.org

Suelaine Poling, Regional Coordinator, SELA NH Monadnock Region
603-352-2129 suelaine@earlylearningnh.org

Jackie Cowell, Executive Director, Early Learning NH (SELA NH fiscal agent) and SELA Co-Chair
603-226-7900 jcowell@earlylearningnh.org

MaryEllen Schule, Director of Outreach and Support, Early Learning NH
603-226-7900 meschule@earlylearningnh.org

State Early Learning Alliance
APPENDIX

• Commercial Insurance Quote Checklist
• Commercial Insurance Questionnaire
• Employee Home Insurance Application
• Employee Auto Insurance Application
• Letter Regarding ACH Payment Option
• Instructions to Set Up “My Innovia Perks”
• Overview of Shared Services Benefits for Employees
• Overview of Shared Services Benefits for Families
Shared Services
Insurance Quote Checklist

In order for your child care program to receive a qualified quote from the Shared Services Insurance Program each of the below items must be emailed or fax to us using this page as a coversheet. Each item attached must be checked off below in order for this process to proceed to the quoting stage. Your contact for this will be Maggie Davis who you can reach by phone at 207-384-6015 or via email at maggie@haminsurance.com If you cannot scan and send the need information via email you can also fax it to 207-384-2523.

☐ Copy of programs license

☐ Shared Services Questionnaire

☐ Copy of Currently Dated Property & Liability Policies

☐ Copy of Currently Dated Directors & Officers Liability Policy
  ★ If you are a For Profit program with no board check here ☐

☐ Copy of Currently Dated Workers Compensation Policy

☐ Copy of NCCI MOD sheet
  ★ If your programs workers compensation premium is less than $5,000 or you have been in business for less than 3 years you likely do not have a MOD and can check here ☐

☐ Loss Run Report for all policies listed above
  ★ Loss runs are a record of your programs claim history. You will need to call your current agent and ask for these which normally will be emailed to you the same day.
## GREAT NORTH ADVANTAGE

### Early Learning Program Commercial Insurance Questionnaire

#### APPLICANT INFORMATION

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#### CENTER/PROGRAM INFORMATION

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<td>1-2</td>
<td></td>
<td></td>
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<tr>
<td>2-3</td>
<td></td>
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<tr>
<td>3-5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 &amp; Up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How Many Full Time Teachers?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How Many Part Time Teachers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student To Teacher Ratio:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is This a Home Based Center?</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>For-Profit?</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Non-Profit:</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Board of Directors?</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>If Yes How Many Board Members?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Payroll:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross Income:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does The Center Own Its Building?</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>How Many Total Buildings?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical Address of Each Building:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Number of Playgrounds: |  |  |
| Number of Pools: |  |  |
| Any Owned Autos? |  |  |
| Number of Fieldtrips Per Year: |  |  |
| Any Afterschool Programs? | Y   | N   |
| Any Summer Camp Programs? | Y   | N   |

Please Provide Basic Details on the above programs:

Do You Current Have The Following

| Written Abuse Procedures? | Y   | N   |
| Employment Handbook? | Y   | N   |
| Does The Center Currently Have Abuse and Molestation Coverage? | Y   | N   |
| If Yes Limit? |  |  |

| Any Employees Under 18? | Y   | N   |
| Any Volunteer Workers? | Y   | N   |

Number of Male Teachers:

| Does The Center Own Any Autos? | Y   | N   |
| Does The Center Provide Transportation? | Y   | N   |

Signature of applicant:  
Date:
<table>
<thead>
<tr>
<th>Location:</th>
<th>Building Coverage:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents Coverage:</td>
<td>Deductible:</td>
</tr>
<tr>
<td>Number of Children:</td>
<td></td>
</tr>
<tr>
<td>Location:</td>
<td>Building Coverage:</td>
</tr>
<tr>
<td>Contents Coverage:</td>
<td>Deductible:</td>
</tr>
<tr>
<td>Number of Children:</td>
<td></td>
</tr>
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<td>Contents Coverage:</td>
<td>Deductible:</td>
</tr>
<tr>
<td>Number of Children:</td>
<td></td>
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</tbody>
</table>

State Early Learning Alliance
Employee Discount Home Insurance Application

☐ Copy Of Current Policy Attached (Coverage Pages Only)

☐ Front & Back Photo Of Dwelling Has Been Emailed To Maggie@Haminsurance.com

Full Name:        School Name:

Mailing Address:

Physical Address (If Different)

Best Contact Phone:  

Best Contact Email:  

Current Insurance Company:  

Current Annual Premium:

Insured Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Birth</th>
<th>Social Security#</th>
<th>Employer</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Home Information

Number of Families

Heat Type

Woodstove or Fireplace?

Year Built

Siding Type

Pool

Square Footage

Flooring Types

Type of Dog

Garage Type

Number of Baths

Any Rental?

Basement

Decks

Any Detached Structures?

Basement Finished?

Porches

Current Limits

<table>
<thead>
<tr>
<th>Coverage A</th>
<th>Coverage B</th>
<th>Coverage C</th>
<th>Coverage D</th>
<th>Coverage E</th>
<th>Coverage F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dwelling</td>
<td>Other Structures</td>
<td>Contents:</td>
<td>Loss of Use</td>
<td>Liability</td>
<td>Medical Payments</td>
</tr>
</tbody>
</table>

Deductible

Scheduled Jewelry?

Mortgagee Name & Address

Any Losses?

PLEASE FAX or EMAIL EVERYTHING TO MAGGIE DAVIS AT

(207) 384-2523 or at Maggie@Haminsurance.com

State Early Learning Alliance
Employee Discount Auto Insurance Application

☐ Copy Of Current Policy Attached (Coverage Pages Only)

Full Name:
Mailing Address:

School Name:

Physical Address (If Different)

Best Contact Phone:
Best Contact Email:

Current Insurance Company:
Current Expiration Date:
Current Annual Premium:

Drivers List

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Date of Birth</th>
<th>Driver’s License Number</th>
<th>Social Security Number</th>
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<tr>
<td></td>
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Vehicles

<table>
<thead>
<tr>
<th>Year/Make/Model</th>
<th>VIN NUMBER</th>
<th>Commute Miles</th>
<th>Liability Only?</th>
<th>Loan/Leinholder</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>(Y) (N)</td>
<td>(Y) (N)</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>(Y) (N)</td>
<td>(Y) (N)</td>
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<td>(Y) (N)</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>(Y) (N)</td>
<td>(Y) (N)</td>
</tr>
</tbody>
</table>

Coverage Limits

Bodily Injury: Property Damage:
Uninsured/Underinsured Bodily Injury: Medical Payments:

Collision Deductible:
Other Than Collision Deductible:

☐ Zero Glass Deductible ☐ Disappearing Deductibles ☐ Loan Lease Gap Coverage

Towing:

Rental Reimbursement:

General Questions

Any Accidents or Violations in The Last 5 Years: (Y) (N) If Yes Please List Below:
1)
2)
3)

PLEASE FAX or EMAIL EVERYTHING TO MAGGIE DAVIS AT
(207) 384-2523 or at Maggie@Haminsurance.com

State Early Learning Alliance
Overview Letter Re: ACH Payment Option

Dear SELA Member!

We have an exciting new program to share with everyone! In the fall of 2015, Great North Advantage was asked if we could assist in finding an automatic payment program that would work in a childcare setting. The purpose of this type of program is to help manage your tuition collection efforts by drawing it automatically out of your families’ bank accounts. There are many programs on the market that offer this, however not all are conducive to the childcare field and didn't offer the flexibility of changing tuition amounts or accounting for families with multiple children, etc as well as them also being rather expensive to use.

We connected with a company called Transaction Resources and then tested a program run by VanCo at a few sites for several months. The test sites went very well and provided the following feedback:

Katie at Ascension Childcare, VT: "We have found the direct payment system to be efficient and take the drama and time out of collecting tuition payments. Prior to using this tool it would take 2 people up to 4 hours to track down tuition. And deposit it in the bank. Now there is one deposit, made automatically and in a timely fashion. A report is received from VanCo breaking down the deposit and each family receives an automatic receipt. We have approximately 45 families and the cost is about $60 a month. When you calculate money saved in labor it is at least $2400 annually, but likely more."

Cellissa Hoyt, Executive Director of Growing Places, NH (and NH SELA Project Director): "In October 2015 we started accepting ACH payments through the vendor Great North found for us and we couldn't be happier. It was simple to set up, flexible to be tailored to your needs, and the fees are significantly lower than credit card processing fees which is wonderful. We love the fact that this makes paying easier for families and timely and consistent for us! And we now find fewer and fewer families fall behind on their balance."

I have attached information about this program to this message as well as the application needed to get you started if you are interested. We did sit in on the training and the site is very user friendly as well as easy to manage.

Deb Cote is the representative that is overseeing this program, she can be reached at 207-391-4030 or by email at deb.cote@transactionresources.com Please reach out to her if you would like to sign up or have any questions specific to your center.

Thanks,
Karen Rabenius
Great North Advantage

Application for VanCo Payment Solutions provided as a separate attachment.
Overview of Shared Services Benefits for Employees of SELA of NH Programs:
The early childhood program you work at is a member of a Shared Service Alliance that provides resources to early childhood programs and their employees. Every employee can access the benefits described here!

From Great North Advantage:

- **Home and auto insurance at a discounted rate** – Employees are eligible for discounted home and auto insurance. Sevigney-Lyons Insurance is a family owned business based in Wells, Maine and services are available in ME, NH, VT and MA. To obtain a quote, complete and submit the forms in the appendix which begins on page 13.

- **AT&T discounted mobile and internet services** – Employees are eligible for this 10%. To access the discount on your existing AT&T account or to set up a new account go to [att.com/wireless/greatnorth](http://att.com/wireless/greatnorth) and click on “Register for Discounts” and enter your information.

- **Propane heating fuel discount** – Employees have experienced significant propane heating fuel discounts; individuals contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

- **Limited oil heating fuel discount** – Discounts on oil heating fuel varies year to year based on the price of fuel worldwide. When the price of oil is extremely low, discounts are unlikely or are very minimal. To inquire about discounted oil heating fuel, contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

- **Innovia** – This online shopping resource was developed by CCA Global specifically for Great North Advantage and offers discounted pricing similar to ECE Shared Resource but including many other vendors related to facility maintenance and related to personal online shopping. The instructions for setting up log in are found in the appendix.

- **Insurcomm** — If you experience an emergency such as fire, flood, pipe burst, sewer back up, roof leak, etc Insurcomm provides emergency cleanup, repair and construction in a full service manner until all repairs are complete. They respond 24/7 to these types of property emergencies. As a member of Shared Services, you are eligible to engage their services for any damage/loss that your insurance will cover. Insurcomm works directly with insurance companies so there is no out of pocket cost for you except for your insurance deductible. They work for you and with you alongside your insurance adjustor negotiating with the insurance carrier to provide every service needed to restore your property and contents to pre-loss condition. The company is locally owned, based in Portsmouth, NH and services southern Maine north to Portland and approximately a one hour radius south, west and north of Portsmouth, NH including the Boston area. They may serve beyond these areas in the event of a large loss. For more information contact Cellissa Hoyt at [cellissahoyt@greatnorth.net](mailto:cellissahoyt@greatnorth.net) or Insurcomm directly at 603-430-7701.
From ECE Shared Resources – Every employee is given log in and has access to the platform. There are tools and templates for parent newsletters, curriculum plans, a Pinterest page with activity ideas and many training resources to help you complete your annual training hours. Online vendors provide discounts which helps employees save money! These screen shots give you a tiny glimpse of all that is on the platform! To sign up yourself and all your staff contact MaryEllen Schule, from Early Learning NH - meschule@earlylearningnh.org.
Dear Families,

The early childhood program your child(ren) attend is a member of a shared service alliance called State Early Learning Alliance of New Hampshire. Shared Services is a framework that allows multiple early care and education sites to pool together to significantly increase resources so they can direct more time and money to the things that directly impact quality for children.

By sharing pooled purchasing, by sharing administrative, management and other operational services, we reduce the cost of doing business and redirect savings back into classrooms. And some of the benefits programs and their employees enjoy can be extended to families as well!

**Overview of Shared Services Benefits for Families:**
These benefits are offered thanks to our shared service partnership with Great North Advantage:

- **Home and auto insurance at a discounted rate** – Individual staff and families are eligible for discounted home and auto insurance. Sevigney-Lyons Insurance is a family owned business based in Wells, Maine and services are available in ME, NH, VT and MA. To obtain a quote, complete and submit the forms which you can get from your early childhood program.

- **AT&T discounted mobile and internet services** – Individual staff and families are eligible for this 10%. To access the discount on your existing AT&T account or to set up a new account go to att.com/wireless/greatnorth and click on “Register for Discounts” and enter your information.

- **Propane heating fuel discount** – Individual staff and families of SELA member programs have experienced significant propane heating fuel discounts; individuals contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

- **Limited oil heating fuel discount** – Discounts on oil heating fuel varies year to year based on the price of fuel worldwide. When the price of oil is extremely low, discounts are unlikely or are very minimal. To inquire about discounted oil heating fuel, contact Suburban at 1-800-PROPANE (1-800-776-7263) and say you are part of the Great North discounted pricing group.

State Early Learning Alliance