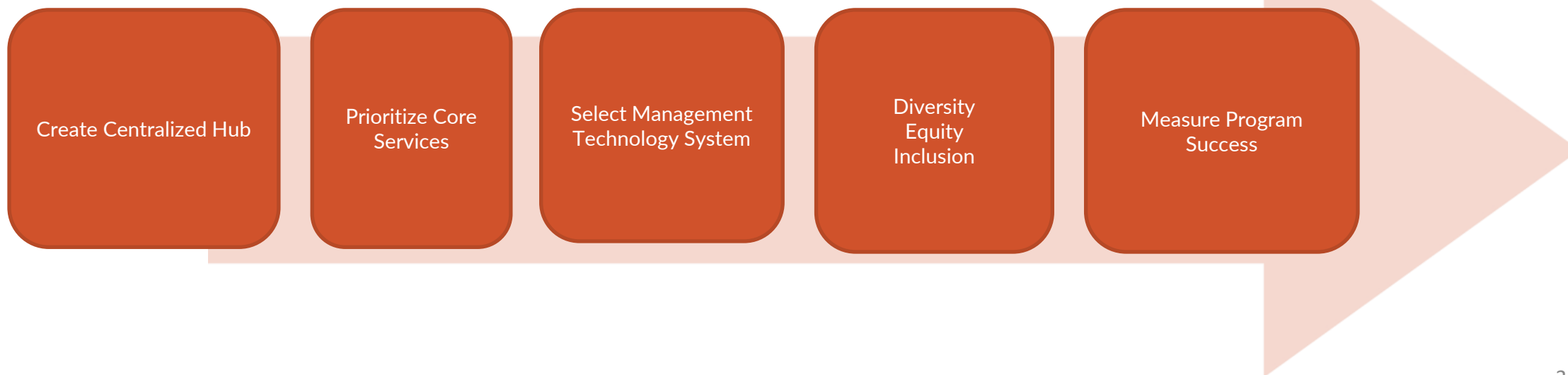Success By 6 ATX Shared Services Framework

Success by 6 ATX Shared Services

- Convened a design team to develop recommendations for building and launching a shared services alliance. Consultants from Oregon helped outline an approach from the co-design team that:

1. Embodied an innovative shift in traditional child care business practices

2. Addressed financial challenges and supply inadequacies in the current child care marketplace

3. Offers solutions to ensure that more stable, high-quality, child care slots are accessible to families across Austin and Travis Counties

Austin's Co-Design Team

The co-design team developed a vision for a Shared Services Alliance that is a relationship-driven organization designed to support sustainable business practices for centers and increase the supply of affordable child care for families, particularly families who use child care subsidy. The Alliance's ultimate goals are that providers can earn a secure living doing the work they love and that families can find and afford a quality program that matches child's needs.

Create Centralized Hub	Prioritize Core Services	Select Management Technology System	Diversity Equity Inclusion	Measure Program Success

Commitments of the SX6 ATX Shared Services Alliance

Keeping children, working parents, and providers at the center of our design work.

Focusing on equity and ensuring that the needs of historically and currently marginalized communities are considered first in our decision making.

Holding the voices and perspectives of our fellow child care providers at the center of our decision making.

Advocating for the needs of providers in our pilot design and with decision makers whose policy choices impact provider quality of life and center sustainability.

Respecting the professionalism and dedication of early education teachers and doing whatever we can to support their livelihoods and quality of life.

Building a sustainable program model and ensuring support for providers over the long term.

Pursuing the resources needed to fulfill the goals and promises of the pilot that we design.

7 Categories of Core Services

The co-design team identified seven categories of services as central to the mission of the Alliance and an important part of helping centers manage to the Iron Triangle:

1. Human Resources Support
2. Accounting & Financial Management Support
3. Document & Paperwork Support
4. Marketing & Enrollment Support
5. Business Coaching
6. Legal Support
7. Regulatory Navigational Support & Communication

Revenue Covers Costs

Full Fee Collection

Full Enrollment
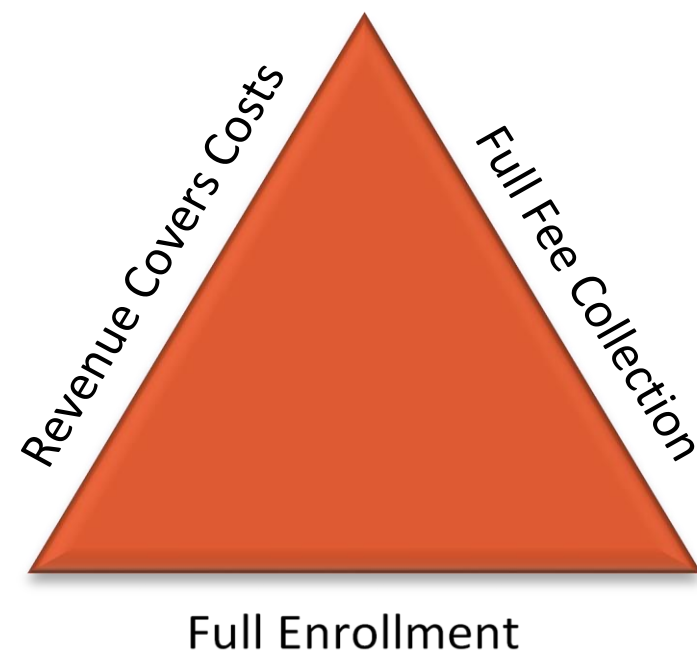
Access to Services

The Austin Shared Services Alliance **will strive make all foundational services available to members within 2 years** of the launch. These services will include:

- **Access to and training on the Alliance's Child Care Management Software (CCMS) allowing providers to**:
  - Build their website and optimize for web search
  - Invoice and collect payment online
  - Track payments made and payments owed
  - Automate enrollment paperwork and child level records
  - Automate Child and Adult Care Food Program (CACFP) administration
  - Manage waitlists online
  - Track core HR functions such as staff paperwork, timekeeping, etc.
  - Track attendance
  - Communicate with parents through parent portal and text message
  - Shared document templates aligned to state licensing requirements and Texas Rising Star requirements available in English and Spanish
  - Access to real time training and technical assistance on how to maximize use of the CCMS

Access to Services

The Austin Shared Services Alliance will strive to make all foundational services available to members within 2 years of launch. These services will include:

OTHER CORE SERVICES:

- Access to a pooled waitlist and shared referrals among Alliance members
- Access to a knowledge management system that will allow providers to:
  - Share best practices with one another
  - Receive coaching support for common challenges
- Access to a business management coach and business development classes
- Access to staffing support through Aquire4Hire or similar staffing agency
- Bulk pricing/group rates negotiated for Alliance members for payroll services through ADP, Gusto, or similar

CHILD CARE MANAGEMENTSOFTWARE

brightwheel

The co-design team received demonstrations from Brightwheel, Child Pilot, Alliance Core Early Learning Ventures, Wonderschool, and SmartCare, and ultimately selected Brightwheel as the CCMS partner for this project.

Key components of coaching for all providers include:

- Build relationships with providers.
- Support to embrace and use the CCMS and automation to improve efficiency.
- Training on understanding the Iron Triangle to maximize financial stability and profitability.

Build Relationships with Providers

Approachable Relatable Empathetic

Training: Iron Triangle CCMS

Access to Specialized Services

Provider Participation Criteria & Recruitment Approaches

GEOGRAPHY

Providers must be center owners/directors who operate in Austin or Travis counties.

Priority will be given to providers who operate in a designated child care desert (using Children at Risk data).

COMMITMENT TO QUALITY IMPROVEMENT

Providers must be either already a part of the Texas Rising Stars program or be willing to work on achieving a 2-star rating within one year.

COMMITMENT TO FAMILIES

Providers must be willing to accept and enroll children on child care subsidies.

Priority will be given to providers who already serve and/or offer a portion of their slots to children on child care subsidy and/or are willing to receive support to reach this goal within one year.

OTHER CRITERIA

Providers must be willing to use a laptop, tablet, or smart phone.

Providers must have a reliable internet connection and/or reliable cell phone service with a data plan. Support will be provided if necessary.

Measuring Impact: Goals for Success

Goal	Metrics of Success
Programs are More Sustainable	• Funding portfolio for programs is diverse and includes private tuition, public funding, and tax credits • Days/months of cash on hand • Debt to equity ratio • Operating margin
Compensation Improves	• Personnel cost as a % of total program budget • Personnel cost by position type (teaching vs. non teaching) • Percentage of payroll spent on benefits • Level and type of benefits (e.g., PTO, insurance, etc.)
Supply of Affordable Child Care Increases	• Number of programs that open and expand • Number of programs who begin to accept and enroll children on child care subsidy

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Thank you!

SUCCESS BY 6
www.SuccessBy6ATX.org
SuccessBy6@uwatx.org

Questions?:
Nicole.Jarrette-Peat
SX6 Shared Services Manager
Nicole.jarrette-peat@uwatx.org

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