

# Shared Services: Supporting Child Care Business Needs

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# Agenda

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- Welcome
- Shared Services 101
- 3 Examples of Shared Services Alliances in Action
- New Opportunity for Shared Services
- Contact Information



# Shared Services 101

# Do child care providers...

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**Have problems with high staff turnover?**



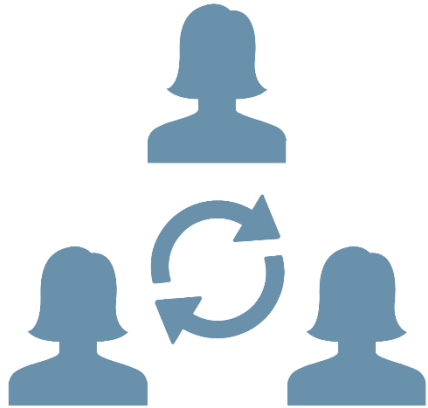
**Wish they could pay teachers more?**



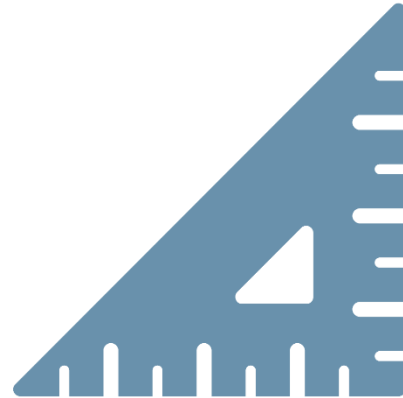
**Felt like they wear A LOT of hats?**

# Background

Child care centers face significant challenges:



**High Turn Over**



**Small Scale**



**Overextended**

# Industry Challenges

**Funding for ECE is limited, but the problem isn't just money; it's how we spend those limited dollars.**

- High administrative spending limits workforce investment
- Time spent on administrative tasks prevents time for high quality ECE
- Limited time make it difficult for directors to serve as pedagogical leaders

***Shared Services makes it possible to work differently***

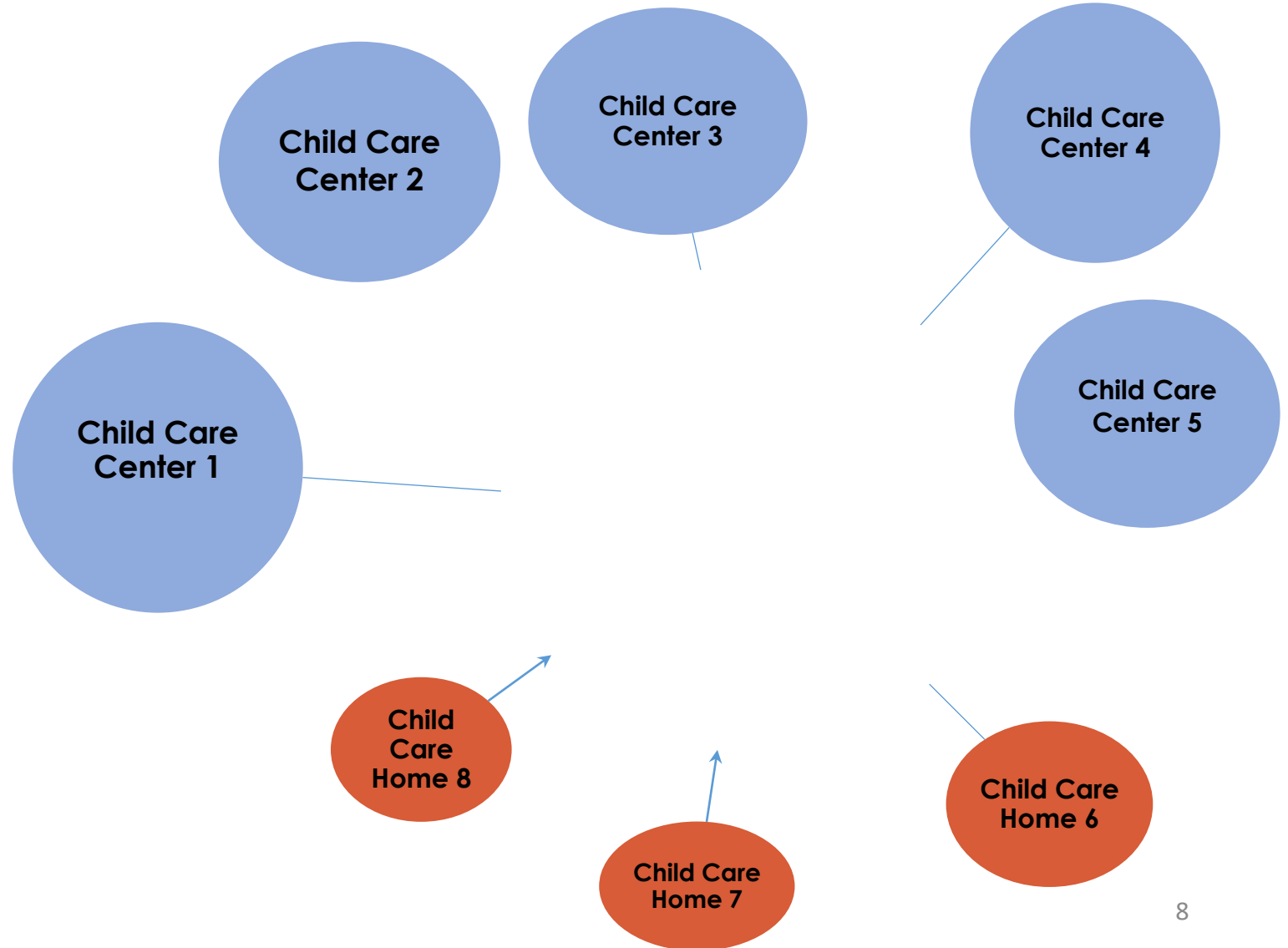


# What is Shared Services?

- Shared Services make ECE businesses more sustainable and improve quality
- The Shared Services approach focuses on sharing services and resources among child care providers
- A Shared Services Model is made up of:
  - Convening Organizations (Hubs): coordinate shared services
  - Child Care Providers (Members): receive shared services

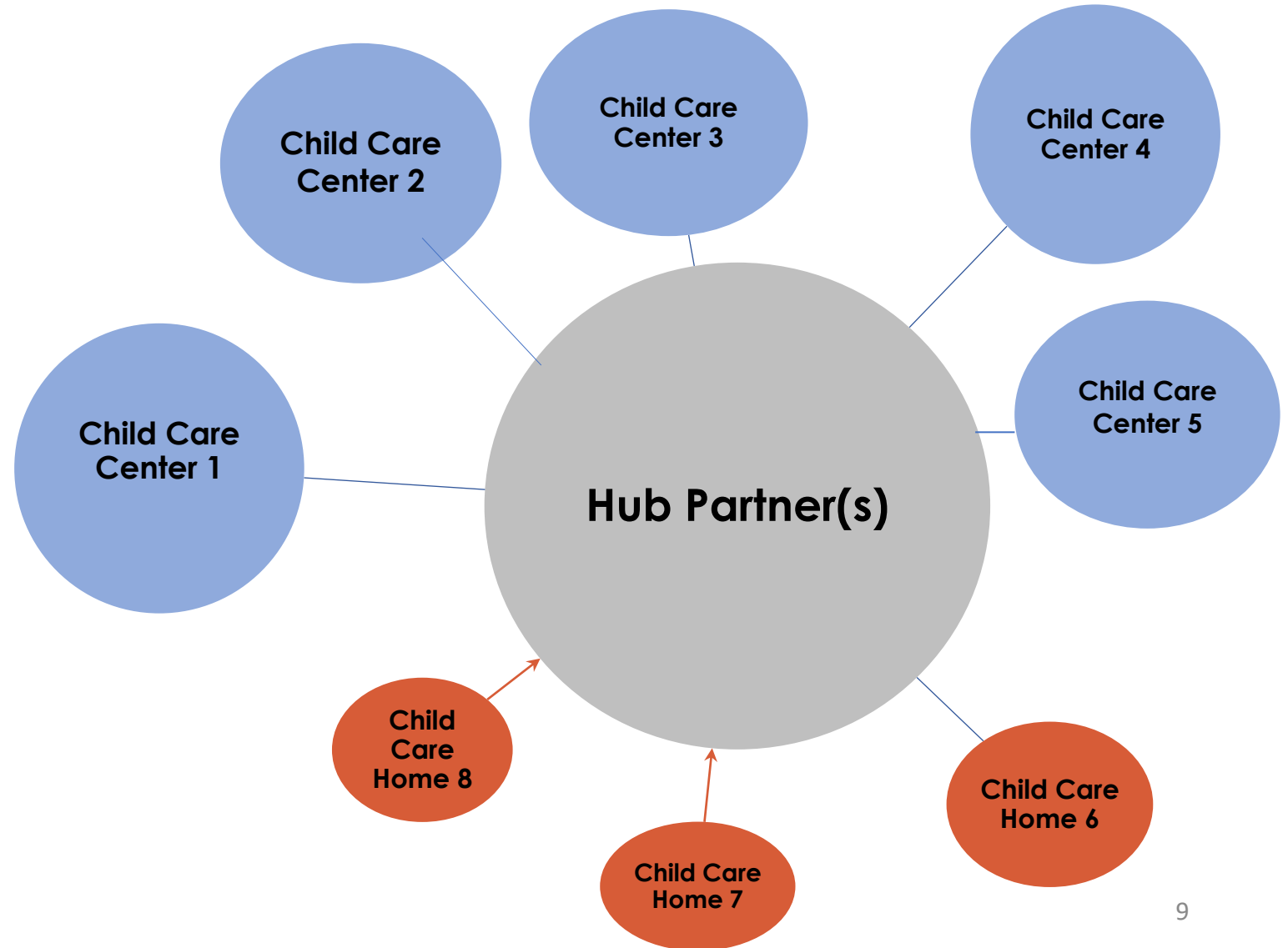


# Shared Services Alliance





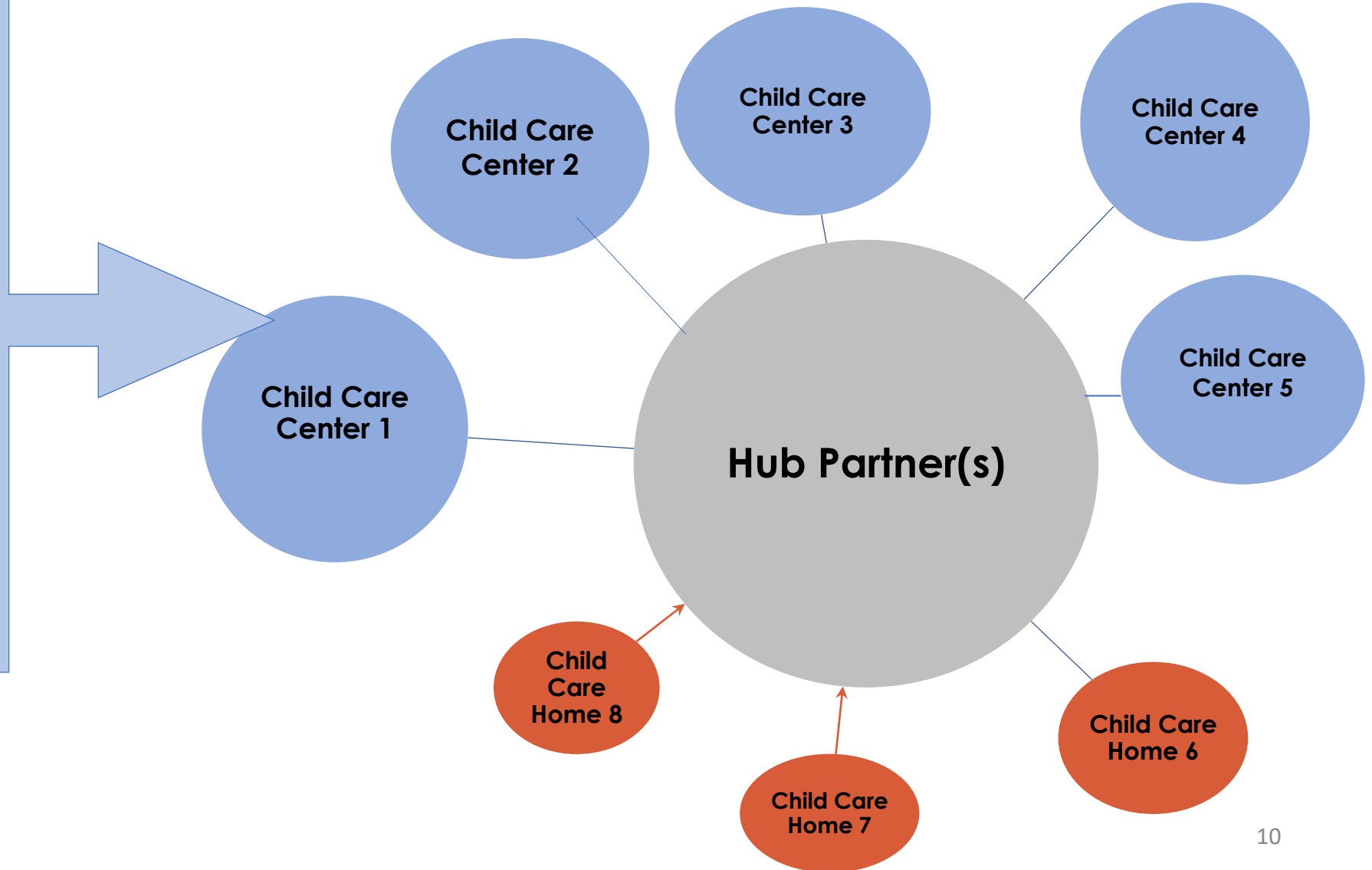
# Shared Services Alliance



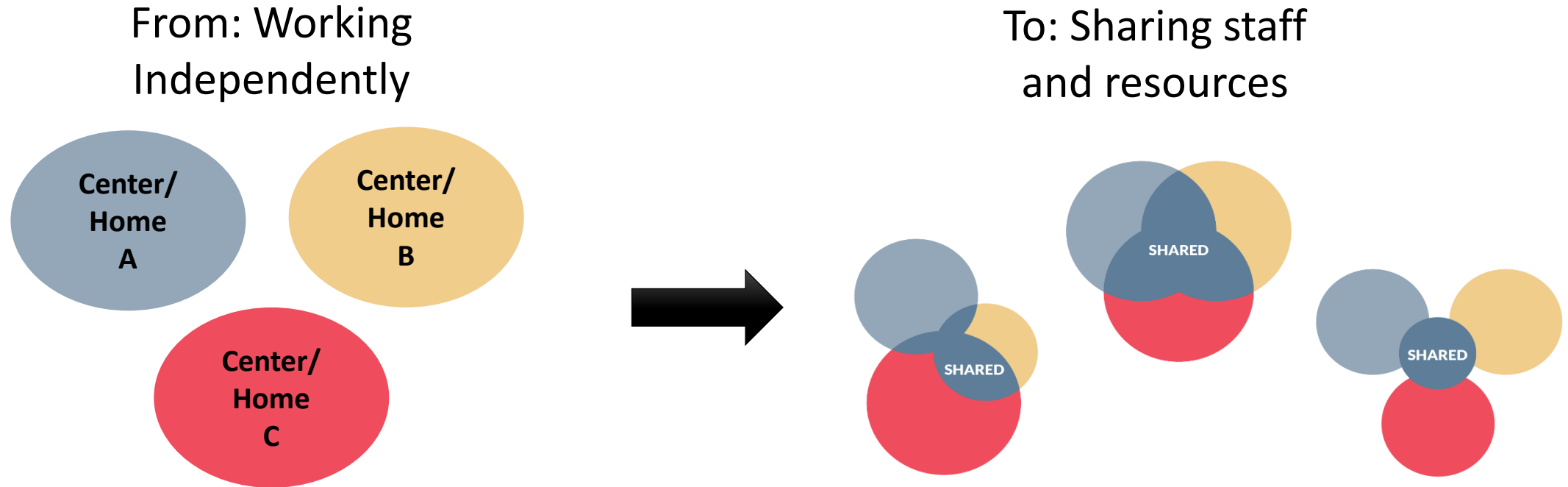
# Shared Services Alliance

## Shared Services:

Develop/monitor budgets  
Enrollment  
Billing  
Payroll  
USDA Food Program  
Human Resources  
Fundraising  
Technology  
Volunteers  
Maintenance  
Quality Control: training  
And more



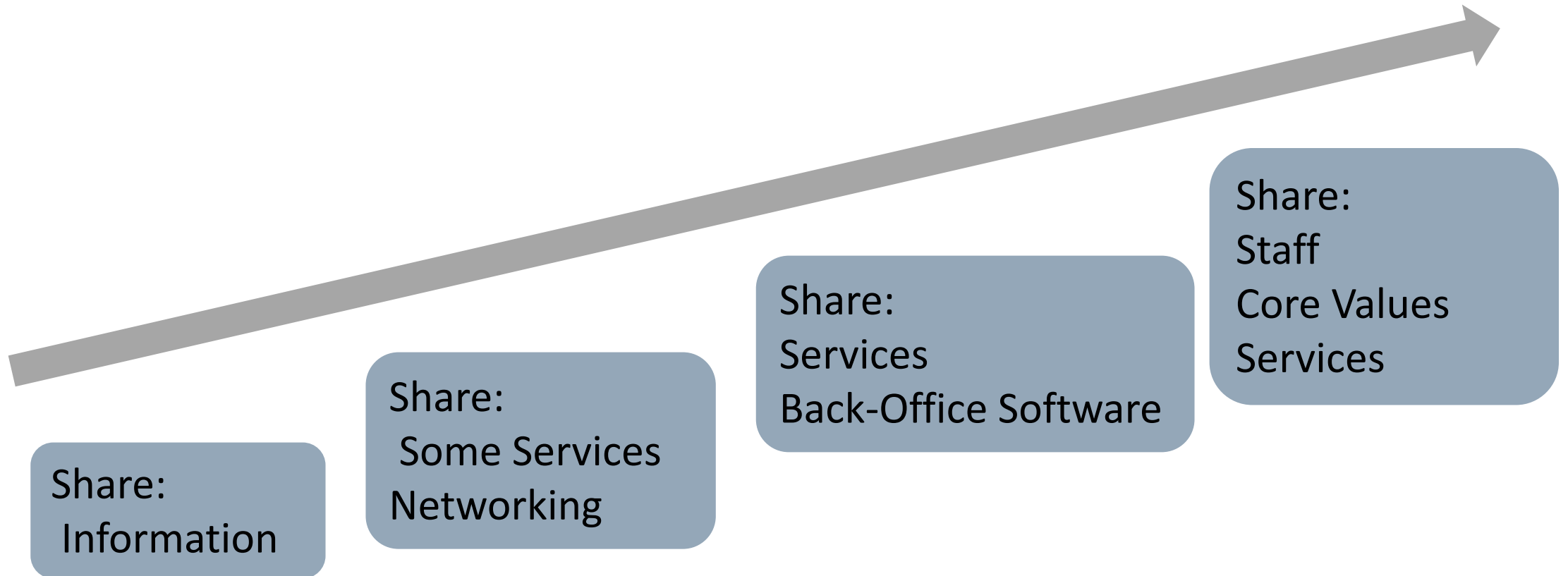
# A Strategy to Build Capacity



With Shared Services, programs can be **big** where big matters and **small** where small matters



# Types of Approaches



# What Should a Board Consider?

- What services are you willing and able to provide?
- Are you best suited to provide such services?
- Who will you provide services to?
  - Centers, homes
  - Geography
- Can you be lean?



# Shared Services in Action

# Dallas County

**Hub:** ChildCareGroup  
**Number of providers:** 15  
**Year Started:**  
**Cohort 1 – 2018**  
**Cohort 2 – 2019**  
**Cohort 3 - 2021**

## Shared Solutions – Focus on the Iron Triangle & Community of Practice model

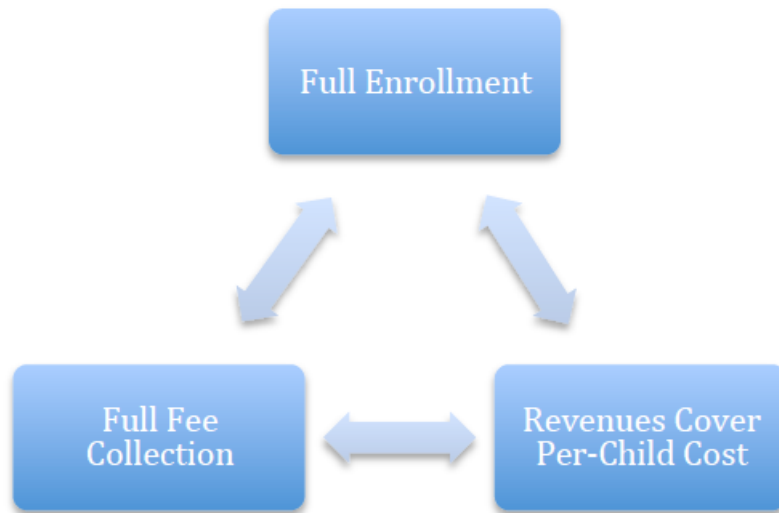
- Child Care Management System
- Roving Admin
- Pedagogy

# Dallas County

**Roving Admin (Business Specialist)**



**IRON TRIANGLE**

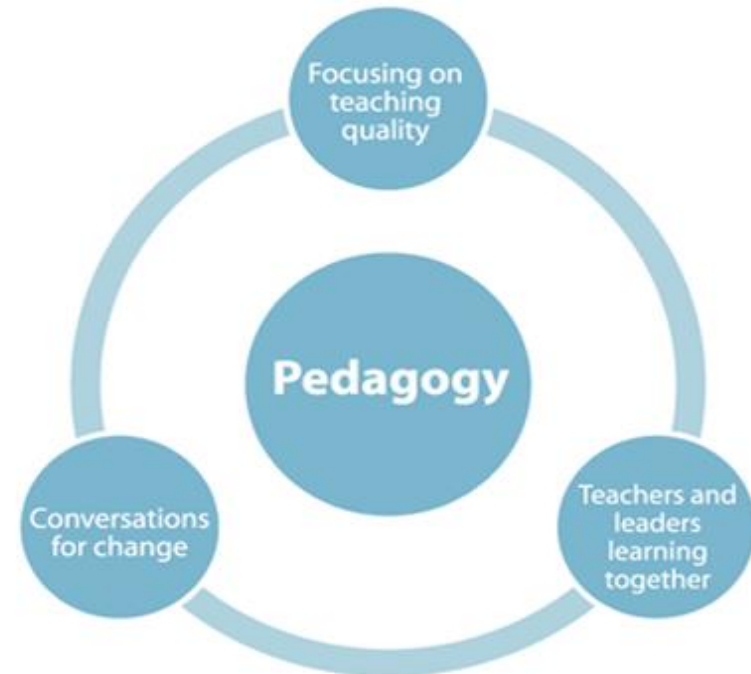


**Standard Business System**

**Mentors**



**PEDAGOGY**



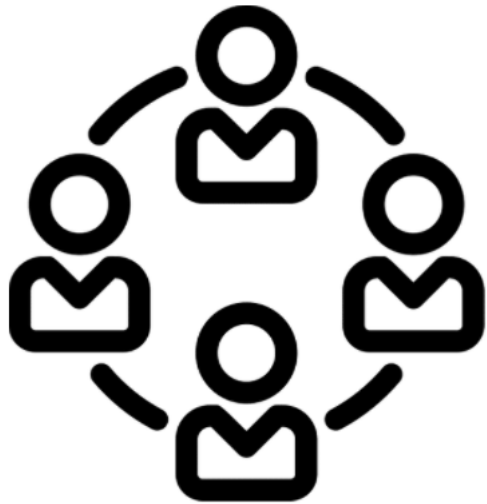
**Community of Practice**





# Dallas County

## 2021 Cohort 3



- Technology system
- Integrated website
  - online tour signup
  - event scheduling
  - enrollment process
  - customizable parent handbook
  - tuition billing and fee collection
  - parent app
- Marketing support
- Library of resources
- Access to curriculum content
- Access to quality assessment and support tools
- Access to virtual training for providers
- Access to a virtual provider community

# Local Workforce Development Boards

## How our Board works with the Alliance:

- Building Shared Services into the Texas Rising STar Framework.
- Utilize Quality funding to pay for the Business System

## Other ideas for how Boards can support Shared Services:

- Leverage money – use private and public funds
- Continue to integrate business practices for the child care industry



# San Antonio

**Hub:** PK4SA and United Way for San Antonio and Bexar County

**Number of providers:** 17

**Year Started:** 2019

## Providers must

- Serve subsidy children
- Work toward Texas Rising Star 4-Star
- Be willing to pay staff more once cost savings are realized

***Pedagogical + Business***



# San Antonio

## Business

- Substitute Pools
- Automation (Procure)
- Business Coaching
- Marketing Recruitment

## Pedagogical

- Curriculum
- Student Assessments
- Pedagogical Coaching
- CLASS Assessments
- Professional Learning / Credentialling



# San Antonio

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## Monthly Data Collection

- Revenue
- Expenses
- Time Allocated

## Quarterly Data Collection

- Enrollment / Staffing
- Fee Collection
- Staff Turnover
- Pedagogical Metrics
- Quality Improvement Metrics



# San Antonio

Activity	Actual	Target	Average	Center 1	Center 2
# of business days open	21	22	<b>95%</b>	95%	95%
Enrollment	58	92	<b>63%</b>	90%	34%
Tuition	\$36,112	\$50,863	<b>71%</b>	88%	31%
Salaries & Wages	\$27,704	\$32,500	<b>85%</b>	88%	76%



# Local Workforce Development Boards

## How our Board works with the Alliance:

- Funded Procure
- Aligning efforts for Texas Rising Star mentoring/assessing
- Participating in monthly meetings to listen to concerns/needs

## Other ideas for how Boards can support Shared Services:

- Funding curriculum, professional learning (i.e. sub costs), child/program assessments (i.e CLASS)
- Providing funds/support for deeper shared services



# Austin

**Hub: United Way for  
Greater Austin**  
**Number of Texas Rising  
Star Providers: 12**  
**Year Started: 2019**

## Pre-K Partnerships

- Co-enrolls PK3 and PK4 with Austin ISD
- Draws down attendance funding and resources from TEA for PK classrooms



***Leveraged \$1.84 million into TRS  
and HS PK classrooms***





# Austin

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## **Services we share:**

Centralized Enrollment/ PD/ Instructional Coaching

Assessment Data Analysis

Attendance/Invoicing

Marketing/ Family and Teacher Recruitment

Mental Health Consultation

Loan forgiveness scholarships for teachers seeking certification

Volunteers and Donations

Substitute Teaching Pool

# Austin



## Children

- Consistency and continuity of care
- Environment focused on family 7 relationships
- Learning through play
- School readiness focused on development
- Transition to school in a more intimate environment



## Teachers

- Smaller class size & lower ratios
- Increased compensation
- Creativity & flexibility
- Meaningful relationships
- Additional coaching & professional development
- Part of a network / cohort



## Parents

- Consistency of care
- Full work day
- Single drop-off
- Relationships
- Parent engagement support & trainings
- Transition support for K-entry
- Stay with a program that meets parents' cultural choices



## Child Care Centers

- Additional per-student funding
- Supports (& funds) distributed across centers
- Marketing benefits
- Networking & access to supports
- Director keeps staff authority

# Local Workforce Development Boards

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## How our Board works with the Alliance:

- Waiting List Priority for enrollment in Partnerships
- Supporting recruitment of quality rated centers eligible for partnerships
- Curriculum and assessment tools and data sharing with Hub



New Statewide Opportunity

# Questions?

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