Opportunities Exchange

Child Care Management Software & Cash Flow

April, 2024

WHY CASH FLOW?

Every month your business needs to pay bills. These might be expenses such as rent, utilities, payroll, food, internet and phone service, cleaning supplies or learning materials. If you don't get timely and complete payment from parents and other funders, such as government subsidy sources, for the child care services that you have provided, your business will have to dip into reserves or borrow money to pay your bills. This can be risky and expensive.

Use of a Child Care Management Software (CCMS) system to automate invoicing and electronic fee collection can improve cash flow almost over night.

HOW USE OF A CCMS SUPPORTS STRONG CASH FLOW

AUTOMATED PARENT INVOICING

- **How much time do you spend generating parent invoices?**
- **How accurate are they?**
- **How challenging is it for you when one child requires multiple invoices—such as to a mom, a dad, and a grandparent?**

CCMS automates parent invoicing—"set it and forget it". Once you enter the payment plan (amount, frequency, number of parties invoiced), the invoices are generated and issued automatically. The math is always correct and the invoicing is on time every time.

ELECTRONIC FEE PAYMENT

- **How quickly do parents pay you? Do they always pay all that they owe you?**
- **How much time do you spend generating receipts?**
- **How much time do you spend banking?**
- **How much time do you spend recording payments into parent accounts?**

Parents can use their mobile phone or desktop access to a portal to enter payment information into the CCMS. Using secure technology, the CCMS automates electronic payments so parent payments are always on time and always in full.

CASH FLOW REPORTS

- **Do you know how much money you are owed today?**
- **Do you know who owes you money?**
- **Do you know how long they have owed you money?**

A CCMS gives you immediate access to this information—on a dashboard and in reports. Based on the trends, you can adjust parent policies and/or work with your accountant to write-off bad debt.

Opportunities Exchange

Child Care Management Software & Child Learning & Development

April, 2024

WHY CHILD LEARNING & DEVELOPMENT?

Teachers need tools to help them do their complex jobs well. The myriad of responsibilities—from planning to teaching to documentation to family communication—require multiple types of tools that build on best practice and research, allow standardized formats for documenting learning and development, and provide means for data sharing and analysis in support of family partnership and data-informed teaching practices.

Child Care Management Software (CCMS) systems include lesson plans and links to state learning standards designed to help your teachers plan, successfully implement, and uniformly document developmentally appropriate classroom activities. Embedded tools in the CCMS systems make documentation and assessment less time consuming for teachers to complete and easier for them to share with families. You can view assessment data in the CCMS for one child, for a classroom, or compare data between classrooms to assess trends and patterns and to support your teachers in using data to improve their practice.

HOW USE OF A CCMS SUPPORTS CHILD LEARNING & CHILD DEVELOPMENT

LESSON PLANNING

- **How easy is it for teachers to access lesson plan templates based on the ages of children in the classroom, the time of year, or other factors?**
- **How much time does it take for your teachers to document their lesson plans in your prescribed format?**
- **How easy is it for your teachers to share lesson plans with each other?**

Teachers can use CCMS features to support lesson planning. Administrators can easily view lesson plans and provide input, as needed.

CHILD OBSERVATION & ASSESSMENT

- **How easily can teachers document observations in the classroom? For one child, a group of children, or the whole classroom?**
- **How much time does it take for teachers to contextualize their observations based on developmental milestones? Based on previous observations of that child?**

CCMS not only include a consistent location and format for observations, but allow quick and easy access to data useful for contextualization and essential for quality teaching.

PARENTS AS CHILDREN'S FIRST TEACHERS

- **How long does it take for teachers to send parent information about classroom activities to parents?**
- **How easily can teachers send observation or learning information to specific parents?**

A CCMS gives teachers tools to automate communication (including photos and videos) around classroom activities and thereby increase coordination around learning between classroom and home.

Opportunities Exchange

Child Care Management Software & Licensing Compliance

April, 2024

WHY COMPLIANCE?

Preparing for your licensing monitoring visit may take you and your team tens of hours each year. The tasks are typically routine, such as pulling information that you have stored in various formats and places into easy-to-read reports that include just the data that each regulation requires.

Other licensing compliance tasks are related to the frequency of activities, for instance, completing and documenting licensing drills in the required cadence, having parents update forms annually, etc. While neither the basic compliance nor the licensing visit preparation tasks are particularly challenging, there are many of them and the stakes are high.

HOW USE OF A CCMS SUPPORTS LICENSING COMPLIANCE

CHILD AND FAMILY RECORDS

- **How much time do you spend tracking down parent review of and signatures on paperwork?**
- **How much time do you spend sifting through papers to confirm accuracy, completeness and recency?**
- **How confident are you that every classroom list (allergies, emergency contacts) has the most accurate and updated information?**

Parents can receive automated reminders to update documentation directly via and in the CCMS. Data in the CCMS is always the most updated and accurate data and reports can be pulled instantly.

STAFF RECORDS

- **How much time do you spend combing through staff onboarding paperwork to confirm accuracy and completeness?**
- **How easily and quickly can you take information from staff records to pull into reports?**
- **How easily can you track staff schedules to understand class ratios?**

By inputting staff data into the CCMS you gain the ability to track staff data and generate staff reports in critical areas such as ratio compliance.

ADMINISTRATIVE DOCUMENTATION

- **When did you last complete a fire drill?**
- **Where is documentation of fire drills kept?**
- **When did you last confirm that medication was stored properly and where did you document that activity?**

You can track dates and results of administrative licensing require-ments in a CCMS and generate licensing reports needed.

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Child Care Management Software & Attendance & Meal Tracking

April, 2024

WHY TRACK DATA?

Child care is a highly regulated field. You need to track a myriad of health, activities, and attendance data. Not only critical for financial and regulatory purposes, some data—such as child attendance—is critically needed during emergencies.

Child Care Management Software (CCMS) systems make recording and reporting data fast and easy. Authorized staff can see data in real time to address any errors, omissions or challenges, and can also generate reports and export data, as needed.

HOW USE OF A CCMS SUPPORTS ACCURATE DATA TRACKING

STAFF ATTENDANCE

- **How much time do you spend scheduling staff and juggling ratios based on call outs?**
- **How do you decide if staff leave time requests can be granted and how do you use that data to address future scheduling needs?**
- **How do you you ensure that staff timekeeping is accurate and how long does it take you to transmit that data to your payroll company?**

Administrators can manage scheduled staff to easily understand classroom ratios based on child attendance. A CCMS can help you easily plan for classroom coverage based on staff schedules and time off requests.

CHILD ATTENDANCE

- **How easily can parents notify you that their child has arrived?**
- **How easily can parents call their child out sick?**
- **How easily can this information be shared with administrators and teaching staff?**

Parents and authorized caregivers can enter a PIN into the CCMS app, use the QR code, or a kiosk to easily alert the program to their child's arrival. The parent app can capture changes in children's schedules and share data with those that need it.

FOOD PROGRAM (CACFP)

- **Do you spend hours transferring snack and meal counts from classroom forms to CACFP-specific forms?**
- **How do you ensure the accuracy of the data?**
- **How do you conduct point in time meal tracking?**
- **How much time do you spend planning menus and confirming compliance with CACFP regulation based on age group?**

A CCMS makes CACFP compliance easier—automating snack and meal counts, triggering error messages if food is served to a child that is absent and flagging menu areas of non-compliance.

Opportunities Exchange

Child Care Management Software
& Financial Recordkeeping

April, 2024

WHY FINANCIAL RECORDKEEPING?

Maintaining accurate records for your business is critical to keeping the business on solid financial ground. Real-time expense tracking allows you to compare expenses to revenue, change course if necessary, and generate spending trends to help you understand your business better. Strong financial recordkeeping can reduce the time and money that you spend working with an accountant, an auditor, and/or a tax preparer.

Use of a Child Care Management Software (CCMS) system to automate financial recordkeeping can strengthen the financial position of your business.

HOW USE OF A CCMS SUPPORTS GOOD FINANCIAL RECORDKEEPING

REVENUE

- **Do you know how much revenue you earned last month? Last year?**
- **Do you know what the sources of that revenue were?**

Even if you don't collect all of your revenue electronically via the CCMS, you can enter cash and check payments received to get a full and accurate picture of your business health. With revenue data in the system, you can see month over month trends, year to year, etc.

EXPENSES AND RECEIPTS

- **How much time do you spend recording business expenses (and business/home shared child care expenses)?**
- **How consistent are you in doing so?**
- **Do you have a consistent way of keeping electronic copies of all your business expense receipts?**

Typically a CCMS allows you to enter and code expenses—helping you to have and use the data and also to understand expenses compared to revenue. Most CCMS allow you to use your mobile phone to quickly take a photo of and upload receipts. Those expenses with receipts are indicated to support you in remembering to upload all the receipts that you have/need.

TAX TIME

- **How much time do you spend preparing annual tax documents for parents?**

Parents can log into their CCMS account to download their own tax statements. You don't need to lift a finger!

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Child Care Management Software & Human Resources

April, 2024

WHY HUMAN RESOURCES?

Recruiting and retaining a qualified team is critical to your business success. Treating staff equitably, maintaining clear lines of communication, and simplifying administrative processes are all foundational human resources (HR) practices.

Child Care Management Software (CCMS) systems make texting and emailing staff quick and easy. CCMS include automated time-keeping that not only help you schedule staff to stay in ratio, but also increase transparency by allowing staff to see their leave balances and hours worked anytime. The ease of automation speeds routine tasks for all staff, making jobs more pleasant and allowing experts to focus on the core work that they love.

HOW USE OF A CCMS SUPPORTS HUMAN RESOURCES

AUTOMATED TIMEKEEPING, PAYROLL & STAFF COMMUNICATION

- **How much time do you spend collecting staff hours worked during a pay period, confirming data accuracy, and transmitting data to a payroll company?**
- **How much time do you spend ensuring every classroom is in ratio based on planned leave and unscheduled absences?**
- **How easy is it for you to reach one teacher, one classroom of teachers, or all teachers via text or email? How easily can you reach all staff? Or only administrative staff or other groups of staff via text or email?**

CCMS can track time worked, support scheduling, and seamlessly link to payroll systems. Some offer payroll modules within the CCMS.

STAFF DOCUMENTATION

- **How do you confirm that your staff records are complete?**
- **How do you track compliance with staff documentation that needs periodic updating?**
- **How do store form templates?**
- **How much time do you spend emailing forms to staff for their completion?**

Administrators can enter staff data into the CCMS and set reminders on dates to save time in ensuring licensing compliance. Staff can update information directly into the CCMS and documents can be up loaded and safely stored.

LESS TEACHER PAPERWORK

- **How much time to teachers spend scheduling parent conferences and sending needed reminders?**
- **How easily can teachers document their observations and daily activities?**
- **How much time do teachers spend tracking attendance, and meal and snack counts?**

A CCMS gives teachers an organized and easy-to-use place to enter critical data and to communicate with families—allowing them more time to focus on children.

Opportunities Exchange

Child Care Management Software & Marketing

April, 2024

WHY MARKETING?

The Iron Triangle is a concept designed to help child care businesses focus on key metrics related to business success: full enrollment; full fee collection; and, revenues covering cost per child.

In order to achieve full enrollment, child care providers need to ensure that they both retain families already enrolled and make themselves known to families that are seeking child care. Marketing is a way to reach families that might enroll in the future and several tasks related to marketing to new families, ensuring current families are satisfied, and managing enrollment can be supported by use of a Child Care Management Software (CCMS) system.

HOW USE OF A CCMS SUPPORTS FULL ENROLLMENT

ENROLLMENT TRACKING/PREDICTIVE FORECASTING
- **Do you know how many vacancies you have today?**
- **By age group? By schedule (full-time or part-time)?**
- **Do you know when children will age out of your program or out of a classroom?**

CCMS can help you see at a glance how fully enrolled classrooms are and some can show these data into the future—based on child birth dates and other triggers for room changes.

EFFICIENT AND EFFECTIVE ENROLLMENT PROCESS
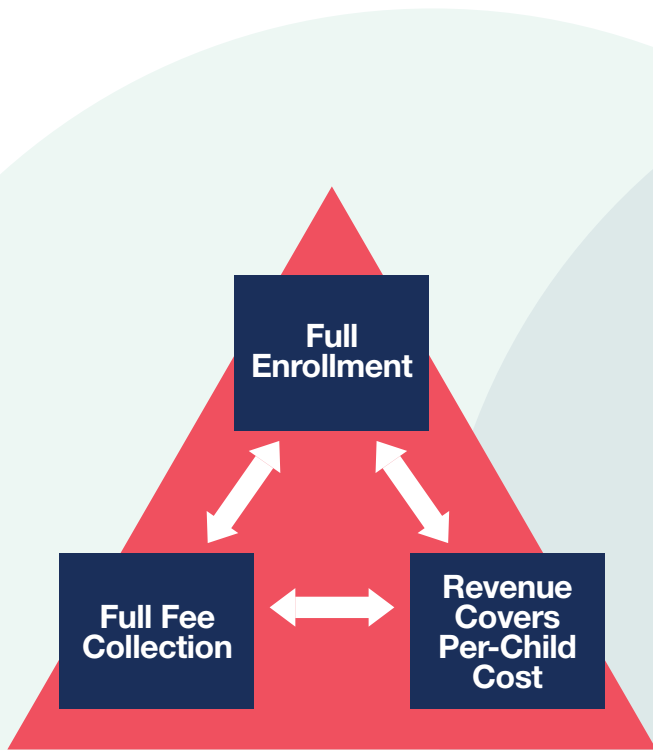- **How easy is it for parents to enroll in your program**?

With a CCMS, families can complete forms and enroll online. This helps to make the enrollment process easier and means that you/your staff don't have to enter data taken from paper forms into the computer for tracking purposes.

You can embed your CCMS "enroll here" link within your website and all other social media sites so that families can enroll from multiple locations online.

WAITLIST MANAGEMENT & COMMUNICATIONS
- **Do you know who is on your waiting list?**
- **What ages their children are?**
- **If they are still interested in enrolling?**

A CCMS gives you immediate access to this data set and can also automate email and/or text messages to some or all waitlisted families to keep them interested in your program and to remind them to disenroll from the waitlist, as appropriate.

The Iron Triangle

Full Enrollment

Full Fee Collection

Revenue Covers Per-Child Cost

Opportunities Exchange

Child Care Management Software **& Parent Engagement**

April, 2024

WHY PARENT ENGAGEMENT?

Parents are not just your customers, they are also your partners in teaching and supporting their children. The more trust and communication that you and your team have with parents, the healthier and happier the children in care will be.

Child Care Management Software (CCMS) systems make texting and emailing families fast and easy. You can send updates about activities and milestones accompanied with photos and videos throughout the day.

HOW USE OF A CCMS SUPPORTS PARENT ENGAGEMENT

COMMUNICATION

- **How easy is it for you and your teachers to reach one parent, one classroom of parents, or all parents via text or email?**
- **How easily can teachers and parents schedule parent-teacher conferences?**
- **In emergencies, can you quickly reach those parents that need to be informed?**

Administrators and teachers can securely send texts and emails to one parent, groups of parents, and/or all parents.

PHOTOS AND VIDEOS

- **How easily can teachers send photos and texts to one parent or all of the parents in the classroom?**
- **How responsive are parents and other caregivers to seeing photos of their children throughout the day?**
- **How helpful are photos and videos in demonstrating activities that you would like families to try at home?**

Administrators and teachers can securely send photos and videos to families.

BUILDING COMMUNITY

- **Do you spend hours each month creating parent newsletters?**
- **Can you easily craft classroom or age specific newsletters?**
- **How much time do you spend creating and updating contact information for each classroom so that families can get to know one another?**

A CCMS gives you tools and templates to easily create targeted newsletters and class rosters with family contact information.