

Staffed Family Child Care Network: Frequently Asked Questions

- **What is this program?**

The SFCCN is a free 18-month program to help you and family child care program make more money, reduce your administrative task list, and relieve the stress that running a business can bring (especially one during COVID!). If accepted, you'll be a part of a cohort of other Family Child Care professionals and gain the support of business coaches to help you implement software tools, refine your business goals, and find ways to increase your revenue and bottom line.

- **Is this really free?**

Yes, it is free for 18-months, and you will always be connected to your cohort. If you choose to continue with the software you will need to pay a monthly fee.

- **What are the qualifications?**

You must:

- be a family child care business owner
- be in business for at least 18 months
- Active in child care advocacy/organizations or coalitions or structured child care communities/alliances
- Actively participate or are willing to enroll in the state quality system
- Have a computer, tablet, and/or touch-screen phone (no more than 3 years old)
- Have reliable internet access
- Agree to participate in the program for 18 months (as long as you are in business)
- Commit to using new software consistently (daily for check-in and check-out) to help reduce your to-dos and provide your coaches with business data to help you reach your goals.
- Have continuous, open dialogue with your new coach. The more open you are, the more the coach can support.
- Engage and connect online with your professional cohort. This is a group that you can lean on for the good and the bad.
- **I'm worried that the technology will be too complex for my program.**

We're providing simple, fast and free software to help you manage your program from a phone, computer or tablet. The software was designed for and is used by hundreds of family child care programs across the country. We will also provide support every step of the way, from onboarding to implementation.

- **I'm just getting started -- do I need this?**

The SFCCN is open to all Owners/Directors to help you build on the foundation you've already created. As long as you have been in your role for at least 18 months you are encouraged to apply.

- **I'm not organized enough – I'm embarrassed to have someone else see my information.**

We understand how challenging it can be to stay on top of all of the administrative demands of your business. If your files are unorganized then you need the help of automation and a Business Coach! No judgement - just help in tidying up your operations and reducing your administrative burdens.

- **I don't have time to learn how to do this.**

Spending a few hours per week (2-3!) to learn and use the software will save you time day in and day out. Meeting with your coach to analyze your data and improve your business and quality practices will improve your program and your bottom line. The time you spend learning the software is a long-term investment in your business.

- **English isn't my native language.**

We have program staff and coaches who are Spanish-speaking. And the software is available in Spanish.

- **Why did you create the SFCCN?**

Child care is an essential service, and COVID highlighted this and the fact that child care programs need more support to survive and thrive. Our mission is to help you build a sustainable business, increase your revenue, and eliminate business struggles that keep you from growing.