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**DATE PROGRAM/  
ALLIANCE BEGAN**

Alliance was launched  
in September 2020

February, 2022

# COOS & CURRY COUNTY SHARED SERVICES ALLIANCE

Coos Bay, Oregon

**SERVICE DELIVERY AREA**

The project serves both Coos & Curry Counties, which are situated in southwestern Oregon.

**POPULATION SERVED**

Overall, only 21% of Oregon’s children age five and under have access to a regulated child care slot, which is the equivalent of nearly eight infants and toddlers for every infant/toddler slot, and three preschool-age children for every preschool-age child care slot. For children age five years and under, 33 out of the 36 counties in Oregon are considered child care deserts, including Coos County and Curry County. For 0-2-year-olds, every county in Oregon is considered a child care desert.

**SUMMARY OF APPROACH**

Work on establishing the Coos & Curry Shared Services Alliance began in September 2019 when the partnership between Southwestern Community College’s CARE Connections and South Coast Business Employment Corporation was formed. The first cohort of providers included 4 Family and 2 Center based operations. We were pleased to have good results in recruiting for cohort 2, adding 4 additional members from among relatively newly licensed providers, with the hope that they will be flexible in adopting business practices and develop strong strategies from the beginning of their time providing care. The Shared Services Model will demonstrate results through a stabilized and increased supply of quality child care throughout Coos and Curry Counties. Targeted goals are to serve fifteen programs within the four year pilot—reaching up to 220 children with a 95% full fee collection rate.

**TECHNOLOGY PLATFORM(S) USED BY THE ALLIANCE**

- Wonderschool

**SERVICES PROVIDED**

- IT support
- Billing/Fee Collection
- Marketing
- Teacher coaching
- Accreditation/licensing/quality rating improvement supports
- Administrative Support
- Enrollment
- Training

**FUNDING**

**Funding source for Alliance startup:** Foundation grants

**Funding source for ongoing Alliance implementation:** Foundation grants

**Do Alliance members pay fees for services received?** No

**Do membership fees cover Hub cost of services?** No

**IMPACT**

A survey was distributed to members of our first cohort at the end of their first 12 months of participation, and we were thrilled with the results:

- 100% said their enrollment has increased over the past year
- 83% said their revenue had increased over the past, or that they thought it had increased but weren’t sure (because they hadn’t kept records previous to this project)
- 100% said their bad debt decreased over the year
- 100% said their business is more stable now than it was a year ago.

Other results indicated growth in sound business practices, including using websites and raising rates slightly. These questions directly addressed the Iron Triangle, and the metrics for success we proposed for this project, and the results lead us to believe that Shared Services is indeed working to address the triple elements of full enrollment, full fee collection, and rates set at the true cost of care.