ECA SHARED SERVICES NETWORK

Fort Wayne, Indiana

Opportunities Exchange

SPONSORING ORGANIZATIONS

Early Childhood Alliance
3800 N Anthony Blvd.,
Fort Wayne, IN 46805
https://www.ecalliance.
org/home/eca-shared-ser-
vices/shared-services-net-
work-interest/

CONTACT PERSONS

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**DATE PROGRAM/
ALLIANCE BEGAN**

Alliance was launched
in 2021

SERVICE DELIVERY AREA

Fort Wayne and the surrounding counties, with a focus on programs serving low and moderate income families.

POPULATION SERVED

ECA serves 160 program (145 home based providers and 15 center/ministry based providers) as a food program sponsor. In 2021 we expanded our supports for providers by offering a child care management software (CCMS), assisting in the onboarding process, and helping to use the data gathered to improve their business sustainability. To date, we have 16 providers using the CCMS for day to day operations. During 2022, we added 10 center-based programs to this work, serving a total of more than 400 children children.

SUMMARY OF APPROACH

Established in 1953, ECA is a nonprofit orgnization offering family-centered services including: early learning programs, information and resources to families, food program sponsorship, paid internship opportunities, business consultation, and the Shared Services Network. Providers interested in joining the network are invited to apply for admission. There are currently two levels of participation, with Tier II offering a more robust set of back-office services, and fees aligned with the level of services offered. Providers accepted into the Network sign an MOU and agree to fully ulitize the software solution, and to share data with coaches in order to monitor progress and receive effective coaching. We anticipate expanding the network to 5 Tier I and 30 Tier II providers.

TECHNOLOGY PLATFORM(S) USED BY THE ALLIANCE

- AllianceCORE by Early Learning Ventures

SERVICES PROVIDED

- USDA Food Program Administration

FUNDING

Funding source for Alliance startup: Foundation grants, Fee for service
Funding source for ongoing Alliance implementation: Foundation grants, Fee for service
Do Alliance members pay fees for services received? Yes
Do membership fees cover Hub cost of services? No

IMPACT

Providers report that they are saving time, improving the enrollment process, billing and collecting fees more efficiently, and more. One home based program shared that she wished she had this when she first started her program. Another center based program said, that she loves having one system to enter information into, instead of the many Excel spreadsheets she had manually entered information into before.