Opportunities Exchange

FULL UTILIZATION
of a Child Care Management System

November, 2024

When launching a CCMS initiative, open-ended access to CCMS licenses will spur some providers to engage with the tools to a certain extent, but others will need encouragement, support, and ongoing resources to ensure broad and impactful engagement.

To successfully implement full utilization of a Child Care Management System (CCMS) a well-thought-out process is necessary. This will allow you to show impact and outcomes at all parts of the initiative.

EVALUATION QUESTIONS:

1. **What outcomes are important to you?**
   a. Is it understanding real-time enrollment availability?
      i. If so, you will need to require providers to enter and maintain all active enrollments (not just subsidy)
   b. Is it streamlining the subsidy reimbursement process, whether with attendance data or by enrollment?
      i. If so, you will need to require providers to enter and maintain all active enrollments, AND use check in/check out functionality to collect, track, and report attendance data
   c. Is it insight into if programs are financially sustainable?
      i. If so, you will need to require providers to utilize invoicing functionality along with revenue reporting and expense tracking. This data can be de-identified and shared with you in aggregate
      ii. What metrics do you want to measure?
      • Are there project deliverables that need monitoring?
      • At what frequency will you conduct monitoring reviews with the vendor and/or coaching teams?

2. **Who is responsible for impacting progression of the metrics?**
   • Providers use CCMS to operate business day-to-day
   • Coaches or stakeholders monitor engagement and reach out to individual providers as-needed to ensure adoption and address any challenges/support and encourage as needed
   • CCMS vendor partner responsible for data insight via dashboard access
      ■ There should be an existing format available
      ■ You may need to consider customization of available data for any additional insights

3. **How does the CCMS collect that data?**
   a. Ensure with CCMS partners that what you are measuring and what they collect match
   b. Determine timeline for any customizations needed

4. **How will Providers know and agree to CCMS usage expectations?**
   - Outline in provider application AND MOU/contract
   - Regularly remind providers with visuals during webinars, training sessions, and meetings. Additionally, remind them of support available to them and how to reach out when they need assistance

5. **Considerations for defining full utilization**
   - What does onboarding look like?
     - With intentional onboarding support, through CCMS vendor or coaches, more providers will engage with the tools with fidelity which will ensure more, and more accurate, data is surfaced to stakeholders
   - What are you requiring the provider to use in the CCMS *(enrollment, attendance, financial, family engagement, other)* and in what timeline do they need to agree to adopt processes/functionality?

6. **Building capacity to analyze and use data for coaching**
   - Is there a way for you to export the data into a report for data analysis
     - What are the reporting capabilities
   - Can this data be reviewed in a dashboard
     - Enterprise Dashboards—for networks, state stakeholders, other supporting agencies
     - Provider Dashboards—what insights and program-specific information is available to individual providers? Is this through dashboard, or reports?
     - How are custom reports addressed?

7. **Outline how you will identify who will need support based on the data analysis**

8. **Identify resources needed based on the provider's needs.**