Project Update

IOWA CHILD CARE SHARED SERVICES   *November 2023*

BACKGROUND

The Iowa Department of Health and Human Services (HHS) is implementing a multi-phase Shared Services project with assistance from **Opportunities Exchange** (OppEx). This work is in response to the **Governor's Child Care Task Force Report** (November 2021).

The multi-phase Shared Services project includes:

▸ Funding providers' monthly child care management system (CCMS) software license fees for either brightwheel or Playground;

▸ Financial management coaching to help providers use data collected in the CCMS system to monitor and manage their programs;

▸ Technology grants to support providers' implementation of brightwheel or Playground;

▸ Building 'data bridges' to connect CCMS data to KinderTrack (KT) and other data systems through an Operational Data Store (ODS);

▸ Identifying and sharing information about the current supply and demand for child care by child age categories; and
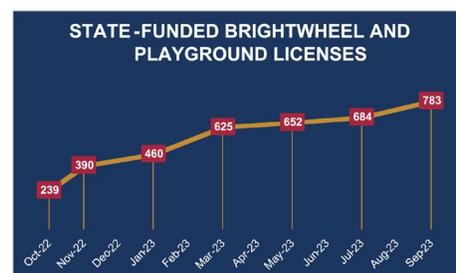
▸ Funding two Shared Services Alliances.

PROJECT HIGHLIGHTS

Provider Use of Child Care Management System (CCMS) Software and Participation in Financial Management Coaching

It has been one year since the implementation of the CCMS and we are happy to see the continued growth in the number of child care programs engaging in this initiative.

This includes financial management coaching, state-funded monthly licenses for either brightwheel or Playground (child care management system software) and technology grants to support the program's software implementation.

If you would like to participate or learn more about this opportunity, click here.

STATE-FUNDED BRIGHTWHEEL AND PLAYGROUND LICENSES

239	390		460		625	652		684		783	
Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23

New Video Released: Two Programs Share Their Experiences

Hear from Angie Mason, Child Development Home Category C provider, and Elieen Canafax, Child Care Center Director, about how their program, children and families benefit from implementing brightwheel or Playground, financial management coaching, and technology grants. Watch the video here.

Benefits shared include time savings on administrative tasks based on reduced duplicative work, reduced paperwork, and streamlined processes. The time savings has allowed both programs more time to plan child curriculum. Both Mason and Canafax share the positive outcome of increased parent engagement and how parents are updated on their child's activities in their programs throughout the day. The video also features interviews with financial business coach, Krystal Frank with the Child Care Collaborative of Iowa, and Ryan Page, HHS Director of Child Care.

The video was created through a collaborative partnership between Iowa Workforce Development (IWD) and HHS. IWD Digital Content Creator, Ben Oldach, was instrumental in conducting the interviews and producing the video.
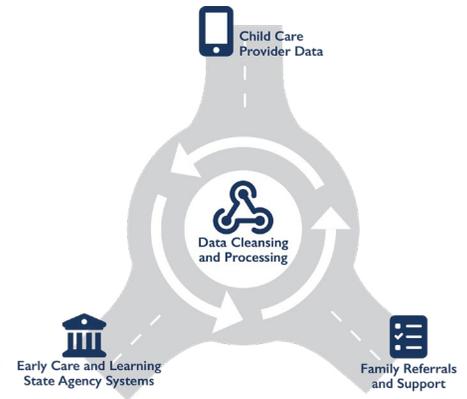

Left to right: Louise Stoney, Opportunities Exchange; Lela Wendell, Arizona; Julie Allison, Iowa; and Courtney Penn, Indiana

Iowa's Implementation of Innovative Technology Strategies Showcased Nationally

Iowa was showcased as a national leader at the 2023 National Shared Services Technical Conference. Julie Allison, HHS Child Care Bureau Chief, shared the plenary stage with Louise Stoney, Opportunities Exchange, and representatives from the states of Arizona and Indiana. Iowa's work was represented in two pre-conference sessions and four conference sessions including the highest attended session titled, "Everything, Everywhere, All at Once: How Iowa is transforming the ECE sector with Technology," which aligned with the issue brief released by Stoney.

Naming Iowa's Operational Data Store

Work continues in building Iowa's Operational Data Store (ODS) which will be maintained at Iowa State University. An ODS is a term used in the technology industry to describe a secure, centralized data exchange that moves specific data in and out of multiple sources. Iowa's ODS now has a name, **"Child Care Connect"** or **"C3."**

C3 will connect:

- Parents to providers in their area that have open child care slots based on the child's age;

- The child care programs' data systems to other state data systems to reduce redundant data entries in multiple systems (i.e., the Child Care Assistance Program); and

- Communities and the State to real-time child care supply and demand data to inform decision making.

More information is available here about C3.

CCCI Releases New Online Child Care Business Library

The Child Care Collaborative of Iowa (CCCI) has a new online resource library packed with over 50 child care business-related topics. Each topic has an easy-to-use guide and video recording of the topic in both English and Spanish. Business topics fit in the following categories: business operations, attracting & retaining staff, finances, growth & sustainability, retirement, taxes, and federal & state funding. There is a guide for time-space calculation, creating a hiring announcement, setting rates, etc. See the topics available in the online library here.

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