



Innovations and Data Sharing

Examples from the Field

Sharon Easterling
Opportunities Exchange
Judy Williams
Early Learning Ventures
Michelle Mackin Brown
Office of Early Childhood, Colorado
Lela Wendell
Arizona Dept. of Economic Security

From  To
Administration vs. Business Leadership



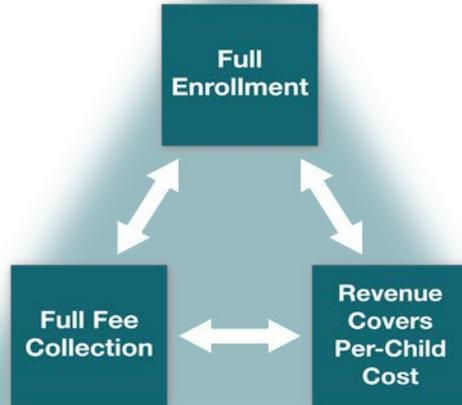
An Administrator is focused on compliance, and often buried in paperwork that could be done in minutes through business software



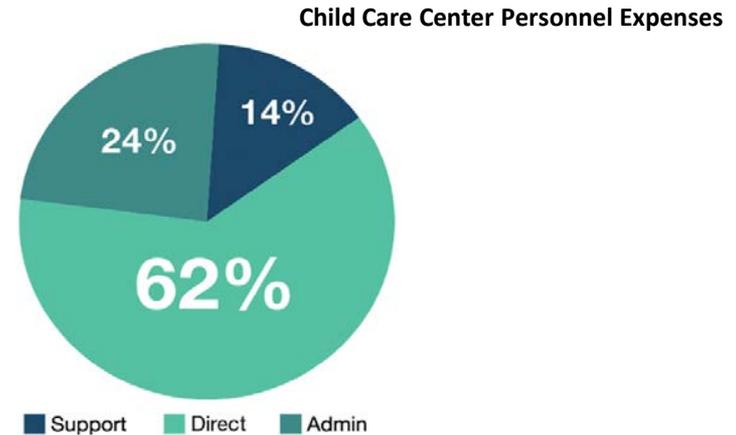
A Business leader is focused on data, to understand her business and make strategic decisions to improve quality and her bottom line

Metrics that Matter

Iron Triangle



Administrative Overhead



How do you gather this information and use it for decision making if you are paper based?



Business Automation Tools

How does using Technology improve ECE program operations?

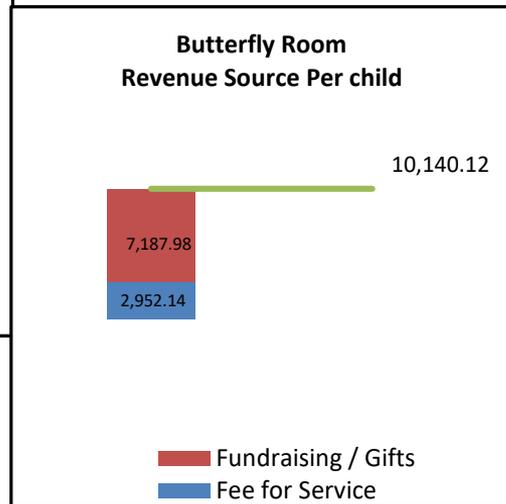
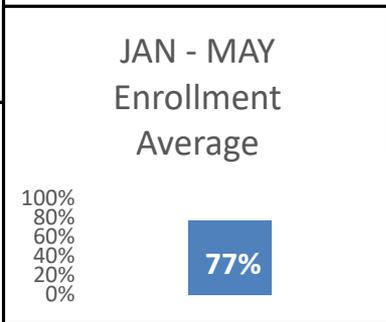
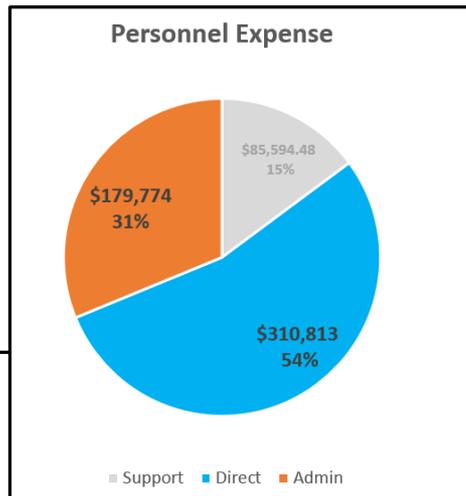
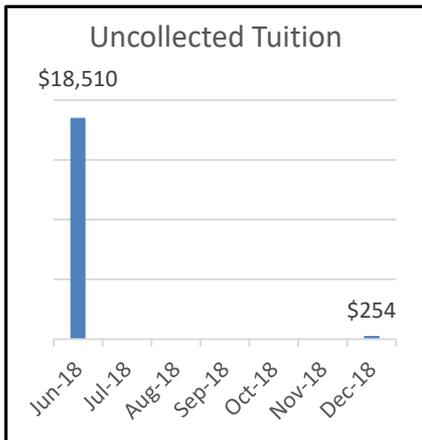
Child Care Management Systems

Many off-the-shelf products for Center and Home-based programs



Having data in electronic format is key to being able to use it to drive decisions

Sample Dashboard Metrics

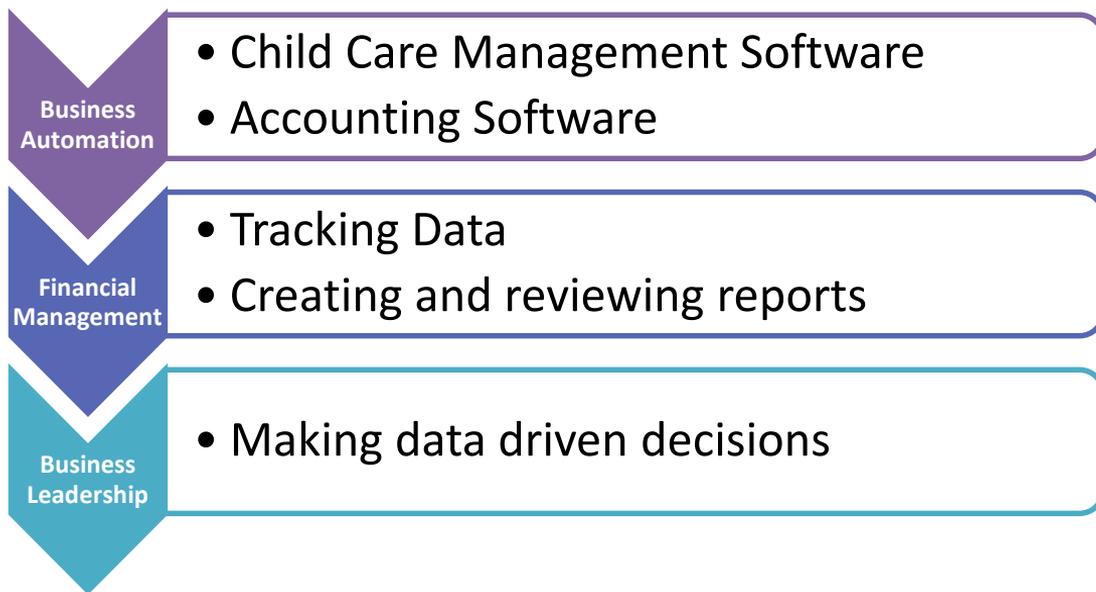




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*If we want to improve **business practices** of providers we need to invest in **training + software + individualized coaching***



Interoperability

Connecting Provider data to state systems



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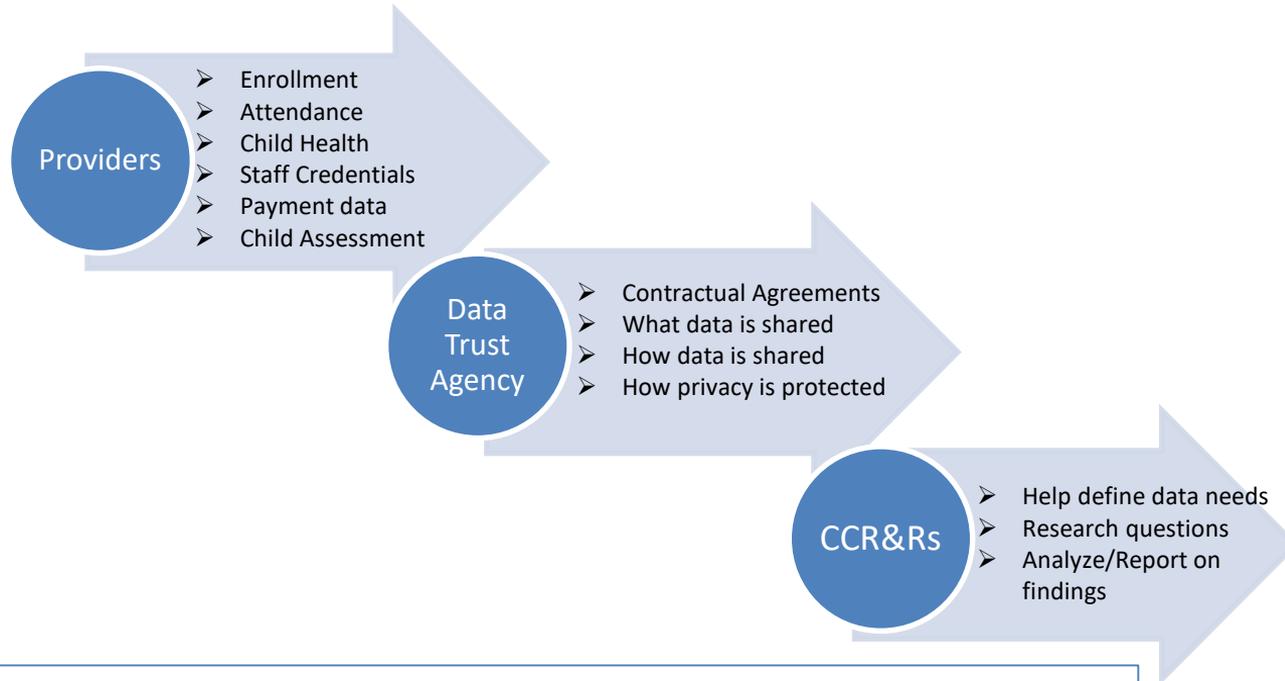
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Data: Mission Possible



What if 80% of providers were using CCMS system that linked to data systems?



What could we know?

- Where are there openings in child care?
 - Availability by age of the child
 - Settings – centers, homes, PreK, Head Start, EHS, etc.
 - Locations – where are programs over/under-enrolled?
- Program Characteristics
 - Quality Rating
 - Funding streams
 - Ages served
 - Additional services
- Characteristics of current staff
 - What are the credentials of staff?
 - Staff Compensation – by position, education, tenure, etc.?
 - What are staff turnover rates? Is turnover correlated to program quality? Is turnover correlated to compensation?



What could we know?

- **Payment Information**
 - What is the market rate? By neighborhood/community?
 - What is the payment record for “parent share” of child care subsidy?
 - What are collection rates among providers, is it correlated to demographics, program quality, etc.?
- **Child Health**
 - What is the percentage of children immunized?
 - What is the percentage of children screened for developmental delays?
 - What are rates of school absences? Is it correlated to demographics, program quality, etc.?
- **Child Assessment data**
 - What is the developmental status of children in care?
 - Is it correlated to program quality?
 - Is it correlated to teacher characteristics?



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Interoperability > Good for providers AND Good for State Administrators of child care

Efficient Operations

- Save money on reduced staff for processing data manually

Reduced Error Rates

- Electronic uploads are less susceptible to errors than manual entry

Fraud prevention

- Digital signatures are more secure than paper based “wet signatures”

“Real-time” data about the sector

- Enrollment/vacancy rates; subsidy utilization (by age, geography, etc.)



Supporting Business Practices through CCDF Partnerships

- Link automation + business training + site based coaching
- Underscore value of scale, and support back-office start-up
- Encourage off-the-shelf CCMS + links to public data systems through APIs or Data Trusts
- Build cost of automation into provider/intermediary funding
- Link accountability documentation to business **outcomes** (e.g. Iron Triangle metrics) vs **outputs** (business plan or budget)
- Build capacity for real-time data, rooted in CCMS

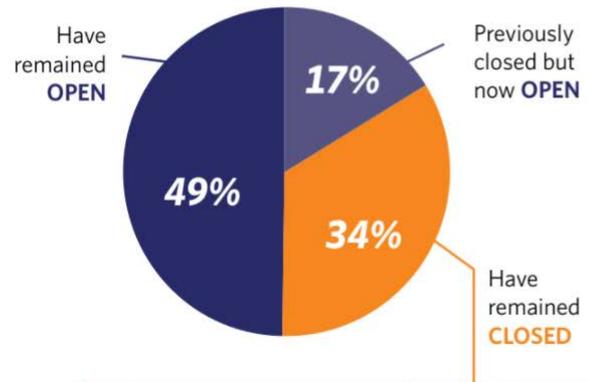


Arizona

COVID-19 Impact on Arizona's Child Care System

The following is based on responses of 831 licensed child care providers (of the nearly 3,000 in Arizona) given at the time of the survey, between May 26 and June 19, 2020, including family child care homes, child care centers and school district programs.

1/3 of licensed and regulated child care providers have been forced to close.



36% planned to open by the end of July.	62% planned to open in Aug. or Sept., with the start of school.	2% are permanently closed.
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Programs now serving just **38%** of the total number of children they were prior to COVID-19.



40% of programs have had to lay off or furlough staff.



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Barriers to Reopening



*From a separate survey of child care providers conducted by the Arizona Early Childhood Workforce Registry



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Arizona's Initial Response

\$3M (additional per month) Emergency Reimbursements

Paying providers at January 2020 utilization

\$24M Arizona Enrichment Centers

Provided child care scholarships for children of essential workers

\$47M Child Care COVID-19 Grant Program

Provide financial assistance to help all regulated child care providers with operational costs

\$7M Paid Absences

Increasing paid absences from 2 days to 5 days each month per child

Child Care COVID-19 Grant Program

- 1,807 providers were approved and awarded funding

Average Awards:

- Licensed Centers: \$25,000
- Group Homes: \$3,350
- Family Child Care Homes: \$1,850

Incentive Metric	Number	% of Total Awards
Quality First or Accreditation	822	45%
Rural County (not Maricopa/Pima)	403	22%
Willing to Contract with DES	70	4%



Leverage What's Working

Early Childhood Business Management Project

- Business Practices Training and Coaching provided by Southwest Human Development
 - Cohort implemented in Fall 2019: 15 centers (Maricopa, Pima, Mohave counties)
 - The sites that leveraged CCMS recognized significant reductions in delinquent accounts

Successes

- One center reduced its debt by \$2,000 in the first two days of implementing the CCMS. To date, they have reduced their debt by another \$4,000 leaving less than \$200 in delinquent accounts.
- Another program started with a total of a\$10,530.32 in delinquent accounts. Today the amount owed to their program is \$3,328.
- Three programs have less than \$500 in delinquent accounts.
- All programs have reported that participating in the program has been of value to them and they have learned important skills needed for program operations.



Fix What's NOT Working

Data reporting

- Only occurs when requested via survey or at inspection
- Minimal data sharing across state agency partners
- Without critical data needed to make timely and effective decisions

Laborious contract monitoring process

- Maintenance and audit of paper sign-in/sign-out sheets with “wet signatures”
- Paper case files for each provider

Multiple regulators working with each providers

- Duplication of effort
- Different standards and conflicting guidance
- Subsidy eligibility done independently



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Sustaining a Child Care Network (and Arizona's investment)

AZ Toolkit

- Provide AZ Toolkit subscriptions to all licensed and certified child care providers
- Allows access to tools, templates, and resources to help improve financial practices, budget and project revenue and expenses, update health and safety procedures, and leverage state and national savings on supplies needed to run their business

Business Practices Coaching

- 1-year license for a CCMS and technical assistance
- 1-year of individualized twice-monthly business practice coaching sessions and resources specific to:
 - staff management
 - program operations
 - fiscal management
 - communications coaching

Automation

- Implement acceptance of CCMS for contract and monitoring purposes
- Build a Child Care Licensing Management System to include:
 - basic portal system for applications, inspections, and complaints
- Plan to integrate an API



Colorado



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Tiered Services



1. **Shared ECE Resource Platform**

One-stop shop powered by CCA for Social Good, built for providers and child care entities. Policy templates, forms, regulation guides, savings tools, and more exist on the platform to save providers time and money.

2. **Alliance CORE Child Care Management System**

Streamlining many of the admin processes, (enrollment, billing, record-keeping, licensing, monitoring etc.) we help providers run a successful child care via our virtual operational assistance. Our system provides a foundation on which providers can save time and more smoothly run their business

3. **Early Head Start – Child Care Partnership**

ELV is the grantee for two EHS-CCP awards in six CO counties supporting 350 infants, toddlers, and their families. This comprehensive services approach is implemented within 45 ELV child care partners and indirectly impacts 3,500 children.

Enabling CORE-ATS API

Provider Dashboard / Provider Management

Administration
 Parents and Children
 Parent Billing
 Online Enrollment

Demo Provider - Early Learning Ventures
 123 ECE Avenue Denver, CO. 80212 Main Phone: (844) 293-2820 E-Mail Address: elvclientsupport@earlylearningventures.org

Parent And Child Management	Child Support Functions	Child Attendance And Billing
<ul style="list-style-type: none"> Switch Providers Return to the Provider List Page 	<ul style="list-style-type: none"> Emergency Contacts/Authorized Pickup Identify contact and child pickup person(s) 	<ul style="list-style-type: none"> Electronic ROM Record of meals served
<ul style="list-style-type: none"> Parent Setup Create and maintain parents 	<ul style="list-style-type: none"> Child Doctors and Specialists Identify child doctors and/or specialists 	<ul style="list-style-type: none"> Child Attendance Manage/Approve child attendance
<ul style="list-style-type: none"> Child Setup Create and maintain child primary information 	<ul style="list-style-type: none"> Child Accident/Injury Records Record child accidents/injuries 	<ul style="list-style-type: none"> Enable CDHS Attendance System Interface Enable delivery of child attendance
<ul style="list-style-type: none"> Child CCAP Maintenance Maintain CCAP Information for children 	<ul style="list-style-type: none"> Child Illness Records Record child illness 	

Enabling CORE-ATS API

Welcome to CDHS
Child Care
Attendance
System

Username

Password

Login

[Forgot Your Password?](#)

Child CCAP Maintenance

Children (Wait Listed and Active)



Setup



For each child all values must be provided, or all must be omitted. Currently **8 of 27** children are enrolled in CCAP.

Child Name	Status	Enrolled in CCAP	CCAP Authorization ID	CCAP Expiration	CCAP County	Weekly Authorized Amount	Clear CCAP Settings
	Active	<input type="checkbox"/>		MM/dd/yyyy	-- Select --	99,999.99	Clear
	Active	<input checked="" type="checkbox"/>		06/30/2020	Arapahoe County	200.00	Clear
	Active	<input checked="" type="checkbox"/>		11/30/2018	Adams County	200.00	Clear
	Active	<input type="checkbox"/>		MM/dd/yyyy	-- Select --	99,999.99	Clear
	Active	<input checked="" type="checkbox"/>		03/31/2020	Adams County	255.00	Clear
	Active	<input type="checkbox"/>		MM/dd/yyyy	-- Select --	99,999.99	Clear



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CCAP Set- Up

CCAP Attendance Interface Report - Sep 25, 2020 to Sep 25, 2020

Child Name	CCAP Authorization	Attendance Entry #	Check In/Out	Time Reported	Authorized By	Interface Delivery Date/Time	Result Status	Result Denial Reason
Attendance Date Friday Sep 25, 2020								
		1	Check-In	9:20 AM		Sep 25, 2020 8:30:02 PM MDT	SUCCESS	
		2	Check-Out	4:25 PM		Sep 25, 2020 8:30:03 PM MDT	SUCCESS	
		1	Check-In	9:05 AM		Sep 25, 2020 8:30:04 PM MDT	SUCCESS	
		2	Check-Out	1:37 PM		Sep 25, 2020 8:30:06 PM MDT	SUCCESS	
Attendance Date Friday Sep 25, 2020								
		1	Check-In	8:48 AM		Sep 25, 2020 8:30:14 PM MDT	SUCCESS	
		2	Check-Out	3:25 PM		Sep 25, 2020 8:30:16 PM MDT	SUCCESS	
		1	Check-In	8:02 AM		Sep 25, 2020 8:30:17 PM MDT	SUCCESS	
		2	Check-Out	3:27 PM		Sep 25, 2020 8:30:18 PM MDT	SUCCESS	
Attendance Date Friday Sep 25, 2020								
		1	Check-In	9:55 AM		Sep 27, 2020 8:30:03 PM MDT	ELV_Missing_Checked_Out	Session I Check-Out Time Missing.
Attendance Date Friday Sep 25, 2020								
		1	Check-In	10:06 AM		Sep 25, 2020 8:30:27 PM MDT	SUCCESS	
		2	Check-Out	5:28 PM		Sep 25, 2020 8:30:29 PM MDT	SUCCESS	
		1	Check-In	8:36 AM		Sep 25, 2020 8:30:30 PM MDT	SUCCESS	
		2	Check-Out	5:20 PM		Sep 25, 2020 8:30:32 PM MDT	SUCCESS	



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CCAP Interface Exception Report

CCAP Interface Exception Report - Sep 25, 2020 to Sep 25, 2020

Child Name	CCAP Authorization	Attendance Entry #	Check In/Out	Time Reported	Authorized By	Interface Delivery Date/Time	Result Status	Result Denial Reason
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Attendance Date Friday Sep 25, 2020

		1	Check-In	9:55 AM		Sep 27, 2020 8:30:03 PM MDT	ELV_Missing_Checked_Out	Session I Check-Out Time Missing.
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Attendance Date Friday Sep 25, 2020

		1	Check-In	10:00 AM		Sep 25, 2020 8:30:56 PM MDT	SUCCESS	Authorization End Date in the past
		2	Check-Out	3:40 PM		Sep 25, 2020 8:30:57 PM MDT	SUCCESS	Authorization End Date in the past

Attendance Date Friday Sep 25, 2020

		1	Check-In	3:03 PM		Sep 27, 2020 8:30:20 PM MDT	ELV_Missing_Checked_Out	Session I Check-Out Time Missing.
		1	Check-In	3:03 PM		Sep 27, 2020 8:30:20 PM MDT	ELV_Missing_Checked_Out	Session I Check-Out Time Missing.

Attendance Date Friday Sep 25, 2020

		1	Check-In	7:33 AM		Sep 27, 2020 8:30:23 PM MDT	INVALID_AUTHORIZATION	Invalid Child CCAP Authorization ID
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Attendance Date Friday Sep 25, 2020

		1	Check-In	7:00 AM		Sep 27, 2020 8:30:45 PM MDT	ELV_Parent_Approve_Pend	Attendance pending parent approval
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ELV & CCAP Lessons Learned

- Setting Expectations
- Intentional and Continual Communication
- Planning for Enhancements and Fixes
- Development of Monitoring and Audit Protocols



Licensing Staff Record Report

License Staff Records Report

Facility Name		License #	Date <u>September 28, 2020</u>	
Staff Name				
Hire Date .92 A.4	Mar 4, 2020	Oct 15, 2018	Aug 10, 2020	
Position/Title .93 A.4	Assistant	Lead Teacher	Cook	
Room/Group	Garden	Zoo	No Room Assignment	
First Aid Exp.52B4/ .92 A.2 Infant Room .46 A5 Toddler .47D				
CPR Exp.52B4/ .92A2 .46A5 .47D				
Medication Admin exp.52 C.7				
Delegation exp. date .52C7a,b,c				
Standard Precautions Prior to working with children .33G				
Director .42 (Large center) exp. Date				
Director .43 (Small Center)	No	No	No	
Early Childhood Teacher .44A.1 a-i Kindergarten Teacher .44B1-2	Assistant	Early Childhood Teacher		
Infant Program Supervisor .46 A.2				
Date of Birth .92 A.1	Dec 7, 1998	Nov 13, 1975	Aug 30, 2003	
Medical Exp. Date .41 I	Apr 21, 2021	Oct 22, 2020		
Trails Check within 10 days 7.701.32.C/ 7.702.41G/ 7.202.92A6	Mar 20, 2020	Nov 19, 2018		
CBI within 5 days 7.701.33.A.1/ .41F/ 92A6	Mar 4, 2020	Oct 18, 2018		
FBI within 5 days 7.701.33.A.1/ .41 F/ 92A6	Mar 9, 2020	Oct 26, 2018		
Address and Phone .92 A.1	Yes	Yes	Yes	



Licensing Alerts – Provider Dashboard

Main Phone.

E-Mail Address

Provider Status	Child and Parent Alerts	Provider and Staff Alerts
<p> Staff To Child Ratio None</p> <p>Checked-In Staff 0 Checked-In Children 2</p>	<p> Days Missing Attendance Check-Out 2</p> <p>Applies to 2 child attendance records.</p>	<p> Providers With Expirations 1</p> <p>Disclosure (1), Aff. Agmt. (1), Scholarship (1)</p>
<p> Current Child Attendance 14.3%</p> <p>Children Enrolled 14 Checked-In 2</p>	<p> Children with Medical Expirations 14</p> <p>Emergency Medical 14, Medical Evaluation 14</p>	
<p> Currently Enrolled 160%</p> <p>Children Enrolled 14 Provider Capacity 9</p>	<p> Children with Immunizations Due 14</p> <p>Overdue 90.</p>	

Alliance CORE's Food Program Report

Participants: 74 (Daily Total of Participants who ate meals)

Children Enrolled: 84 (Total No of Children enrolled this month)

Race :

Number of Children Not Assigned	7
White	42
Black or African American	19
Biracial/Multi-Racial	13
Other	1
Unspecified	2

Ethnicity :

Number of Children Not Assigned	9
Hispanic or Latino	17
Not Hispanic or Latino	58

	None	EHS Free	Free	Reduced	Paid
Participants:	0	10	31	8	25
Meal Count:					
Breakfast		160	265	123	358
Snack I					
Lunch		168	348	122	382
Snack II		166	343	121	370
Dinner					
Snack III					
	0	494	956	366	1110

Questions





Contact Information

- Sharon Easterling
sharoneasterling@gmail.com; www.opportunities-exchange.org
- Judy Williams
jwilliams@earlylearningventures.org; www.earlylearningventures.org
- Michelle-Mackin-Brown
michelle.mackin-brown@state.co.us
- Lela Wendell
lclawendell@azdes.gov