



Opportunities Exchange

Child Care Management Software & the Board of Directors

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WHY THE BOARD OF DIRECTORS?

When a child care program is operated by a non profit organization, the Board of Directors is responsible for financial and legal oversight. While the child care director is working day-to-day to manage operations, Board members need to regularly review timely and accurate data in order to fulfil their fiduciary responsibilities. When Board members undertake strategic planning and consider organizational growth and change, they consider operational, financial and programmatic trends.

Child Care Management Software (CCMS) systems make it easy for Board members to monitor enrollment and vacancy trends, access financial metrics such as revenue and bad debt, and review licensing compliance data. CCMS help directors and teachers save time on administrative tasks and spend more time on the aspects of their jobs that they most enjoy—working with children and families. Job satisfaction leads to reduced turnover, which is a big win for program quality and for Board members, who are responsible for recruiting, hiring, orienting and training a new director.

HOW USE OF A CCMS SUPPORTS BOARD MEMBERS

ACCESS TO DATA

- **How easy is it for Board members to see if there are enrollment trends in a classroom or the center? Can the data be analyzed to understand if this is typical or cyclical or related to a specific staffing or other issue?**
- **Are Board members aware of enrollment forecasts that might stress the organization?**
- **How easily can the Board Treasurer track bad debt?**

CCMS can track and forecast enrollment, automate waitlist management tools and report on bad debt by pay source and by age of debt. Some CCMS can show enrollment, vacancy, and waitlist data in aggregate through a data dashboard. The dashboard may also contain data regarding bad debt and billing trends. Board members can analyze these data to assess the need for policy and/or operational changes.

RISK MITIGATION

- **How can Board members confirm that the child care program is always maintaining full compliance with state regulatory requirements? How do Board members feel assured that staff: child ratios are met in every classroom for every moment throughout the day?**

continued on next page



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- **How do Board members feel assured that staff are paid accurately for the hours that they work in compliance with local, state and federal labor law?**

CCMS can send automatic reminders to support regulatory compliance. Staff and parents can update information directly into the CCMS and documents can be up loaded and safely stored. CCMS track classroom ratios and send immediate alerts if there are any issues. CCMS track staff in/out time and support accurate timekeeping and payroll. CCMS reports allow Board members to view trends regarding compliance, records, and staff to child ratios.

STAFF STABILITY

- **How often is there turnover in the center director position? How disruptive is this to the program and organization?**
- **How often do teachers leave their positions? Does turnover impact the center's ability to retain its quality level? Does teacher turnover negatively impact enrollment and, therefore, revenue?**

Directors that use a CCMS spend less time on administration by automating tasks, setting alerts, and leveraging CCMS to have staff and families keep their own records updated. Teachers that use a CCMS spend less time doing paperwork by utilizing the pedagogy features and easily communicating with families about their child's day. The CCMS tool can improve job satisfaction and reduce turnover. 

