

Increasing Capacity

Shared Services Alliance 6-Month Snapshot



The Shared Services Alliance provides business coaching and back-office supports such as accounting, payroll, and human resources, to childcare providers in our region. These services help providers reduce costs, maximize profits, operate at full capacity, and redirect their resources to employee salaries and benefits. Our goal is to alleviate provider burnout, save providers money, and allow them to focus more on their mission and the children and families they serve. The alliance officially launched in January of 2024 and is open to all child care providers. The alliance is structured into three tiers, varying the resources and support provided.

44 Early Childhood Care and Education Providers in the Share Service Alliance		
Tier 1 13 providers Our highest level of membership, currently available to providers in Grayson, Russell, Smyth, and Washington Counties. It includes 1-year subscriptions to Playground childcare management software and Gusto payroll processing in addition to all Tier 2 & 3 services.	Tier 2 15 providers Open to all providers in our service region, includes a 1-year subscription to the Virginia Shared Services Network (VSSN) in addition to all Tier 3 services.	Tier 3 16 providers Open to all providers in our service region, includes invitations to our networking groups/ events, access to bulk ordering, compliance support, and professional development.

Issue: Families in Southwest Virginia struggle to find affordable childcare while providers aren't able to remain fully-staffed and meet the demand.	Challenge: Childcare providers operate with razor thin margins, have difficulty retaining staff, and have limited capacity to meet growing needs.	Solution: A Shared Services Alliance that can provide business coaching and back-office supports to childcare providers.
--	---	--

Types of Providers Participating



Top Needs of Providers

To understand the early impacts of the EO Shared Services Alliance, this report shares data from the Shared Services Alliance In-take Survey (N=39) and the 6-month Check-In Survey (N=16). Providers reported being interested in joining the alliance as they were seeking networking and collaboration opportunities and support in identifying resources and technical assistance.



64%

Professional Development, particularly Director's trainings.

44%

Financial Support, including fee collection and budgeting.



44%

Staff Management, including hiring and onboarding.

33%

Bulk Ordering of Supplies



33%

Health Insurance and Benefits via VSSN

Additional support needs include compliance support and access to a Childcare Management System (CCMS) and the Virginia Shared Services Network (VSSN).

Support Provided

In the first 6 month of the alliance, the Shared Services Team has delivered more than 40 hours of services and support to meet the needs of providers.

Type of Service	Time Spent (hours)	# of Providers Receiving Services
Professional Development (including 3 3 hour Director's Leadership Academy trainings)	11 hours 35 minutes	35
Financial Support	35 Minutes	2
Staff Management	4 Hours 25 Minutes	20
Compliance Support	13 Hours 35 Minutes	7
CCMS access and support	4 Hours 5 Minutes	8
VSSN support	45 Minutes	25
Birth to 5 Hub Support	3 Hours	5
VSSN support	3 Hours	37

Impacts at Six Months

The resources and support provided by the alliance and the networking opportunities were reported as the most helpful aspect of being a member in the alliance.



Decreased time spent on administrative tasks and/or organizational management.



Increased feelings of support by **44%**



Decreased overall stress by **44%**

"I enjoy having the many resources available to help with administrative tasks. The templates, forms, etc. help with daily tasks. The [CCMS] membership has also been great, and we are pleased with this attendance app."

–Private Center

"Knowing that I have an outlet and support network for idea sharing and problem solving [has been the biggest benefit]"

–Private Center

