

Potential Shared Service Hubs

Organizational Checklist

Do you meet the standard?

- Able and willing to lead change
- Mission driven to realize positive outcomes for vulnerable children and their families
- Trusted in the target region
- Expert in service areas of importance to providers

Do you fit the structure?

- Multi-service non-profit organization
- Large, multi-site child care provider
- Community foundation
- Education organization (K-12 or higher education)

Can you meet one or more of these services?

- | | |
|---|---|
| <input type="checkbox"/> Offer substitute pool | <input type="checkbox"/> Invoice and collect payments |
| <input type="checkbox"/> Offer bulk purchasing | <input type="checkbox"/> Provide financial reports |
| <input type="checkbox"/> Offer insurance | <input type="checkbox"/> Establish business metrics |
| <input type="checkbox"/> Offer tax preparation | <input type="checkbox"/> Coach to meet business metrics |
| <input type="checkbox"/> Develop policy handbooks and contracts | <input type="checkbox"/> Provide technology support |
| <input type="checkbox"/> Marketing and recruitment support | <input type="checkbox"/> Perform fundraising functions and support fund development |
| <input type="checkbox"/> Enrollment management | <input type="checkbox"/> Support janitorial and maintenance services |
| <input type="checkbox"/> Assist with attendance monitoring | <input type="checkbox"/> Provide human resources service |
| <input type="checkbox"/> Help with recordkeeping/bookkeeping | <input type="checkbox"/> Conduct payroll |
| <input type="checkbox"/> Assist with access to CACFP funding | <input type="checkbox"/> Monitor and train volunteers |
| <input type="checkbox"/> Recruit and onboard staff | <input type="checkbox"/> Provide readiness supports |
| <input type="checkbox"/> Serve as a public subsidy contract | |

Highlight: CA Human Services



Virginia

HUB EXPERIENCE:

As a non-profit organization focused on serving people with autism and other developmental disabilities, CA Human Services responded to an RFP to serve as a shared service Hub. Their organization was awarded with two years of initial grant funding for planning and implementation with a pre-selected group of 3 provider members.

SUCCESS:

- Implemented technology and assigned existing staff to provide back-office support to members

GREATEST CHALLENGES:

- Partnering with provider members to use the data collected to drive substantive change at the center level
- Provider members were pre-selected by funder rather than self-selecting based on readiness and willingness to change

Highlight: Battle Creek Community Foundation



Michigan

HUB EXPERIENCE:

Serving as a community catalyst for positive change, the Battle Creek Community Foundation received technical assistance from Opportunities Exchange around the Shared Service Alliance framework and support in creating a Shared Service Alliance business plan. Although they originally selected a child care management software system (CCMS) that did not fully meet their needs, they were able to switch to a new CCMS after the first few years of operation.

SUCCESS:

- Phased in new levels of services over time, to include centralized marketing and enrollment
- Foundation continues to subsidize a portion of the costs related to Shared Service Alliance Implementation

GREATEST CHALLENGES:

- Garnering provider trust
- Growing the Alliance