

# CHILD CARE MANAGEMENT SYSTEM (CCMS) TIP SHEET: FREQUENTLY ASKED QUESTIONS

## WHAT IS A CHILD CARE MANAGEMENT SYSTEM (CCMS)?

- Designed to help child care providers organize and automate day-to-day operations.
- Designed for center-based care AND home-based care. Several CCMS systems are built specifically for family child care homes and can be accessed from a cell phone.
- Allows for the ability to proactively monitor and manage a child care program.
- Can be linked to accounting software such as QuickBooks to provide accurate and up-to-date financial reports.
- Can automate and track COVID-19 safety procedures including no-contact sign-in and health check-ins.

## HOW DO I FIND THE TIME AND MONEY TO ACTUALLY LAUNCH A CCMS?

- While a CCMS can be a solid investment in the long run, it does have an upfront cost. Most CCMSs are sold with a subscription that you pay monthly or annually. Monthly subscriptions typically range from \$25-\$200 per month.

When looking at the cost of a CCMS, make sure you take into account the associated transaction fees. While a subscription price may look low, the debt/credit/ACH fees may add to the bottom line.

- NC child care support systems are prioritizing technology. Partnerships in your area may have peer learning groups, 1:1 coaching, and/or other support opportunities available.
- Utilize the trainings and technical assistance made available by the CCMS companies. Many have trainings offered as part of the subscription for the software.
- Have families input their child(ren)'s data into the system. This helps ensure families are using the app, getting notifications, and reduces the amount of time you spend transferring information.

## WHAT ARE THE ADVANTAGES OF USING A CCMS?

- **Save Time:**
  - Automate your paper transactions
- **Stay Organized:**
  - Track enrollment and waitlists
  - Track daily attendance
- **Improve Cash Flow & Revenue:**
  - Generate invoices and collect payments electronically
  - Track every dollar owed
  - Give parents a way to immediately and conveniently pay
- **Help Manage Staff:**
  - Organize scheduling classrooms
  - Automatically monitor and maintain ratios
  - Manage staff records (payroll, timesheets, development certifications, etc.)
  - Schedule electronic alerts when training or health requirements need updating
- **Improve Communication with Families:**
  - Communicate with families from one place with texts, photos, and videos
  - Provide easy electronic check-in and check-out
  - Automate child health updates and contact information requests
  - Automatically notify parents via billing reminders (making difficult conversations easier)

Once launched, a CCMS can significantly reduce the amount of time you spend on daily tasks. Moreover, it can help you keep track of enrollment, tuition/fee collection, and every dollar flowing in and out of your child care.

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