

Shared Services Hubs

A collaborative, responsive, and equity-minded shared resources hub led by providers that serves licensed center and family home early learning programs in Washington State.

Shared Services Hubs will be implemented in 2022

The goal of Shared Services is to increase providers' personal and financial well-being, strengthen their business and administrative practices, develop their relationship-based leadership skills, and ensure the care they provide meets families' diverse needs. Before 2022, this work was solely carried out by Child Care Aware of Washington (CCA of WA). To visit their website, go to <https://childcareawarewa.org/>. Looking ahead, The Fair Start for Kids Act (SB 5237) included language for broader support of Shared Services hubs. For more information about SB 5237, go to www.dcyf.wa.gov/about/government-affairs/fair-start-for-kids-act. The Imagine Institute (website: <https://imaginewa.org>) was selected in 2021 to carry out the next phases of work, supported by PDG-R B-5 funding (learn more at www.dcyf.wa.gov/about/government-affairs/pdg) and these FY2021 additional inputs:



10 committee members who are representative across Socio-economic Status (SES), race/ethnicity, geography, and language



40 empathy interviews conducted with ECE educators in 11 counties and in four languages to inform design of Shared Services Hubs

HOW WILL SHARED SERVICES HUBS SUPPORT PROVIDERS IN 2022?

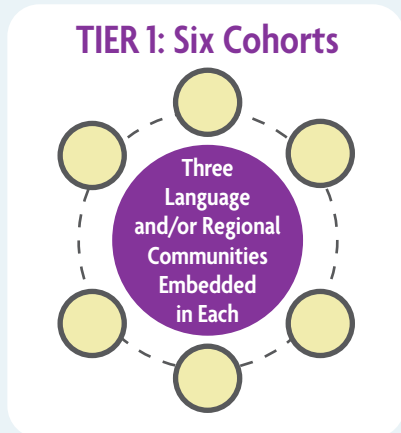
The Shared Services Hub will apply a multi-tiered approach to provide resources to over 1,200 Child Care Center and Family Home Child Care providers statewide.

TIER 1: Critical Business and Administrative Education and Support

210 Providers

Specialist Support Embedded in Each Cohort:

- Business Practices
- Record Keeping and Taxes
- Human Resources
- Subsidy Billing and Attendance
- Early Care and Education Systems and Technology
- Policy: Licensing and Washington Administrative Code (WAC)



TIER 2: Advancing the Field with Business and Administrative Support

1,000 Providers

Multilingual Technical Assistance Sessions:

- Quality Business Education
- Interactive Business and Education Tools
- Marketing Materials
- Buying Power, traditionally only available to larger organizations

WASHINGTON'S PRESCHOOL DEVELOPMENT GRANT BIRTH THROUGH FIVE RENEWAL
FY2021 EVALUATIVE BRIEFS

www.dcyf.wa.gov/publications-library/IAA_0004.pdf



Washington State Department of
CHILDREN, YOUTH & FAMILIES

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HOW WERE BUSINESS SERVICES OFFERED IN 2021?

Since 2019, CCA of WA (website: <https://childcareawarewa.org/>) has supported trainings and coaching focused on business and administrative supports for early learning and care providers. CCA's *Business of Child Care* is one of the pillars of Shared Services, which includes the hubs and a range of business, administrative, and comprehensive supports.

In the most recently reported quarter (April-June 2021),¹



22 business of Child Care trainings held in English



11 business of Child Care trainings held in Spanish (5) or Spanish-English combined (6)



169+ hours of coaching in the Business of Child Care with the highest participation (102 hours) in Central Washington

1. Child Care Aware of Washington (2021). *Shared Services Quarterly Implementation Status Update FY20-21 April – June*. Retrieved December, 2021.

What informed the vision for the 2022 Shared Services Hubs?

The Imagine Institute will employ Liberatory design and human-centered methodology to approach the next phase of design and implementation. The model is aligned to the National Equity Project's 2020 Design Cycle. For more information, go to www.nationalequityproject.org.

