

# Child Care

*Operational Efficiency*

# Scorecard

Managing a child care business involves many moving parts and requires strong standards-based operating procedures to be successful in both your finances and in providing high quality care.

Identifying areas to streamline your operations work will help you run a more efficient program, reduce staff turnover, and increase family satisfaction.

Answer the questions below to determine if your child care program is operating efficiently

**Instructions:** Begin by answering the questions below. Each response will be given a numerical value depending on the answer. After completing the questions, total your score using the scale at the bottom of the page.

**YES:** 0 points    **NO:** 2 points    **UNSURE:** 2 points

QUESTION	YES	NO	UNSURE	SCORE
1. Can families complete all enrollment applications and registration paperwork online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2. Are you spending <u>less than</u> 30 minutes a week manually inputting data between platforms? E.g. staff time-logs, enroll new students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3. Are families using a single system to enroll, pay tuition, and communicate with your program/staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4. Are staff using a single system to log hours, communicate with families, get paid, and manage their files?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5. Do staff have a clear understanding of policies and employment expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6. Is your billing process streamlined with minimal effort from your admin team?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7. Do you know how much revenue you have coming into your business at a moment's glance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8. Is your food-program process well documented? Could a new employee take over your food-program on day 1?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9. Are your lead management, waitlist, and enrollment processes streamlined?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10. Would your child care program survive if you unexpectedly left for 1 month?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	<b>TOTAL</b>			

High efficiency: 0 - 8

Moderate efficiency: 9-16

Low efficiency: 17+



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