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GEORGIA

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Georgia DECAL's Streamlined Processes Advance Support Statewide for Families and Childcare Providers

Georgia's Department of Early Care and Learning (DECAL), in partnership with Third Sector Intelligence (3Si), has leveraged CUSP to improve operational efficiency and data-driven decision making. This collaborative effort focused on two key use cases, resulting in streamlined internal processes that can support DECAL's administrative functions to ultimately positively impact families and childcare providers statewide. The close cooperation between 3Si and DECAL teams resulted in tailored solutions that met the specific needs of the department, leveraging the expertise of both organizations to achieve meaningful improvements in childcare administration.

Provider Analytics

The DECAL Research Team partnered with 3Si to create a centralized, reliable application to comprehensively analyze and segment the state's childcare provider landscape. 3Si responded by developing Provider Analytics dashboards. These dashboards, now prominently featured on DECAL's intranet and accessible agency-wide, enable staff to:

- Summarize and describe the childcare provider ecosystem.
- Explore a wide range of policy questions related to supply and demand.
- Generate insights within minutes to support policy decisions.

The Provider Analytics solution offers intuitive views of provider counts and capacity, with flexible segmentation based on crucial dimensions such as facility type, quality rating, and supported subsidized programs.

Risk Analytics

Concurrently, DECAL's Audit and Risk Management team worked with 3Si to create an integrated data resource to:

- Measure providers' risk of non-compliance with Childcare and Development Fund (CCDF) regulations.
- Identify high-risk providers using a risk score system.
- Enable data-driven prioritization of audits. Third Sector Intelligence addressed these needs with the CUSP Risk Analytics application. By providing visibility into multiple "red flag" metrics that could indicate regulatory non-compliance, this tool will strengthen and improve the efficiency of DECAL's Risk & Audit operations.

Georgia's Improved Analytics Provides Faster Childcare Placements for Families

Georgia's Department of Early Care and Learning (DECAL) partners with Third Sector Intelligence to support its childcare subsidy program management by leveraging the CUSP Subsidy Lifecycle Analytics application to streamline the administration of their Childcare Development Fund (CCDF) program. This transformation delivers faster placements, improved family experiences, and more efficient use of public funds.

Positive Impacts on Families and Program Efficiency

With advanced analytics, Georgia can achieve:

- 1.** Real-time insights into the subsidy program's operational performance.
- 2.** Enhanced compliance with federal and state regulations.
- 3.** Streamlined childcare placement, improving outcomes for children and families.
- 4.** With the provider churn dashboard, DECAL analysts can more efficiently deliver timely, accurate reports to agency leadership, enabling data-driven strategic planning in the childcare sector. This innovative tool not only strengthens Georgia's childcare system but also serves as a model for other states seeking to enhance their oversight and strategic planning capabilities.

Addressing Systemic Challenges

Before implementing the CAPS Lifecycle Analytics application, DECAL faced challenges with siloed data systems, which limited their ability to view the subsidy program holistically. This fragmented approach made it difficult to:

- Effectively track application processing times.
- Track the efficiency with which eligibility approvals result in scholarships or placements.
- Track approvals with pending scholarships and patterns, if any, placement delays.
- Identify and address inefficiencies in the system.

A Human-Centered Solution

Subsidy Lifecycle Analytics enables DECAL to:

- Holistically monitor the lifecycle of subsidy programs with a family-centric approach.
- Identify and eliminate potential barriers to efficient eligibility approval and timely childcare placement.
- Make data-informed decisions to improve the system's overall health.

Georgia's child-centric, data-driven approach can help create a more responsive and efficient childcare subsidy program. By focusing on the full journey of children and families, DECAL can ensure regulatory compliance and maximize public resources while demonstrating a commitment to serving the needs of children and families. As this proven solution now rolls out to the entire CUSP Network, it offers a model for states aiming to deliver better outcomes for the children, families, and communities they serve.

Georgia Leverages CUSP to Report on Provider Churn

Provider churn - the opening and closing of childcare provider businesses - creates challenges for both state agencies and families seeking care when it is difficult to track. Georgia's Department of Early Care and Learning (DECAL) has improved efficiency, monitoring, and reporting with the implementation of CUSP's innovative provider churn dashboard, developed in partnership with Third Sector Intelligence (3Si). This new tool addresses the critical need for a more streamlined and robust method of tracking childcare availability by providing clear insights that help DECAL better assess capacity, balance resources, and meet childcare demand.

To meet DECAL's critical requirements, 3Si developed and released a new provider churn dashboard with the ability to report key outputs, such as:

Track provider churn comprehensively.

- Compare historical data to report trends over time.
- Have flexible time views.
- Create a capacity impact assessment.

The newly deployed dashboard empowers Georgia with a more streamlined, yet detailed and robust way of reporting provider churn.

Key Benefits of the Provider Churn Dashboard

- 1.** Understand provider dynamics: The dashboard offers a holistic view of the evolving provider landscape by analyzing and reporting entry and exit trends separately for different facility types.
- 2.** Identify at-risk providers: Flexible period comparison allows users to compare industry dynamics across different time periods, providing insights into market cyclicalities and the impacts of various factors such as policy changes and the economic environment.

- 3.** Address or prevent childcare deserts. Geographical insights make visible trends in provider entry and exit across different communities or geographies, identifying areas at risk of becoming childcare deserts.
- 4.** Enhanced decision-making: These insights support programmatic decision-making by state agencies, allowing them to respond effectively to changes in the childcare provider landscape.
- 5.** Up-to-date information: The dashboard's integration with the CUSP database and state data sources ensures monthly refreshes, providing state users with current views of their provider base.
- 6.** Versatile platform options: Available in both Power BI and Tableau, the dashboard offers flexibility in data visualization and analysis.

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