HELPING THE HELPER

Improvement to OCCMS Benefits Child Care Providers & Enables Service Excellence Province-Wide

CHALLENGE

Implement a secure attendance management and billing system for child care operators receiving child care subsidies.

INVESTMENT

Working with Children's Services, York Region, Mission Inc. and the Province, TSD contributed to significant improvements in the security of data collected in OCCMS and provided a customized solution for the City of London.

BENEFITS

- Child Care Providers Have More Time to Devote to Providing Care and Early Learning Opportunities
- Significant Time Savings for Children's Services + Child Care Providers
- Faster Billing Cycle
- Improved Security of Client Information
- Improved Service Delivery Province-Wide

BIGGER PICTURE

Now that billing information can be entered more quickly, service providers are receiving their payments more quickly and have more time and more reliable resources to devote to child care.

The security improvements developed by London have been adopted at the Provincial level to protect clients' personal information.

CITY OF LONDON STRATEGIC PLAN 2011-2014 – MISSION

To be a respected and inspired public service partner

TECHNOLOGY SERVICES DIVISION - IT STRATEGY

Enable Growth & Service Excellence via Improved Organizational, Service, Information & Technology Supports

HISTORY

Evolving from increased attention to process improvement at the Ivey Management Leadership training sessions, the Ontario Child Care Management System (OCCMS) project developed as a way to improve service delivery and business processes for child care providers in London.

When security issues related to the existing OCCMS application became apparent, TSD worked with the key stakeholders to resolve these concerns and implement a more robust system. Working with York Region (project manager of the OCCMS Database), Mission Inc. (the application developer), and the Province, TSD supported Neighbourhood and Children's Services to address these issues.

As a direct result of this work with key private, institutional and community partners, all current users of the OCCMS will soon be working with a new, more secure version of the system.

The critical factor in this success story has been the full engagement of Neighbourhood and Children's Services and their strong collaboration with TSD.

The implementation of the OCCMS project in the City of London has saved each child care community support associate up to a week's worth of time every month that was previously spent on administrative tasks.

The more accurate, more efficient billing system allows them to focus their time and attention on the valuable work of caring for children.

There is no such thing as an "IT Project". Every project is a Business Project!

HELPING THE HELPER

Results-Based Accountability
Linking Success to Strategy

CITY OF LONDON STRATEGIC PLAN, 2011-2014

A Caring Community
- Citizens have access to services that they need

A Strong Economy
- Built partnerships with key private, institutional and community partners

IT STRATEGY

Organizational Strategy
- Improved Security & Risk Management
- Expanded Shared Services Mode

Service Strategy
- Improved operational processes
- Reduced the cost of providing the service
- Implemented a managed service program

Information & Data Strategy
- Improved web and content capability
- Improved decision supports
- Enabled collaboration and engagement

Technology Strategy
- Delivered business specific application

SERVICES LEVERAGED
- Business Engagement
- Project Management
- Security Investigation
- Customized Solutions

KEYS TO SUCCESS:
BUSINESS OWNERSHIP + TSD SUPPORT

- Engaging all stakeholders means solutions are more likely to meet needs.
- Strong relationships lead to successful partnerships.
- Critical analysis and rigorous investigation produce robust solutions.
- Citizen-centered service requires support from business and technology..

WHAT CHILD CARE PROVIDERS ARE SAYING

"Being able to track attendance has helped us communicate with parents and with the City. We can catch issues as they emerge and address them immediately."

– Little Red School House

"The system is very good and overall, we're very happy. As soon as we complete the billing, the funds are now available a lot quicker."

– London Bridge Child Care Services

"It's been great. Easy to implement, quick to learn and we're very happy with the program."

– Bright Beginnings Early Childhood Centre

WHAT CHILDREN'S SERVICES IS SAYING

"This project has been overwhelmingly successful from our perspective. The benefits to day care staff have been realized very quickly. It takes less time to complete the billing cycle and our agencies are receiving funding weeks sooner."

– Neighbourhood & Children's Services, City of London