

## Report SSR-SS-11-15

**To:** Dwight Burley Chair and Members of the Social Services Committee  
**From:** Kathy MacMurdo Children's Services Manager  
**Meeting Date:** September 24, 2015  
**Subject:** **Approval for Implementation of OneHSN Child Care Application and Registry Model in Grey County**  
**Status:** Recommendation adopted by Committee as presented per Resolution SSC77-15; Endorsed by County Council October 6, 2015 per resolution CC135-15;

### Recommendation(s)

**WHEREAS Grey County is the Consolidated Municipal Service System Manager for Children's Services;**

**AND WHEREAS RBB Innovation Assured Company has presented the One Human Service Network Child Care Application and Registry Model to both Grey and Bruce Counties as a central online application process for all child care agencies and families to access;**

**AND WHEREAS Grey County staff is supportive of this enhanced technology for Grey County's child care community;**

**AND WHEREAS Grey County Children's Services will work in co-operation and collaboration with Bruce County Social Services to launch and support this program to the respective communities;**

**NOW THEREFORE BE IT RESOLVED THAT Report SSR-SS-11-15 be received;**

**AND THAT authorization be granted to single source RBB Innovations in order to implement One Human Service Network Child Care Application and Registry Model (OneHSN) in Grey County;**

**AND THAT the cost for implementation in the amount of up to \$75,000.00 be funded from the Child Care Mitigation reserve fund and ongoing costs be funded from the Child Care Mitigation reserve fund.**

### Background

At meeting on May 20, 2015 at the Bruce County Administration office, key representatives from both Bruce and Grey County attended a presentation from RBB

Innovations regarding a child care software and registry application for all child care programs within the two municipalities. This firm has developed the OneHSN Integrated Human Services Technology platform for Children's Services. This software supports a system management approach to community integration and enables secure, seamless services to residents who need access to childcare.

OneHSN helps improve service delivery, strengthen relationships between agencies, and reduces duplication. Many municipalities in the province have implemented this program for their child care centres to ensure a "no wrong door" and "tell your story once" experience for access to services and referral facilitation. This software assists the municipality as well as the child care program of choice, selected by the family. Several municipalities in the southwest region were consulted regarding their adoption of this program, given its specialized nature. Service Managers such as Chatham Kent and Windsor recommend the use of this program, citing the improved customer experience and ease of use by the child care centres.

OneHSN is an easy way to use online systems that reduces client and staff administration time and provides a better, seamless system for clients and agencies to match respective needs with resources.

If approved, Grey County Children's Services would purchase the program from RBB Innovations and would work with interested child care centres to have their programs and registration established online so that they can be accessed through a web base process. The child care centres would sign a contract with the County of Grey regarding terms of reference and program commitments. The OneHSN child care application and registry model provides the following features:

- The system is web based and does not require any additional client software or hardware.
- The system provides a "home page" for Grey County Children's Services which introduces individuals who are looking for child care in Grey County with key information and various links to Grey County Children's Services programs.
- Web based family registration is easy to use by families and assists them in making informed child care choices to facilitate registration with the child care centre of their choice.
- Child care centres can access the online program with little technical expertise or experience.

The program will improve service to families through a centralized online application site for all families requiring child care.

The OneHSN child care computer program reduces large amount of data duplication as well as unnecessary staff administration time. One example would be a parent who applies for child care with four different child care agencies currently needs to contact them individually and then apply to their centre of choice. In addition, each child care

agency would have to contact the parent regarding the parent's request of the availability of space. The required administrative time is unnecessary with this program, the OneHSN system allows for this in one easy application. As well, currently it remains the family's obligation to seek out what is available and where, however in with OneHSN, families new to the area or new to needing care can easily access the information required and register for their needs, at a centre of their choice.

The OneHSN child care computer program reduces data duplication, child care administration, reduces parents' time in applying and responding to child care services.

The reports that are available within this program will allow staff to accurately measure how many children require child care within the geographic community, as well as the specific types of child care services being required, such as infant care, preschool care, etc. This data will assist with future program development based upon accurate demographic information captured by the software.

Child care agencies will no longer need to rely on paper application and will be able to access potential families through a secure website.

As well, the system includes a feature that allows families who are in need of licensed child care to enter additional information for support through special needs resourcing programs. This request will then link to special needs programs in order to plan for available service.

OneHSN also will have a waitlist feature whereby when a family chooses a child care program that currently has a wait list, the family can register on the wait list and a report is generated based on a first come/first serve basis.

As part of the computer program each child care agency will have its own information page, mapped location and descriptors about their program that the agency can edit at any time. These individual child care agencies' pages will have the ability to be imbedded in the County of Grey's Website.

The Children's Services programs of both Grey and Bruce Counties see the benefits of such a program, and feel that due to our large geographic area, this type of computer program would streamline the application process for our families, while providing a key marketing tool for our child care programs to attract families to our area. The efficiencies of the this kind of technology provide many in house benefits such as improved service and better work flow processes. Further, the joint participation between Grey and Bruce County in adopting this technology will see improved collaboration as several of the childcare providers cross borders in both counties and have established programs in each. This technology will enhance consistency and as mentioned earlier, further coordination. Bruce County currently has passed a motion earlier this month for approval for the purchase of OneHSN that will move through to their County Council for adoption in October 2015 as well.

## Financial / Staffing / Legal / Information Technology Considerations

RBB Innovation firm has provided detailed costing for this program which is as follows:

Implementation Cost: Annual fee (\$23,000.00) plus Annual Fee less one-time discount if Grey/Bruce implement at same time (\$16,300.00) plus travel costs est. for Grey (\$4,000.00) plus HST (\$5,629.00) = \$48,929.00

Ongoing Annual Costs: Annual fee of (\$23,000.00) plus annual increase 1.5% (\$345.00) plus HST 13% (\$ 3,034.85) = \$26,379.85

Expenditures for the first year costs are estimated to be \$48,929 as above and staff recommends that these costs are paid for through the Children's Services Mitigation reserve funds, which currently are \$1,702,311.00.

As this project proceeds, training for child care operators would also be required and there could be costs affiliated. Staff would seek efficiencies for this however these costs would also need to be funded by the Mitigation funding reserve and/or alternate source funding such as Intelligent Community Funding.

The impacts to IT have been determined to be minimal as per consultation and engagement with both Grey and Bruce County IT staff. This technology is web based and not hosted on a local server. As well, ongoing fees include support from the vendor so the demands post implementation will be nominal.

## Link to Strategic Goals / Priorities

Grey County Social Services continues to support community child care agencies adhering to the most cost effective means of delivering necessary range of services. This initiative also meets County of Grey Corporate Strategic Plan Goal 4 by making connections through embracing technology in order to enhance the operations of county services and working cooperatively with our neighbours on issues of mutual interest.

## Attachments

Attachment to SSR-SS-11-15 Grey County OneHSN Child Care Application Registry  
June 2015

Respectfully submitted by,

Kathy MacMurdo,  
Children's Services Manager

Director Sign Off: *Barbara Fedy, Director*