

# Vendor Guide for Child Care Management System Program



Office of Early Childhood &  
Out-of-School Learning



# playground

This resource provides a high-level overview of the features and functions of the Playground Child Care Management System.

For more information, scan the QR code or visit the [CCMS Program Webpage](#).

If you have any questions or would like assistance in choosing a CCMS vendor, please contact SPARK Learning Lab by calling 1-800-299-1627 or by emailing [BusinessSupport@IndianaSPARK.com](mailto:BusinessSupport@IndianaSPARK.com)



If you would like assistance with your Playground CCMS account you can contact Playground directly:

- By calling 310-625-3726.
- By using the live chat function. Average response time on live chat is 60 seconds
- Live support is available for providers, teachers, and families

Dedicated account managers are available to help with setting up your account including assisting with data migration if switching from a different platform.



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# Platform Overview and General Information

Playground is highly rated on the Capterra tech and vendor rating website with 5 out of 5 stars and 47 customer reviews. This cloud-based Service as a System (SaaS) Child Care Management System prides itself on having a wide array of customizable features. Playground's pricing per seat ranges from \$30-18 annually for two years beginning after the free two-year subscription with the state of Indiana ends.

| <i>Annual Cost per Seat (after 2-year free license ends)</i> |
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| <i>&lt; 16 Licensed Enrollment Capacity: \$30</i>            |
| <i>17-50 Licensed Enrollment Capacity: \$25</i>              |
| <i>51-100 Licensed Enrollment Capacity: \$20</i>             |
| <i>100+ Licensed Enrollment Capacity: \$18</i>               |
| <i>3.0% + 30¢ Credit card processing fee; \$1 ACH fee</i>    |

Additional information about Playground's features and functionality are listed below split into three categories: Administrative; Family Engagement; and Learning Environment

## Administrative

Playground has full billing and accounting capabilities including the ability to upload receipts using your mobile device, track, and categorize time and expenses for your childcare business. Users can migrate financial data to QuickBooks Online, utilize pre-built financial reports in Playground, or have the option for custom reports. Reporting is one of Playground's strongest features from attendance to payroll, and everything in between. All reports are customizable to your business needs and have the capability to be scheduled or pulled on the spot.



### Billing/Collections

Set up and automate program-based billing including autopay. Automate fees for late pick-ups, one-time charges. Pass on processing fees. Annual tax statement for families.



### Accounting

Migrate data to QuickBooks. Categorize expenses and run expense reports. Cash flow forecasting. Track multiple subsidies.



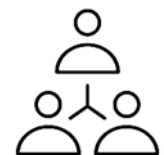
### CACFP

Menu planning. Generating reports for billing. Keep track of meal counts.



### Reporting and Dashboards

100s of customizable reports including automatic meal counts and participation, billing & accounting, attendance, payroll, and more.



### Staff Management

Manage staff schedules & documents. Track staff training and development. Create custom staff roles and permissions. Staff clock in and out on a device with QR code or staff PIN. Support floater teachers. Process Payroll directly from Playground at an additional cost. W-2, 401k, benefits, and workers compensation supported.

## Family Engagement

Playground has multiple channels for program-to-family communication and even family-to-family communication. Families can share child information using document uploading features and sign required documents using dated and timestamped signature. Paperwork can be sent only to individuals and providers can set required fields to ensure families send complete information. In addition to standard text and email communications, programs can also enable class chats so that families can interact with each other. For marketing and enrollment, Playground offers search engine optimization to ensure your program is coming up when families search for care in your area. Additional features include a drag-and-drop admissions dashboard to update enrollment status with email templates included to update applicants.



### Child and Family Information

Indiana State Licensing document templates preloaded. Online documents with dated and timestamped eSignatures. Autofill for forms. Set required fields. Bulk reminders. Track immunization dates, collect physician forms and store allergy and medication information. Emergency guardians. Recurring or one-time carpools. Profile data automatically populated when families enroll through Playground.



### Parent Communication

Communicate with parents and caregivers through multiple channels: email, text, and in-app blasts. Share real-time photos, videos, and updates including daily reports for napping, diapers, etc. Admin approval for staff posts. Schedule and pin posts. Translate posts to any language. Share files including newsletters, menus and handbooks.



### Marketing and Enrollment

Enroll directly from website. Drag-and-drop admissions dashboard to update enrollment status with email templates to update applicants. Extra care sign-up. Application, enrollment fees, tuition deposits. Search Engine Optimization (SEO). Multiple funnels for different programs.

## Learning Environment

Playground can track child development and assessments using pre-loaded Indiana education standards. In addition to lesson planning capabilities, Playground offers options for families including multiple ways to check-in students and personalized student schedules. For classroom and program management Playground's reporting features remain strong in this area to support program compliance.



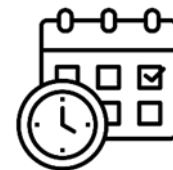
### Education Tracking

Record child progress according to your early learning framework. Pre-loaded state standards. Run reports on child progress across classroom, programs, or domains. Connect milestones and early learning guidelines.



### Child Attendance

Time-stamped check-in and check-out. Family self-check-in options. Export, print, email, or download attendance reports. Check-in multiple students at once.



### Scheduling

Automatic live updating classroom ratios. Fixed and variable schedule support. Occupancy tracking with forecasted enrollment. Personalized student schedules.

