



Tiered Levels of Service F.A.Q.

General Questions about WEESSN Tiered Services

What is WEESSN?

WEESSN stands for the **Wisconsin Early Education Shared Services Network**. We work with family-based and center-based early care and education programs. Our goal is to improve quality, lower costs and help early care and education providers save time. We strive to make a difference in the lives of care providers, children, and families every day.

How much does this cost?

It's FREE! WEESSN is a grant funded program. You can find a full list of our funders [here](#).

Are both family and group child care providers able to be part of WEESSN?

Yes! All regulated providers – certified or licensed – are welcome to join. *Only one person per program, a family child care provider or a center director or administrator may join.*

What does WEESSN offer to providers?

WEESSN offers a variety of services based on what providers need. These services are sectioned into three different tiers.

TIER 1 - Communication

Why would I want to join Tier 1?

There are so many great reasons for you to join Tier 1!

- You will receive access to [WISER](#) – a website that is full of resources for Wisconsin child care providers. As a part of WISER, you can post jobs for free on Aquire4Hire. You'll also be able to get discounted purchasing using Savings4Members. Access to WISER usually costs \$25 per year, but you'll get it for free.
- You will be invited to free quarterly trainings with Registry credit/continuing education hours for licensing/certification requirements. The trainings will focus on WISER and the resources within it that will benefit you and your child care business.

- You will receive the WEESN Wrap-Up and the Farm to ECE newsletter monthly. The Farm to ECE newsletter is full of recipes and resources to encourage healthy eating.

What is required of me?

To join Tier 1, you just need to fill out [this form](#). We'll take care of the rest!

I already get so many emails. Why would I want to receive the WEESN Newsletter?

The WEESN Wrap-Up is not your average newsletter. We provide you with all the most up-to-date information from DCF, as well as professional development opportunities, early childhood advocacy updates, and more, summarized in easy-to-read language tailored just for YOU.

I am already a part of WEESN, do I have to join this too?

If you were a WEESN member prior to 10/1/2021, you are in Tier 3. You don't need to join Tier 1 or 2 to get the services you already have.

WISER

What is [WISER](#)?

WISER is your one-stop virtual location to get ECE sample policies, forms, regulations, guidance, discounts, and more to save you time and reduce costs.

What is Aquire4Hire?

Aquire4Hire is an all-in-one tool for both job seekers and employers looking to hire talented ECE staff. It posts to 8 different job sites including LinkedIn, Google and Indeed. When you sign up for WISER, you also get access to Aquire4Hire at the same time.

What is Savings4Members?

Savings4Members provides you with access to exclusive discounts on products and services specific to early childhood. Vendor programs include everything from classroom supplies and indoor and outdoor equipment to facility services, uniforms, food ordering and delivery, as well as payroll and HR management. When you sign up for WISER, you get access to these savings automatically.

WEESN Trainings

Will I receive registry credit for WEESN trainings?

Yes!

What will the quarterly Tier 1 trainings entail?

The free quarterly trainings will focus on using the WISER platform. We will share useful resources and answers to specific questions your program may have. We will show you how to use the job board, how to access savings for your business and more.

TIER 2 – Cooperation

Why would I want to join Tier 2?

You will want to join Tier 2 specifically if you are interested in using technology to run your child care business. As a Tier 2 WEESSN member, you will get all of the benefits of Tier 1 plus:

- FREE virtual coaching – Call or email an experienced early childhood professional for help with business practices and general programmatic support
- FREE Docs by Phone – Access to tele-health professionals for mental and physical health support in a convenient format, saving you time and money
- FREE registration for the annual WECA Conference (1 per program)
- FREE virtual professional development including, but not limited to, business practices, financial planning, and Farm to ECE
- FREE 6-month introduction to Early Learning Ventures (ELV), a child care management software, to help you track attendance, maintain accurate and up-to-date licensing documentation, send invoices, collect tuition, and communicate with families. What's more, WEESSN staff will help you make the most of this software to run your business.

What is required of me as a Tier 2 provider?

Tier 2 members are required to:

- Check in with their coach 2 times per year
- Attend one WISER training per year
- Use the WECA conference free registration, give it to a staff member or gift it back to WEESSN for another program to use

Coaching

How is a WEESSN coach different than a YoungStar coach?

Programs that participate in YoungStar can request free support from a Technical Consultant (TC) who will help you navigate the YoungStar program and reach your quality improvement goals. Your program can receive technical consultation each year to help you improve the quality of your business and teaching practices. This is a targeted type of support to help you meet your YoungStar program goals.

What is the difference between a Tier 2 and a Tier 3 coach?

- Tier 2
 - Specialists with years of experience who will assist you with finding quick, helpful answers
 - Call or email to ask questions
 - Helps providers utilize resources for policies, budgets, HR, billing and tuition, environment, programming, and parent engagement
 - Offers consistent communication from your coach on upcoming professional development opportunities

- Tier 3
 - Meet on a regular basis, virtually or in-person
 - Works with provider on establishing financial and program goals over an extended period of time and offers supports to help the provider be successful in achieving those goals
 - Connects provider to Tier 3 services like back-office financial supports and substitute teachers

ELV and Alliance CORE Software

What is ELV?

Early Learning Ventures (ELV) provides a Child Care Management System for child care providers. The company is dedicated to expanding access to quality, affordable child care. ELV focuses their efforts on improving the quality of early child care programs – 85% of which are small, independent businesses that lack the infrastructure and resources to invest in quality improvements.

Why would I want to use ELV?

- Save time and money by streamlining your administrative tasks.
 - No more checking immunization report each month, ELV will let you know when a child is due for shots.
 - Message parents through the ELV app to keep them informed.
 - Bill and receive payments electronically so that you always know you're getting paid on time.
 - Track data for the Food Program reports easily.
- Both center-based and family child care providers can now meet DCF licensing paperwork compliance using software like ELV
- Easy enrollment and low-cost payment options for families including increased revenue collection for your business
- A whole team of people working for you and your program to develop tailored solutions to meet your needs

What does ELV Cost?

For Tier 3, this use of ELV is FREE. For Tier 2, WEESN covers the purchase cost (\$900) and the fees for the first 6 months (savings of up \$1,500). After the 6-month period, the cost of the software will be:

- \$10/month for family child care programs
- \$25/month for programs with 0-30 children
- \$50/month for programs with 31-60 children
- \$100/month for programs with 61+ children

If I have questions about ELV, who will help me?

ELV says that if you can't figure something out within 2 minutes, that they want you to call them for help. Their customer service is exemplary.

Docs by Phone / Ally Health

What is Docs by Phone?

Docs By Phone (or Telemedicine) offers employees 24/7 access to doctors by phone, video or mobile app. Doctors are Board Certified in your state, licensed to practice medicine, and write prescriptions. The program also includes a prescription discount card and mental health teletherapy services (10 visits a year).

How do I get access to Docs by Phone?

For Tier 2 and Tier 3 programs, there is one free membership per program. Group programs may purchase additional memberships for a low fee per month.

Who can be covered?

Providers are covered, as well as any family members living in the household.

TIER 3 – Collaboration

Why would I want to join Tier 3?

Tier 3 includes all supports offered to ECE programs in Tiers 1 & 2. Tier 3 only operates in certain regions of the state (City of Milwaukee, Columbia, Crawford, Dane, Dodge, Green, Grant, Iowa, Jackson, Jefferson, Lafayette, La Crosse, Monroe, Richland, Sauk, and Vernon Counties). An application process is used for regulated family child care and group child care centers in these counties to receive services.

Tier 3 services include:

- FREE in-person and virtual coaching
- FREE Farm to ECE programming
- FREE full access to ELV Child Care Management Software
- FREE back-office billing/tuition collection services
- Relief squad substitute teacher access *Currently not available due to COVID and the Delta variant.

What is Farm to ECE programming?

The goal of WEESN's Farm to ECE programming is to make connections between ECE programs and local sources of nutrient-dense foods. WEESN offers a monthly Farm to ECE newsletter highlighting food-based activities, recipes, and resources to use in your programming. WEESN works with many other partners around the state to help subsidize healthy foods for child care programs when possible.

What are back-office services?

WEESN Financial Specialists work with ECE programs to set up and oversee online billing and payment collection. WEESN Financial Specialists can also assist with budgeting, strategic financial planning and more to support the financial side of running your business.

What is the Relief Squad?

The Relief Squad is a team of experienced early educators who work as substitute teachers in WEESN Tier 3 programs. The Relief Squad is meant for planned absences, such as a doctor's appointment, but is not available for last-minute, time-off requests. The cost of utilizing the Relief Squad is \$10 per hour. There is also a registration process for participating in Relief Squad. In order to ensure the health and safety of children and the ECE workforce, the Relief Squad is not operating at this time due to the COVID-19 pandemic.