

# Oklahoma needed to streamline its childcare system. We didn't kid around.

Our e-Childcare system is saving  
money – which the State is using to  
provide more services to more kids.



# A combination of policy changes and our e-Childcare solution produced a 10% savings on program costs.

## The Challenge

For the Oklahoma Department of Human Services (OKDHS), a broken system was compounded by budget constraints. The current invoicing process was cumbersome and slow in making payments to childcare providers, resulting in unwillingness by some to accept cases. Worse, audits and other evidence suggested a troublingly high percentage of incorrect payments – errors that misdirected funds meant to help families. While eager to correct these issues, OKDHS faced fiscal constraints, increasing the challenge.

## The Solution

OKDHS determined that most issues could be addressed with a combination of policy changes and enhanced tracking. The State needed a way to document and pay for childcare at the point of service, while verifying eligibility in real time. Then the department could compensate providers for actual services provided – and eliminate retroactive paperwork and undocumented claims for payment.

Enter e-Childcare. Noting the success of the Electronic Benefit Transfer (EBT) program for food stamps, OKDHS collaborated with us to establish an “EBT Daycare” program. Based on our proven EPPIC (Electronic Payment Processing and Information Control) System, the program offers the following benefits:

- Parents use a convenient card to check their child in and out of day care; instant eligibility verification notifies both the parent and provider of coverage and copays.
- Childcare providers are paid for services faster and more accurately.
- Automatic payment calculations are based on actual attendance, eliminating the need for invoicing paperwork.
- Less labor is required for auditing invoices, since electronic records of real-time check-in and check-out provide accurate and useful data.

With better program administration, day care providers are more likely to participate and stay in the program, which helps parents find the care they need.

## The Results

With a combination of policy changes and our e-Childcare solution, the Oklahoma Department of Human Services realized a 10 percent savings on program costs. Those savings have been used to fund additional program improvements, training initiatives, and rate increases for childcare providers that meet high quality standards. Plus, providers spend more time serving children and less time completing administrative reports.



**Sector:** State and Local Government

**Solution:** A new e-Childcare solution

**Client:** Oklahoma Department of Human Services

**Challenge:** Slow and cumbersome invoicing process; high percentage of incorrect payments

**Results:** Increased accounting accuracy; quicker compensation for child care providers; 10 percent program cost savings

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## The Bottom Line

The Oklahoma Department of Human Services (OKDHS) needed to streamline its subsidized childcare system with improved payment processing and better tracking. Ultimately, the goal was to enhance the system to benefit children.

We took that goal a step further. Not only is the new e-Childcare solution increasing accounting accuracy, providing quicker payments to providers and better service to families, but it's also saving Oklahoma money – which the State is using to provide more services to more kids.