





CCMS Platform Overview and General Information

Customer Reviews

		
Rating on Capterra *	4.7 out of 5 3,253 reviews	4.8 out of 5 144 reviews

*Capterra is a software/technology vendor reviewer. Data pulled on 1/29/25.

Cost/Fees



		
Payment processing fees**	2.9% Credit Card 90¢ for ACH transaction	3% + 30¢ Credit Card \$1.00 for ACH transaction

**Contracted fees charged by the payment card processing vendor that meets Payment Card Industry Data Security Standard (PCI DSS) compliance requirements.

Platform/Accessibility

		
App available	Fully Functional	Fully Functional
Multiple languages	Fully Functional	Fully Functional

Data Security and Privacy



		
Two-factor authentication and strict password requirements	Fully Functional	Fully Functional
256-bit data encryption [256-bit encryption is an ultra-secure way to protect data. It scrambles information into a secret code that only authorized users can unlock.]	Fully Functional	Fully Functional
Fraud protection with 24/7 monitoring	Fully Functional	Fully Functional
Secure, cloud-based data storage	Fully Functional – Amazon Web Services	Fully Functional – Google Cloud
Privacy policy that does not allow personal information to be sold to third parties	Fully Functional	Fully Functional
Compliance levels (PCI Level 1) for invoicing and processing payments – no confidential banking information is stored in the software	Fully Functional	Fully Functional

Training and Technical Assistance

	 brightwheel	 playground
Phone support	Fully Functional	Fully Functional
Online chat support	Fully Functional	Fully Functional
Video tutorials	Fully Functional	Fully Functional
Individualized onboarding	Fully Functional	Fully Functional
Online blogs, articles, and user groups	Fully Functional	Fully Functional

Administrative

Billing/Collections

	 brightwheel	 playground
Integration with the Iowa Child Care Assistance (CCA) subsidy program to submit child time and attendance	Fully Functional	Fully Functional
Billing plans with multiple payers (i.e., split charges)	Fully Functional	Fully Functional
One-time charges (i.e., field trip, activity fee, late fees, etc.)	Fully Functional	Fully Functional
Automated billing	Fully Functional	Fully Functional
Flexible billing runs	Fully Functional	Fully Functional
Automated account reconciliation/ payment history/aging reports	Fully Functional	Fully Functional
Integrated electronic payments via secure third-party payment processor (certified PCI Level 1 service provider – most stringent level of certification available in the payments industry)	Fully Functional	Fully Functional
Daily deposits of electronic payments received	Fully Functional – Next Business Day	Fully Functional – Next Business Day
Annual tax statement for families	Fully Functional	Fully Functional

CACFP

	 brightwheel	 playground
Menu planning	Fully Functional	Fully Functional
Meal counts	Fully Functional	Fully Functional
Generates reports for billing	Fully Functional	Fully Functional

Reporting and Dashboards



		
Customizable reports	Fully Functional	Fully Functional
Electronic filing	Some Functionality	Some Functionality
Data dashboard (provider level)	Fully Functional	Fully Functional
Data dashboard (enterprise level)	Fully Functional	Fully Functional

Staff Management

		
Staff personnel records	Fully Functional	Fully Functional
Paid and unpaid time off tracking	Fully Functional	Fully Functional
Time clock – hours worked	Fully Functional	Fully Functional
Customizable payroll time periods	Fully Functional	Fully Functional
Payroll***	Fully Functional – Gusto Integration	Fully Functional – embedded payroll system
Varied levels of staff access	Fully Functional	Fully Functional

***Added cost

Financial Recordkeeping



		
Accounts receivable aging	Fully Functional	Fully Functional
Revenue tracking and reporting	Fully Functional	Fully Functional
Export to accounting software	Fully Functional	Fully Functional
Tracking home-based provider time spent on child care business	Fully Functional	Fully Functional
Tracking/categorizing child care business expenses manually and through connection to business bank account	Some Functionality (manual and business bank account)	Some Functionality (manual and business bank account)
Tracking/categorizing child care expenses automatically through use of CCMS-issued debit card	Not Available	Fully Functional
Receipt management	Fully Functional	Fully Functional
Financial dashboards and reports	Fully Functional	Fully Functional

Regulatory Compliance



		
Digital storage of child, staff, and program paperwork that supports regulatory requirements	Some Functionality	Fully Functional
Paperwork/forms expiration dates and alerts (i.e., child physicals, annual child/family emergency contacts review, etc.) available through dashboards and reports	Fully Functional	Fully Functional

Family Engagement

Parent Communication

		
Parent portal	Fully Functional	Fully Functional
Parent messaging	Fully Functional	Fully Functional
Newsletter templates & distribution	Fully Functional	Fully Functional
Share photos	Fully Functional	Fully Functional
Share videos	Fully Functional	Fully Functional
Create photo/video galleries	Fully Functional	Fully Functional

Marketing and Enrollment

		
Online enrollment and messaging with families	Fully Functional	Fully Functional
Waitlist management – messaging and communication with prospective families	Fully Functional	Fully Functional
Website development and search engine optimization (SEO)	Not Currently Available	Fully Functional
Customer relationship management (CRM) system – automated marketing, book tours, and enrollment***	Not Currently Available	Fully Functional


***Added cost

Learning Environment



Child Attendance

		
Time-stamped check-in/out	Fully Functional	Fully Functional
Staff-child ratio management	Fully Functional	Fully Functional
Absences	Fully Functional	Fully Functional
Withdrawals with reason	Fully Functional	Fully Functional
“Bulk” attendance records	Fully Functional	Fully Functional

Scheduling

		
Master and site calendar	Fully Functional	Fully Functional
Room/staff schedules	Fully Functional	Fully Functional
Variable schedules	Fully Functional	Fully Functional
Drop-in care scheduling	Not Currently Available	Fully Functional
Transportation schedules	Not Currently Available	Not Currently Available
Predictive enrollment	Fully Functional	Fully Functional

Education Tracking and Curriculum

		
Lesson plan management	Fully Functional	Fully Functional
Integrated curriculum crosswalked with the Iowa Early Learning Standards***	Fully Functional	Not Currently Available
Integrated artificial intelligence (AI) that adds details for lesson plan activities	Not Currently Available	Fully Functional
Individual Education Plans (IEPs)	Not Currently Available	Not Currently Available
Ability to connect child observations to the related Iowa Early Learning Standards	Fully Functional	Fully Functional
Service referrals	Not Currently Available	Not Currently Available
Head Start Performance Standards	Fully Functional	Fully Functional

***Added cost