



Sponsor Spotlight Conversation

How to Effectively Use a Consultant

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Pendulum DCS



Introductions

- Fran
- Susan
- CUWFA Attendees

Agenda

- When to Seek Consultants Support
- The Role of a Consultant
- Benefits of Engaging a Consultant
- Examples of Consulting Services
- Client and Consultant Roles
- How does Pendulum Supports Clients
- Success Stories
- Q&A



When to Seek Consultant Support

Impartial Support & Subject Matter Expert

Consultants have seen many different organizational structures, industry-specific problems, project management, and problem-solving strategies that will help them recommend a solution you may not have considered without their unique viewpoint.

SUCCESSFUL STRATEGY INITIATIVE

Well-defined goals

Practical steps for achieving goals

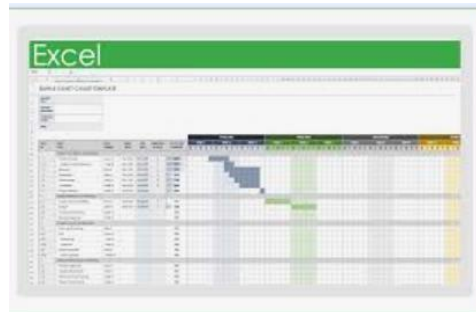
Timelines and milestones

Budgets

Measures for gauging progress

Project Management

By bringing in an outside consultant to manage your project, the consultant can focus on building and testing the new process or system without disrupting the internal team's day-to-day responsibilities.



Navigating Challenges or Change

Change may also be due to implementing new policies, procedures, or systems. During these transition periods, more work is needed, more specialized projects, and, in some cases, more employee turnover — examples of situations where consultants can add tremendous value.



The Role of a Consultant

- ✓ Strategic Partner – Collaborating with clients to address challenges
- ✓ Analysis – Assessing data, trends, and industry benchmarks
- ✓ Subject Matter Expert– Providing recommendations and actionable solutions

What Does the Consultant Offer?

- ☐ Provide expertise and strategic planning
- ☐ Assess current policies and benefits
- ☐ Support designing and implementing new programs
- ☐ Align solutions with institutional goals and budget constraints



Benefits of Engaging a Consultant



**External perspective
with specialized
expertise**



**Developing customized
recommendations
(not one-size fits all)**



**Implementation Support
& Guidance**

Examples of Consulting Services for Dependent Care Needs

Assessment & Needs Analysis

- Surveys and focus groups
- Benchmarking against peer institutions

Strategic Planning & Program Development

- Developing on-campus and/or employer-sponsored dependent care models
- Structuring subsidy and tuition assistance programs

Financial Modeling & Funding Strategies

- Exploring grant opportunities and funding sources
- Cost-benefit analysis of different program models

Implementation & Program Management

- Supporting rollouts and communication strategies
- Measuring success and adjusting programs over time

Evaluation of Campus Benefits

- Assess utilization
- Cost assessment
- Quality assessment



Establish Roles Prior to Engagement



Role of the Client

- Provide access to all necessary documents and data.
- Facilitate communication with relevant stakeholders.
- Review and provide feedback on draft reports and recommendations.
- Participation in agreed upon project meetings (virtual and in-person).



Role of the Consultant

- Creation of the project timeline, including administration and oversight based on the agreed upon Scope of Work.
- Project team meeting support.
- Ongoing virtual/ in person meetings.
- Conduct all necessary research and analysis as outlined in Scope of Work.
- Maintain regular communication with the project team.
- Provide progress updates at agreed intervals.
- Ensure all deliverables are submitted on time and meet the specified requirements.

How Pendulum DCS Supports their Clients

- Childcare Demand & Benchmarking Studies:

- Data-driven insights on local childcare needs and industry trends.

- Dependent Care Solutions:

- Gap analysis of existing benefits and resources.
- Cost/benefit analysis for dependent care options (e.g., back-up care, eldercare, special needs care).
- Support for new benefit launches, including marketing and communications.
- Needs assessments for faculty, staff, students, and leadership.

Early Care and Education Center (ECEC) Services

- On-Site New Center Development: Feasibility studies, project management, playground design, and RFP/RFI consultation.
- ECEC Advisement: Support for self-operated centers or provider selection and onboarding.

Existing ECEC Support & Quality Enhancement

- ECEC Operations & Management: Tools advisement, curriculum assessment, and accreditation support.
- Parent & Staff Engagement: Satisfaction surveys, manager/administrator training, and integration with academia for student and faculty involvement.



Success Stories & Tips

- Pendulum DCS
 - New Childcare Center
 - Multi-Partnership
 - Demand Study
- CUWFA Attendees



Q & A



Thank You



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