



## **The McNeilly Center for Children Background**

The McNeilly Center for Children has been serving Nashville for 102 years. Founded in 1916, it currently serves over 200 children across 2 sites in East Nashville.

### **McNeilly Mission:**

The mission of The McNeilly Center for Children is to provide affordable, high quality early care and education for children ages 6-weeks – 5 years whose parents are working, in job training or in school, and further to support the family of enrolled children through parent education and social services

The McNeilly Center alleviates the achievement gap that occurs when children from low-income families don't have access to quality education.

### **McNeilly Services and Demographics**

#### **Infant-Toddler Program**

611 Stockell St. Nashville, TN

48 slots for children 6 weeks to 35 months

Hours 8am-2pm

Before and after hours care for 11 children

#### **Main Site**

**100 Meridian St. Nashville, TN**

200 slots for children 6 weeks to Pre-K

Classes include: Infants, Toddlers, Preschool, Pre-K

63 Full & Part time employees. Primarily comprised of teaching staff. Small Administrative staff, limited technology experience, no IT support or budget.



### **2018 Hack for the Community Hackathon Project Goals & Objectives:**

Create a web-based application to collect contact information from parents and staff and communicate important messages via text or email.

- Improve communication method between McNeilly and our families.
- Provide a mechanism for McNeilly to send scheduled and on-demand messages to families.

### **Minimal Viable Product Requirements (must complete by end of Hackathon to meet project success)**

- Solution must provide a basic web accessible admin portal for McNeilly staff to manage users and send one of the following types of messages via SMS:
  - A message for all guardians with children at the McNeilly center.
  - A message for all guardians with children at a specific campus.
  - A message for all guardians with children in a specific class.
  - A message for all guardians of a specific child.
- Solution should support and indicate that it supports only 1 way messaging except for unsubscribing or responding to surveys(?)
- Registered users should be able to unsubscribe to messages
- Solution must provide a portal accessible to guardians via an onsite kiosk at both the Main Site and the Infant and Toddler where guardians can register and update their phone number (and email?) in our system and associate themselves with one or more child.
- The portal must only allow users to update information pertaining to their child or children and will require authentication via guardians last 4 digits of social (to be further clarified)
- The portal must also allow McNeilly administrators to update contact information for guardians.
- Solution must require no regular maintenance and updates (exceptions for security patches?)
- Solution is well documented using common open source technologies that can be understood by future volunteers, staff, or consultants for maintenance or enhancements.

### **Nice to Have:**

- Ensure solution can be deployed independently for use by other agencies, hosted separately or multi-tenant ensuring no data sharing between agencies. (If Hackathon time allows this to be designed for use by other agencies we should do it. If this risks the MVP we should defer.)



### **Sample Use Cases:**

- Snow is predicted and McNeilly decides to close school tomorrow. McNeilly needs to notify all families immediately.
- Teacher training is scheduled for Friday April 6 and school will be closed. McNeilly needs to notify families so that they can make alternate plans: one month in advance, one week in advance, one day in advance.
- “Donuts with Dad” is scheduled for Friday April 13 for the Meridian site only. McNeilly needs to notify only Meridan site families, one month, one week and one day in advance.
- Preparing for Kindergarten workshop is scheduled for Tuesday April 17. McNeilly needs to notify only pre-K class families, one month, one week, and one day in advance.
- Balances are due for specific families. McNeilly needs to notify only the specific families with a generic balance due message.
- A child in the toddler room needs a backup pair of clothes for their cubby. McNeilly needs to send a message to the child’s guardian reminding them to bring in clothes.

### **Operational Constraints**

McNeilly has very limited end user technical knowledge on staff and has no “IT department” or “IT person” nor does it have funding or budget for outside technical services. Projects like this are usually developed via one time grants, or via Hackathon type of events. Therefore, the solution developed by the Hackathon team must operate without maintenance and must be fully tested, documented, and usable by then end of the hackathon.

McNeilly has not budgeted for one time or recurring licensing fees for commercial software.

Generally guardians of McNeilly have mobile phones, most have access to smartphones, and we assume all have access to SMS messaging. It is a challenge for McNeilly to regularly keep track of contact information and we would like to put the onus on the families to update and manage their contact info.

### **Technical Constraints**

McNeilly has a limited inventory of desktop and laptop computers and has Internet (Wifi) access available for assigned administrators of the system. Administrative portal must be web based and require no additional software or network access (no VPN).