

2017 IMPACT REPORT

Dear Donors, Stakeholders and Friends,

I am excited to share that Child Care Resource Network (CCRN) was very busy in 2017 developing competence in every organizational area. The CCRN leadership team and employees continued to intentionally impact an organizational culture that was mindful of its strategic and business plans. We are growing steadily and this includes the need for additional physical space. This past year, staff has been busy examining several options for expansion and we know that expanding in one way or another is a reality.

The CCRN Board of Directors has been busy, too. Throughout 2017 the board placed its emphasis on impacting policy and supporting agency programs. Six new professionals from the Western New York community have joined the Board of Directors to make a full complement of 12 members. Doing this enables us to think of adding additional committees and strengthening membership on existing committees. In October 2017 board members attended the second annual CCRN Retreat and actively participated in training on fund development. We are now ready to adopt some permanent fund development strategies to assist with further program initiatives. Finally the CCRN board adopted a board work plan that keeps us in compliance with state measures. All these changes allow the agency to have a responsible board that has purpose and direction. Yes, we are moving forward!

The need for impacting quality care and development for young children in our community, whether parents or providers, is steadily growing. As the early childhood field grows and shares advanced knowledge, new concerns such as trauma-informed care have been brought to the forefront. CCRN this past year has begun to examine its role in addressing how trauma-informed care could make a difference to the positive growth of young children, families and caregivers in the Western New York community. For certain, it is a challenging topic. And because Buffalo is home to large refugee population, trauma comes in many forms. CCRN leadership team and staff always step up to the plate to continue living its mission and vision. Thank you, Amanda Kelkenberg, CEO, for actively listening to the yearnings of the community!

Hats off to all involved in making CCRN an agency that has and will continue to impact the community in responsible ways!

Sincerely,
Christine Ellington-Rowe
President, CCRN Board of Directors



How do you measure impact? Can you identify what you did, and how well you did it? Is someone better off as a result of your services? Every nonprofit agency faces these challenges in assessing impact, and at CCRN we address these questions using a results-based accountability framework, striving for answers every day.

I am honored to lead an agency that serves such an important mission in such a dynamic community. This community has great potential, and is experiencing extreme growth, but it also has so much need. The issues and needs are complex, and there are no simple solutions to ensuring all children and families have what they need to grow and thrive.

We use a range of resources to determine how best the community benefits from the work we do. Our agency is fortunate to have strong funders that set benchmarks and targets, and we meet and exceed these year after year. To receive feedback directly from our community, we regularly facilitate evaluations and surveys after trainings and events. Likewise, our agency participates in coalitions and partnerships, as we know there is strength in collaborating with other agencies to best serve our community with the greatest impact.

This past year, in particular, was a tremendous year of growth for CCRN. With guidance from our strategic plan, we developed new programs and services to better meet the needs of families and child care professionals across Erie County. We also strengthened our infrastructure with a new data system to track and report the outcomes of our services. And, more than anything, we have developed great retention in staff, with new and old members totaling many years of service within CCRN, leading to strong relationships and measurable change within our community.

For me, more than anything, impact can be measured by the quality and strength of sustainable relationships. As I visit child care programs and community organizations, I am struck by how often a face-to-face conversation really creates opportunities to work together. Our agency is grateful for our long-standing friends and partners, as well as for the new opportunities we have in continuing to build sustainable relationships—delivering greater social profit in our community for years to come.

Sincerely,
Amanda Kelkenberg
Chief Executive Officer

Board of Directors

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IMPACT *at a glance*

*Whats
New*

New
United Way
Funding

Authored
New
Feasibility
Studies

Record
Setting
Diaper
Drive

Expanded
Legally
Exempt
Services

29 Illegal
Programs
Investigated
& Closed

1,211,430
Nutritious
Meals & Snacks
Served

19
Programs
Opened

1457
Providers
Trained

489
Parents
Educated

Who's Working to Make an **IMPACT**

CEO

Amanda Kelkenberg

Administrative Services

Renee Gietz
Jessica Collins
Jocelyn Marshall
Karen Urrutia

Education & Training

Susan DiNatale
Candice Thompson
Gayle Nixon
Kathy Kiblin
Kim LoDico
Kyle Hennicke
Maryann Ciskal
Michelle Wilson
Sara Honsberger

Finance

Jennifer Groff
Christine Ventura

Community & Family

Engagement

Kristin Macha
Christen Balistreri
Rebecca Gibson

WNY Infant Toddler Resource Network

Kim Puma

Child & Adult Care Food Program

Karen Kopacz
Billie Jo Meehan
Maria Navarro
Terrell Chambers

Legally Exempt

Jackie Roberson Jr.
Chaznique Cooks
Deja James
Ginette Malpartida
Jennifer Schreiber

Registration

Charles Orlando
Abby Brown
Joann Calandra
Kelly Maloney
Laura Cavaretta
Missy Penski
Patricia Engleka
Sheila Tumiel

Community Impact

Jodi Schwegler
Kaley Donaldson
Carrie Truesdell



Why We Serve the **NEEDS** of Our Community

21,541 families with children under 18 live below the poverty level in Erie County.

1,367 families in Erie County depend on child care subsidies to be able to go to work each day.

65% of Erie County can be considered a child care desert.

Over **85,000** children in Erie County have both parents in the workforce. There are currently **28,943** slots in licensed or registered child care programs in Erie County.

Child care costs more than in state college tuition. Parents can expect to pay **\$13,486** or more for 52 weeks of care. In state college tuition only costs \$8,310 with student fees.

Of the **67,600** children who were eligible to receive subsidy only **17%** were served at any time.

Of all regulated child care in Erie County, only **6%** has some type of accreditation.

Children with access to high-quality early child care are **46%** less likely to be incarcerated, **15%** less likely to repeat a grade and **10%** less likely to receive a special education placement.

In Erie County, **26%** of families earn incomes above the federal poverty line, yet still cannot afford a house hold survival budget.

There are not enough child care slots for the number of children in Erie County. The largest gap in child care exists in school-age and after-school care with **1 slot for every 6 children**. For infants and toddlers there is **1 slot for every 4 children**, and for pre-school aged children there is **1 slot for every 2 children**.

Head Start and Early Head Start only serve **20%** of the highest need children in Erie County.

New Ways We've Made an **IMPACT**

Diaper Drive

CCRN dedicated our #NYGivesDay online giving campaign to providing diapers to children in need. Parents are required to provide clean diapers for their children while in care and for many that additional cost can make child care even more of a financial burden. We raised \$1,155 through donations and a giving match from the Western New York Infant Toddler Network. We were able to provide 18 child care providers “Diapers for a year” for a child in their care. We successfully distributed 8,500 free diapers.

United Way Funding

Through generous new funding from the United Way of Buffalo and Erie County, our Parent Services Program doubled. We are now able to provide stronger services to support workforce development, helping Western New York go back to work. We now are able to provide additional “Choosing Child Care Workshops,” helping parents and caregivers to better understand child care and learn how to recognize quality and how to make care more affordable. We are on-site at the Erie County Department of Social Services helping families seeking training and employment better understand the resources available to them.

Feasibility/Utilization Reports

CCRN was contacted by Buffalo State College regarding expansion of its current child care center, and the Western New York Workforce Training Center, a project funded by Governor Cuomo’s Buffalo Billion initiative, to research, write and produce feasibility and utilization reports. These reports use new and existing data, and examine trends and statistics from both the community and CCRN databases to understand current needs of child care, utilization of current care, and assess the feasibility of opening a new center in a certain area.

Expanded Legally Exempt Services

You asked and we listened. Legally exempt providers have different and unique needs and CCRN’s Legally Exempt Department responded to those needs. In July 2017, we hosted our first-ever training specially for legally exempt providers. The training was so successful that we have been hosting ongoing trainings on such topics as health and safety, fraud, and smoking cessation.

Financial IMPACT

Statement of Financial Position 9/30/16 - 9/30/17

ASSETS

CURRENT ASSETS:

Cash	\$	1,305,292
Grants Receivable		617,816
Accounts Receivable, Net		43,619
Prepaid Expenses & Deposits		28,825

Total Current Assets **\$ 1,995,552**

PROPERTY & EQUIPMENT, net : \$ **45,393**

Total Assets **\$ 2,040,945**

LIABILITIES & NET ASSETS

CURRENT LIABILITIES:

Accounts Payable	\$	183,844
Accrued Liabilities		133,397
Deferred Revenue		828

Total Liabilities **\$ 318,069**

NET ASSETS:

Unrestricted	\$	1,722,876
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Total Net Assets **\$ 2,040,945**

THANK YOU

Our major funders include:

- U.S. Department of Agriculture; Child and Adult Care Food Program (CACFP)
- New York State Office of Children and Family Services
- United Way of Buffalo & Erie County
- Health Foundation for Western & Central New York

Statement of Activities 9/30/16 - 9/30/17

OPERATING REVENUE

GOVERNMENTAL GRANTS:

CACFP	\$	1,904,664
Resource & Referral		1,160,423
Day Care Registration		659,774
Other Grants		215,214

Total Grants Revenue **\$ 3,940,075**

TRAINING:

Provider Fees	\$	99,593
Child Development Association (CDA) Fees		97,360

Total Training Revenue **\$ 196,953**

OTHER:

Annual Meeting & Other, Net	\$	24,546
Membership Dues		5,890
Interest Income		195

Total Other Revenue **\$ 30,631**

Total Operating Revenue **\$ 4,167,659**

OPERATING EXPENSES:

PROGRAM SERVICES:

CACFP	\$	1,932,756
Resource & Referral		1,111,736
Day Care Registration		661,943
Education/Training		85,135

Total Program Services **\$ 3,791,570**

SUPPORTING SERVICES:

General & Administrative	\$	267,446
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Total Expenses **\$ 4,059,016**

CHANGE IN ASSETS:

		\$108,643
Beginning of Year		\$1,614,233
End of Year		\$1,722,876

Financial information is generated
from the 2017 audit report by:

Bonadio & Co., LLC

Certified Public Accountants

Our IMPACT in Their Words

“You are the ABSOLUTE best!!!! I’m so thankful I found you!
I can’t thank you enough.”

“CCRN staff are patient and walk me
step-by-step through issues I have.”



*“Not only was the content valuable but
the activities were so much fun and it
really made it a team building event on
top of everything else.”*

“Your email with child care options was so helpful. Thank you! Some
are so close and convenient. I appreciate it more than you know”

“Our licenser actually used the term ‘phenomenal’ when
describing how impressed she was with our inspection.”



“I just wanted to reach out again to say
what an amazing group of educators you
have working at CCRN.”

“I would really like to thank you for doing a outstanding and
professional job with assisting me with the CACFP food program,
which allows me to provide meals for the children that are in my care.”

"In October 2017, I moved to my new house in Lakeview. My registrar, Kelly Maloney, was instrumental in helping me through the procedure of closing my day care at the old address and getting me through the process of reapplying for a new license at my new address and getting my daycare opened at the new address. Anytime I had a question or a problem, she was there for me and helped me through to complete everything in the allotted time. In January 2018, I successfully completed the process and am currently in possession of a new day care license. I am very grateful to all the help she provided in guiding me through the process and helping me through some of the issues that arose."

~A Home-Based Provider

"My only regret is that I didn't contact CCRN sooner!"

"I feel we owe a great deal to CCRN for assisting us in our high standard of care for our students and center."



"I feel as though my program has improved exponentially because of the knowledge I've gained."

"I'm doing so good because every time I have a problem, I come to CCRN and Michelle and she's there."

"Her presentation and activities were spot on to what my staff needed."

"During the training I noticed that all of my staff members were extremely attentive and taking notes as it showed they were actively learning."



Mission

To promote quality, affordable, accessible care and learning for all children by supporting and empowering families, caregivers, education professionals, and employers

Vision

All children have high-quality care and learning experiences, helping them to reach their full potential

Values

Integrity

Reliability

Collaboration

Excellence

Community

“As a new licensed day care provider I went into CDA class apprehensive as to what the benefits would be and what the outcome would be. I wasn’t sure what to expect or if going through with the process would be beneficial. Now that we are nearing the end, I can say that I’m very happy that I decided to join the class when I did. Also very appreciative of the fact that I had the opportunity to join this version of the CDA class in the classroom. The journey has been incredible. The growth as a provider and as a person, the connections made both with the instructors as a resource and mentor, as well as with the other providers is something that I wouldn’t have gotten otherwise. I learned a lot about child development, running my business and setting up the environment, among other things that have helped me improve my program. The instructor Michelle Wilson is simply great in every sense of the word. She is knowledgeable, passionate about child development, super helpful and always goes the extra mile teaching us and helping us think more creatively while keeping class engaging. She honestly cares about helping us be successful. To anyone considering taking the CDA class, I would say don’t think twice; it can only open doors for you.”

~ Youleidy Vega

Thank YOU

It's the of the generous support from people like you that helps us continue to make an **impact** in this community every day!



Child Care Resource Network
is a member of:





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Buffalo NY 14216

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