



2018 IMPACT REPORT

VALUES IN ACTION



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A Letter From the Board & Staff

If you walk into any nonprofit agency and ask what guides the work that they do, they are likely to recite three things— their mission, their vision and their values. But do any of us really understand the purpose of the all-important “mission, vision, values” statement? We spent a long time collectively as an agency answering this question and crafting “mission, vision, values” statement that really cut to the core of where we’ve been, what we’re doing, and where we would like to go.

The purpose of a vision statement is easy— it’s where we want to end up eventually. It’s our ultimate goal— our destination. It’s the image you conjure up on days when the work is frustrating, when policymakers just simply aren’t paying enough attention, or when you’re tired and progress is slow.

A mission statement is also relatively easy— what are you doing that will hopefully make your vision a reality? Our mission statement is the litmus test by which every idea or potential project that crosses our desk is judged. Everything we do is guided by our mission statement; it is the road map that will eventually lead us to having our vision realized. It helps guide us in making the best decisions possible not only for the children, providers and families that we serve but for our agency as well.

The most difficult part about a “mission, vision, values” statement is deciding on the values. If our vision is our destination and our mission is the road map, then our values have to be the vehicle that will get us there. Sure we could have taken the easy road, picked a few generic words to aspire to but instead we spent months painstakingly selecting values that reflect the work we do, inspire us to do better, and reflect the people we are and the people we serve.

Child Care Resource Network has a defined set of values and we work tirelessly to live those values every day in everything we do. Are we perfect? Of course not, but we are constantly striving to do better, be better, and provide you with the best services possible. Because we work so hard to live our values every day we are sure that you will see them throughout this report reflected in the work we are most proud to have completed in 2018.

Mission

Our mission is 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

Growing Our Impact

29%

increase in unique families served



825

more parents were educated in 2018 than 2017



8

illegal programs investigated and closed



More than

1,030

classroom training hours were offered to providers in 2018

11%

increase in

Email communications



26%

increase in

Facebook followers



57%

of parents who received referrals from CCRN in 2018 reported finding care while only 43% of parents reported the same in 2017

180

new donors



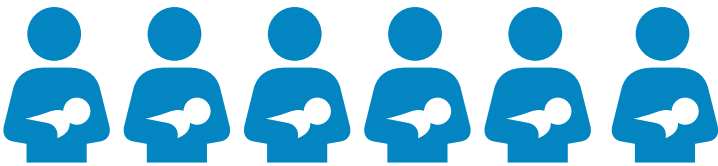
42

new programs opened



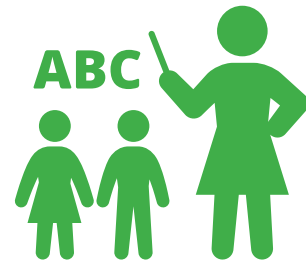
30%

increase in referrals provided



1,987

providers served in 2018



6%

increase in
Twitter followers



576

people

reached
monthly on Instagram



INTEGRITY



Integrity: We are honest, trustworthy, respectful, and ethical in our actions.

Since 2010 Child Care Resource Network's registration staff has been going into programs across Erie County to help enforce Office of Children and Family Services regulations and helping to make local programs the safest they can be. CCRN is proud to say that we have met or exceeded 100% of the performance goals set by OCFS since 2010. Every one of the 185 programs we are tasked with monitoring receives a quarterly inspection visit and follow-up visits in-between should the situation demand it. OCFS only requires that we inspect programs twice yearly,

but the National Association for Regulatory Administration sets a best practice standard of quarterly monitoring visits so that is what we do. Our registration staff is so committed to the work that they do that not only did all 185 programs receive quarterly visits in 2018 but they also investigated and shut down eight illegal programs and facilitated the opening of 24 new programs.

These regulatory services play a vital role in the Erie County child care system, now more than ever. Unfortunately there have recently been several highly publicized cases of child injury or provider maleficence in programs that CCRN is not responsible for monitoring. Unfortunate incidents like these are a direct result of regulatory funding cuts to our region at a time when our children

and programs deserve more funding, not less.

The child care outlook for Erie County is bright, with the infusion of federal dollars for the Refugee Family Child Care Microenterprise Development Program, Journey's End Refugee Service and CCRN will be working together to open at least 20 new family programs within the next three years. That means an additional 400 children will have places in the Erie County child care system.

With the Buffalo economy growing every day there is an increase in parents who are in need of high quality child care. Programs are doing their best to keep up with demand, and to ensure our children are in the safest place they can be we need to be able to rely, now more than ever, on outstanding regulatory services like the ones provided by CCRN.

RELIABILITY



Reliability: In an ever-changing world, our clients can rely on us for the most current information, resources, referrals, support, training and development services.

In 2018 Child Care Resource Network took the first big step in beginning the discussion surrounding trauma in Western New York by hosting a free public screening of *Resilience: The Biology of Stress & the Science of Hope* with a panel discussion with local experts immediately after.

Resilience: The Biology of Stress & the Science of Hope is a one-hour documentary that uses stunning animation and real-life stories to discuss the science of adverse childhood experiences (ACEs) and the new movement to combat toxic stress. For the first time high ACE scores are being linked to

early onset heart disease, diabetes, addiction and depression, among other serious physical and mental illnesses.

The documentary shows what is predictable is preventable and a few pioneering communities are taking a team approach to preventing toxic stress. Everyone from pediatricians and therapists to educators and community members need to be involved to help reduce and eliminate the epidemic of toxic stress that is sweeping the nation.

After the screening, a group of local experts answered audience questions and discussed trauma informed care in our area. Panelists included Monica Brown, program officer, Health Foundation for Western and Central New York; Dr. Dina Spiroplous, local

pediatrician focusing on trauma informed care; Rebecca Stevens, director, Lee gross Anthonie Child Advocacy Center; Mickey Sperlich, Ph.D., assistant professor for the University at Buffalo School of Social Work; and Dr. Ursula Anderson, pediatric consultant and professor emeritus. The panel was led by Brittany Enekes from Prevent Child Abuse New York.

The panel tackled questions about what supports we already have existing in the Buffalo area to help combat the effects of ACEs and toxic stress to how to build a better framework for trauma informed approaches to care.



COMMUNITY

Community: We believe that our work is best measured by the strength of the relationships we foster and the impact we make in our community.

If you close your eyes and think about the word “community” many ideas come to mind. You can define a community by the shared attributes of the people in it, and/or by the strength of the connections among them. This is what CCRN strives to do every day. We strive to strengthen the sense of community among all of our providers. Regardless of the modality of care you provide, regardless of the role you play in

your child care, regardless of the age of the children you serve, you are part of a community of child care providers. The foundation of this community is the care and attention you put into nurturing the children in your care. With this dedication to community, we try to provide opportunities for connections among these community members on an ongoing basis. These connections we hope will strengthen the care you provide and help remove some of the isolation child care providers often report feeling. 2018 brought many opportunities to come together— most notably our Provider Appreciation dinner. Thanks to a gracious donation from BlueCross BlueShield we were able to bring a record number of providers together in a night of relaxation and celebration!

Learning is another way that we foster both professionalism and community.

CCRN also hosted its first School Age Leadership Summit. School Age providers were able to come together for a day of learning and networking. Participants left the day with concrete strategies to bring to their classrooms, strengthened existing relationships, and left with new connections truly creating a strong community.

As we move into 2019, CCRN is dedicated now more than ever to continue to provide these opportunities of celebration and learning to help strengthen our profession and sense of community. So be on the lookout for new trainings, networking events and membership opportunities as well as new and returning events.

CHEERS TO CHILD CARE

Fundraiser to Benefit Child Care Resource Network



On August 23, 2018, Child Care Resource Network welcomed over 200 of our closest friends and family to Resurgence Brewing Company for a night of fun and games—all in support of our programs designed to serve young children, families and child care professionals in Erie County.

As our first large fundraising event in many years, we were blown away by the generosity of this community. From the duck pond game to the 50/50 raffle to the basket auction, our Child Care Resource Network supporters gave generously—and we are endlessly thankful to have such an incredible community of support behind us.

This sold-out event was just the beginning. With help from our donors, Child Care Resource Network was able to host a record-breaking diaper drive in fall, collecting and purchasing diapers for children and families in need. The early care and learning community and its supporters have proven time and again to be the most supportive community in the City of Good Neighbors and we cannot tell you how grateful we are for your ongoing support. We couldn't do so much of what we do without this community. Thank You.

A new year brings new opportunities. New projects are being launched to increase the social and emotional skills of our youngest children, increase the number of child care professionals with early childhood training and credentials, as well as help employers

offer resources to families who are struggling to balance work and family. A new year brings new opportunities to offer your support, including volunteering, membership, sponsorship or monthly donations.

And don't forget fun! On June 20, 2019, we invite you to EXPO Market to raise your glass and celebrate once more with us—**Cheers to Child Care!**



SAVE THE DATE

Cheers to Child Care
Thursday, June 20, 2019
EXPO Market

donor recognition

Karen Albert
Allegra Network LLC
Cindy Allsop
Joe Allsop
Anchor Bar
Ebony Atwood
Audubon North Restaurant
Marissa Bach
Nikki Ballistrea
Peg Bastian
Ron Bastian
Julie Beale
Bobby J's Italian American Grille
Jill Boeck
Joyce Brown
LuAnne Brown
Ronald Brown
Tammy Budd
Mike Budniewski
Buffalo Bills
Buffalo Bison Baseball
Tara Burgess
Terry Burgess
JoAnn Calandra
Patti Calandra
Steve Calandra
Campobello's Cucina Italiana
Danielle Carla
Rachelle Cassatt
Liz Cercone
Terrell Chambers
Lisa Chrapowicz
Maryann Ciskal
Kristen Clark
Jessica Collins
Cathy Comiskey
Kim Conrad
Valerie Cooley
Adam Cope
CrAving
Cugino's Restaurant
Curly's Grille
Richard D'Agostino
Sandra D'Agostino
Katie D'Amato
Jeffrey & Katie Danahy
Jonathan Dann
Mary Daraci
Beverly Davis
Kathy Dawn
Karen Dearing
Emily Dinsmore
Irene & Ron Donaldson-Fink
Kaley Donaldson
Matthew & Michelle Donaldson
Kathleen Dust

Eat Rite Foods
Christine Ellington-Rowe
Justin Eulrich
Christina Fecio
Jonathan Figler
Nicole Jason Folaron
Kelly Forrest
Rebecca Gibson
The Gietz Family
Domonique Griffin
Grindhaus Cafe
Rick & Jennifer Groff
Collin Grzeskowicki
Ryan Haggerty
Anthony Hahn
Jennifer Hasse
Bethany Hawkins
Melissa Hawkins
Rick Hawley
Jo Hegarty
Kyle Hennicke
Dave Herbert
Denise Herbert
Penny Holmes
Deja James
Adair Jimerson
Shannon Johnson
Yonna Jolly
Camille Kane
Amanda Kelkenberg & Family
David Kelkenberg
Cindy Kiblin
Don Kiblin
Felicia Kiblin
Jere Kiblin
Karen Kopacz
Kostas Family Restaurant
Sean Kramer
Kate Kritch
Katie Krytus
Andrea Kuettel
Sara Lamoreaux
Alex Lauck
Betsy Lauer
Jessica Lauer
Stacy Lewis
Kim LoDico
Cristina LoVallo
Ashley Lukasik
Jenelle Lukasik
Mike Lukasik
Caitlin Lunderman
Lisa Lyman
Tom Lyman
Mariah Lynch
Adam & Kristin Macha
Nick Malamas
Sue Manera
Marco's Italian Deli
Jen Marino
Sherrell McClean
Debbie McCormick
Jason McNulty
Krista McNulty
Anne Miller

Barbara Mills
Shannon Mills
Mary Ellen Mitchell
Paul Mitchell
The Moonans
Heather Moore
Mr. Bill's Restaurant & Bar
Todd Nadel
Solange Niyigena
Melanie Obara
Oliver's Restaurant
Charles Orlando
Stacy Palmer
Melissa Pawlowski
Elizabeth Perry
Kala Rabatoy
Andrea Renyolds
Natalie Ristine
Jackie Roberson
Ellen and Dennis Rohney
Mikhael Rubin
Megan Ryan
William Sam
Marissa Sanchez
James and Jodi Schwegler
Jamie and Larry Schwegler
Gabi Simoneit
Marybeth Simoneit
Jessica Sipes
Pat Somogy
Linda Sorbara
Joe Spiranec
Constantina Spiropoulos
Andrew Spittler
Lisa Stefanie
Sue Stevens
Straight Up Wines & Liquors
John Study
Casey Suraf
The Synergy Group
The Burning Buffalo Bar & Grill
Thompson and Son
Elizabeth Tomkins
Suzanne Tomkins
Brandon Treichler
Susan Trimper
Susan Varney
Christine & Joe Ventura
Aimee Wakulinski
Chris Ware
Don Ware
Nancy Ware
Scott Wayman
Wegmans
Darryl Wenner
Christopher Willis
Michelle Wilson
Ashley Ziccarelli
Michele Ziccarelli
Kim Zukowski

Thank you to all of
our 2018 donors!

WHAT'S NEXT

Child Care Resource Network embarked on several new projects in 2018, the largest of which is the Refugee Family Child Care Microenterprise Development Program. In partnership with Journey's End Refugee Services and with funding from the Office of Refugee Resettlement, our education team will support local refugee community members with classes on health and safety, microenterprise development training, child development/child care program development training and the child development associate (CDA) credential. We anticipate this program will yield 20-30 new family child care businesses over the next three years—

creating nearly 200 new child care slots within the community. We greatly look forward to this expansion in our services and developing stronger, long-lasting relationships with a diverse range of parents and providers!



In working with the Health Foundation for Western & Central New York, we have also been approved to facilitate a one-year Parents Interacting with Infants (PIWI) in-home training program, which will draw upon research-based curriculum by Vanderbilt University and the Strengthening Families™

Protective Factors Framework developed by the National Alliance of Children's Trust & Prevention Funds. Aiming to complete four cycles of five parents/caregivers throughout 12 months, CCRN will further support low-income families and legally exempt child care businesses with children birth to 5 years. By using the PIWI philosophy in tandem with the Protective Factors Framework, each in-home training session will work to improve the social-emotional health and well-being of both adults and children.

participating parents and providers who choose to use Vroom technology, a smartphone application that combines practical language with research-based child development information and accessible, actionable early child activities. Through Child Care Aware® of America's Vroom Partnership Project, select CCRN staff will be trained in Vroom, and then will aim to support at least 15 low-income caregivers across a nine-month time frame, potentially addressing the behavioral and developmental health of up to 120 children.

As we continue striving to be innovators in the early child health and education fields, we are excited to begin these new, diverse projects that will more comprehensively meet the needs of our community.



Building off this in-home PIWI program, CCRN will also begin providing technical assistance to

COLLABORATION



Collaboration: We collaborate inside and outside the organization in order to maximize our shared knowledge and bring greater value to one another and to our clients.

One of the biggest expenses in a babies first few years of life is diapers. Diapers can cost about \$0.30 a diaper on average, and babies go through a lot of diapers about 300 a month. That's about \$90 a month in diapers alone. Transportation constraints often force low income families to shop for diapers at convenience stores where diapers can be significantly more expensive than those sold at

“big box stores.” To make matters worse, food stamps cannot be used to purchase diapers, and there are no federal safety-net programs that allocate funding specifically for the purchase of diapers.

An inability to afford diapers can cause a domino effect that can be detrimental to the health and well-being not only of the child but of the entire family. Most child care programs (even free and subsidized facilities) require parents to provide a supply of disposable diapers to drop children off. If parents cannot provide diapers they are often unable to utilize child care causing them to miss work or school causing a greater financial hardship for the family. These compounding factors are among the reasons that 1 in 3 mothers in the United States reports suffering from diaper need.

We at CCRN recognized this need and have been hosting an annual diaper drive to help minimize the impact of diaper need on our community. This past year on N.Y. Gives Day, CCRN collaborated with area business and organizations to help host a record-breaking diaper drive. On Tuesday, November 27, 2018, CCRN staff set up at the Dash's locations in Kenmore and East Amherst to collect diapers and wipes. WKBW Channel 7 did a story to help promote the diaper drive, and U.B. Infant Lab also helped to sponsor the event. Those who were unable to make it to Dash's could also donate online.

Together we raised over \$2,400 and collected more than 2,500 diapers and wipes, this will allow us to give more than 14 area providers with high-need children over 1,000 diapers each!



Excellence: Excellence is our pursuit of highest quality because we believe in what we are doing and that its value warrants our commitment.

Child Care Resource Network strives to be the premier authority on high quality child care in Western New York and nothing speaks to that better than media coverage. 2018 proved to be a record year for us in terms of requests from the media. CCRN is being seen as the best source of information on all things child care. CCRN is becoming a household name, synonymous with child care, and we seem to have captured the attention of the media as a result.

CCRN participated in 10 interviews across various media platforms this year, and what is most impressive is that for the majority of these interactions,

media outlets reached out to CCRN as subject matter experts on child care and quality. The media attention that we are getting speaks to the combined expertise and knowledge our agency provides.

Most notable was a weeklong television feature on WKBW on the state of child care in our community. CEO Amanda Kelkenberg, participated in a live interview, a taped interview and participated in a live panel discussion along with other experts in the field as the culmination of the informative segment. These, along with other sound bites, were aired on Channel 7 during an in-depth look into the field of Early Childhood Education in Western New York. In addition to the expertise being shared by our CEO, CCRN was also able to

empower local child care providers and parents to share their experiences with the media, lending an authentic voice to the segment.

This is but one example of many. CCRN was featured in stories that appeared in newspaper, radio, television and editorials as well. We look forward to continuing and expanding our media presence into next year. As we gain the trust of the media as the expert on child care and related issues, CCRN continues to live our value of upholding excellence every day.

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Jennifer Schreiber

Child Care Resource Network is a member of:



Early Care &
Learning Council
United to Promote Quality



United Way
of Buffalo & Erie County



Financials

Statement of Financial Position
9/30/17-9/30/18

Statement of Financial Activities
9/30/17-9/30/18

ASSETS

CURRENT ASSETS:

Cash & Equivalents	\$	1,095,887
Grants Receivable		761,882
Accounts Receivable, net		75,952
Prepaid Expenses & Deposits		18,565
Total Current Assets		\$ 1,952,286

Property & Equipment, net:	\$	24,105
Total Assets		\$ 1,976,391

LIABILITIES AND NET ASSETS:

CURRENT LIABILITIES:

Accounts Payable	\$	146,295
Accrued Liabilities		59,261
Deferred Revenue		22,535
Total Current Liabilities		\$ 228,091

Unrestricted Net Assets	\$	1,748,300
Total Net Assets		\$ 1,976,391

Financial Information is generated from
the 2018 audit report by:

Dansa D'Arata & Soucia CPAs LLP.

Certified Public Accountants

Our major funders include:

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

OPERATING REVENUE

GRANT REVENUE:

Child and Adult Care Food Program	\$	1,837,013
Resource and Referral		1,160,423
Day Care Registration		659,774
Other Grants		106,653
Total Grant Revenue		\$ 3,763,863

TRAINING REVENUE:

Provider Fees	\$	154,458
Child Development Association Fees		96,825
Total Training Revenue		\$ 251,283

OTHER REVENUE:

Annual Meeting & Other, Net	\$	43,176
Membership		4,211
Total Other Revenue		\$ 47,387
Total Operating Revenue		\$ 4,062,533

OPERATING EXPENSES

PROGRAM SERVICES:

Child and Adult Care Food Program	\$	1,869,105
Resource and Referral		1,131,722
Day Care Registration		659,774
Other Grants		81,946
Total Grant Expenses		\$ 3,742,547

SUPPORTING SERVICES

General & Administrative	\$	294,562
Total Operating Expenses		\$ 4,037,109

CHANGE IN ASSETS	\$	25,424
Beginning of Year		1,722,876
End of Year		1,748,300



1000 Hertel Avenue
Buffalo NY 14216



**DONATE
NOW**

Help children & families in WNY gain access to quality, affordable care & learning by donating today. We also accept donations through United Way Campaign designated funds.