

ANNUAL REPORT 2016

Child Care Resource Network



LETTER FROM THE BOARD PRESIDENT

Greetings!

Since 1986 Child Care Resource Network (CCRN) has competently provided resources and training to parents and child care professionals in Western New York while focusing on best practices for the growth of young children. Qualified and dedicated frontline staff has consistently worked to perfect their early childhood knowledge and skills, and CCRN leadership staff has been productive in leading the way for agency development. CCRN has always had a reliable and productive presence in providing services for the community while operating with fluctuating finances.

Now in 2017 CCRN vibrates with renewed energy under the superb leadership of CEO Amanda Kelkenberg. CCRN has grown by leaps and bounds in every agency area. Key staff positions and new programs have been added to make visible new CCRN goals. Intentional thought has been given to the creation of a strategic plan that has birthed a business plan to include a broader range of training and shared resources available to Western New York. At the helm, CCRN's Board of Directors has achieved stability and provides active agency support through increased committee functioning and Board involvement in agency and special events. Our marketing efforts have led to a new website and visible advocacy efforts that make a substantial difference for young children and adults involved in child care. Internally and externally, CCRN is wearing a new face. All efforts for agency growth have thus far proven successful.

However, there is so much more on the agenda for CCRN. These are exciting times as our agency continues to move forward and examine avenues not yet traveled such as providing training to public schools. Collaborative partnerships are being sought for grants, and fund development is moving from the back to the front door. CCRN leadership is becoming influential in Winning Beginning NY, a New York State initiative in early childhood development. And most important of all, CCRN's Board and staff are joined strongly together to benefit the diverse child care population that is so evident in the local community. There is no doubt that the welfare of young children, by focusing on the adults who provide care for them, will remain central to the vision and mission of the CCRN. Trust me...the best is yet to come!

Sincerely,

Christine Ellington-Rowe
President, CCRN Board of Directors

MEET
OUR
BOARD
PRESIDENT

LETTER FROM THE CEO

Dear Friends,

When young children show healthy development in spite of challenging circumstances – it is called resilience. In order for children to build resilience, they need trusted adults behind them every step of the way, helping them to develop the skills and resources to grow and thrive. Building resilience in children and adults is at the heart of everything we do here at CCRN. Every day we help families, who are barely making ends meet, find quality child care for their children. We empower women, who have come to this country as refugees, become small business owners, and opened their lives and homes to care for and educate children in their neighborhoods. We support teachers and caregivers through modeling and coaching to improve the social-emotional competence of children.

As the new CEO, I can tell you that this has been a year of transition at Child Care Resource Network - in staff, programs, and even our organizational culture. This is an agency that has been tested – and shows great resilience in times of change. In the past six months, we have added three new staff members - in addition to myself - to our senior leadership team, in areas of finance, fund development, and program development. We have developed a new strategic plan, operationalized an agency business plan, and made significant investments in our human resources structure with more to come in the following year. We have evaluated the impact of our programs, and begun the process of expanding the ones with the greatest impact and letting go of ones that no longer support our mission and the needs of the community. Our internal discussions are centered on the need to increase accountability in terms of the social profit we are delivering as well as increased responsibility and accountability to each other as an agency and team.

I believe in resiliency being the most important gift an adult can help a child discover – and I am honored to lead an organization that has found a way to not just stand in the face of a challenge – but to learn and grow when faced with change. I am proud to say that Child Care Resource Network is here and stronger than ever. I look forward to working with all of you as we create a community where all young children have what they need to reach their full potential.

Warm regards,

Amanda Kelkenberg
CEO, Child Care Resource Network

MEET
OUR
CEO



CHILD CARE RESOURCE NETWORK

STAFF

CEO

Amanda Kelkenberg

Administrative Services

Renee Gietz
Madelyn Termini
Jessica Collins
Karen Urrutia

Regulatory Services

Charles Orlando
Laura Cavaretta
Patricia Engleka
Kelly Maloney
Rebecca Gibson
Melissa Penski
Abigayle Brown
Sheila Tumiel
Joann Calandra
Jackie Roberson Jr.
Jennifer Schreiber
Davida Knight
Cerideth MacDonald
Linnea Harris
Chaznique Cooks

WNY Infant Toddler Resource Network

Kristin Macha

Child & Adult Care Food Program

Karen Kopacz
Billie Jo Meehan
Maria Navarro
Stephanie Simmons

Community Impact

Jodi Schwegler
Courtney Gfroerer
Carrie Truesdell
Christen Balistreri

Education & Training

Susan DiNatale
Kyle Hennicke
Kim LoDico
Gayle Nixon
Maryann Ciskal
Candice Thompson
Michelle Wilson
Kathleen Kiblin

Finance

Jennifer Groff
Christine Ventura

BOARD OF DIRECTORS

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City University of New York

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City of Buffalo Sewer Authority

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Early Bird Child Care Centers

Jacquelyn Jonmaire
Buffalo Museum of Science

Elizabeth Perry, J.D.
Lippes Mathias Wexler Friedman LLP

STAFF
&
BOARD

Child and Adult Care Food Program

Contracted with the United States Department of Agriculture (USDA) and the NYS Department of Health (DOH), the Child and Adult Care Food Program (CACFP) issues reimbursement to family, group family and legally exempt child care providers for serving nutritious meals in child care programs. Services include program enrollment, nutrition education, claim submission, and regular child care program monitoring.

Child Care Registration

Contracted with the NYS Office of Children and Family Services (OCFS) the Child Care Registration Program provides registration services for family child care and school-age child care programs. Responsibilities include registering and monitoring child care programs, in accordance with the NYS Day Care Regulations, to ensure children are healthy and safe.

Education & Training

The Education and Training Program provides an array of services to child care providers with the goal of improving the quality of early care and learning for children. Services include:

- Training and Technical Assistance
- Credentialing Programs
- Health Care Consultancy (HCC)
- School Age Child Care Network
- Directors as Leaders (DAL)
- Medication Administration Training (MAT)
- Western New York (WNY) Infant Toddler Resource Network (ITRN)

Legally Exempt Enrollment

Contracted with the NYS OCFS, the Legally Exempt Program provides enrollment and monitoring services to informal child care providers who receive government child care subsidies. To increase the quality of care, the legally exempt program also provides support to child care providers through coaching and a health and safety grant program.

Parent & Employer Services

The Parent Services Program helps families find child care by providing referrals to licensed and registered child care programs in Erie County that meet the individual needs of families. In addition to assisting families find child care, the Parent Services program provides valuable resources to families on topics related to child development, parent education opportunities and choosing high-quality child care.

Child Care Resource Network conducts feasibility, supply and demand, and other types of studies to determine the child care needs of a company, organization, or community area. Other services available to businesses include customized on-site child care referrals, implementation of a Babies at Work program, assistance implementing a pay plan for child care, and advertising opportunities to the child care community.

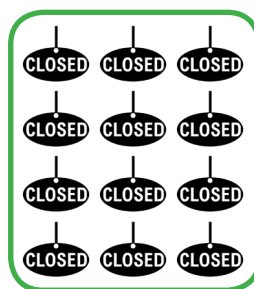




18 family child care programs
2 school-age child care programs
creating

144 new slots in family
child care programs

236 new slots in school-age
child care programs



Number
of illegal
child care
programs
closed:

12



Child Care Resource Network
completes inspections of all types
of child care programs.

In 2015-16, CCRN completed a
total of 2,016 inspections.

OUR GROWTH



89% of parents who use our child care referral services
would recommend using our services to others.

29 outreach events

52 advocacy efforts

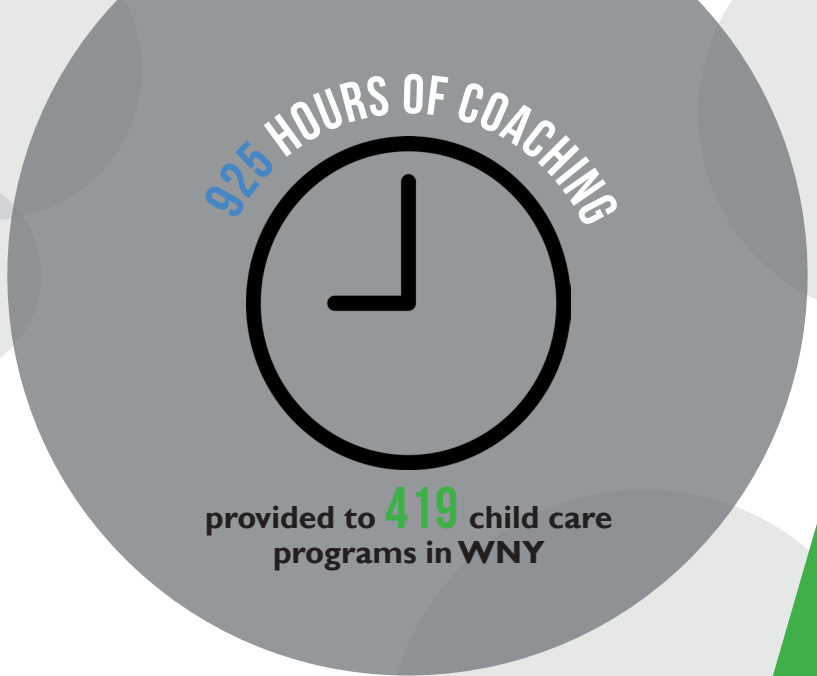
4 child care workshops

85 total number of
community events





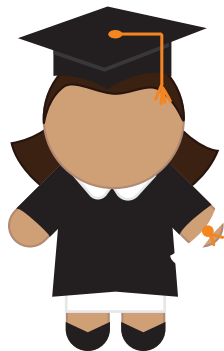
distributed through
CACFP to feed children
healthy meals
which resulted in



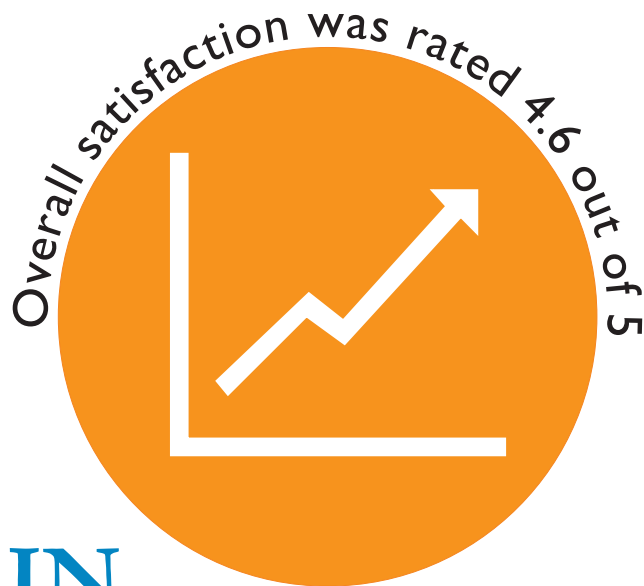
1,295,059 

meals and snacks distributed to over 1,500 children

CCRN
trained a
total of 1,593
child care
professionals
in 2016



99% of care & early learning professionals were
highly satisfied with their training from CCRN.



#1
IN
NEW
YORK
STATE

CCRN has helped the highest
percentage of family & group family
child care providers in NYS become Breastfeeding
Friendly (BFF) Certified.

57% of Erie County family and group family programs
are BFF, largely through the efforts of CCRN's CACFP,
compared to a rate of 12% throughout NYS.

OUR
GROWTH

WELCOMED A NEW CEO

In August 2016, CCRN said goodbye to former CEO Lynn Pullano with her move to Help Me Grow, and welcomed our current CEO Amanda Kelkenberg. Amanda has been with CCRN for over 12 years, holding positions in almost every department in the agency. Her previous experience and success has already shown tremendous benefit and growth to the agency.

JOINED WINNING BEGINNING NY'S STEERING COMMITTEE

CEO Amanda Kelkenberg was asked to join Winning Beginning NY's Steering Committee, a New York State group involved in advocacy and decision making on a state and federal level.

ASSISTED WITH BRINGING FACILITATED ENROLLMENT DOLLARS TO ERIE COUNTY FOR THE FIRST TIME EVER

Child Care Resource Network worked closely alongside WNY Women's Foundation and Senators Tim Kennedy and Jeff Kline to advocate for bringing Facilitated Enrollment dollars to Erie County. The first time in its history the county has received this funding, these dollars help take the burden of child care costs off of working families.

HAD THE MOST MEDIA ATTENTION IN CCRN'S HISTORY

Throughout 2016, CCRN was directly involved with eight different news stories. These news stories appeared on the television, in print newspaper, and on the radio. The most discussed topic was the high cost of child care in Erie County, and what CCRN is doing about it.

PUBLISHED A SURVEY AND SUPPLY & DEMAND STUDY FOR BUFFALO STATE COLLEGE

Over the course of six months, CCRN worked with community members, local organizations, and Buffalo State College staff, students, and faculty to assess the feasibility of expanding the current child care center.

COORDINATED TWO CO-LOCATION AGREEMENTS

Throughout 2016, CCRN is proud to have reached two separate co-location agreements that are still in place. The Early Childhood Direction Center and Workforce Development Institute are now housed inside CCRN offices, allowing us to coordinate services to better serve WNY.

SUPPORTED TEACHERS TO IMPROVE THE SOCIAL EMOTIONAL DEVELOPMENT OF PRESCHOOL CHILDREN

With funding from the Health Foundation for Western & Central New York, CCRN became involved in the Positive Emotional Development and Learning Skills (PEDALS) program. The goal of PEDALS is to embed evidence-based social and emotional curricula and assessment into preschool classrooms to improve social emotional development of preschool-age children, particularly to those children impacted by poverty. CCRN is providing on-site PEDALS coaching to teachers in three early childhood programs.

**THIS
YEAR
WE...**

**Darniece Faison-Douglas,
My Baby's Daycare, Inc.**

Group Family Day Care Provider

"I really enjoy working with the staff at Child Care Resource Network. They are patient and give me lots of support in the different areas of my business. I would pay \$100 for my membership just to make sure they are still here to help me. I renew my membership every year, and get quick service when I call and ask for help. I care for my granddaughter and other people's children, and CCRN staff are patient and walk me through step-by-step issues I have."



**Cheri Nowicki, M.S. Ed.
Skies the Limit Child Care LLC**

Child Care Center

"I am writing to express my deep gratitude for Child Care Resource Network. On Monday, May 2nd, Skies the Limit Child Care LLC, completed our initial renewal inspection. We have been open for almost two years now, and our center was found to be 100% compliant. Our licensor actually used the term 'phenomenal' when describing how impressed she was with our renewal inspection."

I feel we owe a great deal to CCRN for assisting us in our high standard of care for our students and center. There are no true words to express how thankful I am as a new director to have worked with CCRN over the past year. We are happy to be a registered professional member. I look forward to continuing to maintain a close relationship with the agency to make our early childhood field the best it can be. My only regret is that I didn't contact CCRN sooner! Thank you, thank you, thank you for all Child Care Resource Network has done, and will continue to do for the early childhood field."

Solange Niyigena, CDA Candidate

Group Family Day Care Provider

"Without Child Care Resource Network, I would not be here. They helped me to take the classes to open my daycare. We had Michelle as a teacher and she helped us so much. Without Michelle I wouldn't have been able to open my daycare. CCRN helped with paperwork, opening the daycare, and with people who did not speak English. I'm doing so good because every time I have a problem, I come to CCRN and Michelle and she's there. She's always ready to listen, tell us what to do, and where to go."

**Robbil Coleman, Site Director
Boys and Girls Club**

School-Age Child Care Program

"I believe the School-Age Child Care [SACC] class offered by CCRN is extremely beneficial to the development of directors and aspiring directors. The class not only reinforces state laws, but also best practices. The instructor is knowledgeable, accessible, and willing to go the extra mile to assist you where she can. There's a plethora of information that is presented in a condensed, but structured environment with a clear plan."

The class presents an opportunity to work with colleagues, build relationships, and gain perspective on other ways to accomplish things. Regardless of your title, years of experience, or employer, when you complete the course you're more knowledgeable and comfortable with your career choice. I feel as though my program has improved exponentially because of the knowledge I've gained, and even more so because of the site visits and recommendations made by the instructor."

**WHAT
THEY
SAY**

WHO
WE
ARE

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 Focus

**Child Care Resource Network
is a member of:**



United Way
of Buffalo & Erie County



Statement of Financial Position *As of 09/30/16*

Statement of Activities *09/30/15 - 09/30/16*

ASSETS

CURRENT ASSETS:

Cash	\$1,139,330
Grants Receivable	\$615,119
Accounts Receivable	\$51,724
Prepaid Expenses & Deposits	\$27,647
Total Current Assets	\$1,833,820

PROPERTY & EQUIPMENT, net	\$47,851
Total Assets	\$1,881,671

LIABILITIES & NET ASSETS

CURRENT LIABILITIES:

Accounts Payable	\$159,427
Accrued Liabilities	\$76,857
Deferred Revenue	\$31,154
Total Liabilities	\$267,438

NET ASSETS:

Unrestricted	\$1,614,233
Total Net Assets	\$1,881,671

OPERATING REVENUE

GOVERNMENTAL GRANTS:

CACFP	\$2,124,944
Resource & Referral	\$1,160,423
Day Care Registration	\$659,774
Other Grants	\$154,934
Total Grants Revenue	\$4,100,075

TRAINING:

Provider Fees	\$92,984
CDA Fees	\$76,090
Total Training Revenue	\$169,074

OTHER:

Annual Meeting & Other, net	\$12,850
Membership Dues	\$6,580
Interest Income	\$195
Special Events, net	-
Total Other Revenue	\$19,625

Total Operating Revenue	\$4,288,774
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OPERATING EXPENSES

PROGRAM SERVICES:

CACFP	\$2,131,386
Resource & Referral	\$982,258
Day Care Registration	\$648,257
Education/Training	\$68,201
Total Program Services	\$3,830,102

SUPPORTING SERVICES:

General & Administrative	\$321,934
Total Expenses	\$4,152,036

CHANGE IN NET ASSETS	\$136,738
Beginning of Year	\$1,477,495
End of Year	\$1,614,233

THE
NUMBERS

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

Financial information is generated
from the 2016 audit report by:
Bonadio & Co., LLC
Certified Public Accountants

