



October 04, 2017

Abbe Kovacik  
Executive Director  
Capital District Child Care Council  
91 Broadway  
Menands, NY 12204

Dear Ms. Kovacik,

Thank you for submitting your materials for your annual review for continuation of your Quality Assurance validation.

Child Care Aware® of America is pleased to extend your validation. We appreciate your agency's continued efforts and your teams' diligent work ensuring your CCR&R continues to meet Best Practices. Attached is our feedback of your annual report.

Your next annual report is due to us on August 31, 2018. Please follow the same protocol for the previous annual reviews taking into consideration our recommendations for your first annual review.

We commend you and your staff on your demonstrated commitment to continuous quality improvement to meet national Best Practices standards for CCR&Rs.

Sincerely,

A handwritten signature in black ink, appearing to read "Nicole Neely", with a long horizontal flourish extending to the right.

Nicole Neely  
Consultant



**Capital District Child Care Council  
Report of Annual Review for Quality Assurance  
2017**

**Audit**

The audit noted some recommendations. A committee of staff and board are working on addressing specific areas such as information technology policies. We look forward to reviewing the progress the agency has made in the next annual review.

**Board**

We reviewed the board composition, and board minutes. While some board turn-over is noted, the board composition generally appears to be representative of appropriate professions and others in order to provide sound governance for the organization. The board is actively recruiting for two positions specific to human resource and legal expertise.

**Financials**

We reviewed the board minutes and financials submitted. They demonstrate board attention to finances and appear to represent sound financial management.

**Organization**

We reviewed the organization chart and staffing plan provided and noted the agency is going through a reorganization process. Reorganization process appears to allow for sound management of the organization and forward planning.

**Commendation:**

Detailed planning demonstrates a commitment to ensuring qualified staff and structural support to meet consumer's needs is commended.

**Strategic Plan**

We reviewed the agency's strategic plan and narrative. We noted that it has been used to prioritize services and funding during a time of reduced funding and organizational restructuring. We look forward to reviewing the progress on the strategic goals in next year's annual review.

**Commendations:**

We commend the agency for their detailed outcome based planning. The use of the plan as the guide to ensure community and consumer needs are identified and met is evident.



### **Evaluation and Data**

We reviewed the evaluation data and found that the agency submitted reports that analyzed and summarized the key lessons learned. We also reviewed the Needs Assessment, Employer and Parent data, QUTALITYstarsNY report and United Way QSNY Troy report. Reports were comprehensive, well-defined, contained key findings and easily readable by all stakeholders.

#### **Commendations:**

The reports reviewed are well designed and will serve to educate the public and stakeholders about CCR&R services in the community. The agency uses this data for planning and continued support for the strategic direction of the organization.

### **Parent Education**

We reviewed the parent education documents. The agency has offered an array topics and tip sheets for parent education in various parent friendly locations. It appears to meet Best Practices for CCR&Rs.

### **Provider Technical Assistance**

We reviewed the community reports on intensive technical assistance submitted for the annual review. The evaluation results demonstrate that providers appreciate the services provided and learn from them. The evaluation reports continue to be comprehensive and informative.

### **Provider Training**

We reviewed the comprehensive training calendar report submitted for the annual review. The training calendar was comprehensive and appeared to offer courses across the counties for all modalities of care at times and on days convenient to child care providers.

### **Public Awareness Materials**

We reviewed the materials submitted. In addition, we reviewed the agency's website and the annual report. The agency demonstrates creative outreach and a strong presence in the community and on social media. Materials are engaging and educational.

#### **Recommendations:**

The annual report was not found. Previous reports have included evaluation data and been informative. Recommendation is to submit the most recent annual report for next year's review.

### **Public Policy Materials**

We reviewed the documents the agency submitted and reviewed the agency's advocacy section on their website. This continues to meet Best Practice standards. There are extensive resources and tips for advocacy at local, state and federal levels.