



June 15, 2017

Carla Hibbard, Director  
Child Care Aware® of Steuben and Schuyler  
117 East Steuben Street  
Bath, NY 14810

Dear Ms. Hibbard,

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' hard 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 May 30, 2018. Please follow the same protocol for the fourth annual review taking into consideration our recommendations for your annual review.

We commend you and your staff on your demonstrated commitment to continuous quality improvements to meet national Best Practices standards for CCR&Rs. Your commitment and hard work is evident.

Sincerely,

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

Nicole Neely  
Quality Assurance Consultant



**Child Care Aware® of Steuben and Schuyler  
Annual Review for Quality Assurance  
June 15, 2017**

**Board**

We reviewed the board member composition and by-laws. The board composition represents your service delivery area and necessary professions in order to provide sound governance for the organization.

**Strategic Plan**

We reviewed the strategic plan. Progress report on significant accomplishments and challenges were included.

**Commendation:**

CCR&R identifies progress on their strategic plan. This includes planned outreach to unidentified populations or potential underserved populations.

**Organization**

We reviewed the document organizational chart submitted. Only two staff changes were noted during the past year.

**Commendation**

New staff demonstrates sound hiring practices that will continue to support the organizations mission and vision.

**Audit and Financials**

We congratulate the agency for its clean audit for calendar year 2015. The auditor found no material weaknesses or deficiencies. We reviewed financials submitted. They appear to represent sound financial management.

**Evaluation**

We reviewed the evaluations submitted for parents, and providers. Data is collected and summarized on a regular ongoing basis.

**Recommendations:**

The parent referral evaluation reports (follow-up) included percentages regarding satisfaction of services and outcomes of services. Limited analysis of data is found. Recommendation to summarize the evaluation data and describe how it is used to inform the future direction of the CCR&R services and how it relates to the strategic direction.



### **Parent Education**

We reviewed the parent calendar of education workshops. It appears to meet Best Practices for CCR&Rs. The calendar included training offered by agency partners. We also reviewed the parent workshop evaluations.

### **Provider Technical Assistance**

We reviewed the evaluation report on intensive technical assistance submitted. The evaluation results demonstrate that the survey results and evaluation are taken into account for planning and implementing TA.

#### **Commendation:**

Evaluations indicate providers appreciate the services provided and implement the concepts from the project. Appears all modalities are utilizing technical assistance.

### **Provider Training**

We reviewed the training calendar and training evaluation for the annual review. The training calendar included training for all modalities of care at times and on days convenient to child care providers. The evaluation results demonstrate that providers were satisfied with the trainings offered and implement the concepts from the trainings.

### **Public Awareness Materials**

We reviewed the materials submitted, including the annual report and website.

#### **Commendation:**

The Annual Report was comprehensive and a balance of at-a-glance data, summary of issues and relative activities. We also commend the agency for their online presence and social media activity.

### **Public Policy Materials**

We reviewed the materials provided as well as the agency's public policy agenda and website.

#### **Commendation:**

The agency has developed and successfully implemented federal, state, and local public policy activities and materials to meet carry out their public policy plans. They appear to reach all types of stakeholders.