



Early Care &
Learning Council

United to Promote Quality

Standards of Excellence

New York State Child Care Resource & Referral Programs

Please note!

This is a document of the Early Care & Learning Council, Inc. and is designed exclusively to assist **our** Membership in meeting our own exacting standards.

Early Care and Learning Council

[Resources - Early Care & Learning Council \(earlycareandlearning.org\)](http://earlycareandlearning.org)

Added 2018 – CCR&Rs with current Quality Assurance Certification from CCAoA automatically qualify for NYSOE Certification. However, if your QA Certification is discontinued at any point after the most recent issuance of SOE Certification, you will then have 6 months from the date you received notice of discontinuation to submit a full application for NYSOE.

Added 2020 -Diversity, Equity and Inclusion (*to Agency Structure and Oversight- Category B-Item 2*)

Explanation of Terms and Processes

SOE Certified - A CCR&R that is in compliance with 80% of the items specified in this document – and whose plan for *Achievement of Further Excellence* has been approved by the Early Care and Learning Council (ECLC) - will be deemed *Standards of Excellence* certified, and will be awarded a **Certificate of Excellence** that is valid for 3 years.

Agency – The legal entity responsible for the operation of the CCR&R. This is typically a tax-exempt, non-profit organization.

Program - The programs, services, personnel, and resources comprising the CCR&R.

Governing Body – An elected or appointed group with fiduciary responsibility for the responsible, legal, and ethical oversight of the organization that operates the CCR&R. Typically, this would be a Board of Directors, whether for a multi-service organization - such as a Community Action Agency – or a stand-alone CCR&R. There may be other organizational forms with a different type of GB.

Certificate of Good Standing – A document issued by the New York State Secretary of State or the Attorney General that verifies the organization is in compliance with NY State Non-Profit Law.

Assurance of Compliance – An ECLC generated form through which the organization declares it is in compliance with specific items included within the Standards of Excellence.

Program Leadership – The staff member(s) responsible for the overall management of the CCR&R programs and services. Depending upon the size and structure of the agency, this could be the Executive Director, or a Program Director, or members of a Program Leadership Team.

Executive Leadership – The chief executive officer, who is hired and supervised by the Governing Body of the entity legally responsible for the CCR&R.

Consumers – The families receiving direct child care services from providers, and/or parent education, financial assistance, or other services from the CCR&Rs.

Providers – Those who provide direct early care and learning services to children and their families – and receive training/technical assistance and other supports from CCR&Rs.

Achievement of Further Excellence Plan (AFEP) – All applicants must submit with their application a plan to achieve further excellence over the year ahead.

Application Review – Upon receipt of the SOE Application Narrative, the Assurance of Compliance, and the Plan for Further Achievement of Excellence, and upon completion of an SOE Site Visit by ECLC staff, the application will be first reviewed by the Program and Services Team, and then will be submitted to the ECLC Senior Leadership Team for final review and approval.

SOE Application Narrative – A narrative document that addresses each item contained within the Standards of Excellence.

Complete SOE Application – This includes the SOE Application Narrative, the Assurance of Compliance, and the Plan for Further Achievement of Excellence.

SOE Site Visit – Within 14 days of receiving a Complete SOE Application, ECLC staff will schedule a SOE Site Visit with the applicant to review application documentation on file at the CCR&R. The site visit must occur within 60 days of being scheduled.

Appeal Process – A CCR&R may appeal a decision by ECLC to not approve SOE certification for that program. The appeal must be in writing, and must be submitted within 30 days of ECLC’s decision. If the application is again denied approval, the CCR&R may submit a new application after 6 months.

Follow Up (added 2018) – 18 months post your SOE Recertification you will be required to submit a follow-up report. This report will consist of a re-write of just the narrative section(s) that were part of your *Achievement of Further Excellence* improvement plan and an updated *Assurance of Compliance* form.

DEI – Diversity, Equity and Inclusion (*added 2020 to Agency Structure and Oversight- Category B- Item 2*)

Early Care and Learning Council

Standards of Excellence

New York State Child Care Resource & Referral Programs

Agency Structure and Oversight

Standard 1

The **Governing Body (GB)** of the agency managing the Child Care Resource & Referral (CCR&R) ensures the program provides excellent programs and services, and is regarded as a regional leader in early care and learning services.

Category A

*The **Governing Body (GB)** has established and legally appropriate policies, procedures and practices.*

Item 1 - The agency legal status is clear and in accordance with NY State Non-Profit Law, and the GB members know their fiduciary responsibilities.

Achievement of this is evidenced by:

- A **Certificate of Good Standing** from the State of NY, or
- A current CCR&R contract with the Office for Children and Family Services

Item 2 - The agency has bylaws or other operating guidelines that specify how the GB operates, and that comply with NY State Non-Profit Law. There are position descriptions for members and committees of the GB.

Achievement of this is evidenced by:

- A **Certificate of Good Standing** from the State of NY, or
- A current CCR&R contract with the Office for Children and Family Services

Item 3 - The GB meets regularly (as defined within its organizational documents) to fulfill its fiduciary responsibilities under NY State Non-Profit Law.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 - The GB selects and engages an independent auditor as required by NY State Non-Profit Law, and ensures the agency finances are managed appropriately.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 5 - The GB develops and implements a sustainable fund development plan that meets the CCR&R needs.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 6 - The GB ensures new members are properly oriented and trained to fulfill their duties, as defined by NY State Non-Profit Law.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 7 - On an annual basis, each GB member signs the agency conflict of interest and confidentiality policies.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category B

The Governing Body (GB) involves different types of stakeholders and reflects the diversity of those being served.

Item 1 - The GB has a GB member recruitment strategy and action plan, and monitors the effectiveness of efforts to be inclusive and represent the diversity and needs of the population being served.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 – The GB strives to represent both the diversity of geography, languages, races and ethnicity among the population served, and the stakeholders, skills, and allies needed to effectively foster the agency/program sustainability and success.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Suggested Activities: (Added 2020)

1. Demonstrates commitment to diversity, equity, and inclusion (DEI) through the development or involvement in tangible initiatives (hiring practices, cultural visuals, etc.).

Example(s):

- a. Mission, vision or goals are inclusive of diversity, equity and inclusion language.
- b. Conduct employee surveys with DEI questions
- c. Take part in community groups whose focus is on diversity, equity or inclusion issues or start a committee in your agency

- d. Actively Become culturally competent. (Read books, movies, cultural groups)
- e. Speak up about diversity issues that are not necessarily your own
2. Promotes a diverse perspective, while providing an inclusive workplace. And develop cultural collaborations within the community.
Example(s)
 - a. Seek out diverse groups in your community/region (NAACP <https://www.naacp.org/>, Latinx groups, Broome County Urban League <https://www.bcul.org/> , etc.)
Example(s)
 - a. Recruiting, hiring and retention practices (see link to assistance <https://bloomerang.co/resources/templates/diversity-inclusion-and-equity-policy-template/>)
3. Raises awareness about challenges and opportunities related to DEI among the Early Education field and work environment via CCR&R publications, media, etc.
Example(s)
 - a. Initiates DEI conversations by enlisting assistance from DEI practitioners or ECLC
4. Works diligently to provide opportunities for diverse community to have resources to succeed.
Example(s)
 - a. During community distress (e.g. COVID-19, Hurrian Sandy, etc.) intentional outreach to diverse Provider communities
 5. Increases diversity and inclusion of staff and board.

Category C

The Governing Body (GB) engages in strategic planning and monitors the programs and services provided by the agency.

Item 1 - The GB has a strategic plan/vision with specific objectives, strategies, and monitoring tools to guide the agency/program over at least the next 2-3 years.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 - The agency/program strategic plan takes into account a variety of factors, including consumer needs, economic and workforce development impact, and what services/resources are available from partners and allies.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 - The GB monitors effectiveness of the strategic plan/vision, and the alignment of the mission, vision, and strategic plan with the actual programs and services being provided by the agency/program.

Achievement of this item is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Program Administration and Operations

Standard 1

The agency **Executive Leadership (EL)** and/or the CCR&R **Program Leadership (PL)** ensures the accomplishment of the program mission and strategic plan/vision.

Category A

*The **EL/PL** ensures an appropriate number of qualified employees, as per prevailing professional practices among comparable organizations within the region, are recruited, employed, and sustained to fulfill program mission and strategic plan/vision.*

Item 1 - There are approved job descriptions and compensation guidelines, as per prevailing professional practices among comparable organizations within the region, for all positions.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 - All personnel are qualified and credentialed, as per prevailing professional practices among comparable organizations within the region, for their specific positions.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 - Trainers and technical assistance providers have at least 2-3 years of experience in early care and learning services. Personnel working with families should have appropriate experience, as per prevailing professional practices among comparable organizations within the region, with a range of early care and development service models.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 – **EL/PL** ensures there is a diverse workforce that is representative of the population being served.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 5 – **EL/PL** ensures that all employees sign and comply with all policies and procedure documents required by the GB, including any related to conflicts of interest, confidentiality, ethical behavior, and professional standards.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category B

EL/PL ensures there is an annual professional development plan for each staff member.

Item 1 – New employees receive a comprehensive orientation about the organization and their roles, and continued professional development - as per written policies and procedures. The competency of a staff member is evaluated before actively performing duties.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 – ***EL/PL*** ensures there are annual in-service trainings and other professional development opportunities that promote continual expansion of knowledge and skills within the early care and learning field, and the staff member's role within the CCR&R.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 - As available and appropriate, employees participate in a variety of external professional development activities, as may be offered by recognized leaders in early care and learning.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category C

Adequate resources are utilized for the recruitment and retention of qualified employees.

Item 1 – The CCR&R offers appropriately competitive compensation, as per prevailing professional practices among comparable organizations within the region.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 – Supervisors have the appropriate qualifications for the roles expected of them, as per prevailing professional practices among comparable organizations within the region.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 - Each staff member meets regularly with her/his supervisor to discuss performance expectations, and is afforded the opportunity to suggest ways the department or CCR&R might operate more effectively/efficiently.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 – Performance evaluations of each employee are conducted annually, which include an opportunity for self-assessment by each employee.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category D

Executive Leadership ensures sound financial management practices

Item 1 - Financial management staff ensure all records are maintained in accordance with standard accounting practices as set forth by the organization Auditor, as well as Board of Directors approved policies and administrative procedures approved by the **EL**.

Achievement of this is evidenced by:

- A current CCR&R contract with the Office for Children and Family Services

Item 2 - Monthly financial statements are reviewed by the **EL**, and are shared with **PL** and appropriate project managers as per agency/CCR&R policies.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category E

Effective delivery of services and program management is ensured by the **EL/PL**.

Item 1 – There are written policies and procedures being adhered to by staff to ensure effective and high quality services are provided. Consumers are informed of all “customer service” policies, including those regarding consumer rights, complaints, fees, and confidentiality.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 - Consumers are informed in the languages they speak about procedures for filing complaints against providers and CCR&R staff, and are provided with a disclaimer regarding CCR&R referrals.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Consumer Services

Standard 1

Families have access to timely and accurate information about quality early care and learning services, about community resources for families, and about parenting practices that better prepare their young children for success in school, career, and life.

Category A

Complete and accurate information regarding area early care and learning services are maintained by the CCR&R.

Item 1 - Written policies and procedures are followed by the CCR&R in regard to the design of the databases, input accuracy, on-going maintenance, and for the sharing of data.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 - Information is collected from consumers for standardized data fields as defined by ECLC and/or OCFS, in order to contribute to the compilation of national data on each consumer group.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 - Database records are updated at least annually regarding providers and community resources.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category B

Objective assessments of programs and services are conducted to ensure continuous quality improvement for consumers.

Item 1 - An evaluation plan, that includes targeted services, measurable outcomes, and indicators of success, is developed and periodically updated by the CCR&R. Written procedures and appropriate tools are utilized to measure outcomes and document the provision of services.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 - Evaluation results are utilized to assess effectiveness in achieving outcomes. In particular, assessments related to consumer groups assess knowledge gained, knowledge-driven actions, and service satisfaction.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 - Feedback is requested from all individuals served. Appropriate sample surveys are conducted at least annually, to ascertain consumer satisfaction.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 - Consumer feedback is actively utilized to assess progress in achieving program goals, to adjust program protocols and staff training, and to improve employee performance.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category C

The needs of each consumer group are periodically assessed in order to ensure programs and services are effectively planned to address existing and emerging needs

Item 1 – Local, state and federal demographic and geographic data are utilized to assess the needs of each targeted consumer group. Underserved populations are targeted for service expansion and enhancement.

Achievement of this is evidenced by:

- A current CCR&R contract with the Office for Children and Family Services

Item 2 - An annual service plan, based upon documented needs and with specific outcomes to be measured and achieved, is developed for each targeted group.

Achievement of this is evidenced by:

- A current CCR&R contract with the Office for Children and Family Services

Category D

A variety of strategies are utilized to market the services provided by the CCR&R.

Item 1 – A marketing plan is developed, that is outcomes-based, reviewed annually and modified as needed, and that includes multiple ways to reach all consumer groups.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2- Clear and consistent branding standards are utilized.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 - Written materials for consumers are specific to the target population, and include a communication strategy, and clear branding and messaging.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 – Services are marketed in print and online form, and where consumers gather and access early care and learning information.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 5 – A regularly updated and comprehensive website is maintained, that describes services available to each consumer group, and includes child development and public policy information.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category E

Consumers have easy access to comprehensive consumer education and early care and learning referrals so they can make informed early care and learning choices.

Item 1 – There is an annual consumer needs assessment for families, either by the CCR&R or a partnering entity, particularly regarding referrals, information and resources on early care and learning, parenting workshops, and preferred ways to access consumer services and resources.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 – Consumers are served in multiple ways, including in-person, online, and by telephone. Services are planned to meet the needs of the diverse consumer population, and are conveniently available.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 – Consumers receive excellent customer service, as per prevailing professional practices. This includes cultural sensitivity, and respect for the consumer's choice in order to meet family preferences and the individual needs of each child.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 - Referrals are provided in a manner that maximizes early care and learning options within the constraints and parameters presented by the family. Provider information given to the consumer will include fees, assessed quality of service (if known), days and hours of service, and service environment. A minimum of three appropriate referrals will be provided, if available.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 5 – Information and resources to the consumer will be provided verbally and/or in writing, as per the family’s preference.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 6 – Consumers are informed about quality indicators for early care and learning, the steps to effectively choosing early care and learning, how to best use the referrals and resource information provided by the CCR&R, and other community resources as needed.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 7 – Consumers are informed about licensing, registration, and enrollment requirements, including regulations specific to child age and family provider type. Contact information is provided for the offices responsible for the enforcement of early care and learning regulations.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 8 - The range of early care and learning costs, as related to type of care, age of child, and provider location are shared with consumers, as is information about government funded early care and learning subsidies, and other forms of financial assistance (including tax credits).

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category F

Consumers have access to information, resources, and guides related to child development issues, parenting, and choosing quality early care and learning.

Item 1 - Parenting resources are available to all consumers, either through the CCR&R or through partner programs. Such resources are offered in the languages parents speak and at times and in locations convenient to them.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 – Parents have access to a periodic newsletter (print and/or electronic), either produced and disseminated by the CCR&R or a partner program, that includes information and resources on a wide variety of parenting topics, including quality early care and learning and CCR&R services.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Provider Services

Standard 1

Providers have access to appropriate trainings and technical assistance, which strengthens their capacity to successfully operate small business enterprises that provide quality early care and development services which are responsive to the needs of the children and families in the communities they serve.

Category A

Training and technical assistance are provided to providers – directly or through partnering entities - that meet the needs of the early care and learning workforce.

Item 1 - Provider needs are assessed, particularly regarding training, and technical assistance needs. This information is sought from providers, licensing agents and partnering entities.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 – Services address the diverse needs of the providers, are conveniently available, and are provided in many ways, including online, in-person, and by telephone – as well as on-site support for targeted groups of providers.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 – Training and technical assistance is available to all service modalities (i.e., center-based, family-based, school-age, and other caregivers), either directly or through partnering entities. Services offered to assist unregulated providers become regulated, and are available in the languages spoken by the early learning workforce. To avoid duplication of effort, the CCRR coordinates with other training and technical assistance providers.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 - A variety of training and technical assistance formats are utilized in order to meet the diverse needs of providers, and are effectively communicated to the early care and learning workforce.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 5 - Providers may request and register for services on-line and have the opportunity to share information on-line with other providers.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 6 – Providers receive a newsletter that includes resource information on a variety of child development topics, including training and technical assistance opportunities, health and safety issues, quality early care and learning standards, and additional services offered by the CCR&R.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category B

Providers receive services that enable them to offer better quality early care and learning and achieve professional development goals.

Item 1 - Evidence-based trainings are planned and offered by the CCR&R, and/or partnering entities, Such trainings offer providers the opportunity to earn credit units toward professional credentialing and are appropriate to the educational levels of providers and targeted early care and learning setting.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 - Providers are offered technical assistance after training (including on-site technical assistance when possible) to assist them in putting into practice their new knowledge.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 – In order to promote both professional development and higher quality of early care and learning, training and technical assistance are aligned with credentialing systems, such as licensing, accreditation, quality rating systems and other credentialing opportunities.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 – Project-based on-site technical assistance includes assessment, support, monitoring and evaluation. A transparent process is used to choose providers, with a written document used to set program goals, clarify roles and responsibilities, and set forth a training action plan.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 5 - Providers participating in the on-site technical assistance project are assessed in regard to their competence to offer quality early care and learning. This includes establishing a baseline, and identifying both the providers' strengths and areas in which improvement is needed. Written quality improvement plans are agreed upon by CCR&R and providers. Providers receive feedback

and assistance in meeting the agreed upon goals.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 6 – The CCR&R staff caseload for on-site technical assistance does not exceed, at any point in time, 15 early care and learning centers and/or school-age programs, or 25 family early care and learning homes and/or family, friend, or neighbor caregivers.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Community Services, Engagement, and Advocacy

Standard 1

Communities benefit from more affordable and quality early care and learning services for children and families, from better educational outcomes, and from a more stable and productive workforce.

Category A

Services are offered by the CCR&R that addresses the needs of workers and employers.

Item 1 - Employers are informed of services available to support the early care and learning needs of their employees. The CCR&R reaches out to the employees to make them aware of early care and learning options.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 – The CCR&R, or a partnering entity, conducts an early care and learning-specific needs assessment in at least two of the larger communities that it serves. Leaders in each community are surveyed to assess their interest in CCR&R services. Those community organizations and leaders who serve children and families are identified.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 - Information about CCR&R services for families and children, including topics such as the demand and supply for early care and learning, and market rates for early care and learning services, are shared in multiple ways with community organizations and leaders.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 – To ensure that the needs of families and early care and learning providers are taken into account in the planning of community services, the CCR&R establishes and maintains effective communication and connections with community organizations and leaders.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 5 - To ensure that families, providers and the public are aware of CCR&R services and the importance of affordable and quality-focused early care and learning, the CCR&R participates in community events, and makes presentations to community organizations and leaders to better educate them about CCR&R services and engage them in promoting early care and learning issues.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 6 - To ensure there is an appropriate supply of affordable and quality-focused early care and learning available to serve employees and employers, the CCR&R supports and promotes community economic development efforts.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Standard 2

The development of policies related to early care and learning quality initiatives and funding is influenced by community stakeholders at appropriate levels of involvement.

Category A

Stakeholders are regularly informed about issues related to CCR&R services, and the affordability/quality of early care and learning.

Item 1 - Annual reports (both quantitative and qualitative) of services to consumer groups are produced and disseminated to stakeholders.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 – Comprehensive reports on early care and learning supply and demand are produced and disseminated annually to stakeholders.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 – The CCR&R submits requested data, as available and feasible, to state/national

organizations in order to strengthen national data reports about early care and learning nationally.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Category B

Early care and learning issues are communicated with the public through multiple means. Community leaders and other stakeholders are engaged to educate policymakers regarding the need for affordable and quality early care and learning services.

Item 1 – The CCR&R collaborates with other members of the State CCR&R Network, and other early education advocacy organizations, in the development of a data-driven public policy agenda for the State of NY.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 2 - Public policy agendas and reports regarding local, state and national early care and learning issues are disseminated to policymakers. The news media, community leaders, families, and the general public are encouraged to communicate their support of quality and affordable early care and learning services to policy makers.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 3 – Consumers are informed of public policy issues and encouraged, enabled, and empowered to share their stories with policymakers, news media and others to educate them about early care and learning issues and ask for change.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 4 - Strategies are designed and implemented to engage and sustain families, providers, and community stakeholders in early care and learning advocacy efforts.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.

Item 5 – Local public policy efforts are shared with the other members of the State CCR&R network, and national advocacy partners, as appropriate.

Achievement of this is evidenced by:

- A narrative description of how this is achieved, and an Assurance of Compliance, both of which must be verified during a subsequent SOE site visit.