



Frequently Asked Questions and Responses about the Quality Assurance Annual Report

What is the Annual Report?

An agency that is Quality Assurance by Child Care Aware® of America must submit an annual report at the end of years one, two, three and four. The annual report provides information that allows us to determine whether your agency is continuing to meet Best Practices. The report is designed to be brief and succinct. In addition to a two-page narrative, we require a number of documents be submitted with the report.

When is the Annual Report due?

An agency must submit the annual report on the last day of the month that is 12 months following the month validation was earned. If your validation was earned August 7, 2013, then your annual review deadlines are:

Year One:	August 31, 2014
Year Two:	August 31, 2015
Year Three:	August 31, 2016
Year Four:	August 31, 2017

What is required for the Annual Report?

The Annual Report consists of a two-page narrative report and a number of required documents. Your agency may choose to submit additional documents if they support the information you provide in your narrative.

What information must be included in the narrative?

The narrative must be a description of any changes that have occurred since your agency was validated as Quality Assured. The narrative must address the following:

- a) Organization governance; if changed, attach new bylaws and/or board roster
- b) Organization structure; if changed, attach a new or revised organization chart
- c) Organization staffing, with emphasis on the CCR&R program if a host agency; if changed, attach a revised staffing report with position changes and names of staff in each position
- d) Service delivery changes; if changed, attach a description of changes and revised policies and procedures
- e) Strategic Plan; if changed, attach new or revised strategic plan

What are the specific set-up requirements, if any, for the narrative?

The narrative for the annual report may be no more than two pages, excluding attachments, with one-inch margins and size 11 font.

In addition to any documents that must be attached to the narrative, what other documents must be included in the Annual Report?

1. Most recent evaluation report of CCR&R services delivered to consumers including consumer satisfaction and knowledge gained; note that this should not be raw data but a report that analyzes and summarizes the raw data in a clear, cohesive, aggregated manner that an executive or board could use for planning and accountability to funders
2. Most recent audit report for the agency, including management response letter if appropriate
3. Most recent financial report for the agency, identifying revenue sources and board minutes when the financial report was reviewed and accepted by the Board of Directors
4. Most recent agency public policy agenda
5. Most recent print publicity (media article, report, etc.) received by the agency for CCR&R
6. Most recent calendar of training for child care providers by CCR&R

Are there any other documents that must be submitted with the annual report?

For all service outcomes scored below 80 percent on the Quality Assured validation report, describe briefly how your agency has modified and improved practices – NOTE – The Annual Report Requirements for Validated CCR&Rs says to do this for below 85 percent. The requirement is changed to below 80 percent.

Service Outcomes categories include:

- Governance
- Management
- Data
- Public Awareness
- Public Policy
- Parent
- Provider Training
- Provider Technical Assistance

How do we submit the Annual Report and the required documents that must accompany it?

There are a number of acceptable ways to submit the Annual Report and attachments. Then include:

Mail a flash drive to:

Gail Upton
11416 Rosehaven Drive
Oklahoma City, OK 73162

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Email to:

Gail.Upton@usa.childcareaware.org

Please be aware that an email with a documents that exceed 10MB will be rejected by our server. You should avoid this problem by sending each document in a separate email and verifying before you hit send that the attached document does not exceed 10MB.

Do we need to use special labels for the documents we submit?

Please make sure that your Quality Assured County designation is in the filename for each document and you have a brief description of the file. Below are examples:

Albany NY Narrative
Chautauqua NY Governance
Ontario NY Organization
Oneida NY Staffing
Erie NY Service Delivery
Orange NY Strategic Plan
Genesee NY Evaluation
Oswego NY Audit
Broome NY Financials
Warren NY Public Policy
Delaware NY Print PR
St Lawrence NY Training Calendar

If a document is available on our website, can we submit the url instead of a file version of the document?

Yes, please submit the url to the document itself in place of the file.

Is there a fee for the Annual Report?

A fee of \$250 is required for each annual report. This pays the costs of the review we conduct and feedback we provide on your annual report.

When is the fee due?

The annual report is not considered submitted until we have received the annual fee. The fee must be received by Child Care Aware of America no later than the deadline for our receipt of the annual report.

Where do we send the fee?

Child Care Aware® of America
1515 N. Courthouse Road
11th Floor
Arlington, VA 22201

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Please label the check “QA Annual Review Fee” and include your agency’s membership identification number.

What is the role of Early Care and Learning Council (ECLC) in the Quality Assurance Annual Report?

ECLC does not have a role in the annual report for Quality Assurance.

Who do we contact with additional questions?

Contact Gail Upton, Director of Quality Assurance. She may be reached at Gail.Upton@usa.childcareaware.org or (703) 341-4100 ext. 213.