***ACCORD Child Care Services – Services Guide***

44 Main Street, Belfast, NY 14711

Toll free: (800) 498-2277

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| ***Staff’s Name*** | ***Title*** | ***Assistance Provided*** |
| Christine Cole  x1231 | Division Director  *\*Supervises the ECITMHT & TA Consultant, Business Specialist, Registration Coordinator, LE Enrollment Counselor, and the R & R Counselor\** | * Oversight of the division * Site supervisor * Financial & contractual management of the division |
| Josie Virkus  x1226 | Early Childhood Infant Toddler Mental Health Training & Technical Assistance Consultant  *\*Supervises the Training & Technical Assistance Specialist & Infant Toddler Specialist\** | * Cultural Awareness Grants * Works with FDC, GFDC, and DCC providers to foster social-emotional development of children from birth to 5 years of age * Decreasing provider stress/burnout * Building partnerships between parents & providers * Promoting positive classroom/program climate * Decreasing suspension/expulsion rates * Training coordination * Training & technical assistance for providers working with children from birth to 8 years of age |
| Kristina Cumberbatch  x1252 | Training & Technical Assistance Specialist | * CPR/First Aid/AED training coordination * Quality Improvement Grants * Training & technical assistance for providers working with children from 36 months to 8 years of age |
| Leann Barndt  x1229 | Infant Toddler Specialist | * Implementing NYS regulations * Health issues specific to infants & toddlers * Infant/toddler care training * Addressing parent concerns * Technical assistance with challenging behaviors and developmental concerns with children from birth to 36 months of age |
| Megan Gent  x1228 | Business Specialist | * Outreach recruitment * Business Quality Grants * Training & technical assistance for childcare-specific business practices, including (but not limited to): communication with parents/guardians, contract and policy writing/editing, risk management, marketing/market research, hiring/maintaining staff, etc. * Referrals for childcare providers seeking a lawyer, accountant, and/or insurance agent * Facilitator of Provider Chat (provider networking & support group) * Starting your own program & becoming licensed/registered |
| Patrice Haskell  x1227 | Registration Coordinator | * Registers & inspects FDCs * Answering regulation-related questions for FDC providers * Starting your own program & becoming licensed/registered * Health & safety training * Facilitator of Provider Chat (provider networking & support group) |
| Tonya Blake  x1250 | Legally Exempt Enrollment Counselor | * Legally Exempt Health & Safety Grants * Processing applications for informal providers that provide care for subsidized families * Background checks for LE providers * Training for LE providers * Site inspections for LE providers |
| Ashley Moore  x1224 | Resource & Referral Counselor | * Referrals for parents/guardians seeking childcare * Outreach recruitment * Start-Up Grants * Starting your own program & becoming licensed/registered * Introductory class/orientation for new providers * Facilitator of Provider Chat (provider networking & support group) |

Please direct all training inquiries to Josie Virkus and she will connect you with the appropriate person.

If you are not sure who to contact, please direct your inquiry to Ashley Moore and she will connect you with the appropriate person.

For inquiries about our grant opportunities, please contact the person that awards that specific grant, as listed above.

ACCORD Child Care Services does NOT provide childcare subsidies. If a client is looking for more information regarding childcare subsidies, please direct them to their local Department of Social Services:

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| **Allegany County DSS**:  7 Court Street, Room 127  Belmont, NY 14813  (585) 268-9622 | **Cattaraugus County DSS**:  1 Leo Moss Drive #600  Olean, NY 14760  (716) 373-8065 | **Wyoming County DSS**:  466 N Main Street  Warsaw, NY 14569  (585) 786-8900 |

**APPLICABLE DEFINITIONS & TERMS**

* ***FDC*** = Family Day Care; care for 3-8 children in a residence by 1 adult
* ***GFDC*** = Group Family Day Care; care for 7-12 children in a residence by at least 2 adults
* ***DCC*** = Day Care Center; care for more than 6 children in a non-residential setting
* ***Small DCC*** = Small Day Care Center; care for up to 6 children in a non-residential setting
* ***SACC*** = School-Age Child Care; care for more than 6 children from kindergarten through age 12, often during non-school hours
* ***Nursery schools*** = care for children for three hours or less a day
* ***Legally exempt (LE) informal childcare*** = care provided by a relative, friend, or neighbor who must enroll with OCFS to be paid
* ***Childcare subsidy*** = a financial assistance program that helps low-income families pay for childcare so parents can work or attend school
* ***Technical assistance*** = a service that provides customized support to help childcare facilities improve their quality
  + Can help with a variety of needs, including:
    - Starting a new facility/program
    - Meeting corrective action requirements
    - Achieving or maintaining a higher quality rating
    - Improving a specific area of quality
  + Can include on-site support as well as support via email, phone, or video (such as Zoom or Teams)