



Child Care Performance Summary Card Frequently Asked Questions

What is the performance summary card?

The performance summary card, required by [New York State law](#) and [issued by the New York City Health Department](#), displays key information about a group child care program, including the number of years in operation at its current location and the maximum number of children the program can care for.

Where should a child care program post the performance summary card?

Group child care operators must post the card at the entrance of their program, within 2 feet of the front door or other main entrance, and at a height of 4 to 6 feet. The card must be clearly visible to parents and others entering the program's space.

- Storefront programs can place the card in the window next to the outside entrance or in the vestibule next to the inside entrance.
- Programs located within larger buildings can place the card in the hallway next to the program entrance.
- Programs with several entrances should place the card next to the main entrance.

If a program is still uncertain about where to place the card, we encourage them to call their borough office, which can provide individualized guidance.

When is a child care program required to post the card?

Programs must post the card by February 1, 2018. The Health Department will issue summonses for failing to post the card beginning on April 1, 2018.

Can a child care program post a photocopy or fax version of the card?

No, the program must post the original card issued by the Health Department.

Can a child care program request an updated card?

Yes, the program can request an updated card from the Health Department by calling 311. Once received, the program must post it immediately. The outdated card should be destroyed.

Can a child care program remove the card?

The program can only remove a posted card if replacing it with an updated card.

What should a child care program do if the card gets damaged or defaced?

The program should call 311 to request a replacement card from the Health Department. Once a request is received, the Health Department will send the program a confirmation email. Programs should keep this email in case an inspection occurs while they are waiting for a replacement card. An inspector will not issue a violation for failure to post the performance summary card if the program shares the confirmation email with the inspector. Please note it may take up to 14 business days to receive a new card.

What should a child care program do if it thinks the information on the card is incorrect?

The program should call 311. If, after review, the Health Department determines that there is incorrect information on the current card, the program will receive a revised card. The program should continue to post the original card until a revised card is received.

Why is the number listed next to “Children Allowed in Care” different from the number of children enrolled at the program?

The number listed next to “Children Allowed in Care” is the maximum number of children the program can care for based on the facility’s space and children’s ages. This number may be different from the number of enrolled children.

Why is the number listed next to “Teaching Staff” different from the number of staff who work in the program?

Teaching staff are the education directors, teaching directors, group teachers and assistant teachers employed at the program. The number listed next to “Teaching Staff” is the number of staff members the program had at their last inspection or the number provided by the program to the Health Department. If there are more or fewer staff members than listed on the card, the program should call 311. Once the Health Department’s records are updated, the program will receive a revised card to post.

Which child care programs have received performance summary cards?

Group child care programs that are regulated by Article 47 of the New York City Health Code have received performance summary cards.

Why is the bottom half of the performance summary card blank?

During 2018, the Health Department is only completing the top half of the card. Beginning in 2019, programs that have had a permit for at least one year will receive a card with information in the bottom section.

What information will be included in the bottom half of the performance summary card?

The bottom half of the card will display violation information from the previous 12 months. This information will include:

- The average number of the most serious violations found during initial inspections of this program and group child care programs citywide
- The average number of other violations found during initial inspections of this program and group child care programs citywide
- The total number of the most serious violations found during initial inspections of this program in the past 12 months

What is an initial inspection?

An initial inspection is any regularly scheduled, unannounced inspection of a group child care program. Every child care program receives at least two initial inspections every 12 months. There are two main types of inspections that are **not** initial inspections: an inspection to see if a violation was corrected or an inspection responding to a complaint received by the Health Department. The inspection report provided to the program by the health inspector, and listed on Child Care Connect, will state the type of inspection.

What is an average number of violations?

To calculate the average, the total number of violations found during initial inspections are divided by the number of initial inspections during the past 12 months. For example, if a child care program had three initial inspections during the past 12 months and received one (1) violation at the first inspection, two (2) violations at the second inspection and zero (0) violations during the third inspection, the average number of violations is one (1): $(1 + 2 + 0) \div 3 = 1$.

What is the suspension summary?

The suspension summary is issued to any child care program that the Health Department closed in the past three years. The summary provides the date of closure, the reason for closure and the date when the Health Department allowed the program to reopen.

Why would the Health Department close a child care program?

Some common reasons for suspension include an expired permit, unqualified staff, evidence of rodents and unsupervised children. Once the child care program corrects the violations found during inspection, the Health Department will allow the program to reopen.

If a child care program receives a suspension summary, where should they post it?

The program must post the suspension summary at the entrance to the center, near the performance summary card in a clearly visible location.

Where can I find more information about a program's inspection results?

Visit [Child Care Connect](#) to review a program's inspection history and compare the program's results to that of child care programs across the city.