



Child Care Performance Summary Card: Frequently Asked Questions

What is the performance summary card?

The performance summary card displays key information about a group child care program. It is required by New York State law (bit.ly/nys-law-performance-card) and issued by the NYC Health Department (on.nyc.gov/health-code-chapter3) for group child care programs that are regulated by Article 47 of the NYC Health Code.

Why has the information on the card changed?

The NYC Health Department changed the information on the card to make it easier for child care program operators, parents, and other caregivers to assess a program's performance.

Where should child care programs post the card?

Child care program operators must post the card at the entrance of their program, within 2 feet of the front door or other main entrance and 4 to 6 feet from the ground. The card must be clearly visible to people 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 you are unsure about where to place the card, call your borough office. To learn how to contact your local borough office, visit on.nyc.gov/borough-office-locations.

When are child care programs required to post the card?

Programs will be mailed a new card once every year. The card must be posted as soon as the program receives it.

Can child care programs post a photocopy or fax copy of the card?

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

Can child care programs request an updated card?

Yes, programs can request an updated card from the NYC Health Department by calling **311** or submitting a request online at nyc.gov/health/summary-card. Once received, the program must post the updated card immediately and destroy the outdated card.

Can child care programs remove their card?

Programs can only remove a posted card if they are replacing it with an updated card.

What should child care programs do if their card gets damaged or defaced?

Programs should call **311** or submit a request for a replacement card online at nyc.gov/health/summary-card. When submitting a request online, select for a copy of the request to be sent to you by email. Programs should keep this email in case an inspection occurs while waiting for the replacement card. An inspector will not issue a violation for failure to post the card if the program shares their confirmation email with the inspector.

What is the penalty for not posting the card?

Failing to post the card may result in a summons subject to a \$500 fine.

Why might there be more than one inspection listed on the card for the same day?

More than one inspection may happen on the same day. An additional inspection can occur to see if violations found during an earlier inspection have been corrected, in response to complaints, or if needed to provide extra support.

Why is the number listed for “Children Allowed in Care” different from the number of children enrolled in a program?

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

Why would the NYC Health Department close a child care program?

The NYC Health Department will require a program to temporarily close if, for example, the program is not adequately supervising children or has unqualified staff. Once the program corrects the violations found during an inspection, the NYC Health Department will allow the program to reopen.

If a child care program is required to close, the NYC Health Department will provide a closure report that the program must post. Where and for how long should the program post the closure report?

The program must post the closure report at the entrance, near the performance summary card and in a clearly visible location for at least 12 months from the date the program was closed by the NYC Health Department.

Where can I find more information about a child care program’s inspection results?

Visit nyc.gov/childcareconnect to review a program’s inspection history and compare the program’s results with those of other programs across NYC.

For more information, visit nyc.gov/health/gcc.