

1. **Adult-to-child ratio** is the number of adults required for a specific number of children. Ratios are established based on the ages of children enrolled.
2. **Au Pair Care** refers to having someone from a different country provide intercultural, individualized, and live-in child care to the family's children. Most Au Pairs are members of one of 14 federally designated U.S. Au Pair Sponsor Agencies, which are regulated by the U.S. Department of State, Bureau of Educational and Cultural Affairs Exchange Visitors Program.
3. **CCR&R** is the acronym for Florida's Child Care Resource and Referral Program.
4. **CCR&R Coordinator** is a professional position that requires CCR&R Specialist and CCR&R Coordinator certification. In addition to possessing the various knowledge and skills required of CCR&R Specialists, the CCR&R Coordinator has extensive knowledge of the overall function, responsibility and services rendered by the early learning coalition and/or subcontractor, and supervises CCR&R staff to ensure successful local operation and service delivery of the CCR&R program.
5. **CCR&R Specialist** is a professional certified position in which the employee demonstrates good customer service skills, a strong understanding of CCR&R program requirements and expectations, knowledge of various federal, state and local early learning programs, community resources, financial assistance options, family engagement practices, and Florida's Early Learning and Developmental Standards.
6. **Child Care Food Program** is a program administered by the Bureau of Child Care Food programs that helps child care providers implement best practices, ensuring that children have access to a variety of nutritious foods for healthy growth and to reduce obesity.
7. **Child Care Licensing Program** outlines rules and guidelines related to health, safety, nutrition, staff training; and other program requirements that child care programs must follow. These ensure Florida's children, birth to age five, are safe and well-taken care of while in early care programs.
8. **Classroom Assessment Scoring System (CLASS)** is an observation tool that measures the quality of interactions between teachers and children and captures elements within a setting that improve child outcomes. School Readiness providers must have a CLASS observation and meet minimum quality thresholds.
9. **Consumer education** is the act of providing families and the community with materials and information relating to quality early learning and support services. The CCR&R State Network Office maintains an online consumer education resource library located at their website.

10. **Concrete supports** are basic needs such as food, clothing, housing, and transportation. When these needs are met, parents can focus on their children's safety and well-being. When parents locate and access resources, they reduce stress and unintended child neglect or maltreatment.
11. **Early intervention** refers to special educational services for children birth to 36 months. In Florida, early intervention is provided through the Early Steps intervention system. This program offers services for eligible infants and toddlers with significant delays or a condition that puts them at-risk for developmental delays.
12. **Early learning coalitions (ELCs)** are independent, non-profit organizations that partner with the Office of Early Learning to provide the School Readiness Program, Voluntary Prekindergarten Program, and CCR&R services. The coalitions maintain a comprehensive database on the availability, quality, and affordability of early learning and childcare programs in Florida.
13. **Early learning inclusion** refers to including young children with disabilities in the same child care or early learning setting as typically developing children. CCR&R Specialists can change the course of a child's life by helping to locate appropriate early learning services for that child and their family.
14. **Earned Income Tax Credit (EITC)** is a benefit for working people who have low to moderate income. To qualify for EITC, individuals must meet basic rules and have earned income from working for someone or from running or owning a business or farm.
15. **Family child care homes** are programs located in a person's home and often serve a mixed-age group of children. The group size, or number of children cared for at any given time, depends on the age groups served.
16. **Florida Abuse Hotline** accepts reports of suspected or known abuse or neglect 24 hours a day, 7 days a week. Everyone in the state of Florida should contact the Florida Abuse Hotline when they know, or have reasonable cause to suspect, that a child or vulnerable adult has been abused, abandoned, neglected, or exploited. Reports can be made by: calling 1-800-962-2873 or 1-800-96-ABUSE, Faxing a report to 1-800-914-0004, entering information online through the abuse Reporting Portal, and using 711 for Florida Relay Services.
17. **Florida Diagnostic & Learning Resources System (FDLRS) Child Find** program, in coordination with school districts, locates children who are potentially eligible for services under the Individuals with Disabilities Act and links them with needed services. Child Find helps to promote general public awareness of programs and services available for young children who have disabilities or are at risk of developing disabilities. This state-wide program offers diagnostic, instructional, and technology support services to exceptional student education programs and families of students with disabilities.

18. **Florida KidCare** is a resource for health insurance for children, birth through age 18, offered by the state of Florida to families, even if one, or both parents are working. It covers doctor visits, well child visits and immunizations, hospital stays, surgery, prescriptions, emergencies, vision and hearing, dental, and mental health.
19. **Florida's School Readiness Program** is a financial assistance program that helps income eligible and at-risk families pay for a portion of their child care costs and is available to families with children under the age of 13 who meet one of the five eligibility requirements.
20. **Gardiner Scholarship Program** provides scholarships for children with certain special needs that may be used to purchase approved services or products in order to design a customized educational program for the student. Scholarships may be used for specialized services such as speech or occupational therapy, instructional materials, tuition at an eligible private school, contributions to a college prepaid account and more.
21. **Gold Seal Quality Care Program certification** recognizes programs that exceed the Florida Department of Children and Families' licensing requirements and choose to be accredited by a nationally recognized agency.
22. **Group size** refers to the maximum number of children, by age, that can be in a single classroom or Family Child Care Home at any given time.
23. **Head Start** refers to a group of federally funded programs that promote school readiness for low-income children. Head Start learning environments support the development of language and literacy; cognition and general knowledge; physical development and health; social-emotional development; and approaches to learning. Head Start goes beyond early learning experiences and offers health, dental, nutrition, social-emotional and cognitive health; and other services based on a family's needs and desires.
24. **Informal care** is a type of child care commonly referred to as babysitting. This type of care takes place in a person's home and is provided by a relative, neighbor, or friend. After completing a six-hour health and safety course and meeting their ELC's requirements, informal care may qualify to participate in the School Readiness Program.
25. **Knowledge of Parenting and Child Development** is one of the five Protective Factors for families and refers to parents' understanding of typical child development. This knowledge prepares families to provide their children with respectful communication, consistent rules and expectations, and developmentally appropriate opportunities that promote independence.
26. **McKay Scholarship Program for Students with Disabilities** is a program for families of children with special needs that offers scholarships for qualified students, ages 5 to 21 years old, to attend an eligible private or public school of their choice.

27. **Nanny care** is a type of informal care, similar to au pair care; however, the family hires a person locally who may live in or out of the family's home to care for their children.
28. **Office of Early Learning (OEL)** is located in Tallahassee and houses the CCR&R State Network. OEL dedicates its people, time, and energy to ensuring access, affordability, and quality of early learning services for the state's children and their families.
29. **Parental resilience** is one of the five Protective Factors for Families and refers to how well parents cope with the stresses of everyday life and their ability to bounce back when life is not going well.
30. **Quality assurance reviews** are conducted by the CCR&R State Network, in conjunction with the Office of Early Learning. This program monitoring process allows CCR&R Specialists at the State Network Office to review the services offered by local CCR&R programs and recognize exemplary service. CCR&R specialists are also able to provide technical assistance in areas that may not meet program requirements.
31. **School-age children** refers to children who attend school in grades kindergarten through high school.
32. **School-age program** is a licensed or license exempt program that only serves school-age children and may be located in a private or public school, a private center, a family child care home, a faith-based facility, or a community recreation program. These programs may offer services before and after school; including full days during teacher work days, and any spring, winter, or summer breaks.
33. **School Readiness provider** refers to any legally operating child care center or family child care home that has a School Readiness contract with their local ELC and maintains OEL's health and safety requirements.
34. **School-Year VPK Program** is a Voluntary Prekindergarten option that offers 540 instructional hours. Although it typically runs from August to May and provides three hours of instruction per school day, parents may choose a VPK summer program instead.
35. **Social connections**, one of the five Protective Factors for Families, refers to having a social network of emotionally supportive friends, family members, or neighbors. When parents know they can turn to others for support during times of need or stress, abuse or neglect are less likely to occur.
36. **Social and emotional competence of children** is one of the five Protective Factors for Families and refers to a child's ability to interact positively with others, self-regulate behavior, and effectively communicate feelings. Early identification of children and assistance for parents can head off negative results and keep social-emotional development on track.

37. **Step Up for Students** is a State-approved nonprofit scholarship funding organization that administers five scholarships for Florida's children.
38. **Summer day camps** are recreational, educational, or enrichment-based programs that operate during summer vacation for school-age children and are not inspected or regulated by DCF. However, they are required to conduct background screenings on all personnel. The only exception is volunteers who work less than 10 hours and are continually within the sight of a screened individual.
39. **Summer VPK Program** is a Voluntary Prekindergarten program option that includes 300 instructional hours for children during the summer immediately prior to their enrollment in kindergarten.
40. **Unregulated care** does not require licensure or compliance by the state and includes informal care, au pair care, and nanny care.
41. **Voluntary Prekindergarten (VPK)** is a free prekindergarten program, regardless of family income, that builds a strong educational foundation for children and prepares them to enter kindergarten. To be eligible for VPK, the child must live in Florida and be four years of age on or before September 1st of the school year. If a child turns four between February 2nd and September 1st in a calendar year, the family can choose to postpone VPK enrollment until the child is 5 years old.
42. **VPK Specialized Instructional Services Education Program (SIS)** is a Voluntary Prekindergarten option that takes place outside of the traditional classroom setting and provides specialized services consistent with the child's IEP. A child must have an individualized education plan, or IEP, from their local school district to be eligible for this option. The family will need to include a copy of the child's IEP during the application process in the family portal.
43. **Warm Line** is a toll-free number, required by state law, available to child care personnel and families regarding the inclusion of children with disabilities and special health care needs.