

1. **Cultural attunement** is the view that another person's culture is something we can't completely know and stems from the awareness that people are not the same and that oppression exists in real ways.
2. **Culturally responsive practice** refers to the use of a family's perspectives and experiences as a means to effectively support them.
3. **Diversity-informed practice** refers to a system of values and beliefs that aims for the highest level of equity, inclusion, and justice. It acknowledges historic and existing systems of oppression that shape interactions between individuals, organizations, and systems of care.
4. **Empathy** involves understanding and recognizing another person's perspective or sharing the feelings of another as though they are your own feelings.
5. **Equality** is a practice where people seek to ensure everyone gets the same thing and has the same opportunities, such as access to the same formal supports. Equality is not the same as equity and does not consider the large role that culture plays in shaping the identity of a person, what supports might work well, and how clients experience working with other representatives.
6. **Equity** is a practice where people strive to be fair, unbiased, and just in their work. An equity lens ensures that *all* people have access to the opportunities and resources that they *need* to ensure health and reach their full potential.
7. **External factors** are environmental factors that are influenced by families, educational experiences, communities, and larger society. These factors come from the environment in which a person is raised.
8. **Internal factors** are factors inside a person's body and brain that they are born with, such as their genes and temperament.
9. **Mandatory reporters** are people whose occupations require them to report known or suspected cases of child abuse or neglect to the appropriate agency, such as child protective services, law enforcement, or the state's toll-free child abuse reporting hotline.
10. **Positive intent** is the assumption that clients want what is best for themselves and their families, have positive intent behind their actions, and are making decisions regarding those actions with the best intentions for the benefit of everyone involved.
11. **Positive stress response** is a part of healthy development. This response is marked by a brief increase in heart rate and mildly elevated hormone levels. For example, starting a new job or visiting the doctor might cause a positive stress response in a person.
12. **Protective factors** refer to capacities and abilities, along with coping strategies and environmental qualities of family, school, community, and other affiliations that positively contribute to an individual's resilience.

13. **Protective Factors Framework** is an evidence-informed approach that focuses on protective factors and is meant to be integrated into interactions in any setting that serves young children and their families, including family resource agencies, community support services, early care and education programs, and home visiting programs.
14. **Resiliency** is the ability to adapt to challenge and change. It also refers to the ability to cope with, rebound, and recover from trauma and adversity.
15. **Re-traumatization** is an unconscious or conscious reminder of a past traumatic event which can cause a person to relive the trauma. For example, an adult who has suffered intimate partner violence might experience re-traumatization upon interacting with a strong personality.
16. **Tolerable stress response** activates the body's response to stress in a heightened manner. It is a reaction to a more severe occurrence, such as experiencing a natural disaster or the death of a loved one.
17. **Toxic stress response** results from a repeated activation of the stress response system due to prolonged exposure to adversity, such as neglect or abuse, economic hardship, exposure to violence, and substance abuse or mental illness of parents or caregivers.
18. **Trauma** is defined as any experience that causes a person to lose their sense of physical or emotional safety or poses a threat to the safety of a child's parents or caregivers. The nervous system processes the event, whether recurring, persistent, or singular, in a manner that leaves the individual feeling scared, helpless, or overwhelmed.
19. **Trauma-informed approach** is an approach to service delivery that requires understanding and compassion. The aim is to provide services in a way that is appropriate and welcoming for clients and employees who may have been affected by trauma.
20. **Trauma-informed care** signifies how referral agencies use a trauma-informed approach when working with families. It involves understanding the effects trauma has on development, recognizing signs of trauma, and responding to the negative effects of trauma in an individual.
21. **Trauma-sensitive environment** is an environment that recognizes the importance of everyone's physical, psychological, and emotional safety. It seeks to create a non-violent culture of learning and collaboration.
22. **Warm handoff** refers to the transfer of a call between two service delivery representatives that occurs in front of a customer.