

1. **2-1-1** is a comprehensive source of local services and information for the U.S. and Canada. Specialists are available 24 hours a day, seven days a week to help connect those in need with local resources and critical services. Calls are completely confidential and can be conducted in 180 languages.
2. **Abuse** is a type of complex trauma that refers to the intentional and deliberate use of words or actions that can cause harm, potential harm, or threat of harm to a child or exploitation of a vulnerable adult. (*see complex trauma*)
3. **Active listening** involves a person fully concentrating on what is being said by someone else and engaging in conversation with them in positive ways by paraphrasing and reflecting back on what they said. Active listening is impartial and withholds any judgement.
4. **Acute trauma** refers to a single occurrence or event that causes fear or uncertainty, such as a car accident or the loss of a close family member.
5. **Chronic trauma** refers to repeated, ongoing occurrences that produce fear, anxiety, and stress, such as domestic violence, war, or abuse.
6. **Complex trauma** refers to ongoing trauma, usually inflicted by a trusted caregiver, that has a long-term impact on children's development. Abuse and neglect are examples of complex trauma.
7. **Homelessness** refers to a state in which individuals lack a fixed, regular, and adequate nighttime residence. It includes children who are sharing the housing of other persons due to loss of housing, economic hardship, or similar reasons. For example, families who are experiencing homelessness may be living in motels, hotels, with friends, or camp grounds due to the lack of adequate and affordable accommodations.
8. **Interpersonal skills** are social skills people use to relate to and interact with others, both personally and professionally.
9. **Neglect** is a type of complex trauma that occurs when children are denied the proper care and provision of basic needs, causing a detriment to their health, safety, and overall well-being. Neglect is divided into two subcategories: physical and emotional neglect. (*see complex trauma*)
10. **Trauma-informed care approach** is an organizational approach to program operations that involves understanding, anticipating, and responding to the behaviors and expectations of families who have been traumatized.
11. **Traumatic event** is an event that is extremely upsetting and temporarily overwhelms a person, interfering with the ability to process information or make rational decisions.