

# Improvement Strategies for the Help Me Grow Call Center

## Call Center Description

**Call Center Type:** Vermont 2-1-1

**FTE:** 2 Child Development Specialists

**Call Volume 2017:** 751 incoming calls and 1002 referrals for families

**Operational Since:** September 2015

## Protective Factor Addressed:

Parental Resilience

Concrete Support in Times of Need

Social Connections

Social & Emotional Competence of Children

## Knowledge of Parenting & Child Development

**Aim:** We will partner with callers to strategize ways to navigate through service systems.

**Measure:** HMG staff helps parents to identify and mobilize their own resources to address their families' needs by providing information and guidance to families so that they understand their rights in accessing services, gain knowledge of relevant services and learn how to navigate through service systems.

## Changes:

- Created a resource guide of additional information to enhance referrals and educate families on a variety of policies, procedures, appeal processes and parental rights for difficult to navigate systems (state agencies, family court, schools, etc.).
- Created a list of acronyms and their meanings commonly used in early education, public benefits and social services. We shared this with parents to help them understand the jargon being used in meetings with service providers and in family case plans.
- Created a data form to track additional resources offered to callers.

## Results:

- Helping parents navigate through difficult systems has resulted in more families connecting to services. By using our data tracking form, we saw that 36% of general population callers were connecting to services, while 52% of callers from the Protective Factors sample were connecting.
- We have continued to use and update our Protective Factors resource list and track this data.
- We didn't need to create a new system in order to promote the Strengthening Families Framework into our work. We became more strategic with parents and community partners to look for opportunity to support the protective factors in interactions we were already having with them.

For more information, contact:

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## **SAMPLE Protective Factors Prompts**

### **Ask questions based on Milestone Moments (Q#5)**

Offered (includes accepted and open to later)

Declined

### **Coach caller on the language and jargon of early education(Q#10)**

Offered (includes accepted and open to later)

Declined

### **Sent appeal process for a specific program (Q#10)**

Offered (includes accepted and open to later)

Declined

### **Sent parents rights information (Q#10)**

Court (type O or D)

Education (type O or D)

Health Care (type O or D)

Homeless Liason (type O or D)

Housing (type O or D)

Other (type TOPIC and then O or D)

### **Sent tip sheet or parent guides (Q#5&10)**

Offered (includes accepted and open to later)

Declined

### **Sent websites (list in J drive) (Q#5&10)**

Offered (includes accepted and open to later)

Declined

### **Encourage caller to call HMG with their other service provider(Q#10)**

Offered (includes accepted and open to later)

Declined

### **Encourage parents (CG) to use existing providers to connect with HMG resources (Q#10)**

Offered (includes accepted and open to later)

Declined

### **Encourage parents (CG) to identify their own strengths/inner resources (Q#5&10)**

Offered (includes accepted and open to later)

Declined

### **Encourage parents (CG) to identify people they know for support/advocacy (Q#5&10)**

Offered (includes accepted and open to later)

Declined

## **SAMPLE Resource List for Families-**

### **All DCF Program Complaints, Information and Regulations:**

*(Taxonomy term: Government Complaints/Government Ombudsman Offices)*

<http://dcf.vermont.gov/concerns-complaints>

### **Reach Up process, eligibility and information-**

*(Taxonomy term: Benefits Screening\*Internet Information Resources)*

<http://dcf.vermont.gov/benefits/reachup>

<http://dcf.vermont.gov/benefits/reachup/child-only>

### **Reach First process, eligibility and information-**

<http://dcf.vermont.gov/benefits/reachup/reach-first>

### **Reach Ahead process, eligibility and information-**

<http://dcf.vermont.gov/benefits/reachup/reach-ahead>

### **Child Protective Services complaints, process and information-**

*(Taxonomy term: Children's Protective Services {this provides reporting information but also website})*

<http://dcf.vermont.gov/sites/dcf/files/FSD/pubs/Voicing-Concerns.pdf>

<http://dcf.vermont.gov/sites/dcf/files/FSD/pubs/Parents-Guide-FSD.pdf>

<http://dcf.vermont.gov/sites/dcf/files/FSD/pubs/Safety-Precautions.pdf>

Working with families in court with conditional custody orders (CCO):

<http://dcf.vermont.gov/sites/dcf/files/FSD/Policies/84.pdf>

## **Child Development Division (CDD) Regulations, Policies and Information-**

### **Child care subsidy-**

[http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/ccfap/2008\\_DCF\\_CDD\\_Child\\_Care\\_Subsidy\\_Regulations.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/ccfap/2008_DCF_CDD_Child_Care_Subsidy_Regulations.pdf)

<http://dcf.vermont.gov/cdd/ccfap-policies>

### **Child care and early childhood programs-**

[http://dcf.vermont.gov/sites/dcf/files/CDD/Brochures/CC\\_Y\\_Feb\\_draft.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Brochures/CC_Y_Feb_draft.pdf)

[http://dcf.vermont.gov/sites/dcf/files/CDD/Brochures/booklet\\_for\\_parents\\_web.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Brochures/booklet_for_parents_web.pdf)

[http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Early\\_Childhood\\_Program.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Early_Childhood_Program.pdf)

[http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Non\\_recurring\\_care\\_regulations.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Non_recurring_care_regulations.pdf)

[http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/CBCCPP\\_Regulations\\_FINAL.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/CBCCPP_Regulations_FINAL.pdf)

[http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Licensed\\_Family\\_Child\\_Care\\_Regulations.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Licensed_Family_Child_Care_Regulations.pdf)

[http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Registered\\_Home\\_Regulations.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Registered_Home_Regulations.pdf)

[http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/FCCH\\_Final.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/FCCH_Final.pdf)

<http://legislature.vermont.gov/statutes/chapter/33/035>

### **Universal Pre-K-**

<http://education.vermont.gov/sites/aoe/files/documents/edu-early-education-parents-universal-prek-mean-for-you.pdf>

<http://education.vermont.gov/sites/aoe/files/documents/edu-early-education-faqs-on-act-166-access-to-prekindergarten-education.pdf>

<http://education.vermont.gov/sites/aoe/files/images/edu-map-supervisory-union-school-district-boundaries.jpg>

## Universal Pre-K Flyer for Families:



doc021230.pdf

## **Afterschool child care-**

[http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Afterschool\\_Child\\_Care\\_Programs\\_Regulations\\_Effective\\_1.1.2016.pdf](http://dcf.vermont.gov/sites/dcf/files/CDD/Docs/Licensing/Afterschool_Child_Care_Programs_Regulations_Effective_1.1.2016.pdf)

## **Vermont Health Insurance Appeals, Grievances and Fair Hearings:**

*(Taxonomy term: State Health Insurance Marketplace Call Centers/Websites)*

<http://info.healthconnect.vermont.gov/appeals>

*(Taxonomy term: Health Care Discrimination Assistance)*

<http://www.vtlawhelp.org/insurance-complaints>

## **Complaints or Grievances About Health Care Providers and Mental Health Clinicians:**

*(Taxonomy term: Insurance Complaints)*

<http://www.vtlawhelp.org/complaints-about-providers>

<http://www.vtlawhelp.org/health-information-privacy-complaints>

*(Taxonomy term: Practitioner Complaints\*Physicians/Surgeons)*

[http://healthvermont.gov/hc/med\\_board/documents/ComplaintForm.pdf](http://healthvermont.gov/hc/med_board/documents/ComplaintForm.pdf)

*(Taxonomy term: Occupational/Professional Licensing and Certification)*

<https://www.sec.state.vt.us/professional-regulation.aspx>

## **Children's Mental Health Information, Definitions and Parent Help:**

*(Taxonomy term: Community Mental Health Agencies)*

[http://mentalhealth.vermont.gov/sites/dmh/files/publications/DMH-CAFU\\_Pathways.pdf](http://mentalhealth.vermont.gov/sites/dmh/files/publications/DMH-CAFU_Pathways.pdf)

### **Following resources from VT Federation of Families for Children's Mental Health-**

*(Taxonomy terms for this agency include: Individual Advocacy\*Mental Health Issues and/or System Advocacy\*Mental Health Issues)*

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/prroledescrip.pdf>

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/UsersGuide-Fall2009.pdf>

<http://www.vffcmh.org/wp-content/uploads/2012/12/Basics-on-IDEA-Mental-health.pdf>

<http://www.vffcmh.org/wp-content/uploads/2012/12/Students-Rights-to-Special-Ed-Svcs.pdf>

<http://www.vffcmh.org/wp-content/uploads/2016/07/PRbrochurejuly72016.pdf>

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/fulldefinition.pdf>

[http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/prbrochure\\_iast.pdf](http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/prbrochure_iast.pdf)

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/FamilyEngagementChecklist.pdf>

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/cspfactsheet.pdf>

<http://www.vffcmh.org/wp-content/themes/childrens-non-profit/images/familydrivenlanguage.pdf>

## **Education and Child Care Complaints, Support and Information:**

*(Taxonomy term: Special Education Advocacy)*

<http://education.vermont.gov/special-education/parental-resources>

[http://education.vermont.gov/documents/educ\\_sped\\_guide.pdf](http://education.vermont.gov/documents/educ_sped_guide.pdf)

<http://www.vermontfamilynetwork.org/wp-content/uploads/Eligibility-for-Special-Education-Factsheet.pdf>

*(Taxonomy term: Child Care Complaints)*

<http://dcf.vermont.gov/sites/dcf/files/CDD/Brochures/childhotline.pdf>

<http://dcf.vermont.gov/childcare/parents/consumer-line>

*(Taxonomy term: General Legal Aid {website has documents and information})*

<https://www.vtlawhelp.org/sites/default/files/Special%20Education%20Disputes%20Info%20Manual.pdf>

*(Taxonomy term: Homeless School Transition Programs\*Internet Information Resources)*

[http://education.vermont.gov/documents/EDU-Homeless\\_Education\\_Enrollment\\_Requirements\\_and\\_Dispute\\_Resolution.pdf](http://education.vermont.gov/documents/EDU-Homeless_Education_Enrollment_Requirements_and_Dispute_Resolution.pdf)

[http://education.vermont.gov/documents/edu-homeless-liaisons-for-fy16\\_3-2016.pdf](http://education.vermont.gov/documents/edu-homeless-liaisons-for-fy16_3-2016.pdf)

**Below resource not in database-**

[http://www.naehcy.org/dl/naehcy\\_faq.pdf](http://www.naehcy.org/dl/naehcy_faq.pdf) (homeless children)

*(Taxonomy term: Public Awareness/Education\*Civil Rights Issues)*

<http://hrc.vermont.gov/resources/additional>

<http://hrc.vermont.gov/how-to-file>

**Following resources from VFN regarding education and early intervention-**

<http://www.vermontfamilynetwork.org/services/early-childhood/early-intervention-faq/>

<http://www.vermontfamilynetwork.org/services/early-childhood/parents-rights-in-early-intervention/>

<http://www.vermontfamilynetwork.org/services/special-education/conflict-resolution/>

<http://www.vermontfamilynetwork.org/services/special-education/discipline-suspension-behavior/>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/09/Functional-Behavioral-Assessment-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/07/School-Suspension-and-Expulsion-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/06/Individualized-Education-Program-IEP-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/Mediation-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/administrative-complaint-fact-sheet-june-2015.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/Due-Process-Complaint-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/services/special-education/parents-rights/>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/07/Parents-Rights-in-Special-Education-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/services/special-education/special-education-evaluations/>

<http://www.vermontfamilynetwork.org/wp-content/uploads/Eligibility-for-Special-Education-Factsheet.pdf>

[http://education.vermont.gov/documents/EDU-SPED-504\\_Manual.pdf](http://education.vermont.gov/documents/EDU-SPED-504_Manual.pdf)

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/06/Assistive-Technology-Evaluations-Fact-sheet.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2013/12/Bullying-Harrassment-Final-2013.pdf>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2014/07/continuum-of-behavior-5-2.jpguse.jpg>

<http://www.vermontfamilynetwork.org/services/general-education/multi-tiered-system-of-supports-mtss/>

<http://www.vermontfamilynetwork.org/wp-content/uploads/2010/09/pbsBrochure.pdf>

[http://www.vermontfamilynetwork.org/wp-content/uploads/2010/09/RTI\\_to\\_print.pdf](http://www.vermontfamilynetwork.org/wp-content/uploads/2010/09/RTI_to_print.pdf)

<http://www.vermontfamilynetwork.org/wp-content/uploads/VTs-Early-Childhood-Dev-Disorders-Insurance-Fact-Sheet-Nov20151.pdf>



### **Vermont Judiciary Family Court Division:**

*(Taxonomy term: Family Law Courts {website provides documents})*

<https://www.vermontjudiciary.org/GTC/Family/pamphlets.aspx>

#### **Parental rights and responsibilities-**

<https://www.vermontjudiciary.org/GTC/Family/SharedDocuments/Pamphlet%2004.pdf>

#### **Parent child contact (visitation)-**

<https://www.vermontjudiciary.org/GTC/Family/SharedDocuments/Pamphlet%2005.pdf>

### **Human Rights Commission**

*(Taxonomy term: Public Awareness/Education\*Civil Rights Issues {website provides documents})*

<http://hrc.vermont.gov/sites/hrc/files/Human%20Rights%20Commission%20Guide%20for%20Complainants%20and%20Respondents%20klr%20edits.pdf>

<http://hrc.vermont.gov/legal/jurisdiction>

[http://hrc.vermont.gov/sites/hrc/files/laws/mediation\\_brochure.pdf](http://hrc.vermont.gov/sites/hrc/files/laws/mediation_brochure.pdf)

<http://hrc.vermont.gov/legal/mediation>

### **Housing Resources, Rights and Fair Housing Information:**

*(Taxonomy term: Tenant Rights Information/Counseling)*

[http://www.vtaffordablehousing.org/documents/resources/799\\_FH\\_handbook\\_for\\_families\\_2009.pdf](http://www.vtaffordablehousing.org/documents/resources/799_FH_handbook_for_families_2009.pdf)

[https://www.cvoeo.org/filelibrary/file\\_99.pdf](https://www.cvoeo.org/filelibrary/file_99.pdf)

<http://www.vtlawhelp.org/landlord-tenant-renter#>

*(Taxonomy term: Public Awareness/Education\*Civil Rights Issues)*

<http://hrc.vermont.gov/resources/additional>

<http://hrc.vermont.gov/how-to-file>

### **Child Development:**

*(Taxonomy term: Parenting Materials\*Internet Information Resources)*

[http://www.cdc.gov/ncbddd/actearly/pdf/help\\_pdfs/cdc\\_helpchild\\_combined.pdf](http://www.cdc.gov/ncbddd/actearly/pdf/help_pdfs/cdc_helpchild_combined.pdf)

[http://www.cdc.gov/ncbddd/actearly/pdf/help\\_pdfs/cdc\\_talktodoctor.pdf](http://www.cdc.gov/ncbddd/actearly/pdf/help_pdfs/cdc_talktodoctor.pdf)

<http://www.cdc.gov/ncbddd/actearly/concerned-whattosay.html>

*Discipline guide from AAP:*

<https://docs.google.com/file/d/0B-H10w3hWogiRFgyUGY4dHg5NXM/edit?pli=1>

### **Additional Resources For Fathers:**

<http://www.naeyc.org/files/tyc/file/InvolvingFathers.pdf>

<https://www.fatherhood.gov/for-dads>

### **Additional Resources for Kinship Caregivers:**

“A Child You Care About is in DCF Custody” Info for relatives and friends

<http://dcf.vermont.gov/sites/dcf/files/FSD/pubs/Kin-Brochure.pdf>

<http://dcf.vermont.gov/sites/dcf/files/Adoption/Kinship-Guide.pdf>

Self-care for kinship providers:

<http://www.cssp.org/reform/strengtheningfamilies/2015/Self-Care-for-Kinship-Care-Providers.pdf>

<http://spock.fcs.uga.edu/ext/pubs/chfd/CHFD-E-59-03.pdf>

“Grandparents Raising Grandchildren” tip sheet series:

<http://fyi.uwex.edu/grandparenting/publications/#11>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-31.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-11.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-21.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-41.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-51.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-621.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-71.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-81.pdf>

<http://fyi.uwex.edu/grandparenting/files/2011/03/B3786-93.pdf>

For Grandparents (Tip Sheet and info):

<http://talkingisteaching.org/assets/public-files/Grandparents-Tipsheet-English.pdf>

<http://www.aarp.org/relationships/friends-family/info-08-2011/grandfamilies-guide-support.html>

<http://www.aarp.org/relationships/friends-family/info-08-2011/grandfamilies-guide-family-challenges.html>

<http://www.helpguide.org/articles/grandparenting/grandparents-as-parents.htm>

<https://voicesatthetable.wordpress.com/>

<http://www.vtadoption.org/voices-at-the-table.html>

### **Acronym List:**

<J:\shared files\4 COOPERATIVE RELATIONSHIPS\Help Me Grow\National info\HMG National Strengthening Families Pilot\acronym list for PF Pilot.docx>

## **Early Childhood System Acronym list:**

**504 Plan** –For public school students with disabilities (K-12) who do not qualify for an IEP

**ACT 264** -Creates an Interagency System of Care for children & adolescents with a severe emotional disturbance

**ADD** -Attention deficit disorder

**ADHD** -Attention deficit hyperactivity disorder

**ADL** -Activities of Daily Living

**AHS** -Agency of Human Services

**AOE** –Agency of Education

**AS** -After School

**ASD** -Autism Spectrum Disorder

**BBF** -Building Bright Futures – Regional Early Childhood Councils

**BFIS** -Bright Futures Information System – Child Development Division  
computer data system

**CAP** -Community Action Program; regional CAP programs:

BROC – Bennington Rutland Opportunity Council

CCA – Capstone Community Action

CVOEO – Champlain Valley Office of Economic Opportunity

NEKCA – North East Kingdom Community Action

SEVCA – Southeastern Vermont Community Action

**CAP** –Corrective Action Plan (AOE)

**CCR&R** -Child Care Resource & Referral

**CDC** -Centers for Disease Control and Prevention

**CDCI** –Center on Disability and Community Inclusion

**CDD** -Child Development Division, program of DCF

**CSHN** -Children with Special Health Needs, program of VDH

**CIS** -Children’s Integrated Services

**CIS-EI** -Children’s Integrated Services-Early Intervention (Federal program IDEA Part C)

**CMHS** -Center for Mental Health Services

**CMS** -Centers for Medicare and Medicaid Services

**CPS** -Child Protective Services, program of DCF

**CUPS**- Children’s Upstream Services, (Children’s Integrated Services, Child Development Division also referred to as Early Childhood and Family Mental Health)

**DAIL** -Department of Aging and Independent Living

**DCF** -Department for Children and Families

**DMH** -Department of Mental Health

**DO AHS** -District Offices of the Agency Of Human Services; includes Family Services (twelve offices):

ADO - St. Albans District Office

BDO - Burlington District Office

HDO - Hartford District Office

JDO - St. Johnsbury District Office

LDO - Brattleboro District Office

MDO - Barre District Office (Montpelier)

NDO - Newport District Office

RDO - Rutland District Office

SDO - Springfield District Office

TDO - Bennington District Office

YDO - Middlebury District Office

VDO - Morrisville District Office

**DOH** – Department of Health (AKA VDH-VT Dept. of Health)

**DOC** –Department of Corrections

**EBT** -Electronic Benefit Transfer

**ECE** - Early Compensatory Education (AOE)

**ECP** -Early Childhood Program

**EEE** -Essential Early Education (AOE)

**EIP** –Early Intervention Program (AOE)

**ELL** –English Language Learners

**ESD** –Economic Services Department (program of DCF/AHS)

**FAPE** -A Free and Appropriate Public Education (AOE)

**FBA** –Functional Behavior Assessment

**FERPA** -Family Educational Rights and Privacy Act

**FF** -Families First

**FFF** -Flexible Family Funding

**FPL** -Federal Poverty Level

**FRL** –Free and Reduced Lunch

**FSD** -Family Services Division

**HHA** -Home Health Agency

**HHH** –Home Health and Hospice (known as VNA in some regions)

**HHS** -Health and Human Services (U.S. Department of)

**HIPAA** -Health Insurance Portability and Accountability Act

**HS/EHS** -Head Start/Early Head Start

**HUD** -United States Department of Housing & Urban Development

**IDAP** -Intensive Domestic Abuse Program

**IDEA** -Individuals with Disabilities Education Act

**IDEA part B** -Individuals with Disabilities Education Act- Part B (ages 3-18) [EEE/CIS fall under this federal mandate]

**IDEA part C** -Individuals with Disabilities Education Act-Part C (ages birth to 3) [in VT CIS-EI falls under this federal mandate]

**IEP** -Individualized Education Plan

**IFBS** -Intensive Family-Based Services

**IFS** –Integrating Family Services (program of AHS)

**IFSP** -Individual Family Services Plan

**IPC** -Individual Plan of Care

**ISA** -Individual Support Agreement

**ISB** -Individualized Services Budget

**I -Team** – Interdisciplinary Team (AOE/within a school)

**LCSW** -Licensed Clinical Social Worker

**LEA** –Local Education Agency

**LIT** -Local Inter- Agency Team

**LRE** -Least Restrictive Environment (refers to within a school)

**MAT** -Medication Assisted Treatment (treatment of opiate dependency)

**MCH** -Maternal & Child Health

**MSW** -Master of Social Work

**MTSS** –Multi-Tiered Systems of Support (within a school setting)

**NAEYC** -National Association for the Education of Young Children; see VAEYC

**NAMI** -National Alliance for the Mentally Ill

**OCS** -Office of Child Support Services

**OEO** -Office of Economic Opportunity

**INS** -Immigration and Naturalization Service

**PCC** -Parent Child Center

**SAMHSA** -Substance Abuse & Mental Health Services Administration

**SCCS** -Specialized Child Care Services

**SIDS** -Sudden Infant Death Syndrome

**SIU** -Special Investigation Unit (law enforcement task force for sexual offenses and severe child abuse and neglect)

**SSDI** -Social Security Disability Insurance

**SSI** -Supplemental Security Income

**STARS** -Step Ahead Recognition System. (Vermont's system for recognizing quality in child care)

**TA** -Technical Assistance

**TANF** -Temporary Assistance for Needy Families (federal program), Known as Reach Up in VT, formerly known as ANFC

**TBI** -Traumatic Brain Injury

**VAEYC**- Vermont Association for the Education of Young Children

**VACCRRA** -Vermont Association of Child Care Resource and Referral Agencies

Membership includes:

BCCCA - Bennington County Child Care Association (TDO)

CCP - Child Care Project (HDO)

CCR - Child Care Resource (BDO)

FCFC - The Family Center of Franklin County (ADO)

LFC - Lamoille Family Center (VDO)

MJCC - Mary Johnson Children's Center (YDO)

NEKCA - North East Kingdom Community Action (NDO)



SAPCC - Springfield Area Parent Child Center (SDO)

FCWC - The Family Center of Washington County (MDO)

UMB - Umbrella (JDO)

VAC - Vermont Achievement Center (RDO)

WCCA - Windham Child Care Association (LDO)

**VDH** -Vermont Department of Health (AKA DOH-Dept. of Health)

**VELS** -Vermont Early Learning Standards

**VNA** -Visiting Nurses Association (known as HHH in some regions)

**VPIC** -Vermont Parent Information Center

**VSEAC** –Vermont Special Education Advisory Council

**VSHA**- Vermont State Housing Authority

**WIC** -Women, Infants, and Children (Supplemental Nutrition Program through VDH)