

**I. ACRONYMS**

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|--------------|--|
| ABE          | Adult Basic Education  |
| ACTS         | Automated Collections and Tracking System  |
| ADA          | Americans with Disabilities Act  |
| AE           | Administrative Error   |
| AHS          | Adult High School  |
| AFDC         | Aid to Families with Dependent Children  |
| APS          | Adult Protective Services  |
| <u>CACFP</u> | Child and Adult Care Food Program  |
| CCDBG        | Child Care and Development Block Grant   |
| CCDF         | Child Care and Development Fund  |
| CCRR         | Child Care Resource and Referral   |
| CDSA         | Children's Developmental Service Agency  |
| CIP          | Crisis Intervention Program  |
| <u>CPS</u>   | Child Protective Services  |
| <u>CRC</u>   | Criminal Records Check   |
| CSDW         | Client Services Data Warehouse   |
| <u>CWS</u>   | Child Welfare Services   |
| DCD          | Division of Child Development  |
| DCS ID       | Day Care Services Identification Number  |
| DD           | Developmental Day Center   |
| DHHS         | Department of Health and Human Services  |
| DMH/DD/SAS   | Division of Mental Health/Developmental<br>Disabilities/Substance Abuse Services |
| DPH          | Division of Public Health  |
| DPI          | Department of Public Instruction   |
| <u>DSS</u>   | Division of Social Services (state)  |
| DSS          | Department of Social Services (county)   |
| EA           | Emergency Assistance   |
| EIS          | Eligibility Information System   |
| ESC          | Employment Security Commission   |
| FFY          | Federal Fiscal Year  |
| FNS          | Food and Nutrition Services (formerly Food Stamps)                               |
| FPL          | Federal Poverty Level  |
| FSA          | Family Support Act   |
| FSIS         | Food Stamp Information System  |
| GED          | General Equivalency Diploma  |
| G.S.         | General Statute  |
| HRD          | Human Resource Development   |
| HUD          | Housing and Urban Development  |
| IE           | Inadvertent Error  |
| IEP          | Individualized Education Program   |
| IFSP         | Individualized Family Service Plan   |
| IPV          | Intentional Program Violation  |

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|-------------|--|
| JTPA        | Job Training Partnership Act                                       |
| LEA         | Local Education Agency   |
| LIEAP       | Low Income Energy Assistance Program                               |
| <u>LPA</u>  | Local Purchasing Agency  |
| MOE         | Maintenance of Effort  |
| <u>MOU</u>  | Memorandum of Understanding  |
| <u>MRA</u>  | Mutual Responsibility Agreement                                    |
| MRS         | Multiple Response System   |
| NCAC        | North Carolina Administrative Code                                 |
| NC FAST     | North Carolina Families Accessing Services through<br>Technology   |
| <u>NCPC</u> | North Carolina Partnership for Children                            |
| NC-XPTR     | North Carolina Exporter  |
| OJT         | On-the-Job Training  |
| OSR         | Office of School Readiness   |
| PCP         | Person-Centered Plan   |
| <u>PIU</u>  | Program Integrity Unit   |
| PRWORA      | Personal Responsibility and Work Opportunity Reconciliation<br>Act |
| SBI         | State Bureau of Investigation                                      |
| <u>SCC</u>  | Subsidized Child Care  |
| SCCRS       | Subsidized Child Care Reimbursement System                         |
| SFY         | State Fiscal Year  |
| SIS         | Services Information System  |
| SSA         | Social Security Administration                                     |
| SSI         | Supplemental Security Income                                       |
| SSBG        | Social Services Block Grant  |
| <u>TANF</u> | Temporary Assistance for Needy Families                            |
| UIB         | Unemployment Insurance Benefits                                    |
| VISTA       | Volunteers in Service to America                                   |
| <u>WFES</u> | Work First Employment Services                                     |
| <u>WFFA</u> | Work First Family Assistance                                       |
| WIA         | Work Force Investment Act  |

## II. DEFINITIONS

**Administrative Actions** – Penalties for noncompliance with licensing requirements, including written reprimand, written warnings, suspension, summary suspension or revocation of license imposed by the Regulatory Services Section of the Division of Child Development.

**Adult and Family Services Section** – Section of the Division of Social Services which provides oversight of social services programs provided by the 100 county departments of social services to older and disabled adults and their families across the state.

**Agency Error** – An agency error exists if one of the following occurs: 1) policies, rules or statutes were not applied correctly, or 2) staff responsible for administering the Subsidized Child Care Program failed to take action on a change when notified by the recipient, other agency staff, or other interested party, or 3) the local purchasing agency failed to take appropriate action such as termination or reduction of services, or 4) a policy requirement was not met, or 5) an ineligible recipient received services or an ineligible provider received payments, or 6) an eligible provider received an underpayment or overpayment.

**Allocation** – State and federal funds distributed to county department of social services by the Division of Child Development according to a legislative formula.

**Americans with Disabilities Act** – A civil rights law for persons with disabilities that eliminates barriers that prevent full participation in society.

**Appeal** – An oral or written request from a family or provider for a hearing to review an action of the local purchasing agency when the family or provider is dissatisfied with a decision made by the agency.

**Application Process** – A series of actions leading to a determination of eligibility or ineligibility.

**Approval Notice** – Written notification to the local purchasing agency that a caregiver is eligible to receive state and federal subsidy funds for child care services. The Approval Notice includes age range of children, capacity, payment rates, coding for the SCC Reimbursement System, facility ID number, license number, changes in licensing status, and other information that the LPA must know before paying the provider.

**APS Registry** – An automated statewide data collection system containing information on all Adult Protective Services cases.

**Bartering** – Trading goods or services without exchanging money.

**Behavior Specialist** – An individual that works closely with classroom teachers to develop behavior management plans and interventions to maintain children

within the classroom setting. This role also requires frequent contact with parents and families to develop behavior plans for the home.

**Case Narrative** – Written documentation regarding applicant eligibility, dates of contact, the plan of care and supporting information that cannot be found elsewhere in the case record.

**Central Registry** – An automated statewide data collection system containing information on all child abuse and neglect cases.

**Certified Developmental Day Facility** – A child care center certified by the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) and which serves both children with special needs and typically developing children.

**Child and Adult Care Food Program (CACFP)** – Federal program administered in North Carolina by the Division of Public Health within the Department of Health and Human Services that provides reimbursement to qualified caregivers for meals and supplements (snacks) served to program participants.

**Child Care Commission** – A commission established by the North Carolina General Assembly that is responsible for adopting, amending or repealing rules for licensed child care programs.

**Child Care Center** – A licensed child care program with a capacity of five or more children. Capacity is determined by the available square footage and building, fire and safety standards.

**Child Care Program** – A single center or home, or a group of centers or homes or both, which are operated by one owner or supervised by a common entity.

**Child Care Provider Agreement** – An agreement between a provider and the local purchasing agency citing the requirements for participation in the Subsidized Child Care Program and the policies for payment. The Provider Agreement is required initially and renewed annually.

**Child Care Services** – The provision of protection, care and developmental experiences for children ages birth through 17, for a portion of a day but less than 24 hours, in the child's own home, in the home of a caregiver, or in a child care facility.

**Child Only Case** – A request for subsidy services for a child (or sibling group) who lives with someone other than her biological parent who does not have court ordered financial responsibility.

**Child Protective Services** – A legally mandated service to families that encompasses the provision by county departments of social services of specialized

services for maltreated children (abused, neglected, or dependent) or those who are at imminent risk of maltreatment.

**Child Support** – Monetary assistance provided by the non-custodial parent to the custodial parent for support of the child.

**Child Support Enforcement** – Service provided by the North Carolina Department of Health and Human Services to locate absent parents, establish paternity and child support orders and pursue, collect and distribute child support payments to custodial parents.

**Child Welfare Services** – Services to prevent foster care placement, reunify families or achieve other permanent placement or to aid families in crisis. Subsidized child care services are provided to child welfare services families without regard to income and no parent fee is assessed.

**Children with Special Needs** – Children identified by Division of Mental Health, Developmental Disabilities and Substance Abuse Services or by the Local Education Agency as having developmental delays, disabilities, or atypical development that require specialized services to meet their need for child care. Providers may receive a supplemental rate for providing services to children with special needs if needed and requested.

**Children’s Developmental Services Agency** – An organization that determines eligibility for the Infant-Toddler Program.

**Client Services Data Warehouse** – A Web Intelligence system that allows users to create queries and reports for analysis.

**Criminal Records Check** – A search of local, state, and/or federal records to determine if a person has been convicted of a crime. Effective January 1, 1996, anyone working, or wanting to work, in child care must complete a criminal records background check. The results of the background check are used to decide if the person is fit to care for children.

**Data Managers** – Raleigh based Subsidy Services Section staff who initiate Approval Notices for licensed and G.S. 110-106 child care providers for participation in the SCC Program and provide technical assistance to LPAs and providers about payment rate issues.

**Developmental Needs** – A need category for children who receive care in order to promote emotional, cognitive, social or physical development and do not meet any other need category.

**Division of Child Development Monitoring Review Panel** – A panel which consist of staff from the Division that review program monitoring reports for accuracy and consistency as well as reviewing recommendations from local

purchasing agencies to impose sanctions and terminate subsidy payments for providers.

**Division of Child Development's Internal Review Panel** – A panel which consists of staff from the Division that reviews the accuracy and consistency of administrative actions that affect a license.

**Division of Social Services (DSS)** – A division of the North Carolina Department of Health and Human Services that administers programs of financial assistance and services for low income and other families with children and aged and disabled individuals.

**Documentation** – Recorded information regarding eligibility and plan of care filed in the case record.

**Early Head Start** – A federally funded, comprehensive preschool program designed to meet emotional, social, health, nutritional and psychological needs created by the 1994 Head Start Reauthorization Act. Early Head Start serves low-income families with children ages birth through three and pregnant women.

**Earned Income** – Money received as payment for work.

**Education and Training** – A need category for children who receive care so the parent/responsible adult may attend high school, college, or community college, or enroll in a job-training program. Post-secondary (after-high school) education is limited to 24 months for receiving subsidy.

**Eligibility Information System** – A system that provides automated administrative support for the Work First Family Assistance, Medicaid, Special Assistance and Refugee Assistance Programs.

**Eligibility Period** – Time frame a child is eligible to receive child care subsidy services.

**Employment** – An activity in which an individual works for income.

**Fair Labor Standards Act** – A federal labor law of general and nationwide application, including Overtime, Minimum Wages, Child Labor Protections, and the Equal Pay Act.

**Family Child Care Home** – A child care program, licensed to provide care with a capacity of no more than eight children, but no more than five children may be preschool age.

**Food and Nutrition Services** – A federal food assistance program that helps eligible low-income households buy the food they need for a nutritionally adequate diet.

**Food Stamp Employment and Training (E &T) Program** – A program that promotes work-related activities for able-bodied food stamp recipients. In North Carolina, E&T participants are provided employment services by the Employment Security Commission (ESC) through a contract with the Division of Social Services. In addition, ESC helps arrange education and training for participants at community colleges and through programs offered by Workforce Development Boards. Local departments of social service refer E&T participants to the local ESC office for services that will lead to employment. Certain remote counties are not served by the E&T program.

**Fraud** – A criminal act in which a family/provider or authorized representative makes a false statement and/or withholds information willfully, knowingly, and with deceitful intent and, as a result, obtains or attempts to obtain assistance or payment for which he/she is not eligible.

**Fraudulent misrepresentation** – An intentional program violation of the Subsidized Child Care Program which can result in a criminal conviction and loss of services or payments.

**Full-Time Care** – Child care arrangement where children attend for 6 ½ hours or more hours per day / 32 or more hours per week.

**Gainful Employment** – Defined by local purchasing agencies in the local policies.

**Gross Income** – Total countable income before deductions.

**G.S. 110-106** – General statute which governs religious sponsored child care facilities (church, synagogue, or school of religious charter) that receive a Notice of Compliance in lieu of a license.

**Head Start** – A federally funded, comprehensive preschool program designed to meet emotional, social, health, nutritional and psychological needs of three and four year olds and their families. The goal of the program is to help children from low-income families to be better prepared for school.

**Head Start Wrap-Around** – Payment for a child enrolled in Head Start who needs child care services before and/or after the regular hours of operation at the Head Start facility.

**Hearing** – A review requested by a parent, responsible adult, or provider to establish whether an adverse action taken by the local purchasing agency was correct.

**Inadvertent Error** – An error exists if one of the following occurs; 1) the recipient of child care subsidy funds unintentionally failed to provide the local purchasing agency with correct or complete information, or 2) the recipient unintentionally failed to report changes to the local purchasing agency, or 3) a

provider unintentionally failed to notify the local purchasing agency within thirty (30) calendar days of temporary operational changes or of circumstances which affect payments for SCC children, or 4) a provider submitted information, such as an attendance report, that has unintentional errors.

**Income** – Monetary resources earned or unearned received for labor, services, government or private benefits, or any money available to members of the income unit for their maintenance.

**Income Unit** – Financially responsible adults and their children, (biological or adoptive) who reside in the same household.

**In-Home Child Care** – Nonlicensed arrangement in which the child care services are provided in the child's own home.

**In-Kind Income** – Non-monetary assistance such as food, clothing, shelter or something the individual can use or convert to obtain food, clothing or shelter.

**Intake** – The interview process for service provision.

**IV-D** – Section of the Social Security Act that governs Child Support Enforcement Services sometimes used to refer to the Child Support Enforcement Agency.

**IV-E** – Section of the Social Security Act that governs foster care and adoption assistance.

**Legal Non-Citizen** – A person who is legally admitted to the U.S. by the Immigration and Naturalization Service to live, study, or work.

**Letter of Intent** – Temporary approval for a G.S. 110–106 program. Payment for children receiving subsidy services cannot take place until the Notice of Compliance has been issued.

**License** – Permit to operate a child care arrangement as required by North Carolina law.

**License Number** – An identifying number for every licensed arrangement that is assigned by the Division of Child Development.

**Local Contractors** – Private non-profit/for-profit agencies such as the local child care resource and referral agency who contracts with the county DSS to administer the local subsidized child care program.

**Local Purchasing Agency** – County department of social services or other local agencies who administer the Subsidized Child Care Program.

**Low Income Energy Assistance Program** – A program that provides for a one-time cash payment to help eligible families pay their heating bills.

**Maintenance of Effort (MOE)** – Requirement for states to maintain state spending levels as a condition for receiving federal funds. This insures that states do not replace state funds with federal funds.

**Major Mother** – A term used to refer to the mother of a minor mother to distinguish between the two.

**Mandated** – Required by law, rules, regulations or a court of the United States.

**Market Rate** – Rates that reflect the amount that most private paying parents in the locality are paying for child care, which are used to establish limits for subsidized children.

**Memorandum of Understanding (MOU)** – A document signed by two or more agencies specifying terms of cooperation in the delivery of services.

**Minimum Wage** – North Carolina’s minimum wage amount as stated in the Wage and Hour Act.

**Minor Mother** – A mother below the age of 18, unless emancipated.

**More at Four** – A pre-kindergarten education program to prepare at-risk four-year-olds for success in kindergarten and throughout their schooling.

**Multiple Response System** – A system utilized by the local departments of social services to address issues of child abuse or neglect.

**Mutual Responsibility Agreement** – An agreement between a Work First Employment Services participant and the county department of social services that describes work and work-related activities and the supportive services to be provided by the agency.

**Net Profit** – The countable income received from self-employment minus allowable operating expenses.

**Nonlicensed Homes** – A child care arrangement which is exempt from licensure due to the number of children being cared for and/or the number of hours care is provided.

**North Carolina Partnership for Children** – Agency charged with allocating Smart Start funds to the local partnerships and providing technical assistance about the Smart Start program.

**Notice of Compliance** – Notice showing that the religious-sponsored center or home meets minimum standards such as health, fire and safety rules.

**Overpayment** – Payments which are in excess of the allowable amount.

**Parent** – A person financially responsible either by blood or adoption for a child.

**Parental Choice** – A federal requirement that requires that parents be allowed to choose a child care arrangement from a variety of providers, including regulated and unregulated.

**Parental Fee** – A portion of the provider’s charge that is paid by the family approved for subsidy services. The parental fee is assessed based upon the family’s income and family size.

**Part-Time Care** – A child care arrangement where children attend on a regular basis but less than full time.

**Preschool Age Child** – Any child five years of age or younger, who is not enrolled in and attending a public or private grade school or kindergarten.

**Program Compliance Consultants** – DCD staff who are responsible for monitoring local purchasing agencies, licensed facilities and nonlicensed homes. They also provide technical assistance and consultation regarding fraud and overpayment cases, and respond to audit requests.

**Program Integrity Unit** – Local department of social services staff responsible for investigating suspected fraud and overpayments.

**Provider** – An individual or an entity authorized to provide child care services.

**Provisional License** – An administrative action taken by the Division of Child Development due to a violation of licensing regulations that have been willful or ongoing, or has jeopardized the health and safety of the children.

**Redetermination** – Eligibility determination process that occurs at least every twelve (12) months in order for an individual to continue to receive child care services.

**Regulatory Services Section of the Division of Child Development** – Responsible for licensing and approving child care centers and homes in accordance with laws and rules established by the North Carolina General Assembly and the Child Care Commission.

**Religious-Sponsored Programs** – Any child care center, home, or summer day camp run by a church, synagogue, or school of religious charter that receives a Notice of Compliance in lieu of a license. Also referred to as G.S. 110-106.

**Responsible Adult** – A person with whom the child lives and who has primary responsibility for the care and well-being of the child but is not financially obligated for the support of the child.

**Reversion/Reallocation Process** – The process of redistributing SCC funding throughout the year to counties which may involve reverting funds from counties

that cannot spend their allocation and reallocating funds to counties that need additional subsidy funds.

**Sanction** – A penalty which may be imposed when subsidy funds or services were obtained fraudulently that prohibits or limits a family or child care provider from participating in the subsidy program.

**School-Age Child** – A child who will reach the age of 5 on or before October 16 of that school year who is enrolled and attending a public or private school. In some situations, a child may be allowed to enroll in kindergarten prior to turning age 5 on or before October 16. (Refer to the Department of Public Instruction (DPI) website at <http://www.dpi.state.nc.us/> for more information.)

**Section VIII** – Housing and Urban Development Program that provides rental assistance usually administered by the local Housing Authority.

**Self Employment** – An individual working in his/her own business, trade or profession rather than working for an employer. Self-employed individuals usually incur operational expenses related to conducting his/her business or work activity.

**Skills Training** – Education or training designed to provide the participant with the basic skills and certification necessary for employment in an occupational area.

**Smart Start** – A statewide initiative to provide the preschool children of North Carolina and their families with access to affordable, high quality early childhood education and family support services.

**Social Services Commission** – A commission created by the North Carolina General Assembly that is responsible for adopting, rules which govern the Subsidized Child Care Program.

**Special Needs Rate** – An established rate paid to certified developmental day centers based on net cost studies and revenue documents.

**Star Rated License** – Child Care Programs may obtain a 1-5 Star Rated License based upon two components: educational levels of staff and program standards. Programs with a 1 star license meet minimum standards. Programs with a 2-5 star license voluntarily meet a higher level of enhanced standards, and may qualify for Smart Start quality bonuses.

**Stepparent** – The person who has married a child's natural parent and is not the legal parent of the child nor financially responsible.

**Subsidized Child Care Reimbursement System** – A statewide computer system used to collect data, generate Approval Notices and reimburse counties for subsidized child care.

**Subsidized Child Care Services** – Program to assist eligible families in paying the cost of child care services.

**Subsidy Services Consultants** – Subsidy Services Section staff who provide technical assistance and training to local purchasing agencies and providers regarding regulations and policies for the child care program. They also work with the local Partnerships for Children regarding the use of subsidy funding, monitor case records and report the findings to the appropriate agencies.

**Subsidy Services Policy Consultants** – Raleigh based Subsidy Services Section staff who are responsible for developing and writing policy, implementing contract procedures for services related to the Subsidized Child Care Program and for reporting information pertaining to subsidized services statewide to the Department of Health and Human Services and to the NC General Assembly. Also provide policy interpretations and guidance to families, child care providers, and staff from DCD, DSS and other agencies.

**Summer Day Camp** – A seasonal recreational program that provides child care and operates for less than 4 months per year. These programs are not required to be licensed unless they participate in the Subsidized Child Care Program.

**Supplemental Payment** – A payment to cover additional costs which are incurred for a child with special needs that is being mainstreamed in a child care facility, including nonlicensed homes, which serves primarily typically developing children.

**Suspected Fraud** – Basis for belief that an intentional misrepresentation may have occurred.

**Teacher Education and Compensation Helps (T.E.A.C.H.)** – A comprehensive statewide initiative to provide training and education scholarships to child care center teachers and directors as well as family child care providers.

**Temporary Assistance for Needy Families (TANF)** – A federal block grant program that provides financial assistance and supportive services to help low-income families achieve self-sufficiency. The program is administered by DSS under the Work First Family Assistance Program.

**Temporary License** – A temporary license is given to a new center or to a previously licensed center when there is a change in ownership or location, for a period of no more than six months. This allows the center to achieve a satisfactory rating for a regular license. A temporary license must be posted in the center where it can be easily seen.

**Unearned Income** – Money received from any source other than work.

**Verification** – The confirmation of facts and information used in determining eligibility.

**Voucher** – A form that authorizes payment for subsidized child care services and notifies the provider of the plan of care and whether the parent is responsible for a fee. The voucher enables the parent to assume responsibility for the selection of the provider rather than the LPA arranging care.

**WAGES** – A salary supplement program for early childhood professionals based on the level of education an individual has attained.

**Waiting List** – A prioritized list of children who are eligible for child care, but cannot be served due to limited resources. The waiting list provides an equitable and efficient method of allocating services.

**Work First Employment Services** – A program of work and work-related activities and supportive services provided by county departments of social services to help low-income families achieve self-sufficiency.

**Work First Family Assistance** – A program of time-limited cash assistance payments for children and parents who meet the income and resource limits.

**Work First Participant** – Individuals who have applied for or are receiving cash assistance, Benefit Diversion or employment services when their income is at or below 200 percent of federal poverty level (FPL).

**Working** – Engaged in an activity on a regular basis, which provides earned income. An average of 30 hours per week is considered full-time employment.