ExceleRate[®] Illinois

Quality Standards Overview Licensed Family Child Care

This chart provides an overview of the standards at each Circle of Quality for Licensed Family Child Care (FCC) and Group Homes.



ExceleRate Illinois for Licensed Family Child Care includes 17 standards spread across the following four domains:

1. Teaching & Learning

Daily activities and interactions within the FCC home are indicators that a provider is offering an environment and experiences that are safe, healthy, and stimulating for children across ages and developmental abilities. This includes offering both indoor and outdoor activities to support varied learning experiences. To ensure that young children's experiences are developmentally and age appropriate, providers are expected to incorporate a comprehensive curriculum and child assessment system that are aligned with the Illinois Early Learning Guidelines for Birth to Three and Illinois Early Learning and Development Standards for ages three to five. By providing necessary adaptations to a child's experience, a high quality environment allows each and every child, including those with special needs, to learn, grow and develop.

2. Family & Community Engagement

Family engagement in children's early learning experiences is a key dimension of how early childhood settings can positively impact child and family well-being. Responsive and reciprocal provider-family relationships in early care and education settings may lead to greater family engagement and involvement both in and out of the child's home. Family child care providers can build these collaborative relationships with families through the following practices: regular, effective two-way communication and collaborative decision-making about children's learning experiences; connecting families to available community resources and building a sense of community among families as well as supporting families' needs and interests. In addition, helping families navigate transitions also provides meaningful support to children so that they can continue to succeed as they progress in their learning, growth and development.

3. Leadership & Management

Research demonstrates that strong leadership and sound business practices are essential to the sustainability of quality care and education provided in family child care. This is accomplished by incorporating sustainable and sound business practices, regularly assessing overall program operations, and establishing program goals to continually improve the quality of the FCC home. Careful attention to the provider-to-child ratio, size and age range of the group in a FCC home are additional critical factors to ensure the home maintains a high-quality environment where all children can learn and develop.

4. Qualifications & Continuing Education

High-quality family child care is implemented by providers who have the formal and relevant education and professional preparedness to manage the child care home, sustain sound business administration, lead any assistants in providing the most up-to-date practices for educational development, and engage with children and families in a mixed-age setting.

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Quality Standards Overview Licensed Family Child Care

1. Teaching & Learning

1A. SILVER GOLD LICENSED BRONZE **EARNING ENVIRONMENT** FCC provider completes **Program demonstrates** FCC provider demonstrates State of Illinois Department of Children and Family ExceleRate-approved training commitment to quality a high quality learning Services (DCFS) Licensing on the use of the Family Child improvement of learning environment **Standards Care Environment Rating** environment Scale - Revised (FCCERS-R) for program design and **EVIDENCE: EVIDENCE:** continuous improvement Meets State of Illinois (DCFS) Provider completes ExceleRate Licensing Standards approved ERS training. **EVIDENCE:** AND — **EVIDENCE:** FCCERS-R average overall score Provider completes ExceleRate Documentation of completion of approved ERS training. of at least 4.5 (excluding Personal ExceleRate-approved training on AND -Care Routines subscale and FCCERS-R FCCERS-R self- assessment and Active Physical Play- item #26). continuous quality improvement plan Verified on-site by state approved (CQIP), developed in coordination assessor. with CCR&R Specialist. OR -Evidence from state-approved AND -FCCERS-R average overall score accrediting body of at least 4.0 (excluding Personal Care Routines subscale and Active Physical Play- item #26). Verified on-site by state-approved assessor OR -Evidence from state-approved accrediting body



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This chart provides an overview of the standards at each Circle of Quality for Licensed Family Child Care (FCC) and Group Homes.

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Quality Standards Overview Licensed Family Child Care

1. Teaching & Learning

1B.	LICENSED	BRONZE	SILVER	GOLD
SAFE AND HEALTHY ENVIRONMENT	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	<text><section-header><text></text></section-header></text>	<text><text><text><text><text></text></text></text></text></text>	FCC provider maintains a healthy and safe learning and home environment for all children in care FCC provider uses screen time appropriately and has a written policy regarding screen time. Screen time includes all electronic media such as television, video, games, computers, tablets, smart phones, or any other screened electronic devices No screen time for children under 2 years of age EVIDENCE: Provider completes CCAT-R Health and Safety checklist (for ages of children licensed to care for) every 3 months and maintains a log of completion. Verified on-site by state approved assessor. AND FCCERS-R score of at least 5.0 on "Use of TV, video and/or computer"- item #25. Verified on-site by state approved assessor. OR Evidence from state-approved ascessor.

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Quality Standards Overview Licensed Family Child Care

1. Teaching & Learning

1C. LICENSED GOLD BRONZE SILVER FCC provider completes FCC provider demonstrates FCC provider State of Illinois Department of Children and Family **ExceleRate-approved** developmentally demonstrates high-Services (DCFS) Licensing training on the use of the appropriate interactions and quality, developmentally FCCERS-R¹ for program **Standards** practices and responds to appropriate interactions and design and continuous developmental level of all practices and responds to improvement children in care regardless developmental level of all of age or ability. Establishes children in care regardless **EVIDENCE:** consistent routines, daily of age or ability Meets State of Illinois (DCFS) schedule, and lesson plans **EVIDENCE:** Licensing Standards **EVIDENCE** Documentation of completion of ExceleRate-approved training on FCCERS-R score of at least EVIDENCE: FCCERS-R 4.75 on "Listening and Talking" FCCERS-R score of at least and "Interactions" subscales. 4.0 on "Listening and Talking" & Verified on-site by state-approved "Interactions" subscales. Verified assessor on-site by state-approved OR assessor Evidence from state-approved OR accrediting body Evidence from state-approved accrediting body

This chart provides an overview of the standards at each Circle of Quality for Licensed Family Child Care (FCC) and Group Homes.



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Quality Standards Overview Licensed Family Child Care

1. Teaching & Learning

1D. GOLD LICENSED BRONZE SILVER ASSESSMENT State of Illinois Department FCC provider completes FCC provider identifies a FCC provider implements ExceleRate-approved training of Children and Family curriculum and assessment curriculum and assessment on: Illinois Early Learning Services (DCFS) Licensing tool aligned with IELG/ tool aligned with IELG/ Guidelines (IELG)/ Illinois Early **IELDS.** Curriculum must **IELDS.** Curriculum and **Standards** Learning and Development address working with mixed lesson plans must address Standards (IELDS) age groups if provider is working with mixed age AND -CURRICULUM AND CHILD licensed to care for mixed **EVIDENCE:** groups if provider is Overview of curricula, OR ages of children licensed to care for mixed Meets State of Illinois (DCFS) training on implementation ages of children Licensing Standards of curriculum OR training on a specific curriculum **EVIDENCE:** aligned with IELG/IELDS and **EVIDENCE:** addresses mixed ages Provider completes ExceleRate AND approved training on: Use of selected curriculum ExceleRate-approved - IELG/IELDS and assessment tool that introductory training on - Curriculum implementation is aligned with IELG/IELDS. assessment tools OR training on a specific AND -**EVIDENCE:** curriculum chosen Evidence of lesson plans that AND include mixed age groups as Documentation of completion Identification of curriculum and of ExceleRate-approved training appropriate to ages enrolled in assessment tool that is aligned home. Verified by state-approved on IELG/IELDS and overview with IELG/IELDS. assessor. of curricula OR training on OR OR implementation of curriculum OR Evidence from state-approved Evidence from state-approved training on a specific curriculum accrediting body aligned with IELG/IELDS accrediting body AND Documentation of completion of ExceleRate-approved training on assessment tools

This chart provides an overview of the standards at each Circle of Quality for

Licensed Family Child Care (FCC) and Group Homes.

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Quality Standards Overview Licensed Family Child Care

1. Teaching & Learning

This chart provides an overview of the standards at each Circle of Quality for Licensed Family Child Care (FCC) and Group Homes.



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1E.	LICENSED	BRONZE	SILVER	GOLD
D SCREENING	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	FCC provider completes ExceleRate-approved training on screening tools	FCC provider has written policies and procedures in place to ensure all children (birth to age 5) are screened annually for the purpose of identifying	FCC provider has written policies and procedures in place to ensure all children (birth to age 5) are screened annually using an approved screening tool for
CHILD	EVIDENCE: Meets State of Illinois (DCFS) Licensing Standards	Documentation of completion of ExceleRate-approved training on screening tools	special needs; parents are provided screening results and information on where they can go for additional evaluation and services	the purpose of identifying special needs; parents are provided screening results and information on where they can go for additional evaluation and services EVIDENCE:
			EVIDENCE: Provider completes ExceleRate approved training on screening tools if provider conducts	Provider completes ExceleRate approved training on screening tools if provider conducts screening themselves.
			screening themselves. AND Policies and procedures for screening children and sharing results with parents. Verified on-site by state-approved assessor. Note: if provider works with a consultant, Child & Family Connections, or other entity to conduct screening, policy must address how that is coordinated.	AND Policies and procedures for screening children and sharing results with parents; parent signed permission forms to conduct screenings; sample of screening results. Verified on site by state approved assessor. Note: if provider works with a consultant, Child & Family Connections, or other entity to conduct screening, policy must address how that is coordinated.

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Quality Standards Overview Licensed Family Child Care

1. Teaching & Learning

This chart provides an overview of the standards at each Circle of Quality for Licensed Family Child Care (FCC) and Group Homes.



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1F.	LICENSED	BRONZE	SILVER	GOLD
CHILDREN WITH DISABILITIES OR DEVELOPMENTAL DELAYS	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards EVIDENCE: Meets State of Illinois (DCFS) Licensing Standards	FCC provider and, if applicable, assistant complete ExceleRate-approved training on inclusion of children with special needs EVIDENCE: Documentation of completion of ExceleRate-approved training on inclusion	FCC provider submits annual data on number of children with special needs served AND FCC provider has knowledge of community resources that support children with disabilities or developmental delays.	FCC provider submits annual data on number of children with special needs served AND FCC provider has knowledge of community resources that support children disabilities or developmental delays. AND FCC provider encourages parents to share IFSP/IEP information to inform care and
INCLUSION OF			EVIDENCE: Provider and assistant, if applicable, complete ExceleRate approved training on inclusion AND Policy and procedures related to supporting inclusion of children with disabilities or developmental delays. OR Evidence from state-approved accrediting body	support the child. EVIDENCE: Provider and assistant, if applicable, complete ExceleRate approved training on inclusion. AND Policy and procedures related to supporting inclusion of children with disabilities or developmental delays, including procedures of sharing IFSP/IEP information between provider/parent. Verified on-site by state approved assessor. OR Evidence from state-approved accrediting body

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Quality Standards Overview Licensed Family Child Care

1. Teaching & Learning

1G.	LICENSED	BRONZE	SILVER	GOLD
LINGUISTICALLY AND CULTURALLY APPROPRIATE PRACTICE	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards <u>EVIDENCE:</u> Meets State of Illinois (DCFS) Licensing Standards	<text><section-header></section-header></text>	FCC provider implements practices to support the development of culturally, linguistically and racially diverse children and families. AND Children are encouraged to use their home language in play and learning experiences, and whenever possible, program communicates with families in their home language	FCC provider implements evidence-based policies, practices, curriculum and assessments that support the development of linguistically/racially/ culturally diverse children and families. AND Children are encouraged to use their home language in play and learning experiences, and whenever possible, program communicates with families in their home language.
			EVIDENCE:	EVIDENCE:
			FCCERS-R score of at least 3.0 on "Promoting Acceptance of Diversity"- item #24. Verified on- site by state approved assessor OR Evidence from state-approved accrediting body	FCCERS-R score of at least of 4.0 on "Promoting Acceptance of Diversity"- item #24. Verified on- site by state approved assessor. OR Evidence from state-approved accrediting body

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2. Family & Community Engagement

2A.	LICENSED	BRONZE	SILVER	GOLD					
COLLABORATION	EVIDENCE: Documentation of completion of ExceleRate-approved training on family engagement and communication strategies preferred mode and language EVIDENCE: Documentation of completion of ExceleRate-approved training on family engagement and communication strategies Provider offers a minimum of conferences annually to each family to get input on goals for children and daily routines. EVIDENCE: Documentation of two communication modes in families preferred language	two-way communication with families AND	FCC provider engages in two- way communication with families AND Offers at least 3 modes of communication in the families preferred mode and language AND						
ND ND		Documentation of completion of ExceleRate-approved training on family engagement and	Provider offers a minimum of 2 conferences annually to each family to get input on goals for children and daily routines. EVIDENCE: Documentation of two communication modes in families preferred language AND	Provider offers a minimum of 2 conferences annually to each family to get input on goals for children and daily routines AND Annual family surveys are used to gather family feedback about the program and to assist with program improvement. EVIDENCE: Documentation of three <u>communication</u> modes in families preferred language					
								Evidence of offering two conference opportunities to each family yearly to gather input on family goals. All evidence verified on site by	AND Evidence of offering two conference opportunities to each family yearly to gather input on family goals
								state-approved assessor OR Evidence from state-approved accrediting body	AND Documentation of completed annual family surveys. All evidence verified on site by state approved assessor
				OR Evidence from state-approved accrediting body					

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2. Family & Community Engagement

2B.	LICENSED	BRONZE	SILVER	GOLD
CONNECTING AND SUPPORTING FAMILIES	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards EVIDENCE:	FCC provider completes ExceleRate-approved training on developing and enhancing supports for families	FCC provider offers current information and referrals as needed to families regarding community resources. FCC provider implements a minimum of two family	FCC provider offers current information and referrals as needed to families regarding community resources; FCC provider implements a minimum of three family supports
		EVIDENCE: Documentation of completion of ExceleRate-approved training on developing and enhancing supports for families	supports monthly. Opportunities are planned for child care families to get to know each other through at least two informal/formal gatherings annually	monthly. Opportunities are planned for families within the child care home to get to know each other through at least three informal/ formal gatherings annually
ZZ			EVIDENCE:	EVIDENCE:
00			Evidence of a current list of local community services and organizations; Documentation of at least two <u>family supports</u> AND Documentation of at least two family informal/formal gatherings annually. All evidence verified on- site by state-approved assessor AND Evidence from state-approved accrediting body	Evidence of current list of local community services and organizations; Documentation of at least three <u>family supports</u> AND Documentation of at least three informal/formal gatherings annually. All evidence verified on- site by state-approved assessor OR Evidence from state-approved accrediting body

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2. Family & Community Engagement

2C.	LICENSED	BRONZE	SILVER	GOLD
TRANSITIONS	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards EVIDENCE: Meets State of Illinois (DCFS) Licensing Standards	<section-header><section-header></section-header></section-header>	<text><text><text><text><text></text></text></text></text></text>	<text><section-header><text></text></section-header></text>

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Preparing Children for Success

3. Leadership & Management

3A.	LICENSED	BRONZE	SILVER	GOLD
ADMINISTRATION	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	FCC provider completes ExceleRate-approved introductory training on the <u>Business Administration</u> <u>Scale</u> (<u>BAS</u>)	FCC provider demonstrates commitment to quality improvement and sustainability of business practices	FCC provider demonstrates high-quality and sustainable business practices EVIDENCE:
BUSINESS AD	EVIDENCE: Meets State of Illinois (DCFS) Licensing Standards	EVIDENCE: Documentation of completion of ExceleRate-approved training on BAS	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	Program administrator complete ExceleRate approved "Getting Ready for the BAS" training. AND BAS average overall score of at least 5.0 on Fiscal Management, Risk Management, Record Keeping and 3 additional provider selected items. Verified on-site by state approved assessor. OR Evidence from state-approved accrediting body

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3. Leadership & Management

3B.	LICENSED	BRONZE	SILVER	GOLD
RATIOS	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	FCC provider meets State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	FCC provider meets State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	FCC HOME* 1 adult to 6 children with no more than 2 children under 2 years of age FCC GROUP HOME* 2 adults to 12 children with no more than 6 children
	EVIDENCE:	EVIDENCE:		under 30 months; no more
	Meets State of Illinois (DCFS) Licensing Standards	Meets State of Illinois (DCFS) Licensing Standards	EVIDENCE: Meets State of Illinois (DCFS) Licensing Standards	than 4 children under 15 months EVIDENCE:
			Evidence from state-approved accrediting body	Ratios and group size verified by state-approved assessor and FCC provider qualifications verified by Gateways Registry OR Evidence from state-approved accrediting body

*FCC providers may be exempted from the ratio and group size requirements if they have an average score on the FCCERS-R of 5.0 or higher

FCC provider holds a Gateways Infant-Toddler Credential Level 3 or higher if infants and toddlers are in care

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3. Leadership & Management

3C.	LICENSED	BRONZE	SILVER	GOLD
CONTINUOUS QUALITY IMPROVEMENT	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	FCC provider completes ExceleRate-approved training on continuous quality improvement planning	FCC provider develops and implements written <u>CQIP</u> using self-assessment results	FCC provider demonstrates progress towards meeting objectives of its <u>CQIP</u> based on self-assessment results
	EVIDENCE:	EVIDENCE:	EVIDENCE:	EVIDENCE:
CONT	Meets State of Illinois (DCFS) Licensing Standards	Documentation of completion of ExceleRate-approved training on continuous quality improvement planning	In coordination with CCR&R specialist, review FCCERS-R and BAS self-assessment results and develop detailed CQIP to address self- assessment scores and areas in need of improvement. *Signed consultation agreement with CCR&R Specialist required yearly. OR Evidence from state-approved accrediting body	Demonstrate progress made on implementation of self- assessment and <u>CQIP</u> verified by state-approved assessor OR Evidence from state-approved accrediting body
				arning environment (standard 1A); of listening and talking/interactions applicable) to promote learning

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4A.	LICENSED	BRONZE	SILVER	GOLD
CC PROVIDER QUALIFICATIONS	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	FCC provider meets State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	Gateways FCC Credential Level 4 or higher	BA degree or higher AND Gateways FCC Credential Level 5
ğ	EVIDENCE:	EVIDENCE:	EVIDENCE:	
FCC PROVIDER	Meets State of Illinois (DCFS) Licensing Standards	Meets State of Illinois (DCFS) Licensing Standards	FCC provider qualifications verified by Gateways Registry OR Evidence from state-approved accrediting body	EVIDENCE: FCC provider qualifications verified by Gateways Registry OR Evidence from state-approved accrediting body
			Provider must hold the applicable G a pending application on file. If not the provider may write a CQIP (usin Credential Department), to outline g & training to accomplish towards th CQIP of accomplishments towards or required at annual report and prog	meeting the applicable Credential, ig the letter received from the goals and action steps, coursework e applicable Credential. Updated Credential attainment will be

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4B.	LICENSED	BRONZE	SILVER	GOLD
QUALIFICATIONS s or substitutes)	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards	Meets State of Illinois (DCFS) Licensing Standards on FCC assistant qualifications EVIDENCE:	Any assistant required for licensing ratios must have a Gateways ECE Credential Level 1 or higher OR a Gateways FCC Credential Level 2 or higher, OR <u>CDA</u> AND Any substitute must have	Any assistant required for licensing ratios must have a Gateways ECE Credential Level 2 or higher OR Gateways FCC Credential Level 2 or higher AND
SUBSTITUTE NO ASSISTANT	EVIDENCE: Meets State of Illinois (DCFS) Licensing Standards	Meets State of Illinois (DCFS) Licensing Standards	Any <u>substitute</u> must have either a Gateways ECE Credential Level 2 or higher OR Gateways FCC Credential Level 2 or higher OR <u>CDA</u> EVIDENCE:	Any <u>substitute</u> must have a Gateways ECE Credential Level 3 or higher OR Gateways FCC Credential Level 3 or higher EVIDENCE:
ASSISTANT AND ((NOT APPLICABLE IF			Staff qualifications verified by Gateways Registry OR Evidence from state-approved accrediting body	Staff qualifications verified by Gateways Registry OR Evidence from state-approved accrediting body
FCC A:			Assistant/Substitute must hold the app a pending application on file. If not me provider/staff may write a CQIP (using the Credential Department), to outline & training to accomplish towards the a of accomplishments towards Credentia annual report and progress must be s	eting the applicable Credential, the the letter the individual received from goals and action steps, coursework pplicable Credential. Updated CQIP al attainment will be required at

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4C.	LICENSED	BRONZE	SILVER	GOLD
IDER PEER SUPPORT	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards EVIDENCE:	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards EVIDENCE:	FCC provider demonstrates participation in a professional provider association, training cohort or professional peer support group	FCC provider demonstrates active and ongoing participation as a member of a professional provider association, training cohort, or professional peer support group
	Meets State of Illinois (DCFS) Licensing Standards	Meets State of Illinois (DCFS) Licensing Standards	EVIDENCE:	
FCC PROVIDER			Documentation may include: business-related email contact with FCC peers, minutes of meetings, proof of membership to an association, or evidence of participation in professional networking activities. Verified on- site by state-approved assessor. OR Evidence from state-approved accrediting body	EVIDENCE: Documentation may include: proof of attendance at meetings, evidence of participation in professional networking activities. Verified on-site by state-approved assessor OR Evidence from state-approved accrediting body

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4D.	LICENSED	BRONZE	SILVER	GOLD
ONGOING PROFESSIONAL DEVELOPMENT	State of Illinois Department of Children and Family Services (DCFS) Licensing Standards <u>EVIDENCE:</u> Meets State of Illinois (DCFS) Licensing Standards	FCC provider completes ExceleRate-approved training on developing Individualized Professional Development Plans EVIDENCE: Documentation of completion of ExceleRate-approved training on individualized professional development planning	FCC provider and any assistants required for licensing ratios have individualized, written professional development plans AND FCC provider has a minimum of 20 hours of professional development per year AND any assistant required for licensing ratios has 10 hours of professional development per year	FCC provider and any assistants required for licensing ratios have individualized, written professional development plans AND FCC provider and any assistants required for licensing ratios each have a minimum of 20 hours of professional development per year including a minimum of 5 hours Gateways Registry- approved training per year for FCC provider
			EVIDENCE: Professional development	
			plans and hours of professional development verified by state-	EVIDENCE:
			approved assessor. OR Evidence from state-approved accrediting body	Professional development plans and hours of professional development verified by state-approved assessor and Gateways Registry OR Evidence from state-approved accrediting body
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Preparing Children for Success

Glossary

Family Child Care Environment Rating Scale – Revised (FCCERS-R) – User-friendly tool used to assess the quality of the family child care home environment.

Continuous Quality Improvement Plan (CQIP) – Plan developed to assist providers in identifying and achieving improvements to strengthen their program.

Child Care Assessment Tool for Relatives (CCAT-R) – A 1 page health/safety checklist created for relative caregivers. Topics covered include: Food Prep, Environment, Routines, Outdoor Play.

Illinois Early Learning Guidelines for Children (IELG) – For children birth to age 3: Provide early childhood professionals and policy makers a framework for understanding child development by presenting information on what children know and should do and what development looks like in everyday life. The main goal of the Guidelines is to offer early childhood professionals a cohesive analysis of children's development with common expectations and common language. These Guidelines also provide suggestions and ideas on how to create early experiences that benefit all children's learning and development.

Illinois Early Learning & Development Standards (IELDS) – For children Preschool age to Kindergarten Enrollment Age: Developmentally appropriate set of goals and objectives for young children. Early learners must develop basic skills, understandings, and attitudes toward learning before they can be successful in the K-12 curriculum.

Individual Family Service Plan (IFSP) – Plan developed through the Early Intervention Child & Family Connections office for children 0 to 3 years of age after testing shows a delay in movement, learning, dealing with others, behavior, and/or self-help skills.

Individual Education Plan (IEP) – Developed in coordination with the local school district for children 3 to 21 years of age. An IEP focuses on special education and related services in schools. It includes information on the child's present levels of academic learning as well as future goals the parent and teacher have for the child.

Communication Modes – Refers to the variety of ways that the provider and parent communicate. This may include face to face conversations, newsletters, bulletin board, notes that go home with children, website, email, phone calls, parent conferences, planned social activities (eg. holiday celebrations), Facebook.

Family supports – Refers to the variety of ways that a provider can be responsive to a family needs. This may include: children's book/toy lending library, referrals to community resources, sick care for children, extended care during evenings or weekends, social functions for families, transportation to/from the home.

Business Administration Scale (BAS) 2nd Edition – Tool used to assess the quality of business practices within the family child care environment.

Substitute – An individual meeting DCFS licensing requirements who is serving as a replacement for the actual FCC provider for more than 30 days within a calendar year.

Child Development Associate Credential (CDA) – Designed for those individuals who are working with young children in all settings. The CDA will prepare you to meet the specific needs of children and work with parents and other adults to nurture children's physical, social, emotional, and intellectual growth in a child development framework.