Early Learning Coalition of Palm Beach County
Ready to Learn. Ready for Life.

1630 South Congress Avenue Suite 300 Palm Springs, FL 33461 Phone: 561-514-3300

Date:

Dear Parent(s)/Guardian(s):

Congratulations! By reaching out to the Child Care Resource and Referral (CCR&R) Program, you have taken a great step toward your child's future success in school and in life. Child Care Resource and Referral (CCR&R) is a FREE and confidential service that is considered the front door for family services in Palm Beach County. Child Care Resource and Referral (CCR&R) is designed to help you find quality, affordable child care and community resources. We serve whole Palm Beach County.

As you requested, enclosed is a list of providers and resources to help guide your search. We generated the list, based on the information you shared, from our database which includes providers who meet state and local licensing requirements. We recommend you make at least one visit before choosing a provider. These resources will help you learn more about your selected provider:

- **PBC Department of Health** - Provider's licensing status and recent inspection reports and history of violations at https://caressearch.myflfamilies.com/PublicSearch contact North County 561-837-5900, South County at 561-274-3187 or Belle Glade at 561-983-9269, DCF (888) 352 2842.
- **Health & Safety Requirements for School Readiness Child Care Providers** - https://palmbeach.floridahealth.gov/programs-and-services/environmental-health/child-care-licensing/index.html
- **Gold Seal Quality Care** – This program recognizes providers committed to providing a higher level of quality care. To learn more, visit https://www.fldoe.org/schools/early-learning/parents/gold-seal.stml
- **Accreditation** – To learn about provider accreditation, visit https://www.fldoe.org/core/fileparse.php/20625/urlt/GoldSeal-Accred-Assoc.pdf or contact 561-514-3300
- **Child Assessment** – Speak with providers about how they assess children's learning and development, visit https://www.elcpalmbeach.org/inclusion or contact Inclusion Warm Line (888) 620-9190.
- **Program Assessment**- To learn how providers are evaluated on the quality of teacher-child interactions, Visit https://www.elcpalmbeach.org/class or https://www.fldoe.org/schools/early-learning/providers/prog-assess-sr.stml or contact 561-514-3300.
- **Provider complaints** – Submit complaints about providers to DCF via https://www.myflfamilies.com/services/child-family/child-care/child-care-resources-families/file-child-care-provider-complaint
- **Abuse reporting** – To report known or suspected child abuse, access DCF's Reporting Concerns for Child Victims form at https://reportabuse.myflfamilies.com/s/ or call 1-800-962-2873.

Other helpful resources:

- **Early Learning Coalition of Palm Beach County** at 561-514-3300 www.elcpalmbeach.org
- **Division of Early Learning**- https://www.fldoe.org/schools/early-learning/
- **Voluntary Prekindergarten and Readiness Rate Information** – https://vpkrates.floridaearlylearning.com/home
- **Early Steps**- https://floridaearlysteps.com/ or 1-800-218-0001, Florida Diagnostic and Learning Resources System https://www.fdlrs.org/ or 386-312-2265 (resources for children with special needs) or 561-434-8975 (resources for children with special needs)

- **Florida Kid Care** (health insurance) – https://www.floridakidcare.org/ 1-888-540-5437. 1-888-540-5437.
- **Community Resources** – 211 www.211.org

If any of the links in this cover letter fail to open, kindly copy and paste them directly into your web browser.

If you need additional Child Care Referrals, community resources or information about School Readiness, Voluntary Prekindergarten, parent educational tools and events please give us a call at 561-514-3300 our offices are open Monday-Thursday 8:00 AM – 5:30 PM, and on Fridays, we are available only on the phones from 8:00 am-12:00pm

Thank you for contacting CCR&R.

CCR&R Specialist

If you are unhappy with the provided services, you may submit concerns to the Early Learning Coalition of Palm Beach County at **561-514-3300.**

Early Learning Programs in Florida

Child Care Resource and Referral

The **Child Care Resource and Referral Program** (CCR&R) is a statewide and local program that helps families

- Identify and select quality early learning programs.
- Connect to local community agencies and resources.
- Engage in their children's education and learning.
- Locate financial resource options.

School Readiness Program

Florida's **School Readiness Program** offers financial assistance for early education programs and child care to low-income families. The program encourages and supports families to become financially self-sufficient and to prepare their young children to be successful in school.

Voluntary Prekindergarten Education Program

The **Voluntary Prekindergarten Education Program** (VPK) is a free prekindergarten program for 4- and 5-year-olds who reside in Florida. Parents can enroll their child in the state's free VPK program if their child is 4 years old on or before Sept. 1 of the current school year. If the child's birthday is between Feb. 2 and Sept. 1, parents may choose to wait and enroll their child the following year at age 5.

Head Start and Early Head Start

The **Head Start and Early Head Start** (HS/EHS) program provides comprehensive education, health, nutrition and parent involvement services to low-income families and their children ages birth through age 5. HS/EHS provides child care and education for children in a classroom setting.

Contact Us

For more information, please contact your local early learning coalition. Find their contact information at www.floridaearlylearning.com/coalitions. The CCR&R State Network can also help connect you with your local early learning coalition's CCR&R program.

Toll free: 1-866-357-3239
Email: ccrrhelp@oel.myflorida.com

CCR&R
Child Care Resource and Referral

Florida Department of Education
Florida Office of Early Learning
Child Care Resource and Referral State Network
250 Marriott Drive, Tallahassee, FL 32399

QUALITY CHECKLIST



For Child Care Centers and Preschools

OFFICE OF
Early Learning
LEARN EARLY. LEARN FOR LIFE

Observation Tips

Look and Listen

You learn a great deal by watching and listening to what is going on in a classroom. Children should seem happy and engaged in age-appropriate activities. Teachers should seem kind, nurturing and responsive to all children in their care. Listen to the words teachers use when talking to the children. Children need to hear a wide variety of words to promote their language development.

Ask Questions

If you have any questions or concerns, **write them down as they occur to you**. Ask for a time to discuss them with the director or teacher. The center's director and teachers should be willing to answer your questions and address any concerns you may have.

Pay Attention to Your Instincts

Take note of any uneasy feelings you may have during your visit. **You know your child best**. If possible, take your child with you and see how they react. Children respond in their own unique ways to new situations. Be careful not to rule out other factors that could influence your child's reaction such as being hungry or tired. **Trust your instincts and your ability to make wise decisions for your child**. You want to feel good about your child spending many hours each day in a child care center or preschool.

Consider Costs

Take into consideration any additional fees. Carefully weigh the "pros" and "cons" of each center, director and teacher you visit. Decide which one meets the greatest number of your priorities at a rate you can afford. Keep in mind that the highest cost does not always guarantee the best quality. Likewise, the least expensive rates do not always suggest poor quality.

Make an Informed Decision

Your first concern is your child's safety, health and welfare. Every center will have positive features, but **only you can decide what is most important**. Now that you have done your homework and some careful thinking, you are ready to make your choice. Remember, selecting and placing your child in an early learning program is just the beginning. **Talk to your child's teacher often and visit occasionally** to ensure your child is safe and happy and your decision was the right one.

Select centers you plan to visit and write their information here.

Center 1	
Center 2	
Center 3	

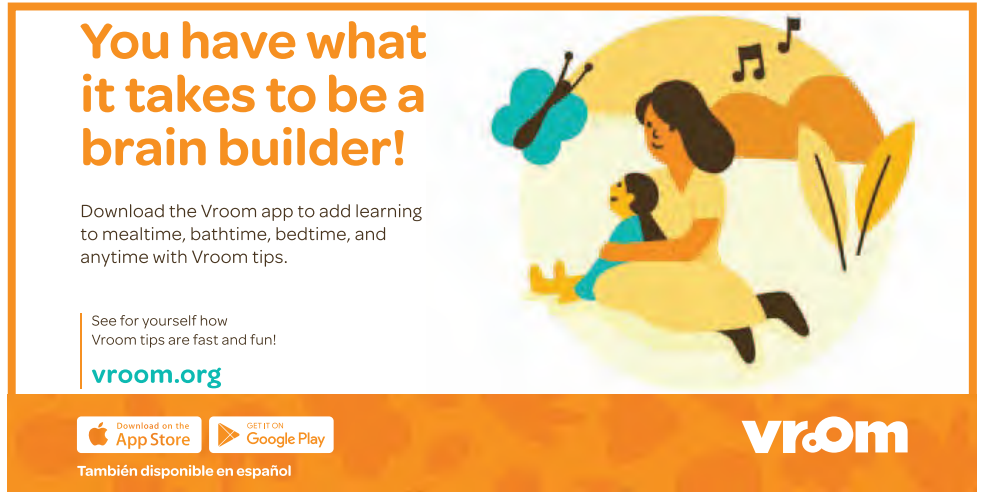
Family Engagement			
Questions To Ask/Things to Consider	Center 1	Center 2	Center 3
Can parents stop by at any time?			
Are parents encouraged to volunteer or participate in activities?			
Is there a daily method of communication between the teachers and parents?			
Is there a current weekly schedule posted in a visible location?			
Is your initial reaction upon entering the child care center a positive one?			

Family engagement is important because it

- Supports children's kindergarten readiness skills.
- Increases children's motivation and reduces challenging behavior.
- Improves children's social and emotional development such as impulse control, attention span, memory and planning skills.
- Supports the healthy development of all children.

How can families get involved?

- Communicate with the director or teacher on a regular basis.
- Create a positive learning environment at home.
- Read to your child daily.
- Participate in community events for families.
- Volunteer at the center or in a classroom if you have time in your schedule.
- Participate in family meetings, parent-teacher conferences and parenting classes.
- Join the center's advisory board or groups that help make decisions for the center.



See how Vroom tips align with Florida's Early Learning and Developmental Standards at http://flbt5.floridaearlylearning.com/families.html

Environments for Learning			
Questions To Ask/Things to Consider	Center 1	Center 2	Center 3
Is there a primary teacher for each age group?			
What are the ratios? *Look for small groups and ratios (ex. 1 adult for 4 infants).*			
Are teachers responsive to children's needs?			
Are toys, books and furniture clean and in good shape? *There should be enough for all children in the classroom.*			
Is the classroom arranged in a way that toys and materials are accessible to children?			
Are the children and teachers happy?			
Are the children engaged in activities? *Activities should be age-appropriate.*			
Does the center appear to be culturally responsive? *Are translated materials or other accommodations made available for families and children as needed?*			
Do teachers read daily to children and are books provided for children to use independently?			
Are songs, finger plays and interactive nursery rhymes part of daily routines?			
Is there space for active and quiet play?			
How does the center use technology to support learning? How often is technology used?			

What are Positive Teacher-Child Relationships?

In early childhood settings, each moment that teachers and children interact with one another is an opportunity to develop positive relationships.

To build positive relationships, teachers should

- Engage in one-to-one interactions with children.
- Get on the child's level for face-to-face interactions.
- Use a pleasant, calm voice and simple language.
- Provide warm, responsive physical contact.
- Follow the child's lead and interest during play.
- Help children understand classroom expectations.
- Redirect children when they engage in challenging behavior.
- Listen to children and encourage them to listen to others.
- Acknowledge children for their accomplishments and effort.

Center on the Social and Emotional Foundations for Early Learning, What Works Briefs

Center Information			
Questions To Ask/Things to Consider	Center 1	Center 2	Center 3
How far is it from home/work?			
Do the hours of operation and holiday schedule accommodate your work schedule?			
What is the rate or cost of care? *For infants, toddlers, preschool, school-age*			
Are there discounts or priority for siblings?			
Are there any additional fees and how often are they due? *Weekly, monthly, quarterly, etc.*			
supplies/materials	▫	▫	▫
meals/snacks	▫	▫	▫
registration/application	▫	▫	▫
early drop-off/late pick-up	▫	▫	▫
field trips or special activities	▫	▫	▫
late payment	▫	▫	▫
other	▫	▫	▫
What are the drop-off and pick-up times? *You can also ask about their check in/check out procedures.*			
Does the center charge when a child is out sick or on vacation?			
Does the center offer safe and reliable transportation? *Drivers should be licensed and the vehicles must be insured. Children should be properly restrained in appropriate car safety seats.*			
Are there staff with specialized training for children with a variety of special needs?			
Does the center participate in the subsidized child care program? *School Readiness Program*			
Does the center participate in the state's VPK program? *For 4- and 5-year-olds*			
Does the center offer Head Start or Early Head Start? *For children under 5 years old*			

Notes:

Health and Safety			
Questions To Ask/Things to Consider	Center 1	Center 2	Center 3
Is the center licensed or accredited?			
Can they provide their state inspection history?			
Does the center have complete background checks on **all** staff? *Required*			
What is the discipline policy? *Required*			
Is the center safe, clean and welcoming?			
Are strict emergency and security plans in place? *Required*			
How are children accounted for throughout the day? *Required*			
Is the front entry always locked and staffed for security?			
Is there a safe, fenced outdoor area? *Required*			
What is the center's policy for administering medications?			
Are healthy and nutritious snacks/meals provided? *Centers should have planned weekly menus available.*			
How often does diapering/toileting occur?			
Is handwashing done frequently?			
Do the children have an opportunity to play outside each day? *Required*			
Is there a variety of outside equipment/toys available and appropriate for various ages?			
Is there shade available outside where the children play? *Required*			
Do children 2 years and younger play separately from the older children?			
Are fire extinguishers on site? *Required*			

Did you know?

The Florida Department of Children and Families (DCF) and local licensing agencies monitor and inspect licensed child care programs and licensed-exempt School Readiness programs to ensure their health and safety, background screening and training requirements are in compliance with state and federal laws.

You can find child care inspection reports and other valuable resources on their website at http://www.myflfamilies.com/service-programs/child-care/parent-resources.

Well-Trained Staff			
Questions To Ask/Things to Consider	Center 1	Center 2	Center 3
Are the staff well-trained? *May include a degree in early childhood, required teacher/ director certifications, ongoing professional development and trainings, etc.*			
How long have the teachers and director been there? *Longer employed staff reflects well on teacher retention and is good for continuity of care.*			
How is teacher turnover handled? *Look for centers with a plan to support children during teacher transitions.*			
How are teacher absences handled? *Look for centers with qualified substitutes or floating staff who are able to fill in.*			
Are teachers or the director trained to administer developmental screenings and identify children who may need additional services? *If not, ask where developmental screenings take place.*			
Does the center participate in a local quality rating and improvement system or has there been a program assessment completed recently?			
Does the center have a Gold Seal designation?			

QRIS

A Quality Rating and Improvement System (QRIS) is designed to assess and improve the quality of early learning programs. Florida does not have a statewide QRIS program; however, some counties have implemented a local QRIS. Check with your local early learning coalition to see if they have a QRIS and what information they can give you about your potential center.

Program Assessment

Child care centers in Florida participating in the School Readiness Program may receive an assessment using the Classroom Assessment Scoring System (CLASS®) tool. CLASS is an observation-based program assessment that measures the quality of interactions between teachers and children. CLASS is recognized internationally for capturing elements within a classroom that improve child outcomes including increased math achievement, stronger vocabulary and reading outcomes and better classroom behavior. **If a center participates in the School Readiness Program, ask about their CLASS score.**



Early Learning Programs in Florida

What is Family Child Care?

Family child care is defined as child care in small group sizes with children from at least two unrelated families. Care is provided in the provider's home located in a residential neighborhood. There are three types of family child care homes:

- Registered Family Child Care Homes.
- Licensed Family Child Care Homes.
- Licensed Large Family Child Care Homes.

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Contact Us

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CCR&R
Child Care Resource and Referral

Toll free: 1-866-357-3239
Email: ccrrhelp@oel.myflorida.com

Florida Department of Education
Florida Office of Early Learning
Child Care Resource and Referral State Network
250 Marriott Drive, Tallahassee, FL 32399

QUALITY CHECKLIST



For Family Child Care Homes

OFFICE OF
Early Learning
LEARN EARLY. LEARN FOR LIFE

Observation Tips

Look and Listen

You learn a great deal by watching and listening to what is going on in the learning environment. Children should seem happy and engaged in age-appropriate activities. Providers should seem kind, nurturing and responsive to all children in their care. Listen to the words providers use when talking to the children. Children need to hear a wide variety of words to promote their language development.

Ask Questions

If you have any questions or concerns, **write them down as they occur to you**. Ask for a time to discuss them with the family child care home provider. They should be willing to answer your questions and address any concerns you may have.

Pay attention to your instincts

Take note of any uneasy feelings you may have during your visit. **You know your child best**. If possible, take your child with you and see how they react. Children respond in their own unique ways to new situations. Be careful not to rule out other factors that could influence your child's reaction such as being hungry or tired. **Trust your instincts and your ability to make wise decisions for your child**. You want to feel good about your child spending many hours each day in a family child care home.

Consider Costs

Take into consideration any additional fees. Carefully weigh the "pros" and "cons" of each family child care home you visit. Decide which one meets the greatest number of your priorities at a rate you can afford. Keep in mind that the highest cost does not always guarantee the best quality. Likewise, the least expensive rates do not always suggest poor quality.

Make an Informed Decision

Your first concern is your child's safety, health and welfare. Every program will have positive features, but **only you can decide what is most important**. Now that you have done your homework and some careful thinking, you are ready to make your choice. Remember, selecting and placing your child in an early learning program is just the beginning. **Talk to the provider often and visit occasionally** to ensure your child is safe and happy and your decision was the right one.

Select providers you plan to visit and write their information here.

Provider 1	
Provider 2	
Provider 3	

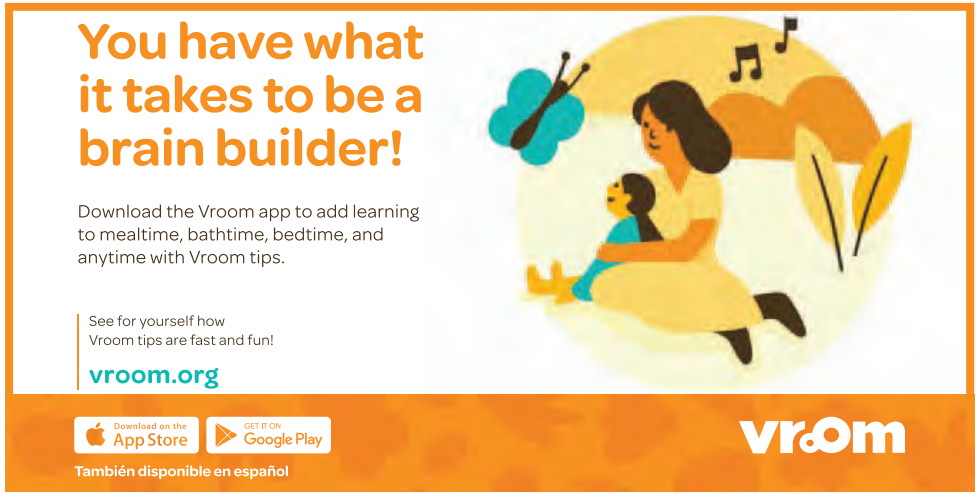
Family Engagement			
Questions To Ask/Things To Consider	Provider 1	Provider 2	Provider 3
Can parents stop by at any time?			
Are parents encouraged to volunteer or participate in activities?			
Is there a daily method of communication between the provider and parents?			
Is there a current weekly schedule posted in a visible location?			
Is your initial reaction upon entering the family child care home a positive one?			

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How can families get involved?

- Communicate with the provider or teacher on a regular basis.
- Create a positive learning environment at home.
- Read to your child daily.
- Participate in community events for families.
- Volunteer at the center or in a classroom if you have time in your schedule.
- Participate in family meetings, parent-teacher conferences and parenting classes.
- Join the school's advisory board or groups that help make decisions for the school.



See how Vroom tips align with Florida's Early Learning and Developmental Standards at http://flbt5.floridaearlylearning.com/families.html

Environments for Learning			
Questions To Ask/Things To Consider	Provider 1	Provider 2	Provider 3
What are the ratios? *Look for small groups and ratios (ex. 1 adult for 4 infants).*			
Does the provider seem patient and responsive to children's needs?			
Are toys, books and furniture clean and in good shape? *There should be enough for all children in the classroom.*			
Are toys and materials accessible to children?			
Are the children happy?			
Are the children engaged in activities? *Activities should be age-appropriate.*			
Does the program appear to be culturally responsive? *Are translated materials available or other accommodations made available for families and children as needed?*			
Does the provider read daily to children and are books provided for children to use independently?			
Are songs, finger plays and interactive nursery rhymes part of daily routines?			
Is there space for active and quiet play?			
How does the provider use technology to support learning? How often is technology used?			

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Center on the Social and Emotional Foundations for Early Learning, What Works Briefs

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Are there discounts or priority for siblings?			
Are there any additional fees and how often are they due? *Weekly, monthly, quarterly, etc.*			
supplies/materials	▫	▫	▫
meals/snacks	▫	▫	▫
registration/application	▫	▫	▫
early drop-off/late pick-up	▫	▫	▫
field trips or special activities	▫	▫	▫
late payment	▫	▫	▫
other	▫	▫	▫
What are the drop-off and pick-up times? *You can also ask about their check in/check out procedures.*			
Does the provider charge when a child is out sick or on vacation?			
Does the provider offer safe and reliable transportation? *Drivers should be licensed and insured. Children should be properly restrained in appropriate car safety seats.*			
Does the provider have specialized training for children with a variety of special needs?			
Does the provider participate in the subsidized child care program? *School Readiness Program*			
Does the provider participate in the state's VPK program? *For 4- and 5-year-olds*			
Does the provider offer Head Start or Early Head Start? *For children under 5 years old*			

Did you know?

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FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES
MYFLFAMILIES.COM

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Health and Safety			
Questions To Ask/Things To Consider	Provider 1	Provider 2	Provider 3
Is the provider licensed, registerd or accredited?			
Can they provide their state inspection history?			
Has the provider completed background checks on **all** caregivers and family members? *Required*			
What is the discipline policy? *Required*			
Is the home safe, clean and welcoming?			
Are strict emergency and security plans in place? *Required*			
How are children accounted for throughout the day? *Required*			
Are fire extinguishers, working smoke detectors and carbon monoxide detectors (if the home has natural gas) on site? *Required*			
Is there a safe, fenced outdoor area? *Required*			
Is there shade available outside where the children play?			
Do the children have an opportunity to play outside each day?			
Is there a variety of outside equipment/toys available and appropriate for various ages?			
Are medicines and cleaners in a locked area out of reach of children? *Required*			
What is the policy for administering medications?			
Are healthy and nutritious snacks/meals provided? *Programs should have planned weekly menus available.*			
How often does diapering/toileting occur?			
Is handwashing done frequently?			
Does the home have pets and are they vaccinated? *If so, pets must have up-to-date immunizations and be disease free.*			
How are naptimes and sleeping arrangements managed?			
Are safe sleep practices followed?			

Well-Trained Staff			
Questions To Ask/Things To Consider	Provider 1	Provider 2	Provider 3
Is the provider(s) well-trained? *May include a degree in early childhood, required teacher/director certifications, ongoing professional development and trainings, etc.*			
What other family members will be present during child care hours?			
Does the provider have a substitute for illness/vacation and does the substitute meet state requirements?			
Is the provider trained to administer developmental screenings and identify children who may need additional services? *If not, ask where developmental screenings take place.*			
Does the provider participate in a local quality rating and improvement system or has there been a program assessment completed recently?			
Does the family child care home have a Gold Seal designation?			

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Early Learning Coalition of Palm Beach County
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Resource and Referral Quality Survey

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service that you have received. We appreciate your business and want to make sure we meet your expectations.

Please check the box below as applicable.

How did you hear about the Early Learning Coalition?

□ Phone Book □ Newsletter □ Mailing □ Internet □ Friend □ Other Agency □ Advertisement

Your name (Optional)	Ratings					Location
1.My phone call or online request was answered within 48 hours	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**N/A**	
2. I was helped in a timely fashion at the office.						
3.Staff was kind and helpful						
4.I was informed on the variety of child care options						
5. I received a parent packet which included a family guide, fact sheets and a quality checklist						
6. I used the Quality Checklist and it was helpful						
7. The information in the cover letter was helpful						
8. If I requested it, I was provided other resources						
9. I placed by child with a provider found on the list of referrals I was given						
10. I was satisfied with the service						

Please feel free to return this survey by mail, fax or email. We thank you for assisting us in better serving you.

Mail

Early Learning Coalition

2300 High Ridge Rd Suite 115

Boynton Beach, Fl 33426

Attention:

Fax

561-214-7450

Email

contact@elcpalmbeach.org

Early Learning Coalition of Palm Beach County
Ready to Learn. Ready for Life.

Community Resources List

Additional Resources: Every Parent
https://www.everyparentpbc.org/

Children/Pregnancy

Children Service Council	(561) 740-7000
Bridges	(561) 740-7017
FL Healthy Start Program	(888) 634-7900
Maternal Child Health	(561) 671-4140
Child's Development	(888) 634-7900
Home Safe - Growing Smart	(561) 383-9871
WIC/Breastfeeding Help	(877) 693-6703
	(561) 357-6007
Child Safety Info	https://www.safekids.org/
Parenting Questions	https://www.cscpbc.org/
Literacy Coalition	(561) 279-9103
Families First (self-sufficiency)	(561) 721-2887
Healthy Mothers, Healthy Babies	(561) 665-4500

Special Needs/Child Development

211 Special Needs Hotline	211
Homesafe	(561) 383-9871
Center for Autism	(561) 213-5751
The Arc of PBC	(561) 842-3213
Easter Seals	(561) 471-1688
	(561) 881-2822
ELC Inclusion Warm Line	(888) 620-9190
Triple P Parenting Program	(561) 616-1222
Child Find (Dev. Screenings -3-5 y/o)	(561) 434-7337
Early Steps (Dev. Screenings-less than 3y/o)	(561) 882-6426

Child Education Programs

ELC Early Head Start	(561) 412-2203
Head Start LSF PBC	(561) 233-1600
School District of Palm Beach County	(561) 434-8000
Child Care Aware	(800) 424-2246

Food Assistance

CROS Food Pantry	(561) 233-9009
Caring Kitchen	(561) 278-0918
Boca Helping Hands	(561) 417-0913
Feeding South Florida	(561) 331-5441
Salvation Army	(561) 686-3530
Palm Beach County Food Bank	(561) 670-2518

Department of Children's and Families (DCF)

DCF ACCESS Florida to apply for Medicaid / Food Stamps / Cash Assistance	(866) 762-2237
DCF Abuse Hotline	(800) 962-2873

Medical Assistance

www.healthcare.gov	
Chrysalis Health (Mental Health/ Substance use)	(954) 587-1008
Caridad Center (free clinic)	(561) 369-0932
Florida Department of Health Clinic Appt Line	(855) 438-2778
Florida Kidcare	(888) 540-5437
Health Insurance Marketplace	(800) 318-2596
American Red Cross	(561) 833-7711
Foundcare Health Center	(561) 472-9160
Family Health Line	(800) 451-2229
Prescribed Pediatric Extended Care	(561) 283-3988

Job Training

Career Source Palm Beach County	(561) 340-1060
The Lord's Place (Homelessness)	(561) 494-0125

Social Services

Community Partners	(561) 841-3500
Bridges	(561) 740-7017
Center for Family Services	(561) 616-1222
Jewish Family Services	(561) 852-3333
Catholic Charities WPB	(561) 345-2000
GED/Language Skills Literacy Coalition	(561) 279-9103
United Way of Palm Beach County	(561) 375-6600
Compass (LGBTQ)	(561) 533-9699
American Red Cross/South Florida	(561) 833-7711
City WPB	(561) 804-4970

Legal Assistance

Legal Aid	(561) 655-8944
Victim Services (Delray Beach)	(561) 274-1500
Victim Services (WPB)	(561) 355-2418

Finantial Assistance

St Vincent DePaul	(561) 697-9699
St Ann	(561) 805-7708
St Joan of Arc (Care Ministry)	(561) 962-6000
United Way PBC	(561) 375-6600
Urban League PBC	(561) 833-1461
PBC Community Services	(561) 355-4700
	(833) 273-9455
Child Support/FL Dept. of Revenue	(850) 488-5437

Disability

CILO (Independent Living Options)	(561) 966-4288
Clinic Can Help (Medical Supplies)	(561) 640-2995
SSI (Supplemental Security Income)	(800) 772-1213
Aveanna Healthcare-PPEC (Patients w/Medicaid)	(561) 683-5758

Drug Adiction

Wayside House	561-278-0055

Housing and Homeless Shelter

WPB Lewis Center	(561) 904-7900
Homeless Coalition of PBC	(561) 355-4663
Vickers House	(561) 804-4970
Adopt-A-Family -Program REACH	(561) 514-0564
	(561) 253-1361
West Palm Beach Housing Authority	(561) 655-8530

Transitional Housing Program

The Lord's Place (Burckle Place for Single Homeless Women)	(561) 494-0125
The Salvation Army Center of Hope	(561) 682-1118
Men's Campus Boynton Beach	(561) 494-0125

Shelter Families and Ready to Work

Family Promise South PBC	(561) 265-3370
Family Promise North PBC	(561) 318-8864

Teen Shelter

Covenant House	(800) 999-9999
Safe Harbor Runaway Center	(561) 868-4444

Domestic Violence

Aid to Victims of Domestic Abuse	(800) 355-8547
Women In Distress (Financial/ Legal/ Counseling assistance)	(954) 761-1133
Florida Domestic Hotline	(800) 500-1119

Pregnancy Centers

Hannah's Home (Tequesta)	(561) 277-9823

Transportacion

Palm Tran/Palm Tran Connection	(561) 649-9838
Modvicare (Medical Transportation)	(866) 726-1457

Florida's Child Care Resource and Referral

Why is early child care important?

The first five years of your child's life are when the foundations for learning, health and behavior are developed. As your child's first teacher, you can prepare them for lifetime success by providing a safe, stable and loving environment. Whether you need information on community resources or help finding child care, contact the Child Care Resource and Referral (CCR&R) program.

In Florida, the Division of Early Learning (DEL) partners with 30 regional early learning coalitions throughout the state to help families connect with resources. Each coalition has a local CCR&R team that can help you find quality child care and connect you with community resources.

Child care is an important part of helping parents manage their responsibilities. If you are a parent with questions about child care, CCR&R can help.

CCR&R is free for any family living in or moving to Florida.

How does CCR&R help families?

- Informs families on how to identify quality child care environments.
- Maintains a database of legally operating child care providers.
- Offers customized child care listings that best meet each family's needs.
- Helps families with the School Readiness and Voluntary Prekindergarten application process.
- Educates families about a child's basic needs, financial assistance options, community resources and other agencies that support family well-being.
- Connects families to specialists and resources for supporting children with special needs.
- Shares resources that support the needs of military families.

How do I receive CCR&R assistance?

Contact your local early learning coalition. Visit the Division of Early Learning website for the Early Learning Coalition directory and ask for CCR&R.

CCR&R is available to every family in Florida, with financial assistance opportunities available for income-eligible families.

You may access the above links to the website and coalition directory using the QR codes on the back.



Link to DEL Website



Link to Early Learning Coalitions Directory

Florida's School Readiness Program

What is the School Readiness (SR) program?

Florida's School Readiness Program offers financial assistance to eligible low-income families for early education and care so they can become financially self-sufficient and their young children can be successful in school in the future. Services vary based on individual needs and range from extended care to school-age care. Parents can choose from private centers and schools, public schools and family childcare homes.

The Division of Early Learning (DEL) partners with 30 early learning coalitions throughout the state and Redlands Christian Migrant Association to deliver the School Readiness Program.

Who is eligible?

There are three primary eligibility requirements:

- Gross income must be at or below 150 percent of the federal poverty level for family size.
- Parent(s)/guardian(s) must work or participate in an educational activity such as attending college or trade school at least 20 hours per week.
- Families must pay a copayment for child care based on income and family size.

Other children may be eligible if they have special needs or are at risk of abuse, neglect or abandonment, or if their parents are homeless, victims of domestic violence or income-eligible migrant workers.

How does the SR program help families?

- Prepares young children to start kindergarten ready to learn.
- Helps working families afford quality early learning services.
- Keeps parents in the workforce and/or participating in educational or training activities.
- Helps families become financially independent.
- Provides parents information about child development and family well-being.

All providers meet quality standards established by the DEL as well as state and federal health and safety requirements.

Children's early learning
experiences help prepare them for kindergarten.

How to apply? Visit https://familyservices.floridaearlylearning.com or call at 1-866-357-3239 (TTY: 711).



Link to sign up for SR



Link to DEL Website

Florida's Voluntary Prekindergarten Education Program

What is the Voluntary Prekindergarten education program?

Voluntary Prekindergarten (VPK) is a free, high-quality education program designed to prepare Florida's 4-year-olds for kindergarten and build a foundation for their educational success. High-quality VPK providers deliver age-appropriate curricula, including early literacy and math standards, in manageable class sizes led by qualified instructors. State data shows that children who participate in VPK are better prepared to enter kindergarten ready to learn.

The Division of Early Learning (DEL) partners with 30 early learning coalitions and Redlands Christian Migrant Association to deliver the VPK Program.

Who is eligible?

Children who live in Florida and are 4 years old on or before September 1 of the current year are eligible. Families with children born between February 2 and September 1 may postpone enrolling their 4-year-old until the following year when their child is 5.

What are the benefits?

Children who complete VPK:

- Are more prepared for kindergarten.
- Have better school attendance rates.
- Develop lifelong social skills.
- Are more likely to advance to the next grade.
- Are more likely to graduate high school.

What program options are available?

Parents can choose from private centers and schools, public schools, family childcare homes and specialized instructional services providers. Parents can select from one of several program options.

VPK School-Year Program: 540 Instructional Hours	**Specialized Instructional Services Program: Hours Vary Based on Services**	**VPK Summer Program: 300 Instructional Hours**
Class size is 11 students or fewer with one lead instructor or up to 20 students with a lead instructor and an assistant. Instructors must have a minimum of a Florida Child Care Professional Credential.	VPK Specialized Instructional Services (SIS) is a program option for VPK-age children with current individual educational plans (IEPs). This option allows parents to choose additional therapy services consistent with the child's IEP in lieu of attending VPK in a traditional classroom setting.	Class size is 12 students or fewer with one lead instructor and an assistant. Instructors must have a minimum of a bachelor's degree.

Children who participate in VPK are better prepared for kindergarten.

How to apply? Visit https://familyservices.floridaearlylearning.com or call at 1-866-357-3239 (TTY: 711).



Link to sign up for VPK



Link to DEL Website

Florida's Voluntary Prekindergarten Education Program
Specialized Instructional Services

What are Voluntary Prekindergarten Specialized Instructional Services?

Florida's Voluntary Prekindergarten Specialized Instructional Services (VPK SIS) education program is an additional option for parents of 4-year-old children with disabilities that is available outside the traditional VPK classroom setting. If your child has a current individual educational plan (IEP) from your local school district that calls for specialized instructional services, you can choose VPK SIS instead of traditional VPK school year or summer programs.

Who is eligible?

Children who live in Florida, are 4 years old on or before September 1 of the current year and have a current IEP from their local school district are eligible. Parents must apply for VPK and choose SIS as the program through their local early learning coalition.

Your early learning coalition will review your application and email you with further instructions. Once your application is approved, the coalition will provide you with a Certificate of Eligibility you can take to a VPK SIS provider.

What are VPK SIS services?

VPK SIS are services identified on enrolled children's IEPs offered in individual or small group settings such as:

- Applied behavior analysis
- Speech language pathology
- Occupational therapy
- Physical therapy
- Listening and spoken language instruction
- Other specialized instructional services consistent with your child's IEP

Parents select from providers approved by the Florida Department of Education (FDOE) and choose from one or more services. Each student's funding is the same as for traditional VPK but is based on the rates these specialists charge for their services. Therefore, students in VPK SIS may receive fewer hours of service than students in traditional VPK.

Who are VPK SIS providers?

FDOE has approved the following professionals to be VPK SIS providers:

- Individuals certified or licensed for applied behavior analysis
- Licensed speech-language pathologists
- Licensed occupational therapists
- Licensed physical therapists
- Licensed clinical social workers
- Licensed psychologists
- Other licensed professionals who have applied to and been approved by FDOE

The local early learning coalition pays VPK SIS providers directly for services delivered to children in the program based on the schedule of services form. Parents and providers work together to complete required forms.

To apply, you need an email address, proof of Florida residency, proof of your child's age and a copy of your child's current IEP.

How to apply? Visit https://familyservices.floridaearlylearning.com or call at 1-866-357-3239 (TTY: 711).



Link to sign up for VPK



Link to Division of Early Learning Website

FloridaVPK

Specialized Instructional Services (SIS)

1 To be eligible your child must...

- Have a current Individual Education Plan (IEP) from your local school district.
- Live in Florida.
- Turn 4 years old before Sept. 1 of program year. (Children born between Feb. 2 and Sept. 1 may postpone VPK SIS until next program year as long as they've not been admitted to kindergarten.)
- Not be participating in a Gardiner Scholarship.

2 To apply for VPK SIS...

- Create account on the Family Portal at https://familyservices.floridaearlylearning.com.
- Upload proof of residency, age and your child's IEP.
- Submit the VPK application.

3 Once you receive your child's Certificate of Eligibility (COE) through the Family Portal...

- Fill out the SIS Supplemental Student Application (Form OEL-VPK 01S).
- Submit it to your local early learning coalition.
- You may contact the coalition for assistance.

4 How are services provided?

- In individual and small group settings.
- By certified or licensed professionals specifically trained for instruction consistent with child's IEP.
- Services include but are not limited to
  - Applied behavioral analysis.
  - Speech language pathology.
  - Occupational therapy.
  - Listening and spoken language instruction.

5 Professionals pre-approved to provide VPK SIS

- Individuals certified or licensed for applied behavioral analysis services.
- Licensed speech-language pathologists.
- Licensed occupational therapists.
- Licensed physical therapists.
- Licensed clinical social workers.
- Licensed psychologists.

Other professionals may apply for approval to offer VPK SIS services to the Florida Department of Education. All VPK SIS providers must execute a contract with the early learning coalition.

6 If the coalition approves your SIS Supplemental Student Application, you will receive a VPK SIS Certificate of Eligibility (Form OEL-VPK 02S, part A). Then...

- Select one or more approved VPK SIS providers.
- Complete the Schedule of Services (Form OEL-VPK 02S, part B) with your provider to show how your VPK SIS funds will be used consistent with your child's IEP.
- When complete, turn it in to your local early learning coalition 10 business days before the first scheduled service.

7 Timeframe

Depending on the VPK session a parent selects, all services must be completed and funds spent within this timeframe:

- School-year: No earlier than 14 calendar days before Labor Day until June 30.
- Summer: No earlier than May 1 and ending 15 calendar days before Labor Day.

8 Payment

You must certify that services were received by initialing and dating Form OEL-VPK 02, part B.

Early Learning Coalition of Palm Beach County
Ready to Learn. Ready for Life.
www.elcpalmbeach.org
561-514-3300

DIVISION OF Early Learning
LEARN EARLY. LEARN FOR LIFE.
www.floridaearlylearning.com
866-447-1159

THE FAMILY GUIDE

To Selecting Quality Early Learning Programs



A Parent's Guide to Child Care

OFFICE OF
Early Learning
LEARN EARLY. LEARN FOR LIFE

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A Message For Families

Be A Smart Shopper

Choosing an early learning program for your child is one of the most important and difficult decisions you will ever make. This guide will help you make choices about quality programs so you can find the best match for you and your child.

Visit several child care providers before making a decision. On your visits, observe and talk with the teachers and children in the program. The teachers should be caring, qualified and well organized. Read the rules and policies about fees, meals, discipline, illness, attendance and emergencies. Ask the staff to talk about their views on child development and about the daily activities they organize for the children. Walk around and look at the whole program area; be certain you like the program and the staff, and you will feel happy with your child's experience with this provider.

Choose Wisely

The right early learning program helps your child learn new skills and develop socially. Look for a positive and caring relationship between teachers and children. Make sure the teacher is someone you can talk with comfortably and trust. When you walk into the child care center or home, the atmosphere should be cheerful and safe. The children should be having fun and the program should include experiences and activities you think are important for your child. Above all, you want to choose a program where your child will be safe and happy—and where your ideas about parenting will be supported.

Do Your Research



It is a good idea to visit three or more early learning programs for at least 30 minutes each. If possible, bring your child with you on the visits and feel free to ask questions. Use the Quality Checklist for guidance on what to look for during your visit. If possible, visit the providers for a second time. Ask for references and talk to parents of children attending the program.

Make an Informed Decision

Like any parent, you want a program that will keep your child healthy, safe and happy. Before making a final decision, check the state's child care licensing website, https://cares.myflfamilies.com/PublicSearch, for inspection information about any licensed program you are considering.

Using Child Care Resource and Referral Services

All families can receive help in researching and selecting programs that best meet their needs. Child Care Resource and Referral (CCR&R) is a free service provided by your local early learning coalition. Trained staff can answer your questions about choosing the best early learning program for your family, provide you a child care listing customized to your preferences and offer referrals and information about other services available in your community. Help is available by phone, in person and via email. To locate your early learning coalition, contact the state CCR&R network office Toll-free Family Line at 1-866-357-3239 (TTY: 711), or find contact information online at www.FloridaEarlyLearning.com/coalitions.

Inclusive Early Learning Programs

Inclusive early learning programs are designed to provide an educational setting in which all children, regardless of ability, can participate in a broad range of activities that support their growth and development. A quality inclusive early learning program will exhibit all of the requirements listed for quality child care programs. Parents of children with disabilities, developmental delays or special health care needs should look for a program that meets the individual needs of their child and their family. Contact your local early learning coalition to find services in your community. To locate your early learning coalition, contact the state CCR&R network office Toll-free Family Line at 1-866-357-3239 (TTY: 711), or find contact information online at www.FloridaEarlyLearning.com/coalitions.

"Perfect" Match: Your Children and Their Child Care Setting



Children have different ways of behaving with others. How does your child like to spend time and how does he or she act? Match your child's temperament with the style of an early learning program. Remember, there is no right or wrong temperament or personality for your child to have. Understanding your child's activity level and personality characteristics will help you find the best early learning program for your child and family.

How does your child react to the world?

Big Reactor	Low Reactor
Expresses feelings and does not hold back	Plays quietly, fusses very little and sleeps a lot
Look for a caregiver who helps your child express emotions in a more controlled way.	*Look for a teacher who introduces new activities gently.*

How active is your child?

High Activity	Low Activity
Always on the go, explores with body movements	Sits quietly, explores through senses
Look for a program that offers one-on-one attention, ways to explore safely and lots of physical play.	*Look for a caregiver who engages your child in sensory-rich activities (sight, touch, smell, taste and sound).*

How social is your child?

Very Social	Less Social
Enjoys meeting new people and is happiest when interacting with others	Generally shy and reserved around strangers and needs extra time to feel comfortable with new people
Look for a program with opportunities for your child to play in groups.	*Look for a program that allows your child to become comfortable at his/her pace.*

How does your child deal with change?

High Tolerance	Low Tolerance
Not disturbed by changes, highly adaptable and copes very well with frustration	Very sensitive to change, gets upset with daily routines are disrupted and easily frustrated and bothered by change
Look for a program with mixed-age groups that offer frequent challenges and high stimulation.	*Look for a program with same-age groups and consistent routines that support your child's independence.*

What is your child's personal style?

Adaptable/Outgoing	Cautious/Slow to warm up	Feisty/Energetic
– Flexible – Approaches new people/ situations with ease – Good with transitions	– Thoughtful – Cautious in new surroundings/with new people – Has difficulty with transitions	– Passionate, feels things intensely – Has difficulty controlling strong feelings – Impatient and demanding
Look for a large group setting that provides social opportunities and new experiences.	*Look for a small group setting that is less overwhelming.*	*Look for a program where each child has a primary caregiver.*

Remember to always consider your child's unique needs such as sleeping habits or routines, cultural identity and any special needs or disabilities.

*Adapted from *Matching Your Infant's or Toddler's Style to the Right Child Care Setting,* Child Care Aware of America.



Quality Child Care

Research identifies essential indicators to quality in child care programs. When implemented in a child care program, these quality indicators support children's healthy development and learning.



Quality Indicator	In quality programs	What to look for
Health & Safety	Caregivers ensure the health and safety of children in their care.	– Detailed procedures to maintain hygiene and prevent illness, including proper diapering, toileting and hand washing. – Infants are always placed on their backs for safe sleep.
Well-Trained Staff	Staff receive training and support to meet the needs of all children.	– Teachers have education in early childhood and complete ongoing training. – Staff are offered opportunities for professional development.
Environments for Learning	Environments are nurturing with daily routines that make children feel safe.	– Toys, books, furniture and outdoor equipment are clean and in good condition. – Materials are accessible to children.
Small Groups with Optimal Ratios	Secure relationships between teachers and children are promoted by having small groups and low child-to-teacher ratios.	– Small group sizes and ratios are maintained so children receive more individualized time and attention. – Teachers stay attentive and engaged with their small group.

Quality Indicator	In quality programs	What to look for
Primary Caregiving & Continuity of Care	Teachers are given roles as primary caregivers for the children in their class, helping build meaningful relationships with the child and family.	– The same teacher continues to be the child's primary teacher as that child grows. – Each child is assigned a primary teacher.
Active & Responsive Caregiving	Teachers are responsive to children's needs, helping children regulate their emotions.	– Predictable routines and schedules are used daily. – All children are valued, accepted and respected.
Curriculum & Individualization	Teachers use curriculum that encourages learning through relationships and play.	– Infants and toddlers are taught skills through routines and play. – Teachers individualize instruction to meet the needs of all children. – Activities and goals meet the developmental needs of each child.
Language & Literacy	Children are offered opportunities to learn and develop language skills in many different ways.	– Books and toys are used to promote conversations with children. – Songs, nursery rhymes and finger plays are used to encourage language. – Teachers read to children often during the day.
Family Engagement & Cultural Continuity	Families and their cultures are valued and families are treated as partners in their child's development.	– Teachers communicate with families frequently. – The values, beliefs and cultures of the families are included in the classrooms as much as possible. – Families are welcome in their children's classes. – Families give input on some program decisions.
Comprehensive Support Services	Families are strengthened through connections to community supports.	– Teachers share developmental milestones with families and keep them informed of their children's progress. – Families are connected with community resources and services as needed.

Types of Early Learning Providers

Child Care Centers

Early learning centers may be licensed or license-exempt and are usually located in spaces adapted for early learning purposes. These include stand-alone centers and those located in businesses, homes, apartment complexes, public schools, universities, hospitals and faith-based organizations. Prekindergarten programs (both school-based and non-school-based), Head Start programs, on-site employee early learning centers and faith-based centers are some of the types of early learning and school-aged providers that are available.



Licensed Child Care Centers

Licensed centers must submit a complete licensure application and pass an initial inspection by the Department of Children and Families (DCF) or the local licensing agency. Once the license is issued, these programs are inspected a minimum of three times per year to ensure health and safety standards continue to be met. To meet the standards these centers must

- Meet physical facility requirements.
- Follow health, safety and nutrition standards.
- Maintain enrollment and attendance records.
- Allow parents/guardians access to their children at all times.
- Comply with annual inspection schedules.
- Meet staff and director training requirements.
- Conduct background screenings of all child care personnel.
- Document current immunization records and physical examinations for all children in care.
- Comply with the Americans with Disabilities Act and make reasonable accommodations for children with special needs.

Religious-Exempt Centers

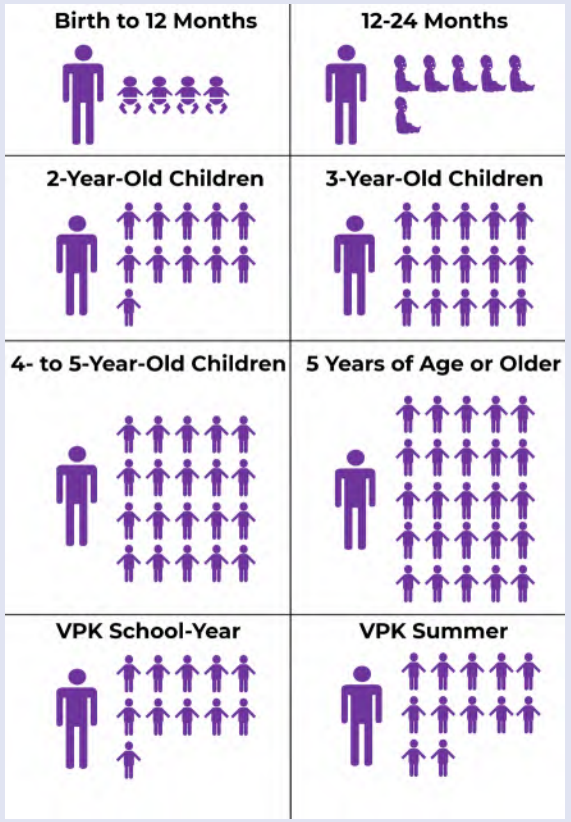
Some faith-based child care centers are eligible for exemption from child care licensing. These centers must be an integral part of a church or faith-based school and must

- Be accredited by or a member of a state-recognized accrediting body.
- Comply with state and federal background screening requirements.
- Meet local governing requirements for city or county health and safety regulations.
- Maintain enrollment and attendance records.
- Maintain current CPR and First Aid certifications.
- Comply with the Americans with Disabilities Act and make reasonable accommodations for children with special needs.

Adult-to-Child Ratios for Licensed and Religious-Exempt Centers

Ratios represent the number of children that one adult may supervise for each age group. Ratios are regulated by DCF. Appropriate staff to child ratios are listed below.

- Birth to 12 months (1:4)
- 12-24 months (1:6)
- 2-year-old children (1:11)
- 3-year-old children (1:15)
- 4- to 5-year-old children (1:20)
- 4- to 5-year-olds in VPK education programs
  - School-year program (1:11)
  - Summer program (1:12)
- 5 years of age or older (1:25)



Family Child Care Homes

Family child care takes place in a person's home for children from unrelated families. Group size may vary according to preferences of the family child care provider; however, the provider must maintain the required ratios at all times. Ages of children may often be mixed, although some providers serve only a specific age group (such as infants, toddlers or preschoolers). Different requirements apply to different programs, with some family child care homes being licensed and some registered.



Registered Family Child Care Homes

These providers are required to meet minimal state requirements, such as:

- Register annually with DCF.
- Complete and provide to parents/guardians an annual health and safety home inspection checklist.
- Provide proof of substitute care.
- Complete background screening for all adults and juveniles in the household.
- Complete introductory training, early literacy training and additional hours of annual professional development.
- Maintain children's immunization records.

Licensed Family Child Care Homes

Licensed family child care home providers must meet all requirements listed above for registered family child care homes and the following additional licensing requirements regulated by DCF or the local licensing agency:

- Comply with health, safety and nutrition guidelines.
- Maintain enrollment and attendance records.
- Comply with licensing standards of local and state governments.
- Maintain current pediatric CPR and First Aid certifications.
- Pass an inspection prior to receiving a child care operating license.
- Comply with licensing inspections annually.
- Comply with the Americans with Disabilities Act and make reasonable accommodations for children with special needs.

Large Family Child Care Homes

A large family child care home is an occupied residence in which child care is regularly provided for children from at least two unrelated families, which receives a payment, fee or grant for any of the children receiving care, whether or not operated for profit, and which has at least one full-time employee on the premises during the hours of operation in addition to the operator of the home.

Large family child care home providers must meet all requirements for licensed family child care homes and additional requirements regulated by DCF. Prior to applying for a license, the operator must have operated as a licensed family child care home for two consecutive years.

Adult-to-Child Ratios for Family Child Care Homes

Family child care homes are regulated by DCF. A family child care provider may care for one of the following groups of children, including the provider's own children younger than 13 years of age:

- (1:4) Birth to 12 months of age.
- (1:6) No more than three are under 12 months.
- (1:10) As long as at least five children are school-age and no more than two are under 12 months of age.



Large Family Child Care Home (ratio based on two caregivers - the operator and one employee)

- (2:8) If more than four children under 24 months old.
- (2:12) If no more than four children are under 24 months old.



Gold Seal and Accreditation

The Gold Seal Quality Care Designation Program recognizes child care centers and family child care homes (either licensed or license-exempt) that are accredited by nationally recognized agencies and whose standards reflect quality in the level of care and supervision provided to children. To access the list of current DCF-approved agencies participating in the Gold Seal Quality Care Program, visit http://myflfamilies.com/service-programs/child-care/goldseal.

Note: Some counties may have more restrictive requirements than those mandated by the state.

School-Age Care

Licensed or License-Exempt



A school-age program is a licensed or license-exempt program that serves only school-age children. A school-age child is one who is at least 5 years old by Sept. 1, and who is attending kindergarten or a higher grade level. The setting for a school-age program may be a public or private school, private center, family child care home, faith-based center or community/recreation program. School-age programs may be open before and/or after school as well as full days during teacher planning days, spring, winter and summer breaks.

Licensed Programs

Licensed programs must pass inspections to ensure that specific requirements are met such as:

- Physical physical facility requirements.
- Health, safety and nutrition standards.
- Maintenance of enrollment and attendance records.
- Parental access to their children in care at all times.
- Compliance with annual inspections.
- Completion of 40 hours introductory training, plus a minimum of 10 hours in-service annually thereafter.
- Submission of screening and background checks of all employees/caregivers.
- Ratio of one adult for 25 children.
- Supervisor/director holds a director's credential (multi-site supervision at school-age child care programs is permitted).

License-Exempt Programs

The following programs are exempt from school-age care licensure, but must meet minimum background screening requirements as outlined in Florida law. These programs can be license-exempt if one of the following exemptions applies:

- Programs on public/non-public school sites.
- Instructions/tutorial programs.
- Open Access programs.
- National membership afterschool programs.
- Programs exclusively for children grades six and above.

Note: Some counties may have more restrictive requirements than those mandated by the state.

Unregulated Care

Unregulated child care does not require licensure or compliance inspections by the state.

Informal Care



Informal care takes place in a person's home where one adult cares for children from only one family. The person is often a relative, neighbor and/or friend. This type of care has no state guidelines or inspections. Informal providers may qualify to participate in the School Readiness Program (see Financial Resources section) after completing a six-hour health and safety course and by meeting local early learning coalition requirements.

Au Pair/Nanny Care

Au pairs provide families with intercultural, individualized, live-in child care. Most au pairs are members of one of 14 federally designated U.S. Au Pair Sponsor Agencies, which are regulated by the U.S. Department of State, Bureau of Educational and Cultural Affairs Exchange Visitor Program. Nannies may also be hired by families locally to care for the children of one family and may live in or out of the family's home.

Summer Camps and Recreational Programs

Summer camps and summer day camps are recreational, educational and enrichment programs operated exclusively during summer vacation. These programs care for children who turn five years of age on or before Sept. 1 of the current year. They also care for children who are in kindergarten and above. Adult/child ratios of summer camps vary. This type of care requires no state inspections. All summer camp and summer day camp personnel must pass a Level 2 background screening.

Membership Programs

Not-for-profit programs are associated with or certified by national organizations; therefore, personnel are not subject to the Department of Children and Families' screenings. An example of these organizations is the Boys and Girls Club, which frequently offers an after-school program.

Voluntary Prekindergarten (VPK) Education Program

VPK builds a strong educational foundation for 4-year-old children so they are prepared to enter kindergarten with the skills that lead to success in kindergarten and beyond. The early learning programs that offer VPK must ensure staff and programs meet high-quality expectations. The programs' curricula must be effective and class size must allow the teachers to build close relationships with each child.

VPK Highlights

- High quality educational program with a focus on early literacy skills.
- Free for all children who live in Florida and are 4 years old on or before Sept. 1 of the program year.
  - If the child's birthday falls from Feb. 2 through Sept. 1, parents may wait to enroll their child the following year when they are 5 years old.
- Information and materials about VPK standards designed specifically for parents can be found at flbt5.floridaearlylearning.com.

VPK Program Options

Parents may select one program for their child.

VPK School-Year Program	VPK Summer Program	VPK Specialized Instructional Services (SIS)
540 instructional hours	300 instructional hours	Hours vary based on services provided

Transportation

Parents are responsible for their child's transportation to and from the VPK program.

VPK Curriculum

- Must be developmentally appropriate and focused on early literacy skills.
- Must prepare the child to be ready for kindergarten based on standards adopted by the State Board of Education.

VPK Specialized Instructional Services (SIS)

A child who is eligible for VPK and has a disability, as evidenced by a current individual educational plan (IEP) issued by the local school district, is also eligible for specialized instructional services instead of attending a traditional VPK program. The Department of Education approves VPK-SIS providers whose services meet statutory standards, maintains a list of approved providers and notifies early learning coalitions of the approved providers. Parents with questions about accessing VPK-SIS for their child should contact their local early learning coalition. To locate your early learning coalition, contact the state CCR&R network office Toll-free Family Line at 1-866-357-3239 (TTY: 711), or find contact information online at www.FloridaEarlyLearning.com/coalitions.

VPK Providers and Instructors

All VPK providers and instructors must meet high standards required by Florida law.

- Parents can choose the approved provider that meets their own family's needs.
- Options for parents include public and private schools, private centers, charter schools and licensed family child care homes.
- All VPK instructors must have at the minimum a Child Development Associate Credential (CDA) for the school-year program or a bachelor's degree for the summer program.
- Class ratio is one teacher to 11 children, and class size cannot exceed 20 children with two instructors for a school year program. The summer program has one instructor with a maximum of 12 students.





Readiness Rates

The Office of Early Learning assigns a kindergarten readiness rate annually for VPK providers that offer either the school year or summer program. The readiness rate measures how well a VPK provider prepares children to be ready for kindergarten based on the performance standards adopted by the State Board of Education. A VPK provider's readiness rate serves as an additional piece of information families may use to determine if a VPK program is best suited to the needs of their family. Readiness rates can be found at https://vpk.fldoe.org.

How to Apply

VPK applications must be submitted online through the Office of Early Learning's Family Portal website (https://familyservices.floridaearlylearning.com). You can use a computer, cell phone or other smart device, or you can contact your early learning coalition to apply in person.

To complete the VPK application, you must upload proof of Florida residency and documents that verify your child's age. Once submitted, the application will be reviewed by the local early learning coalition. You will receive a certificate of eligibility when your application is approved. Take the certificate of eligibility to the VPK program of your choice.

Early Learning Coalitions

Your local early learning coalition can provide assistance with the application and listings of VPK programs in your area. To locate your early learning coalition, contact the state CCR&R network office Toll-free Family Line at 1-866-357-3239 (TTY: 711), or find contact information online at www.FloridaEarlyLearning.com/ coalitions.

Financial Resources

Florida School Readiness

The School Readiness Program offers financial assistance to eligible families to help pay for child care costs and to support parents in becoming financially self-sufficient. The program prepares children to be ready for school and provides parents with information on child development and other topics of interest. Services vary based on individual needs and range from early education and care to after-school and school-age care in some instances.

Program Highlights

- Provides income-eligible families the resources to find and pay for quality child care for their children.
- Promotes parental choice in choosing a child care program and allows working parents to make their own decisions that best suit their family's needs.
- Provides education to parents to help them make informed choices about child care and early learning.
- Enhances the quality and increases the availability of child care for all families.
- Prepares children for kindergarten and continued educational success.

How to Apply

Parents can apply for the School Readiness Program by submitting an application online using the Office of Early Learning's Family Portal (https://familyservices.floridaearlylearning.com). You can use a computer, cell phone or other smart device, or you can contact your early learning coalition to apply in person. All applications are processed by the local early learning coalition for each county.



Next Steps

Once a parent applies for the School Readiness Program they can follow up on the status of their application by contacting their local early learning coalition or logging into the Family Portal.

Because of limited funding, families may be placed on a waiting list. If a child is placed on the waiting list, parents can receive information about local community resources that may assist their family. **Parents with a child on the waiting list will need to update their information in the Family Portal every six months or they will lose their child's spot on the waiting list.**

If there is no waiting list and the family qualifies for services, they will receive information regarding additional documents that must be provided for the enrollment process. Families may contact their local early learning coalition at any time for assistance with the Family Portal.

Some families may receive services right away if they are in family crisis and have a referral for services from the Department of Children and Families.

Developmental Screenings

Children that participate in the School Readiness Program will receive a developmental screening to make sure they are on the right developmental path. If any concerns are found, the child will receive referrals to specific health and/or education specialists.



These services also work along with other programs for young children such as Head Start, Early Head Start, the Voluntary Prekindergarten (VPK) Education Program and local public school districts.

Around-the-Clock Care

Some families need child care in the evenings, overnight or on the weekends because of work schedules. School readiness services include extended-day, extended-year and school-age care for children to assist parents in becoming financially self-sufficient.

Head Start

Head Start is the name for a group of programs that promote school readiness for children from low-income families. Head Start programs provide a learning environment that supports children's growth and provides comprehensive services to children and their families, which include health, dental, nutrition, social and other services determined to be necessary based on the needs and desires of the family. Head Start services are designed to be responsive to each child and family's ethnic, cultural and linguistic heritage.

Head Start emphasizes the role of parents as their child's first and most important teacher. Programs build relationships with families that support

- Family well-being and positive parent-child relationships.
- Families as learners and lifelong educators.
- Family engagement in transitions.
- Family connections to peers and community.
- Families as advocates and leaders.

Head Start Services in Florida

Head Start serves preschool age children from age 3 to school-age and is offered in all 67 counties in Florida. Early Head Start serves infants, toddlers and pregnant women and provides services in 54 counties. Florida is also host to two Migrant and Seasonal Head Start programs: East Coast Migrant Head Start and Redlands Christian Migrant Association. These grantees serve the unique needs of Florida's migrant families who have children ages 6 weeks to school-age.

Head Start programs offer a variety of service models, depending on the needs of the local community. Programs may be based in centers or schools that children attend for part-day or full-day services; family child care homes; and/or children's own homes, where a staff person visits once a week to provide services to the child and family. Children and families who receive home-based services gather periodically with other enrolled families for a group learning experience facilitated by Head Start staff.

Head Start programs provide services to children with disabilities or special health care needs and collaborate with local school districts, early learning coalitions, health professionals and other partners to assist the family in coordinating services. Head Start classrooms offer low teacher-to-child ratios, a research-based curriculum, teachers with bachelor degrees or CDAs, year-round services (in most communities), and most participate in Florida's VPK Program.

For more information, visit www.FloridaHeadStart.org.

Early Intervention

When a developmental delay is not recognized early, children must wait to get the help they need. This can make it hard for them to learn when they start school. In the United States, 15% of children have a developmental or behavioral disability such as autism, a learning disability or Attention Deficit Hyperactivity Disorder.

In addition, many children have delays in language or other areas. Less than half of children with problems are identified before starting school. From 9-24 months, key social communication milestones are developing and it is important to examine your child's social communication during this time. Make sure that you have your child screened to eliminate the possibility of any communication disorders.

If you are concerned about the development of your infant or toddler or suspect that your child has a disability or needs early intervention services, contact your local early learning coalition to speak with an inclusion specialist.



Strengthening Families: The Protective Factors

The protective factors are characteristics or strengths of individuals or families that enable families to support the health and well-being of their children. This information is important in making sure children and youth are successful at home, in school, at work and in the community.



Strengthening Families™ is a research-informed approach developed by the Center for the Study of Social Policy. The framework is used to increase family strengths, enhance child development and reduce the likelihood of child abuse and neglect.

CENTER FOR THE STUDY OF SOCIAL POLICY'S
strengthening families
A PROTECTIVE FACTORS FRAMEWORK

Websites That Promote Child Development

Florida Early Learning and Developmental Standards for Birth to Kindergarten:
http://flbt5.floridaearlylearning.com

Centers for Disease Control and Prevention Parent Information:
https://www.cdc.gov/ncbddd/actearly/milestones
https://www.cdc.gov/parents/essentials/index.html

Center for Early Literacy Learning Parent Information:
http://www.earlyliteracylearning.org/parentresource1.php

Center on the Social and Emotional Foundations for Learning:
http://csefel.vanderbilt.edu/resources/family.html

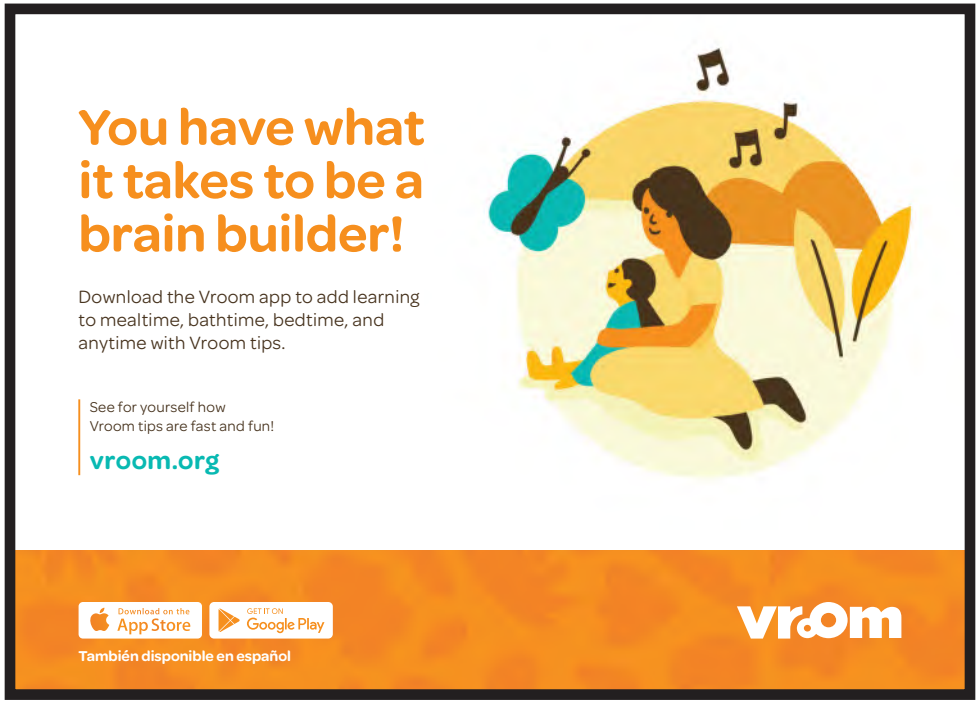
National Association for the Education of Young Children:
https://www.naeyc.org/our-work/for-families

PBS Parents: http://www.pbs.org/parents/

Zero to Three: https://www.zerotothree.org/parenting

Free Apps for Families





Family Resources

OFFICE OF EARLY LEARNING

Provides state-level support and direction for parents, teachers and early learning professionals. OEL administers three statewide programs including the state child care assistance program, School Readiness, the free Voluntary Prekindergarten (VPK) program for 4-year-olds and the Child Care Resource and Referral program for all Florida families.

1-866-357-3239 (Toll-free), (TTY:711)

www.floridaearlylearning.com

2-1-1

A 24-hour hotline where parents connect with national, state and local information and referral services. 2-1-1 offers parents information to assist families with food, housing, employment, health care and counseling services.

Dial 211

www.211.org

ACCESS FLORIDA

Temporary cash assistance and food stamp information is available through DCF's Access Florida Hotline.

1-866-762-2237 (Toll-free)

www.dcf.state.fl.us/programs/access

AMERICAN ACADEMY OF PEDIATRICS BRIGHT FUTURES

A national health promotion and prevention initiative, led by the American Academy of Pediatrics and supported by the Maternal and Child Health Bureau, Health Resources and Services Administration that provides guidance for all preventive care screenings and well-child visits.

https://brightfutures.aap.org/Pages/default.aspx

CHILD CARE AWARE® of AMERICA

National network of more than 900 child care resource and referral agencies committed to helping parents find the best information on locating quality programs and resources in their local community; maintains links to resource and referral agencies in every state.

1-800-424-2246 (Toll-free)

http://childcareaware.org/families/

CHILD HELP USA® NATIONAL CHILD ABUSE HOTLINE

This hotline is staffed 24 hours daily with professional crisis counselors with access to thousands of resources.

1-800-4-A-Child or 1-800-422-4453 (Toll-free)

www.childhelp.org

www.childhelp.org/states/florida

DEPARTMENT OF CHILDREN & FAMILIES (DCF) LICENSING WEBSITE

Responsible for the administration of child care program licensing and training throughout Florida and administers programs addressing issues such as adult and child protective services, homelessness, food stamps, refugee services and adoption and foster care.

www.myflorida.com/childcare

Find Child Care Providers

https://cares.myflfamilies.com/PublicSearch

DEPARTMENT OF HEALTH/CHILDREN'S MEDICAL SERVICES/EARLY STEPS

Provides information and referrals on disabilities and special health care needs for families, service coordinators and other professionals who work with children with special needs.

1-800-218-0001 (Toll-free)

http://www.floridahealth.gov/AlternateSites/CMS-Kids/early_steps_directory/index.html

FLORIDA CHILD SUPPORT ENFORCEMENT

Child support services that include locating missing parents, establishing legal paternity, and establishing, enforcing and modifying support orders.

1-800-622-KIDS or 1-800-622-5437 (Toll-free)

www.myflorida.com/dor/childsupport/

FLORIDA KIDCARE

Health insurance program for uninsured children younger than age 19. The Florida Kidcare program assesses eligibility based on age and family income.

1-888-540-5437 (Toll-free), (TTY: 1-877-316-8748)

http://floridakidcare.org/

FLORIDA HEALTHY START

Ensures that all Florida families have access to a continuum of affordable and quality health and related services.

727-507-6330

www.healthystartflorida.com

HEAD START

Head Start is a national school readiness program that provides comprehensive education, health, nutrition and parent involvement services to children from low-income families. For Head Start programs in your area, visit the listed website.

www.floridaheadstart.org

THE OUNCE OF PREVENTION FUND

Identifies and supports prevention programs to improve outcomes for children, preserve and strengthen families and promote healthy behavior and functioning in society.

https://www.ounce.org/

PARENTS WITHOUT PARTNERS

Provides help to single parents through discussions, professional speakers, study groups, publications and social activities for families.

1-800-637-7974 (Toll-free)

http://www.parentswithoutpartners.org



CCR&R

Child Care Resource and Referral



What is CCR&R?

CCR&R is a free service that helps families

- Identify and select quality early learning programs.
- Connect to local community agencies and resources.
- Engage in their children's education and learning.
- Locate financial resource options.

Family Focused

When a family contacts CCR&R, they can receive



Child Care Listings

Based on information from the family, CCR&R can provide a customized list of child care options.

Financial Assistance Options

CCR&R can provide information and help with applying for child care assistance and exploring other financial assistance options.

Consumer Education

CCR&R can provide information on a range of topics including how to locate quality early learning programs and the importance of family engagement.

Community Resources

CCR&R can connect families with local resources that may be able to assist with other needs, such as housing, food or utility assistance.

CCR&R can also provide information about and help families apply for

Florida VPK

Voluntary Prekindergarten (VPK) - a free educational program available for all of Florida's 4-year-olds that prepares children for kindergarten.

Florida School Readiness

School Readiness - a program that helps income eligible families in Florida pay for child care and helps children to be ready for school.

OFFICE OF Early Learning

LEARN EARLY. LEARN FOR LIFE

CCR&R call center: 1-866-357-3239

www.floridaearlylearning.com

Florida Department of Education
Office of Early Learning
Child Care Resource and Referral Network
Toll-free Family Line: 1-866-357-3239
http://www.floridaearlylearning.com

OFFICE OF
Early Learning
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THE INCLUSION WARM LINE IS HERE!



Attention Early Childhood Providers and Parents- Are you experiencing challenging behavior in your classrooms? Is your child on track with their growth and development, or do you have any concerns about your child?

The Inclusion Warm Line is HERE to help! Our Early Intervention & Inclusion Team is available to connect providers and families with local resources and help ensure that children are in the most appropriate environment.



Call today for assistance with:

- Consultation
- Developmental Screening
- Training and Coaching
- Challenging Behavior Strategies
- Environmental Support
- Intervention Strategies for Children with Special Needs
- Link to Community Resources



WE ARE HERE TO HELP! PLEASE CALL US AT 1-888-620-9190



Search topics like health, safety and more!

Visit EveryParentPBC.org

Trusted tips. Expert advice.
Local resources – Just for your family!

- Search for answers to age-specific questions
- Find nearby programs that help make parenting easier
- Translate to Spanish or Haitian-Creole

Brought to you by:

Children's Services Council
PALM BEACH COUNTY
Healthy. Safe. Strong.



Get the EveryParent app

Trusted tips. Expert advice.
Local resources – Pushed right to your phone!

- Stay one step ahead of upcoming milestones
- Connect with local parenting experts who can help
- Preserve priceless family memories

Download on the App Store

GET IT ON Google Play

Brought to you by:

Children's Services Council
PALM BEACH COUNTY
Healthy. Safe. Strong.

Getting In; Getting Out...



Out: Check the Back Seat

- In just **10 minutes**, a car's temperature can increase by **19°**
- Before getting out of your car, check the back seat ... **Don't forget your child!**
- **Never** leave your child alone in a car and **call 911 if you see any child locked in a car!**
- Place something in the back seat that you will need at work, school, or home (your laptop; your lunch).

Developed by:
PREVENTION UNIT
Office of Family and Community Services

Getting In; Getting Out...



In: Check Behind The Car

- **Before getting in the car and starting the engine,** walk around the car and **check for kids, toys, and pets!**
- Make sure there is **nothing under or behind your car** that could attract a young child.
- **Pick up toys, bikes, chalk, or any type of equipment** around the driveway so that these items don't entice kids to play.

Developed by:
PREVENTION UNIT
Office of Family and Community Services

Early Learning Coalition of Palm Beach County

Ready to Learn. Ready for Life.

Developmental Screening Process

ASQ-3 and ASQ-SE2 (Ages and Stages Questionnaires)

The ASQ is a quick and easy screening that helps you learn more about your child's development from one month to entering kindergarten. These questionnaires ask about your child's skills in areas such as language, gross motor, fine motor, problem solving and social-emotional. Screening will be available to you during the interview for the School Readiness program, and/or from an ELC contracted child care provider.

**Available in English and Spanish*



ASQ-3 and ASQ-SE2 Results

Upon completion of the questionnaires, qualified staff will share the screening results with you. These results will show your child's strengths and at times some areas of improvement.

If there are concerns the Early Learning Coalition's staff will communicate the options available for your child and family.



OFFICE OF Early Learning

LEARN EARLY. LEARN FOR LIFE.

Sponsorship by the Early Learning Coalition of Palm Beach County and the State of Florida, Office of Early Learning

Healthy Beginnings Program

The Early Learning Coalition partners with **Home Safe** to coordinate access to early intervention supports through the ***Healthy Beginnings Program***. A Home Safe representative will contact you to schedule an appointment for a second level assessment. All early intervention services are ***voluntary***, ***confidential*** and ***free of charge***.



Second Assessment Results

Once the second level assessment is completed by Home Safe, you will receive the results and they will inform you if additional support is needed.

ELCPBC wants to ensure that young children get the services and supports they need, early on to help them thrive!



Children's Services Council

PALM BEACH COUNTY

Healthy. Safe. Strong.

Florida School Readiness

What Does a CLASS® Score Mean for My Child's Early Learning Experience?

Florida's School Readiness providers are measured on the effectiveness of teacher-child interactions that drive a child's learning outcomes. The Office of Early Learning requires trained, certified observers to use the Classroom Assessment Scoring System (CLASS®) to assess interactions that lead to higher-quality teaching practices. These assessment scores can help you choose a quality child care program. CLASS® assessments vary by age level and include the following areas of interactions:

Infant (Birth-18 months)	**Toddler** (19-35 months)	**Pre-Kindergarten** (36 months-5 years)
Responsive Caregiving	Emotional and Behavioral Support	Emotional Support
	Engaged Support for Learning	Classroom Organization
		Instructional Support

Provider CLASS® scores are created by averaging observation scores from their classrooms.

CLASS® Score 1 to 2 *Providers with these scores are not eligible to participate in the School Readiness Program.*	**CLASS® Score 3 to 5** *Provider must have a score of 3.5 or higher to participate in the School Readiness Program.*	**CLASS® Score 5 to 7**
Reflects ineffective teaching practices demonstrated by few, if any, displays of effective teaching behaviors described in the high range. For example, in the low range, teachers routinely ignore or dismiss children's needs or feelings; rarely engage children in meaningful activities or conversation; rarely smile or make eye contact; and, rarely provide children with choices.	**Reflects a mix of teaching practices**, demonstrated by teachers displaying the behaviors described in the high range some of the time, but at other times only providing basic supervision. For example, in the middle range, the daily routine may be followed on some days but not others; teachers may talk to children and ask questions about their play on some days, but just sit nearby and watch on other days; and, teachers may respond promptly to children's needs at some times, but at other times simply ignore or dismiss the child.	**Reflects good teaching practices** demonstrated by a clear lack of negativity in the classroom and frequent displays of effective teaching behaviors such as eye contact, smiling, friendly interactions, sensitivity to children's needs and feelings, providing opportunities for choice and leadership, consistent rules and routines, engaging children in meaningful activities and conversation and positive behavior support.

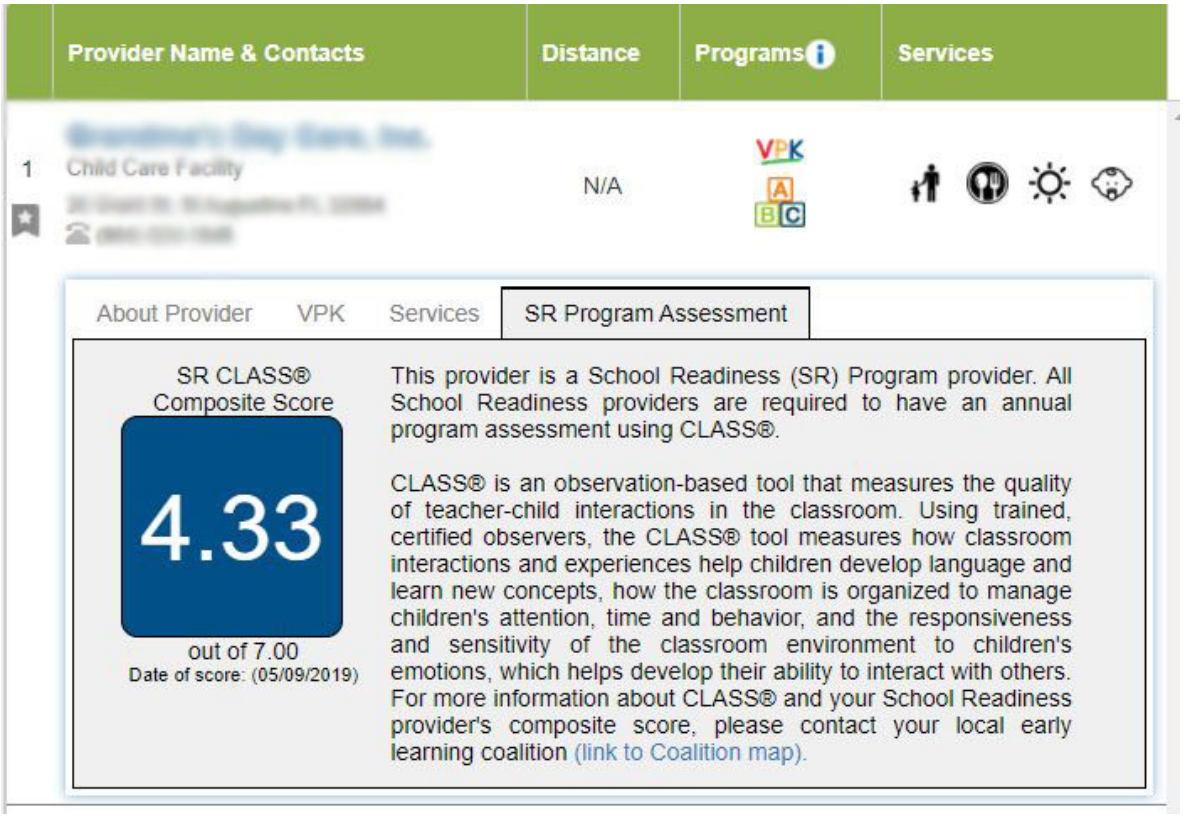
What are some of the teacher-child interactions that CLASS® measures?

The teacher:

- Establishes warm, supportive relationships between and with children.
- Follows the child's lead and interest during play.
- Helps children understand expectations and effectively redirects misbehavior.
- Acknowledges accomplishments and efforts.
- Uses discussions and activities to promote higher-order thinking skills.
- Stimulates language and vocabulary development.

How do I find the score for my provider or a provider I am considering for my child?

You can find if a provider has a CLASS® score through the Florida Department of Children and Families' Child Care Search (CARES) website at https://cares.myflfamilies.com/PublicSearch. You will see a score displayed like the one below:



If my provider does not have a CLASS® score, does it mean they do not provide quality care and education?

No, it means the rules may not require them to have an assessment because they:

- Serve only school-age children.
- Have a low number of School Readiness children.
- Provide only overnight School Readiness services.

CLASS® is a registered trademark of Teachstone Training LLC.

Early Learning Coalition of Palm Beach County
Ready to Learn. Ready for Life.

FloridaVPK

Voluntary Prekindergarten (VPK) **Parent Tip Sheet**

- **To participate in the 2023-2024 Program Year, Children living in Florida must be born between September 2, 2018 to September 1, 2019.**
- **Go to the Division of Early Learning (DEL) Family Portal Website:**

  https://familyservices.floridaearlylearning.com/Account/Login OR http://www.elcpalmbeach.org/ (*click link on top of page*)

  - **If you are a NEW USER to website:**
    - Register for a Family Portal Account.
      You must have access to your email to validate your account and start an application.
  - **If you are a RETURNING USER to the website:**
    - Log in and "Create a New VPK Application" from the Family Profile page.

- **To complete the VPK application, you will need the following:**
  - *A valid email address.*
  - *Proof of Child's Age.*
    - Such as Birth Certificate OR Passport OR an Immunization Record signed by a public health officer or by a licensed practicing physician.
  - *Proof of Residence*.
    - Such as Driver's License OR Utility bill OR signed Lease Agreement within one (1) year.

- **Once the VPK application is submitted:**
  - You will receive an email notification within ***10 business days*** that your application has been approved or rejected.
    - ❒ If your application is rejected, you must correct the application and resubmit it for approval. The review process will take 10 business days.
  - Once approved, you can print your VPK certificate from any printer by accessing your Family Portal account.
    - ❒ You will need your email address and password to log into the Family Portal account.
  - Submit your VPK Certificate to the provider of your choice.

The VPK program only allows one (1) VPK Provider transfer.

PLEASE CHOOSE YOUR PROVIDER CAREFULLY! *And please check with your VPK provider once you have made your selection for any additional information regarding their program.*

If you are currently attending a VPK Provider, and you wish to transfer to another site you MUST contact the Early Learning Coalition to complete a VPK Provider transfer before enrolling at the new VPK provider.

For assistance with VPK Provider Selections, Enrollments or Transfers, please contact ELCPBC at 561-514-3300.



PALM BEACH COUNTY- HEALTHCARE & COMMUNITY RESOURCES

MEDICAL EMERGENCY 9-1-1

CLINIC/HEALTH CENTER (ask about mental health/dental)

Caridad Center (Boynton)	(561) 737-6336
Children's Medical Services, FLDOH	(877) 822-5203
FAU Community Health Center (plus mental health)	(561) 803-8880
Florida Community Health Center (Pahokee)	(561) 924-6100
Florida Community Health Center (WPB)	(561) 844-9443
FL Dept. of Health- CL Brumback Health Ctr- Glades	(561) 983-9220
FL Dept. of Health- Delray Beach Health Center	(561) 274-3100
FL Dept. of Health- Lantana/Lk Worth Health Center	(561) 547-6800
FL Dept. of Health- West Palm Beach Health Center	(561) 514-5300
FoundCare Health Center (WPB)	(561) 432-5849
Genesis Com Health (Boynton) & mental health/dental	(561) 735-6553
Health Care District- C.L. Brumback Primary Care Clinics: Belle Glade, W. Boca Raton, Delray Beach, Jupiter, Lake Worth, Lantana, WPB- also mental health and dental call:	(561) 642-1000
MyClinic (Jupiter)	(561) 203-7511

CAREGIVER SUPPORT: adult caregiving- adult relative 2-1-1

COUNSELING/MENTAL HEALTH 2-1-1

Alpert Jewish Family & Children's Service	(561) 684-1991
AMIGOS Drop-In Center (Jeff Industries)	(561) 582-7424
Boys Town South Florida	(561) 612-6000
Catholic Charities, Diocese of PBC	(844) 848-6777
Center for Family Services of PBC	(800) 404-7960
Center for Trauma Counseling	(561) 444-3914
Faulk Center for Counseling	(561) 483-5300
Mental Health America of Palm Beach County	(561) 832-3755
Multicultural Community Mental Health Center	(561) 653-6292
National Alliance on Mental Illness of PBC	(561) 588-3477
Peer Place Drop-In Center (MHA)	(561) 712-0584
Ruth & Norman Rales Jewish Family Service	(561) 852-3333

DENTAL 2-1-1

Caridad Center (Boynton)	(561) 737-6336
FoundCare (West Palm Beach)	(561) 432-5849
HCD- C.L. Brumback Primary Care & Dental Clinics	(561) 642-1000
Riviera Beach Dental (HIV/AIDs patients served)	(561) 803-7352

MENTAL HEALTH CRISIS 2-1-1

DOMESTIC ABUSE/RAPE CRISIS

Abuse Hotline- Florida	(800) 962-2873
Aid to Victims of Domestic Abuse	(800) 355-8547
Mary Rubloff YWCA Harmony House	(800) 973-9922
Rape/Violent Crime Hotline	(561) 833-7273
Victim Services- DV (Palm Beach County)	(561) 355-2383

HEALTH INSURANCE/HEALTHCARE

Available agencies with Health Navigators	2-1-1
www.HealthCare.gov	
Health Care District of Palm Beach County	(866) 930-0035
Medicaid	(866) 762-2237
Medicare (via Social Security)	(800) 772-1213

HIV/AIDS

Compass-Community Center	(561) 533-9699
FoundCare HIV/AIDS Program (WPB)	(561) 472-2466
Health Council of Southeast Florida- case management	(561) 844-4220
PBC Behavioral Health Coalition- teen education/testing	(561) 374-7627
TOPWA- Families First outreach- pregnant women	(561) 721-2887

MEDICAL EQUIPMENT Clinics Can Help (561) 640-2995

MENTAL HEALTH- CRISIS INTERVENTION 2-1-1

Mobile Response (South Co. Mental Health) Glades	(561) 382-3555
Mobile Response (South Co. Mental Health) North	(561) 693-8681
Mobile Response (South Co. Mental Health) South	(561) 637-2102

PRENATAL/PREGNANCY CONCERNS

Healthy Mothers/Healthy Babies	(561) 623-2800
TOPWA- Families First outreach- pregnant women	(561) 721-2887

SUBSTANCE ABUSE

AA Palm Beach County Intergroup	(561) 655-5700
Beaches Treatment Ctr-expectant mothers program	(561) 740-6765
Central Florida Treatment Center	(561) 439-8440
Drug Abuse Foundation of Palm Beach County	(561) 278-0000
Drug Abuse Treatment Association (Youth)	(561) 743-1034
PBC Behavioral Health Coalition	(561) 374-7627
Parent-Child Center (Community Partners)	(561) 841-3500
Wayside House (Women)	(561) 278-0055

2·1·1 Palm Beach and Treasure Coast

In times of crisis, or for everyday needs...the caring staff at 211 are available 24/7. Dial 2-1-1 or text your zip code and concerns to TXT211 (898211). Go online at www.211palmbeach.org to chat or search 211's extensive Online Resource Directory featuring hundreds of local, state and national programs and services.

PALM BEACH COUNTY GUIDE TO COMMUNITY SERVICES

2-1-1 Palm Beach and Treasure Coast

CLOTHING

Farmworker Coordinating Council of PBC	(561) 533-7227
Revival Community Outreach (Riviera Beach)	(561) 201-7152
Salvation Army Social Services (Belle Glade)	(561) 683-3530
Salvation Army Social Services (Lake Worth)	(561) 968-8189
Salvation Army Social Services (WPB)	(561) 683-3530
True Fast Outreach Ministry (WPB)	(561) 594-5689

CREDIT COUNSELING/MONEY MANAGEMENT

Consolidated Credit Counseling Service	(800) 210-3481
Debthelper.com	(800) 920-2262
Financial Empowerment- budget/credit-repair/resume	(561) 833-1461
Prosperity Center (Belle Glade) & free VITA tax help	(561) 996-2479
VITA Tax- tax preparation (some sites open all yr.)	2-1-1

DISABILITY SERVICES

211 Help Me Grow-developmental screenings & more	2-1-1
211's Special Needs HelpLine (children 0-22 years)	2-1-1
Agency for Persons with Disabilities	(561) 837-5564
ARC of the Glades	(561) 996-9583
ARC of Palm Beach County	(561) 842-3213
Audiology With A Heart	(561) 366-7219
Center for Autism and Related Disabilities (FAU)	(561) 213-5751
Coalition for Independent Living Options	(561) 966-4288
Division of Blind Services	(866) 225-0794
Epilepsy Foundation*	(561) 478-6515
*also provide help finding insurance - Affordable Care Act	
Florida Relay Service (communication)	(800) 676-3777
Lighthouse for the Blind of the Palm Beaches	(561) 586-5600
United Way's Special Needs Equipment Fund	(561) 375-6650
Your Aging and Disability Resource Center (AAA)	(866) 684-5885

EDUCATION

Adult Education Center	(561) 616-7800
Literacy Coalition of PB County Hotline	(800) 273-1030
Palm Beach State College	(561) 868-3350

EMPLOYMENT

AARP's SCSEP (Senior Employment)	(561) 471-9828
CareerSource	(561) 340-1060
El Sol Jupiter Neighborhood Resource Center	(561) 745-9860
Florida DOE Div. Voc. Rehab (Disabled)	(561) 650-6804

FINANCIAL ASSISTANCE

Information and Referral to local providers	2-1-1

FOOD ASSISTANCE

Food Stamps/SNAP (DCF ACCESS)	(866) 762-2237
*Food Pantries/ Soup Kitchens/ Food Stamps/SNAP	2-1-1

FORECLOSURE CONCERNS 2-1-1

Debthelper.com	(561) 472-8000
Foreclosure Mitigation Counseling/Urban League	(561) 833-1461
REACH- foreclosure & first time home buyer help	(561) 491-1670

HOMELESS ASSISTANCE INFORMATION 2-1-1

LEGAL SERVICES

American Civil Liberties Union of Florida	(786) 363-2700
Catholic Charities (Immigration program) & more	(561) 345-2003
Florida Rural Legal Services	(800) 284-4588
Legal Aid Society of PBC programs regarding:	(561) 655-8944
seniors, relative caregivers, veterans, families, youth/students, DV more	
Public Defender (Early Probation Termination-eligible only)	(561) 355-7500
Public Defender (Sealing/Expunction/Civil Rights Restore)	(561) 355-7500

PARENT/FAMILY also download CSC's EveryParent app!

Boys Town South Florida	(561) 612-6000
Bridges- Housing Partnership	(561) 740-7017
Compass-Gay/Lesbian (LGBT) family support	(561) 533-9699
Early Learning Coalition-childcare & other programs	(561) 514-3300
Healthy Beginnings (Prenatal & birth to 5 years)	(888) 634-7900
Mentoring Center- United Way of PBC	(561) 375-6600
National Single Parents Resource Center	(561) 441-8557
Parent-Child Center/Community Partners-counseling	(561) 841-3500
PBC Behavioral Health Coalition- parent resources	(561) 374-7627
Toby Center for Family Transition-divorce/separation	(855) 862-9236
Unified Family Court (15th Judicial Circuit)	(561) 355-6511
Youth Services Dept. (Palm Beach County)	(561) 242-5700

SMOKING/TOBACCO: QUIT-FOR-LIFE! (877) 822-6669

TRANSPORTATION

Palm Tran Bus Information	(877) 930-4287
Palm Tran CONNECTION Door-to-Door	(561) 649-9838
Medicaid Transportation (Non-Emergency Medical)	(866) 726-1457
Tri-Rail	(800) 874-7245

VETERANS/CRISISLINE 1- (800) 273-TALK (8255)

211's MYFLVET- peer to peer support & family resources	2-1-1
First Stop Veteran's Center-FHLC	(561) 968-1612
Florida National Guard –Military & Family Readiness	(800) 226-0360
Jupiter Vet Center-veterans/family adjustment	(561) 422-1220
Palm Beach Vet Center- veterans/family adjustment	(561) 422-1201
VAs Homeless Permanent/Supportive Housing ext. 8223	(561) 422-8262
Veteran's Court- Public Defender's Office	(561) 355-7500
West Palm Beach VA Healthcare System	(800) 972-8262
Woman Veterans Health Programs-WPB VA	(561) 422-1236

WATER SAFETY/DROWNING PREVENTION (561) 616-7068

This listing is a partial representation of information maintained by ***211 HelpLine*** and is current as of May 2022. Inclusion does not imply endorsement nor does omission imply lack of endorsement by 211. For more info dial 2-1-1, text your zip code to 898211, visit or Chat Online:

Also CHAT Online >>> **www.211PalmBeach.org** >>> or TEXT to 898211



BE PREPARED FOR A HURRICANE

Threats from hurricanes include powerful winds, heavy rainfall, storm surges, coastal and inland flooding, rip currents, tornadoes, and landslides.

FEMA

FEMA V-1006/ May 2018

Hurricanes are massive storm systems that form over warm ocean waters and move toward land. The Atlantic hurricane season runs June 1 to November 30. The Pacific hurricane season runs May 15 to November 30.



Can happen along any U.S. coast or territory in the Atlantic or Pacific



Can affect areas more than 100 miles inland



Most active in September

IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY



Determine your best protection for high winds and flooding.



Evacuate if told to do so.



Take shelter in a designated storm shelter or an interior room for high winds.



Listen for emergency information and alerts.



Only use generators outdoors and away from windows.



Do not walk, swim, or drive through flood waters.

HOW TO STAY SAFE
WHEN A HURRICANE THREATENS



Know your area's risk of hurricanes.

Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

If you are at risk for flash flooding, watch for signs such as heavy rain.

Practice going to a safe shelter for high winds, such as a FEMA safe room or ICC 500 storm shelter. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level that is not subject to flooding.

Based on your location and community plans, make your own plans for evacuation or sheltering in place.

Become familiar with your evacuation zone, the evacuation route, and shelter locations.

Gather needed supplies for at least three days. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.

Keep important documents in a safe place or create password-protected digital copies.

Protect your property. Declutter drains and gutters. Install check valves in plumbing to prevent backups. Consider hurricane shutters. Review insurance policies.

If told to evacuate, do so immediately. Do not drive around barricades.

If sheltering during high winds, go to a FEMA safe room, ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor.

If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.

Listen for current emergency information and instructions.

Use a generator or other gasoline-powered machinery ONLY outdoors and away from windows.

Do not walk, swim, or drive through flood waters. Turn Around. Don't Drown.® Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.

Stay off bridges over fast-moving water.

Listen to authorities for information and special instructions.

Be careful during clean-up. Wear protective clothing and work with someone else.

Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.

Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.

Save phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.

Document any property damage with photographs. Contact your insurance company for assistance.

FEMA
FEMA V-1006
Catalog No. 17233-7

Take an Active Role in Your Safety

Go to **ready.gov** and search for **hurricane**. Download the **FEMA app** to get more information about preparing for a **hurricane**.

Take charge of DISASTERS





Download the FEMA App Today!

Personalize your app.
Get preparedness information, alerts, sheltering and assistance information specifically tailored to your location.

Access your disaster toolkit.
The FEMA resources you need are always in your hands.

Stay safe.
The FEMA App looks out for you 24/7 alerting you to weather events in your area.

Get Access to:

- Weather Alerts
- Disaster Resources
- Preparedness Tips



Plan. Protect. Recover.

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FEMA

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