

New Hampshire Family Resource Centers of Quality Designation Application

Overview of Process & Instructions

Family Resource Centers of Quality seek to strengthen families and communities through the Two Generation approach, building the capacity of families and promoting protective factors to positively impact child outcomes

New Hampshire Family Resource Centers may apply for designation as a Family Resource Center of Quality after it has provided services to families for more than twelve consecutive months or at least six months after a prior application failed to result in designation.

Preparation

The process to be designated a Family Resource Center of Quality is designed to provide an opportunity for programs to reflect on their program's structure and practice. The Standards of Quality for Family Strengthening and Support and NH Operational Standards for Family Resource Centers of Quality self-assessments, staff self-reflection checklists and participant surveys should first and foremost be tools that are part of a program's continuous quality improvement process.

It is expected that programs will be using these tools well before an application for designation as an FRC-Q is submitted. The tools will reveal areas for improvement and your program should set goals to work towards how to improve and maintain quality in the areas identified by the assessment process.

Technical assistance is available from NH Children's Trust regarding integrating the Standards of Quality for Family Strengthening and Support and the New Hampshire Operational Standards for Family Resource Centers of Quality into your program's quality improvement efforts starting well before you decide to apply for designation. When your program assesses that it is meeting at least foundational quality on 100% of all the standards in both self-assessments, it's time to contemplate preparing an application for designation.

Application Process

1. Contact NH Children's Trust at programs@nhchildrenstrust.org or 603-224-1279 to discuss your application, get questions answered and receive technical assistance. All application submissions should be discussed. The final step before preparing your application should be to submit your narrative to NHCT to receive feedback.
2. After rewriting narrative based on feedback, compile 2 copies of application, including all elements listed on Application Cover Sheet, and mail one to NHCT (on behalf of WPPC) to NH Children's Trust, 105B Loudon Road, Suite 201, Concord, NH 03301.
3. Your application will be reviewed for completeness, once informed your application is complete, mail 3 additional copies to NH Children's Trust.
4. Application, should be also be uploaded electronically to Basecamp with notification sent to NH Children's Trust at email address above.
5. The Wellness and Primary Prevention Council accepts just one application on the 10th each month.

Application Review

Application packets are reviewed by the Wellness and Primary Prevention Council (WPPC). A review team made up of members of the WPPC will be identified to review your application and schedule a visit to your program. During your site visit, the review team will share initial impressions of strengths and growth areas and may ask for additional documentation. The review team will meet within one month of the site visit, to discuss your application. The review team will then make a recommendation to the WPPC, at the next scheduled WPPC meeting, who will make the final decision regarding FRC-Q designation.

Notification

Applicants will receive a summary of their review and the decision of the WPPC. An applicant who was not designated will be given a summary of recommended improvements and the opportunity to be referred for technical assistance to NH Children's Trust or other resource. Part of the Technical Assistance process will be to advise the applicant of its readiness to resubmit their application for FRC-Q designation. Applicant may appeal the decision to the WPPC.

Family Resource of Quality Designation

Designated FRC-Q receive a certificate of designation recognizing their outstanding service to children and families and permission to use the FRC-Q designation for a period of three years. All designated FRC-Q also commit to participating in output and outcome evaluation, data collection and continuous quality improvement.