

## **New Hampshire Family Resource Center of Quality Operational Standards Self-Assessment**

This document is meant to supplement the Standards of Quality of Family Strengthening and Support to be used as part of the designation process as a FRC-Q.

The Operational Standards have four sections

1. Service Provision (SP)
2. Location and Space
3. Staffing (ST)
4. Organizational Structure (OS)

**This Self-Assessment is meant to guide your quality improvement efforts associated with meeting the criteria of designation for a Family Resource Center of Quality by the Wellness and Primary Prevention Council.**

**Tips on self assessment:**

**Because one cannot meet a standard or indicator at high quality without meeting the Foundational quality indicator, one should complete the self-assessments by identifying how your program meets the Foundational Quality indicator as step one. Once your program has articulated this, if your team assesses that you have examples that meet foundational and either approach or meet high quality – then in the next space under the indicator – explain, specifically referring to the elements in the arrow on the assessments, how your program approaches or meets High Quality. You might set goals or action steps to grow in quality as part of your program's continuous quality improvement efforts.**

**Once you have met at least "Foundational Quality" on all indicators, you are eligible to apply for designation as a Family Resource Center of Quality. As part of preparing your application you can include supporting documentation that illustrates your quality work in this area. Supporting documentation should serve to illuminate or further explain your quality practice. Documentation that simply confirms the work is not necessary.**

**Tips on preparing your application:**

**Please do not provide a piece of supporting documentation more than once. Documentation can be labeled numerically and then note on the self-assessment page underneath the standard to which document(s) the reviewers should refer. Please list all supporting documentation included on the Document List. If supporting documentation is several pages (such as an annual report), please direct the reviewers, on the self-assessment page, to what page they should refer. The reviewers do not wish to promote redundancy – feel free to refer reviewers to another response if you feel an Operational Standard has already been addressed.**

**The continuum which appears on the following pages is borrowed from the Standards of Quality for Family Strengthening and Support promoted by the National Network of Family Support .**

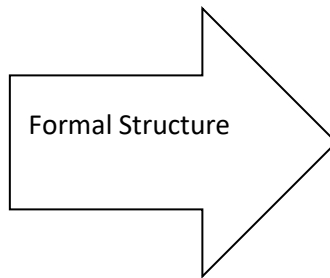
**Section 1 Service Provision** – in addition to the service attributes described in the Standards of Quality for Family Strengthening and Support which describe services that are family driven, individualized, and strengths-based, the services offered by a Family Resource Center of Quality should reflect these additional operational criteria.

**Standard SP1**

A Family Resource Center of Quality is open to all families caring for children and/or to prospective parents living within a community or designated service area. From NH RSA 126-M: “Family resource centers” means places in communities that are open to all families to provide wellness and primary prevention services and that partner with families to empower them so that families and communities thrive.”

SP1.1 Foundational Quality Indicator

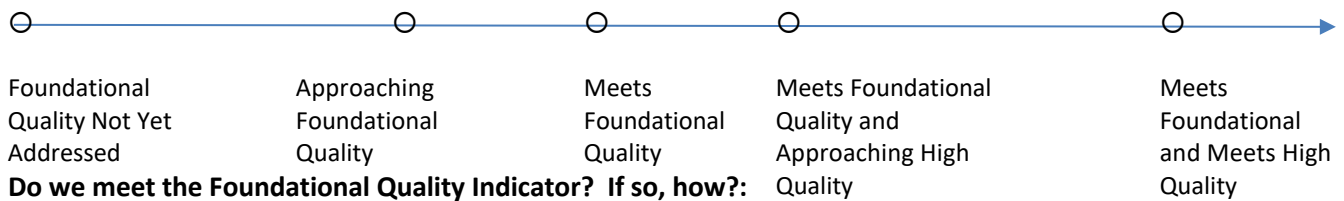
Center serves a wide variety of families



SP1.1 High Quality Indicator

Center has policies and/or intentional outreach strategies to assure that families served reflect the diversity of the community in its identified service area.

**Where are we on the Continuum?:**



**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

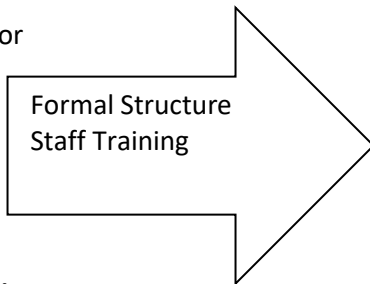
**Please list documentation you are including if applicable:**

**Standard SP2**

Family Resource Centers of Quality provide certain core services that promote and strengthen family protective factors. These services are: 1) parenting support and education; 2) opportunities that promote social interaction for children and youth, parents, and other caregivers; 3) supports for children birth to age 5; 4) information and referral; and 5) promotion of family economic success, including facilitating access to concrete supports. Refer to this worksheet.

**SP2.1 Foundational Quality Indicator**

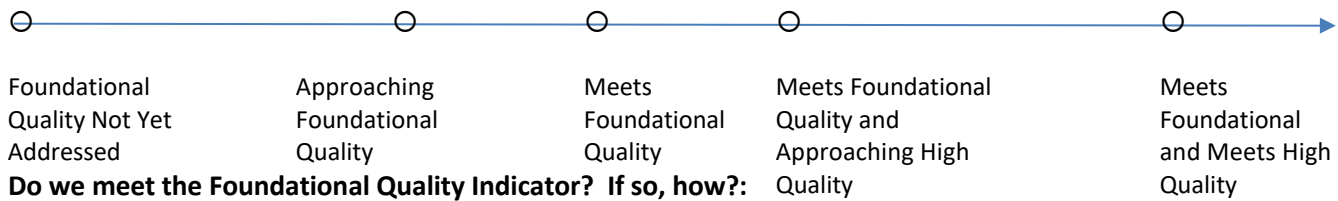
Center provides each of the 5 core services.



**SP2.1 High Quality Indicator**

Center design explicitly incorporates these core services and others and uses evidence based and evidenced informed practices when possible.

**Where are we on the Continuum?:**



**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

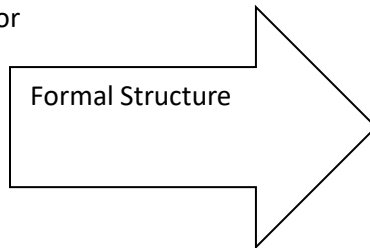
**Please list documentation you are including if applicable:**

**Standard SP3**

Family Resource Centers of Quality provide services, which reflect the belief that family wellbeing and self-sufficiency is best achieved through directing efforts at both promoting optimal child development and building caregiver capacities.

**SP3.1 Foundational Quality Indicator**

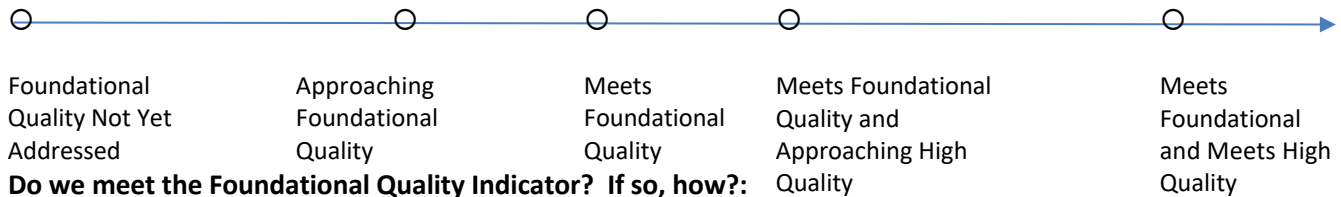
Centers routinely offer some services intended for children, and others for parents and other caregivers



**SP3.1 High Quality Indicator**

Center articulates in annual reports, program descriptions or other formal communication the intentional use of a two-generation approach

**Where are we on the Continuum?:**



**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

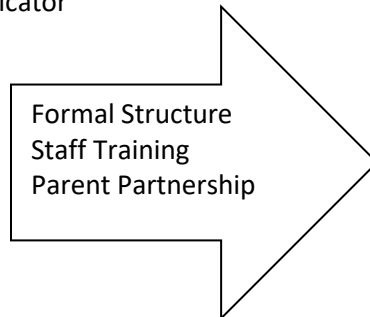
**Please list documentation you are including if applicable:**

**Standard SP4**

Family Resource Centers of Quality provide other services identified in RSA 126-M as wellness and primary prevention services as determined by community needs. (see [RSA 126-M](#))

**SP4.1 Foundational Quality Indicator**

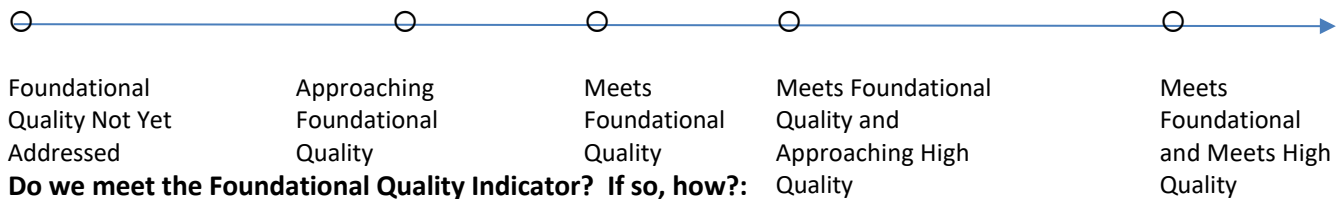
Center routinely offers a variety of services from the list articulated in the statute



**SP4.1 High Quality Indicator**

Center has examples of process to intentionally develop prevention programming in response to community needs.

**Where are we on the Continuum?:**



**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

**Please list documentation you are including if applicable:**

**Section 2 Location and Space** – An important component of the operational standards of a Family Resource Center of Quality. Quality practice relative to this area is well-articulated in the Standards of Quality for Family Strengthening and Support. (see Standards of Quality for Family Strengthening and Support, Standard FC2)

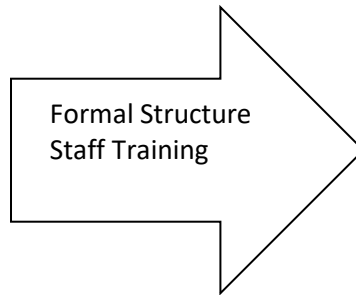
**Section 3 Staffing**

**Standard ST1**

A Family Resource Center of Quality has a professional, skilled staff willing to adopt new practices and commit to quality standards. This includes being trained in curricula or other strategies implemented with families, when appropriate.

**ST1.1 Foundational Quality Indicator**

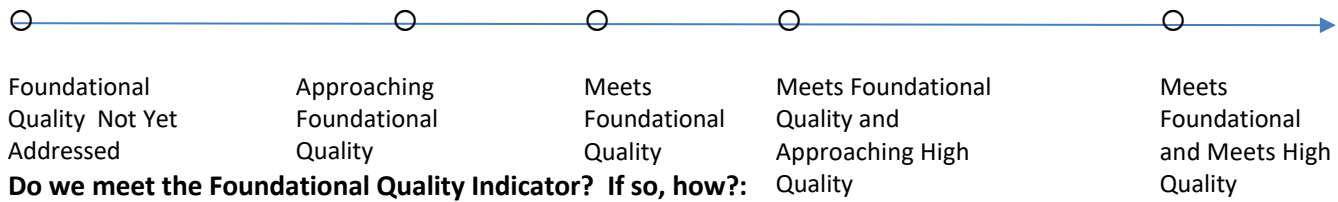
Staff are well oriented to their position and receive substantial orientation and on-the-job coaching and mentoring



**ST1.1 High Quality Indicator**

Program has written orientation plans including trainings, coaching and objectives.

**Where are we on the Continuum?:**



**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

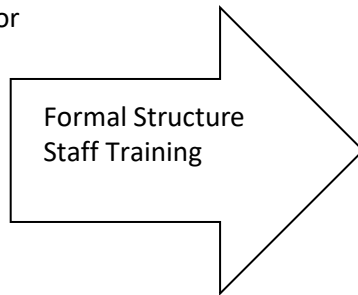
**Potential Action Items to increase quality:**

**Please list documentation you are including if applicable:**

**Standard ST1** A Family Resource Center of Quality has a professional, skilled staff willing to adopt new practices and commit to quality standards. This includes being trained in curricula or other strategies implemented with families, when appropriate.

**ST1.2 Foundational Quality Indicator**

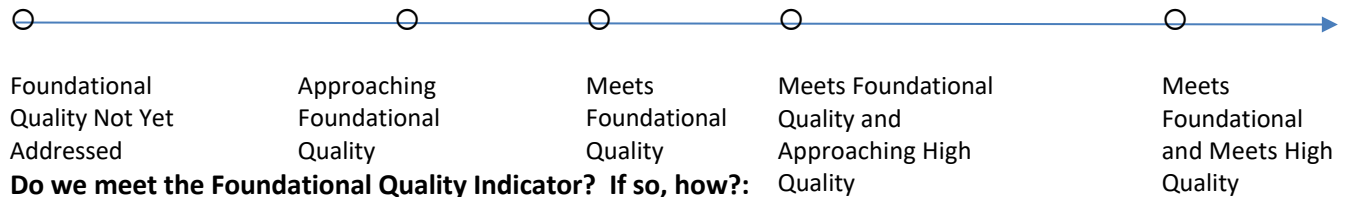
Center Directors and those providing significant supervision have a Bachelor’s degree or an equivalent combination of higher education and work experience in a field related to family support



**ST1.2 High Quality Indicator**

There are articulated policies to facilitate all staff achieving higher education that lead to opportunities for internal advancement. (Advancement can mean growth in position or responsibilities)

**Where are we on the Continuum?:**



**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

**Please list documentation you are including if applicable:**

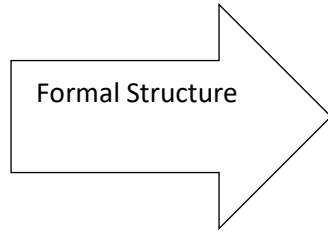


**Standard ST2**

A Family Resource Center of Quality will have adequate staff to carry out its services in a family-responsive, accountable manner. This can include services offered through collaboration with other agencies.

**ST2.1 Foundational Quality Indicator**

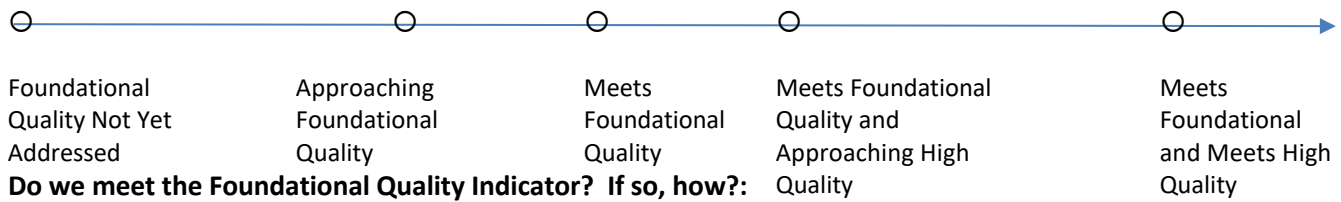
Center demonstrates an ability to consistently hold planned programming with sufficient staff that hold qualifications for their role.



**ST2.1 High Quality Indicator**

Center staffing needs are determined by formal needs assessment and program has formal recruitment plans for qualified and diverse staff.

**Where are we on the Continuum?:**



**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

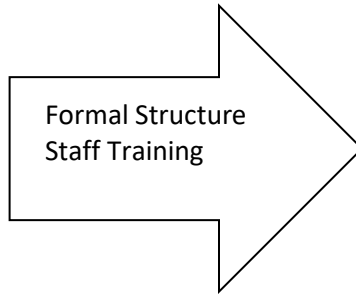
**Please list documentation you are including if applicable:**

**Standard ST3**

Family Resource Centers of Quality assure that their staff members are trained in the Principles of Family Support and the Strengthening Families Framework

**ST3.1 Foundational Quality Indicator**

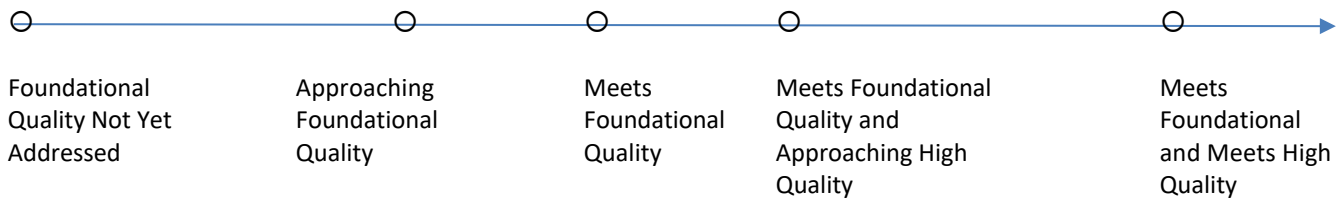
At least 80% of Staff\* from multiple levels of the organization are trained in the Standards of Quality and maintain their certification  
\*(based on FTE formula)



**ST3.1 High Quality Indicator**

100% of staff are trained in the Standards and a formal plan to maintain certification is articulated within center operational plans or staff professional development plans

**Where are we on the Continuum?:**



**Do we meet the Foundational Quality Indicator? If so, how?:**

**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

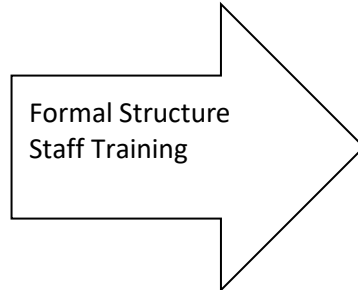
**Please list documentation you are including if applicable:**

**Standard ST3**

Family Resource Centers of Quality assure that their staff members are trained in the Principles of Family Support and the Strengthening Families Framework

**ST3.2 Foundational Quality Indicator**

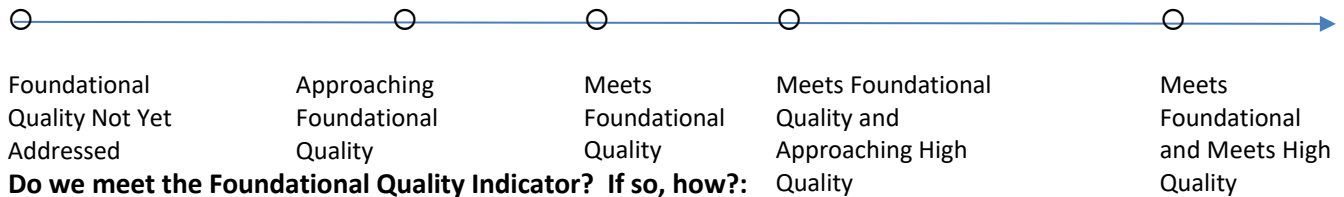
80% Staff (based on an FTE Formula) have attended at least an introductory training or workshop in the Strengthening Families Protective Factors Framework.”



**ST3.2 High Quality Indicator**

80% of staff have completed in-depth training on the Strengthening Families Framework and completion of the training is integrated in staff orientation or professional development plans.

**Where are we on the Continuum?:**



**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

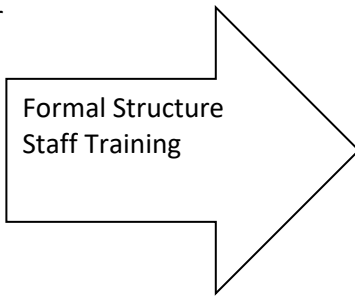
**Please list documentation you are including if applicable:**

**Standard ST4**

A Family Resource Center of Quality is committed to its staff’s professional development.

**ST4.1 Foundational Quality Indicator**

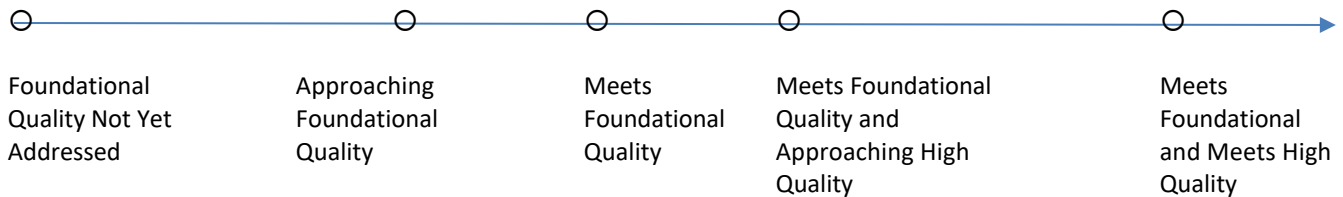
Staff are encouraged to attend training and are provided the resources to do so.



**ST4.1 High Quality Indicator**

Staff have a formal professional development plan within 1 year of hire that articulates co-created goals

**Where are we on the Continuum?:**



**Do we meet the Foundational Quality Indicator? If so, how?:**

**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

**Please list documentation you are including if applicable:**

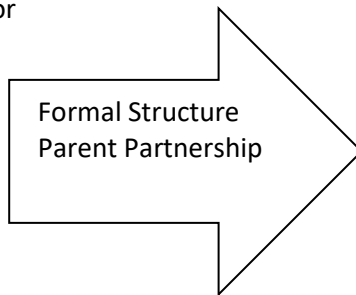
**Section 4 Organizational Structure**

**Standard OS1**

A Family Resource Center of Quality has a clear organizational structure that meets the needs of the center, its staff, and the families served.

**OS1.1 Foundational Quality Indicator**

Center has an organizational chart with clearly defined roles. This chart articulates both roles of individuals within organization and where the program fits within a larger agency, if applicable.



**OS1.1 High Quality Indicator**

Center has a formal process for assessing whether organizational structure meets its needs in the face of changing demands.

**Where are we on the Continuum?:**



**Do we meet the Foundational Quality Indicator? If so, how?:**

**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

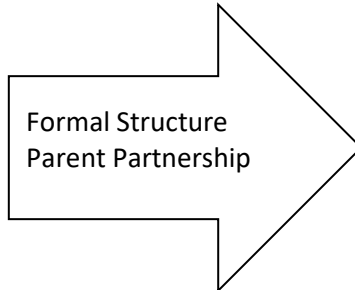
**Please list documentation you are including if applicable:**

**Standard OS1**

A Family Resource Center of Quality has a clear organizational structure that meets the needs of the center, its staff, and the families served.

**OS 1.2 Foundational Quality Indicator**

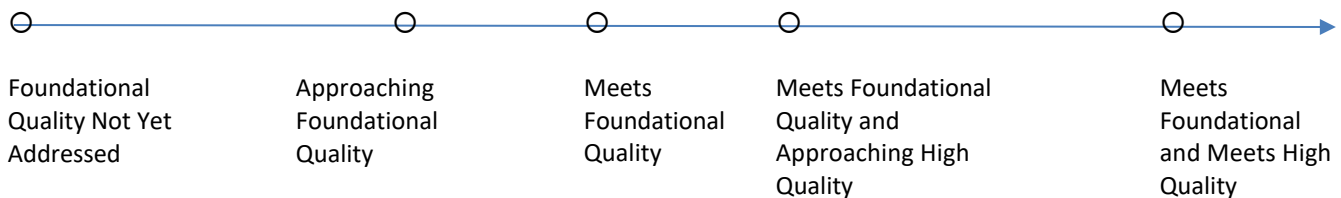
Center values flexibility and changes offered programs and services when needed



**OS 1.2 High Quality Indicator**

Center engages in formal strategic planning with multiple stakeholders And changes programming as part of a planned intentional approach to meet community needs

**Where are we on the Continuum?:**



**Do we meet the Foundational Quality Indicator? If so, how?:**

**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

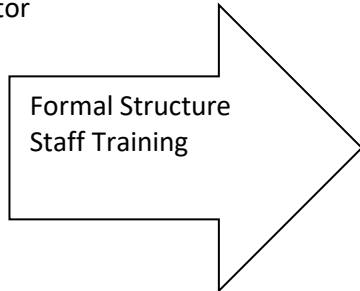
**Please list documentation you are including if applicable:**

**Standard OS2**

A Family Resource Center of Quality functions as, or is part of an agency which operates as, a healthy nonprofit organization.

**OS2.1 Foundational Quality Indicator**

FRC or parent agency is designated as “in good standing” by NH Secretary of State’s offices



**OS2.1 High Quality Indicator**

FRC or parent agency has received recognition from independent sources for outstanding business practices

**Where are we on the Continuum?:**



**Do we meet the Foundational Quality Indicator? If so, how?:**

**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

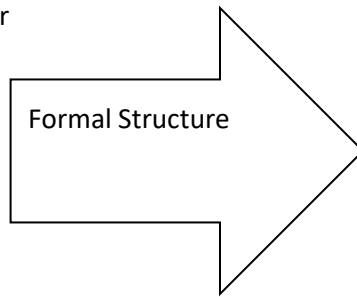
**Please list documentation you are including if applicable:**

**Standard OS3**

A Family Resource Center of Quality has adequate funding and a long-term sustainability plan.

**OS3.1 Foundational Quality Indicator**

Center currently has funding or ways to support all operations and programs



**OS3.1 High Quality Indicator**

Center has an articulated sustainability plan which may include its own cost center and/or budget and an ongoing commitment from parent agency if applicable.

**Where are we on the Continuum?:**



**Do we meet the Foundational Quality Indicator? If so, how?:**

**Using language that reflects the elements in the arrow, how are we approaching or meeting the High Quality Indicator?:**

**Potential Action Items to increase quality:**

**Please list documentation you are including if applicable:**