

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 self-assessments, staff self-reflection checklist and participant survey should first and foremost be tools that are part of a program's continuous quality improvement process.

A note about completing the self-assessments: Because one cannot meet a standard or indicator at high quality without meeting the minimum quality indicator, one should complete the self-assessments by identifying how your program meets the minimum quality indicator as step one. Once your program has articulated this, if your team assesses that you have examples that meet minimum 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.

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 minimum quality on 100% of all the standards in both self-assessments, it's time to contemplate preparing an application for designation. You should request a meeting with the Family Resource Center of Quality Specialist at NH Children's Trust when you are ready to prepare your application.

Application Process

1. Application, including all elements listed on Application Cover Sheet, should be sent electronically via a thumb drive or a link via file-sharing platform – like DropBox, Google Drive, or other platform with notification sent to NH Children's Trust at email address above. Please call to discuss if you wish to mail a hard copy. Mailing address: NH Children's Trust, 10 Ferry Street, Suite 307, Concord, NH 03301.
2. Questions about the application process or any part of the designation process can be directed to Maria Doyle at mdoyle@nhchildrenstrust.org or 603-224-1279.

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.