

FRC-Q Designation Process

Prepare

- Pre-application - this phase could last 6 months to 2 years (or more)
- Program routinely (at least 1X/year) uses Standards of Quality for Family Strengthening and Support and NH Operational Standards for FRC-Q's and associated tools (participant surveys, staff-self reflection checklists, etc.) to assess quality and modify program to increase quality.
- Program receives technical assistance from NH Children's Trust (Facilitating Organization, FO) periodically
- Program notes in their periodic self-assessment activities that program meets or exceeds foundational quality in all standards.
- Program decides they are ready to seek designation.

Complete App

- Program requests an orientation session from NH Children's Trust (Facilitating Organization) as part of ongoing TA
- FRC downloads application materials at FSNH.org or Basecamp.
- Program drafts narrative and submits to NHCT for feedback and TA
- Completes application and compiles supporting materials.
- Submits application to NH Children's Trust per application instructions. program should submit 1 complete application
- Application is reviewed for completeness and if program is advised it's complete, they submit 3 more copies.

Notify

- WPPC is informed of received application.

Convene

- A Review Team is identified and Team convened with at least 1 member of Team having served on a previous review team. When possible, one member of review team should live in locality of FRC whenever possible. Every effort will be made to ensure that at least 2 members of Review Team be certified in the Standards of Quality for Family Strengthening and Support

Review

- Application is distributed to review team members.
- Timeline for review set at an initial kickoff meeting
- NHCT will coordinate the process for the WPPC and support the program through the site visits and other aspects of process.

Initial App Review

- Review team members should review application materials prior to first meeting.

Meeting #1

- Review team meets, discusses application and tries to reach consensus and determine feedback to provide to the program.
- Team identifies strengths, concerns, and questions for site visit and if there are questions, or areas needing clarification or information that program should provide before visit - NHCT will reach out to advise program of what is needed.

Mtg #2 Site Visit

- Review team visits FRC..
- Team meets briefly at conclusion of visit to summarize impressions and determine a recommendation for designation.
- Team may meet with FRC staff to share initial findings.

Report

- Report summarizing visit is prepared and emailed to WPPC members by Thursday before WPPC meeting. If someone from FRC or agency is on WPPC they are excluded from the email.

Decision

- Review Team brings recommendation to WPPC at a WPPC meeting.
- WPPC decides whether to designate program as a Family Resource Center of Quality.

Notification

- FRC will be notified designation decision on behalf of WPPC within 1 week of meeting.
- If not chosen for designation, FRC will be provided detailed information regarding areas for growth and a referral to technical assistance.
- If designated, certificate will be issued - good for 3 years. Other tasks articulated in Basecamp template