

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)

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.

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 page 2 of the Application cover-sheet. 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 developed by the California Network of Family Strengthening Networks and adopted by the National Network of Family Support and Strengthening Networks.

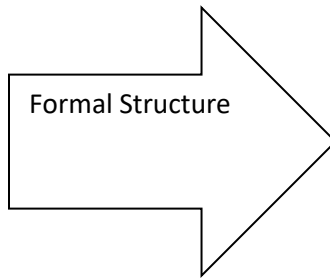
Section 1 Service Provision – in addition to the service attributes described in the Standards of Quality for Family Strengthening and Support which describe services that are family driven, individualized, and strengths-based, the services offered by a Family Resource Center of Quality should reflect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

Standard SP1

A Family Resource Center of Quality is open to all families caring for children living within a community. 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 Minimum Quality Indicator

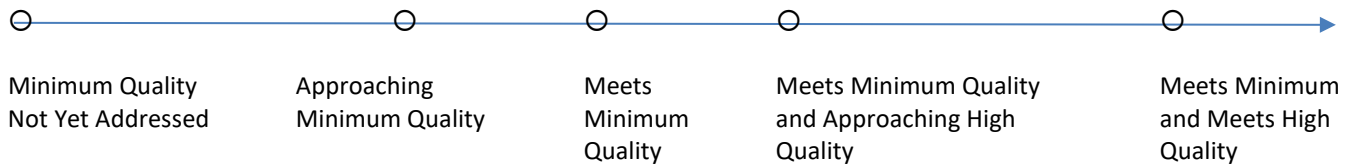
Center serves a wide variety of families



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?:



Do we meet the Minimum 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:

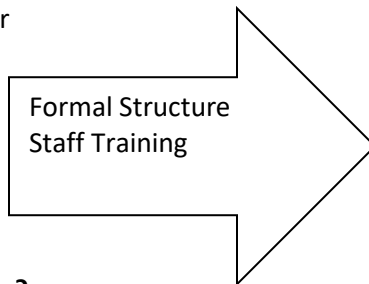
Please list documentation you are including if applicable:

Standard 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.

SP2.1 Minimum Quality Indicator

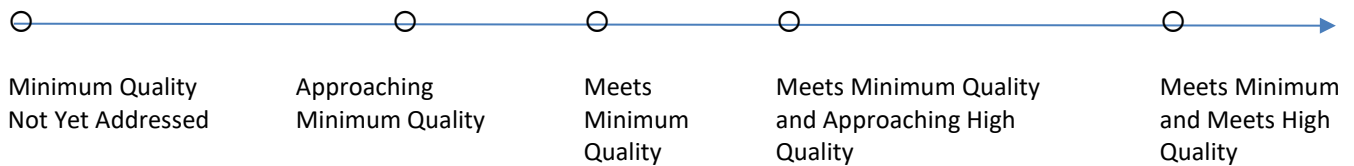
Center provides each of the 5 core services.



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?:



Do we meet the Minimum 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:

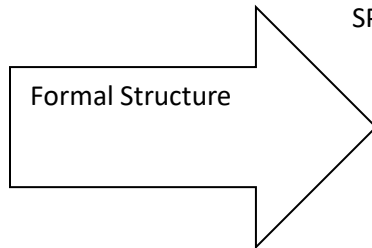
Please list documentation you are including if applicable:

Standard 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 Minimum Quality Indicator

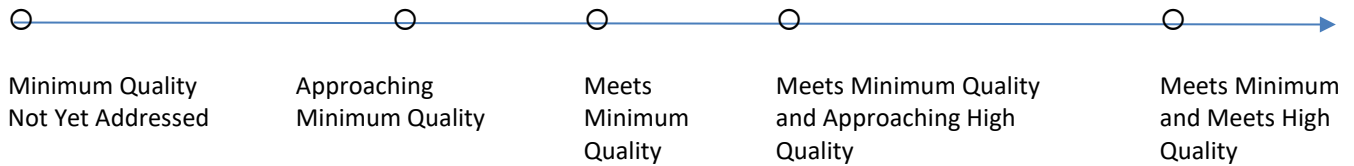
Centers routinely offer some services intended for children, and others for parents and other caregivers



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?:



Do we meet the Minimum 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:

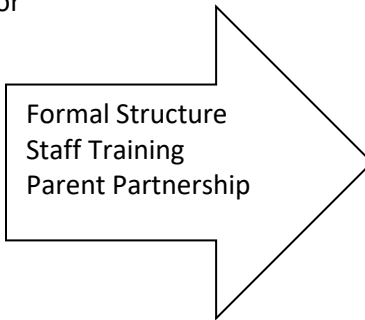
Please list documentation you are including if applicable:

Standard 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 Minimum Quality Indicator

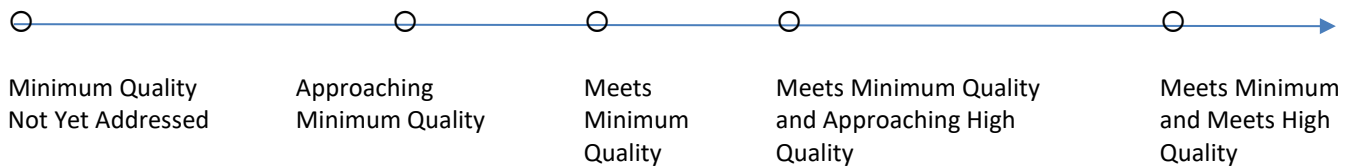
Center routinely offers a variety of services from the list articulated in the statute



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?:



Do we meet the Minimum 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 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)

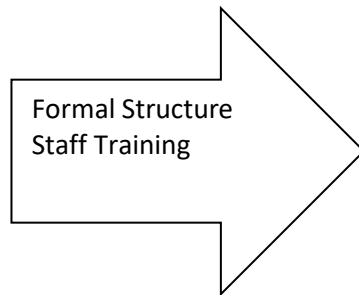
Section 3 Staffing

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 Minimum Quality Indicator

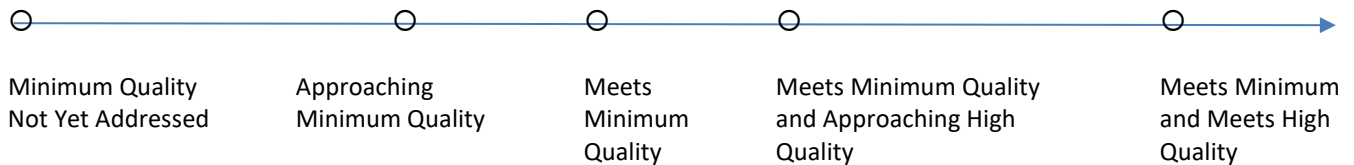
Staff are well oriented to their position and receive substantial orientation and on-the-job coaching and mentoring



ST1.1 High Quality Indicator

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

Where are we on the Continuum?:



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

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

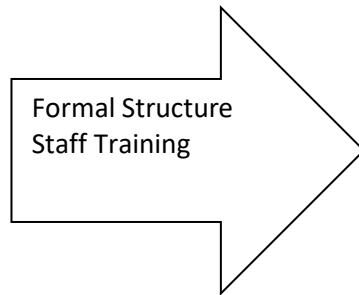
Potential Action Items to increase quality:

Please list documentation you are including if applicable:

Standard 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 Minimum Quality Indicator

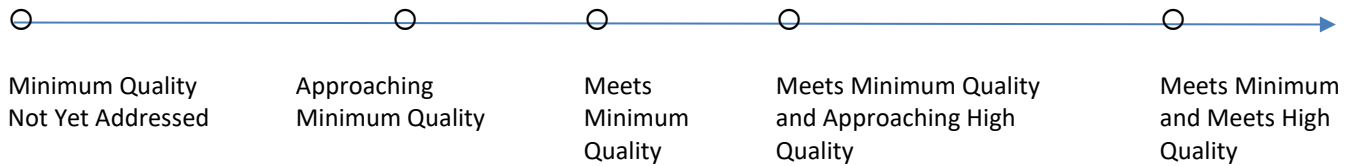
Center Directors and those providing significant supervision have a Bachelor’s degree or higher in a field related to family support



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?:



Do we meet the Minimum 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:

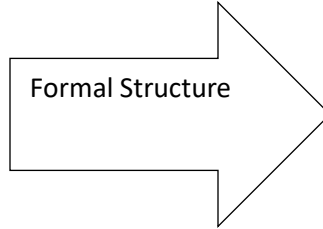
Please list documentation you are including if applicable:

Standard 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 Minimum Quality Indicator

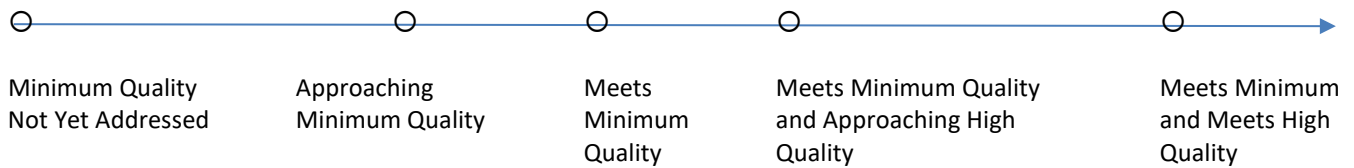
Center demonstrates an ability to consistently hold planned programming with sufficient staff that hold qualifications for their role.



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?:



Do we meet the Minimum 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:

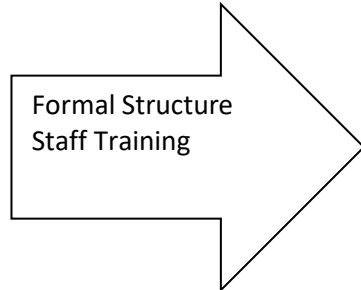
Please list documentation you are including if applicable:

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

ST3.1 Minimum Quality Indicator

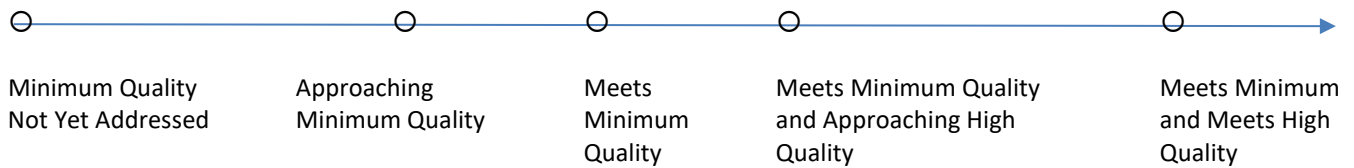
At least 80% of Staff* from multiple levels of the organization are trained in the Standards of Quality and maintain their certification



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 Minimum 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:

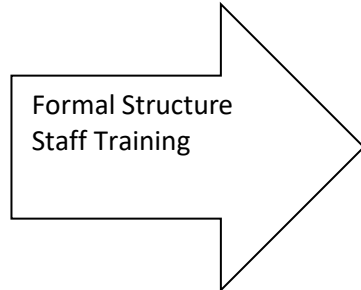
Please list documentation you are including if applicable:

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 Minimum 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.”

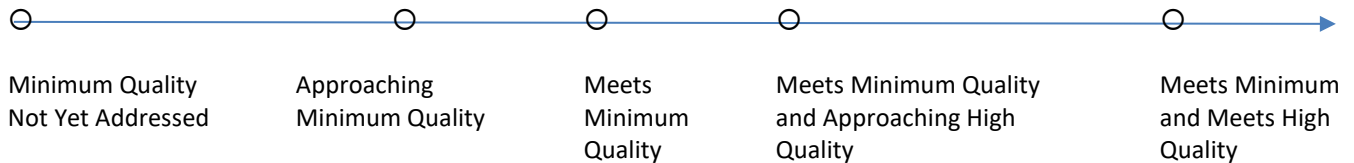


ST3.2 High Quality Indicator

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

***80% of staff can be determined by an FTE formula.**

Where are we on the Continuum?:



Do we meet the Minimum 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:

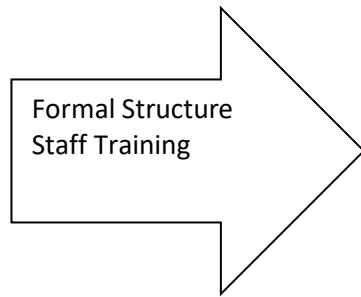
Please list documentation you are including if applicable:

Standard ST4

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

ST4.1 Minimum Quality Indicator

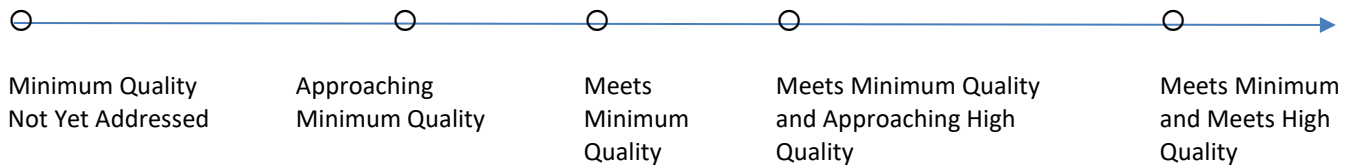
Staff are encouraged to attend training and are provided the resources to do so.



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 Minimum 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:

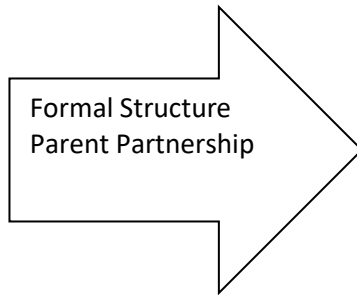
Section 4 Organizational Structure

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 Minimum Quality Indicator

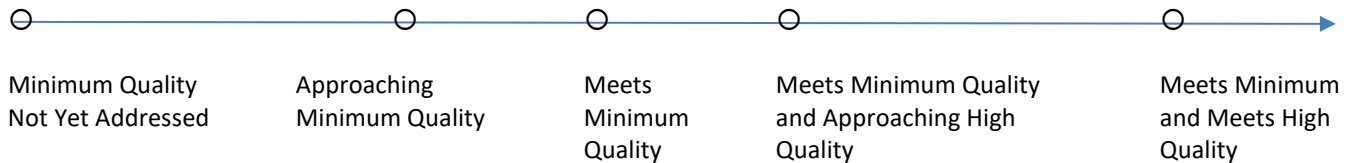
Center has an organizational chart with clearly defined roles. This chart articulates both roles of individuals within organization and where the program fits within a larger agency, if applicable



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 Minimum 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:

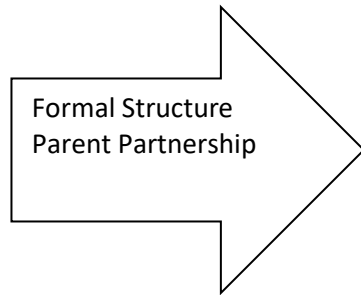
Please list documentation you are including if applicable:

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 Minimum Quality Indicator

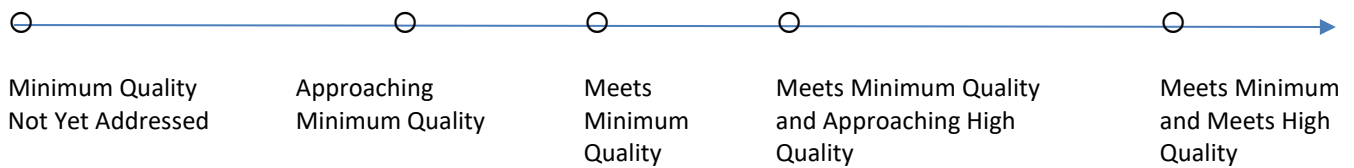
Center values flexibility and changes offered programs and services when needed



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 Minimum 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:

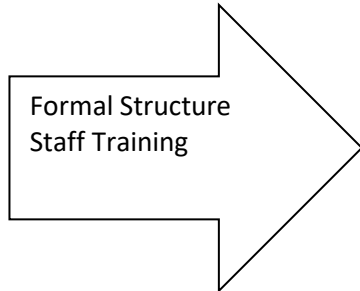
Please list documentation you are including if applicable:

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 Minimum Quality Indicator

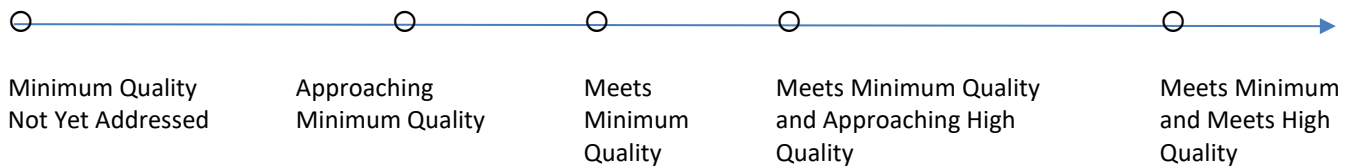
FRC or parent agency is designated as “in good standing” by NH Secretary of State’s offices



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 Minimum 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:

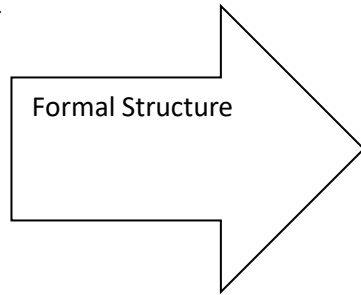
Please list documentation you are including if applicable:

Standard OS3

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

OS3.1 Minimum Quality Indicator

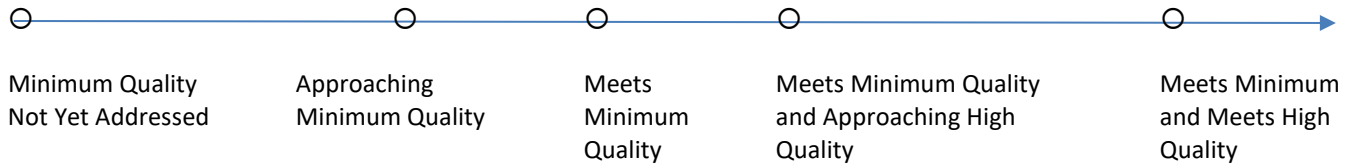
Center currently has funding or ways to support all operations and programs



OS3.1 High Quality Indicator

Center has an articulated sustainability plan, established budget and an ongoing commitment from parent agency if applicable.

Where are we on the Continuum?:



Do we meet the Minimum 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: