



Standards *of* Quality for Family Strengthening & Support

PROGRAM SELF-ASSESSMENT

*Developed by the California Network of Family Strengthening Networks
Adopted by the National Family Support Network*

August 1, 2016 Edition

USING THIS TOOL

The Program Self-Assessment Tool is designed to be used as a critical thinking exercise for Program teams to self-reflect in relation to the Standards of Quality for Family Strengthening & Support.

To use this tool most effectively, it is recommended that:

- The Program team be comprised of managers, direct service staff, parent leaders, and other stakeholders as appropriate.
- It is used annually to ensure that the Program is maintaining quality practice.

As you use the tool:

- record how your Program demonstrates the indicators;
- identify where your Program is on the continuum of quality practice;
- think about the implications and action items for your Program.



Copyright (c) 2012, The National Family Support Network (NFSN). All Rights Reserved.
Please do not post, upload, or modify without the expressed written permission of the NFSN.

INDICATORS & ARROWS

INDICATORS

Each Standard includes 1-2 pairs of indicators of both minimum quality and high quality. The Minimum Quality Indicators demonstrate the basic application of the Standard. Programs build upon the Minimum Quality Indicators to achieve the High Quality Indicators, which represent an ongoing and deeper commitment to the application of the Standard.

ARROWS

Arrow 1 is used for the Family Centeredness, Family Strengthening, Embracing Diversity and Community Building sections to illustrate the elements necessary to move from Minimum Quality to High Quality. Each of the elements helps ensure the Standards are more deeply integrated into program practice.

High Quality Indicators include the following elements. The particular elements and the number of elements needed differ for various High Quality Indicators.

- **Formal Structure:** Program has a formal structure for the implementation of the Standard – design, policies, procedures, systemic integration, and intentional strategies with committed resources that ensure consistency of practice.
- **Staff Training:** Program ensures that staff members receive appropriate training to support the implementation of the Standard.
- **Family Partnership:** Program partners with families in the implementation of the Standard.

One or more of the elements in the arrow moves a Program from:

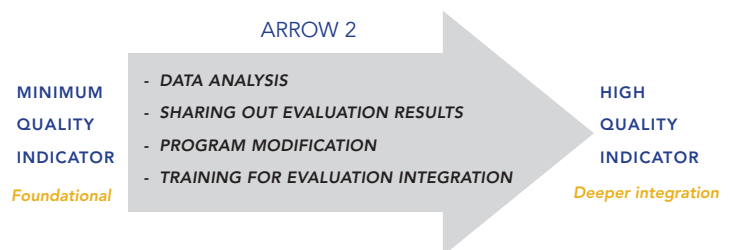


The Evaluation section uses Arrow 2 to illustrate the move from Minimum Quality to High Quality.

High Quality Indicators include the following elements. The particular elements and the number of elements needed differ for various High Quality Indicators.

- **Data Analysis:** Program reviews and interprets data related to program participation, quality, and outcomes. Program may look at both quantitative data and qualitative data, such as case studies.
- **Sharing Evaluation Results:** Program shares evaluation data and results with families, staff members, and other key stakeholders.
- **Program Modification:** Program makes modifications as a result of evaluation to ensure its continuous quality improvement. This process helps the Program to meet the unique and changing needs of the community or population served.
- **Training for Evaluation Integration:** Program ensures that staff members receive appropriate training for the integration of evaluation processes into their practices.

One or more of the elements in the arrow moves a Program from:



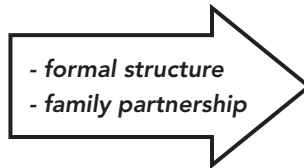
ELEMENTS IN THE INDICATORS

Italicized bold print has been used to highlight the elements present in the High Quality Indicators.

Standard FC.1 – Program encourages families to participate in Program development and implementation.

FC. 1.1 Minimum Quality Indicator

Program solicits input from families to shape and plan the Program and services.



FC. 1.1 High Quality Indicator

Program's **design** supports **partnering with families** to have an active role in the development and implementation of the Program.

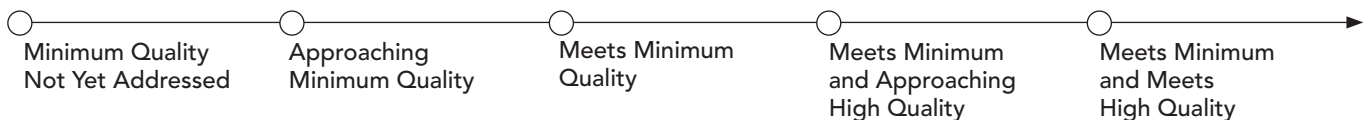
How do we do it?

Minimum Quality

High Quality

Potential Action Items

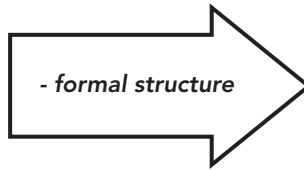
Where are we on the Continuum?



Standard FC.2 – Program is accessible and welcoming to families.

FC. 2.1 Minimum Quality Indicator

Program offers services at an accessible place and time convenient to families.



FC. 2.1 High Quality Indicator

Program is **structured** to increase its accessibility, in order to meet the unique needs or circumstances of families.

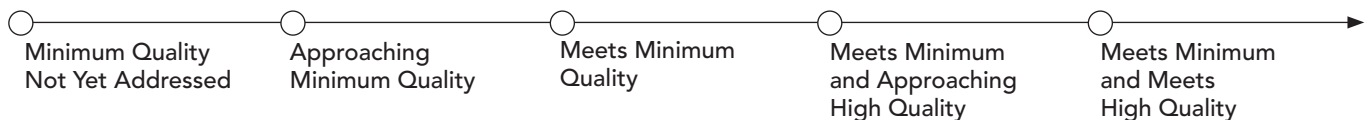
How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?



Standard FC.2 – Program is accessible and welcoming to families. (continued)

FC. 2.2 Minimum Quality Indicator

Program creates a welcoming environment for families.



FC. 2.2 High Quality Indicator

Program **partners with families** to develop and maintain a welcoming environment for families, promoting their sense of ownership of the Program.

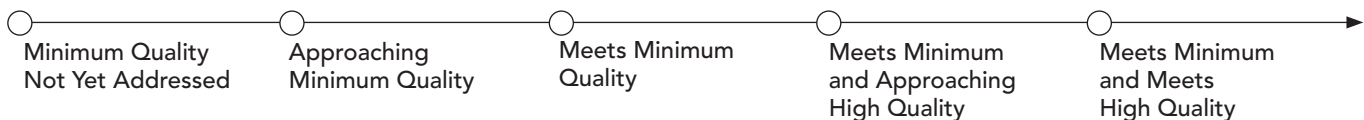
How do we do it?

Minimum Quality

High Quality

Potential Action Items

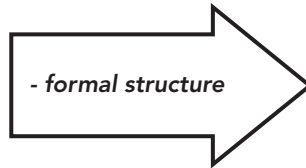
Where are we on the Continuum?



Standard FC.3 – Program conducts outreach to families, and sustains constructive relationships with them.

FC. 3.1 Minimum Quality Indicator

Program provides outreach and information to potential participants.



FC. 3.1 High Quality Indicator

Program *implements an outreach plan* for potential participants *with intentional strategies and committed resources*.

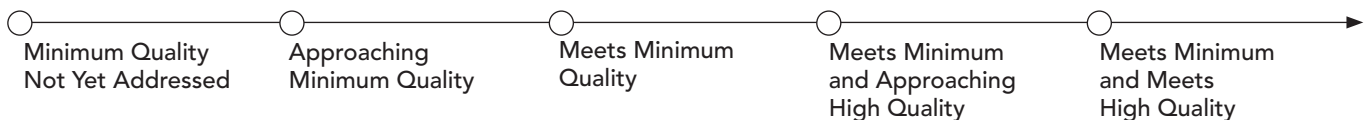
How do we do it?

Minimum Quality

High Quality

Potential Action Items

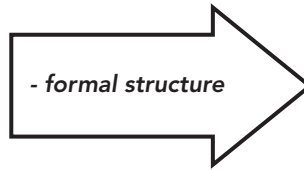
Where are we on the Continuum?



Standard FC.3 – Program conducts outreach to families, and sustains constructive relationships with them. (continued)

FC. 3.2 Minimum Quality Indicator

Program maintains constructive relationships with families.



FC. 3.2 High Quality Indicator

Program ***implements a system*** to sustain constructive relationships with families.

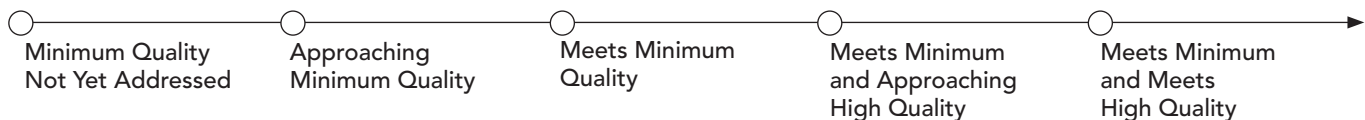
How do we do it?

Minimum Quality

High Quality

Potential Action Items

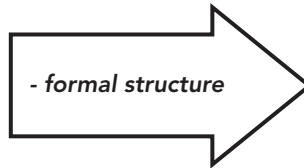
Where are we on the Continuum?



Standard FC.4 – Program models family centeredness with its staff members and in its administrative practices.

FC. 4.1 Minimum Quality Indicator

Program demonstrates that it considers the family needs and interests of staff members.



FC. 4.1 High Quality Indicator

Program ***implements policies, procedures, and benefits*** that address the family needs and family interests of staff members.

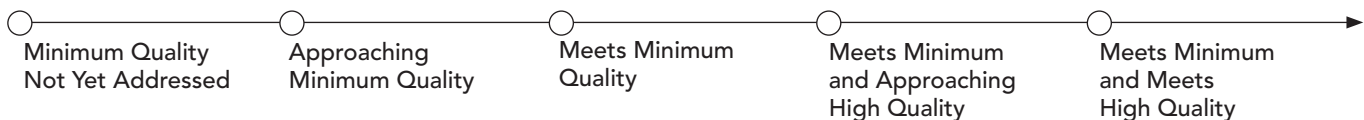
How do we do it?

Minimum Quality

High Quality

Potential Action Items

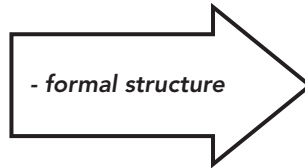
Where are we on the Continuum?



Standard FS.1 – Program recognizes and affirms families’ strengths and resilience, and is responsive to their concerns and priorities.

FS. 1.1 Minimum Quality Indicator

Staff members work with family members in relationships based on equality and respect, to identify their strengths, resilience, and resources.



FS. 1.1 High Quality Indicator

Staff members, working with family members in relationships based on equality and respect, **implement a formal process** to assess and document families’ strengths, resilience, and resources.

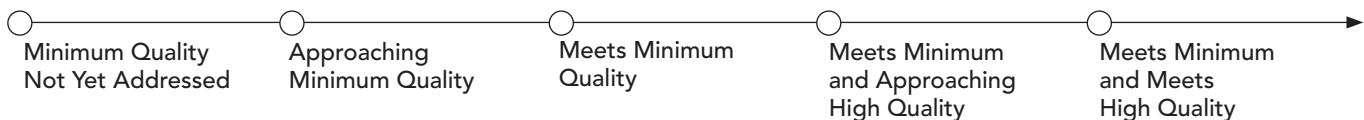
How do we do it?

Minimum Quality

High Quality

Potential Action Items

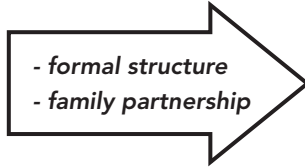
Where are we on the Continuum?



Standard FS.1 – Program recognizes and affirms families’ strengths and resilience, and is responsive to their concerns and priorities. (continued)

FS. 1.2 – Minimum Quality Indicator

Program engages families to identify their concerns, priorities, and resource needs. It links families with service providers, informal supports, or other families to address them.



FS. 1.2 High Quality Indicator

Program **implements a formal process** to gather information about families’ concerns, priorities, and resource needs. Program **partners with families** to set goals. It **formally facilitates** families’ access to services and activities, and **has a system** to provide them with follow-up support.

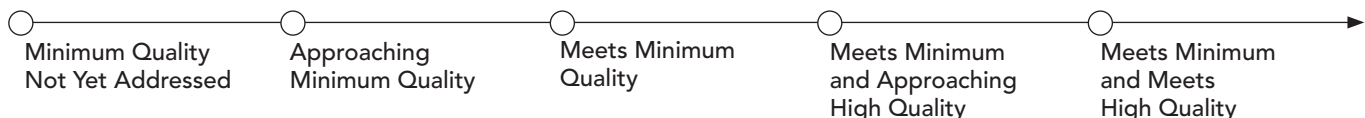
How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?



Standard FS.2 – Program enhances families’ capacity to support the healthy cognitive, social, emotional, and physical development of their family members.

FS. 2.1 Minimum Quality Indicator

Staff members can demonstrate an understanding of healthy family development.



FS. 2.1 High Quality Indicator

Program *provides staff members with opportunities to strengthen their knowledge and skills* for supporting healthy family development.

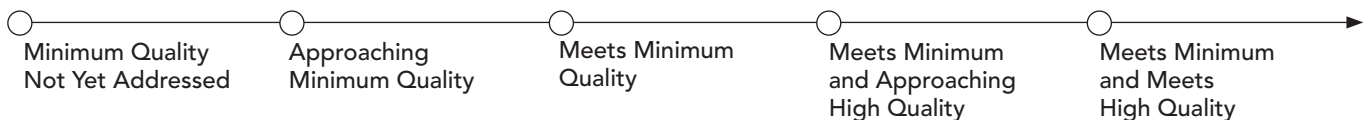
How do we do it?

Minimum Quality

High Quality

Potential Action Items

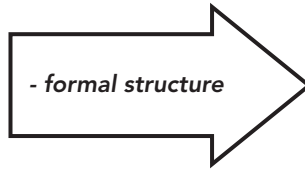
Where are we on the Continuum?



Standard FS.2 – Program enhances families’ capacity to support the healthy cognitive, social, emotional, and physical development of their family members. (continued)

FS. 2.2 – Minimum Quality Indicator

Program shares information with families to support their healthy development.



FS. 2.2 High Quality Indicator

Program *is designed* to deliver activities that support the healthy development of families.

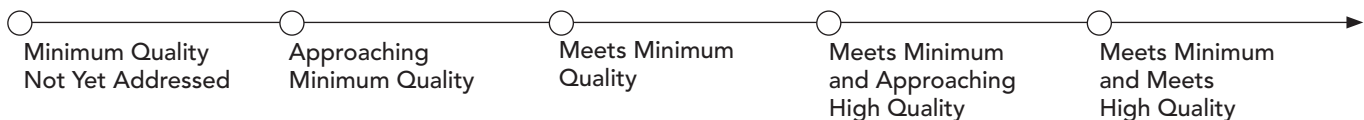
How do we do it?

Minimum Quality

High Quality

Potential Action Items

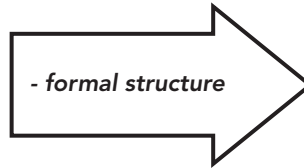
Where are we on the Continuum?



Standard FS.3 – Program recognizes families as significant resources for their own family members and each other.

FS. 3.1 Minimum Quality Indicator

Program recognizes the importance of engaging multiple family members, and encourages their participation in program activities.



FS. 3.1 High Quality Indicator

Program **designs** and provides activities, events, and services that successfully engage multiple family members.

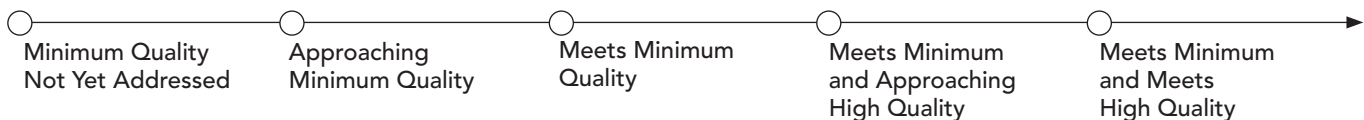
How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?



Standard FS.3 – Program recognizes families as significant resources for their own family members and each other. (continued)

FS. 3.2 Minimum Quality Indicator

Program facilitates opportunities for families to build social connections with each other for resource sharing and mutual support.



FS. 3.2 High Quality Indicator

Program **facilitates families to create their own opportunities** to build social connections with each other for resource sharing and mutual support.

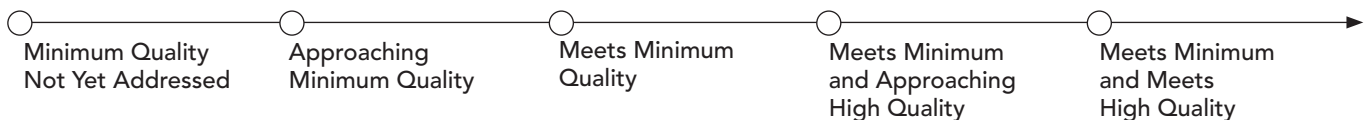
How do we do it?

Minimum Quality

High Quality

Potential Action Items

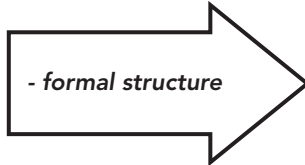
Where are we on the Continuum?



Standard ED.1 – Program acknowledges and respects the diversity of the families, including their cultural traditions, languages, values, socio-economic status, family structures, sexual orientation, religion, individual abilities, and other aspects.

ED. 1.1 Minimum Quality Indicator

Program demonstrates awareness of, and reflects the diversity of, families served.



ED. 1.1 High Quality Indicator

Program **utilizes formal structures and policies** that demonstrate awareness of, and reflect the diversity of, families served.

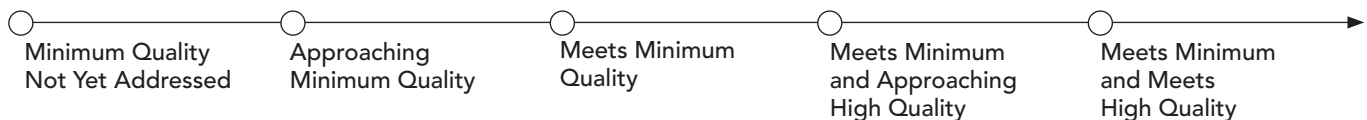
How do we do it?

Minimum Quality

High Quality

Potential Action Items

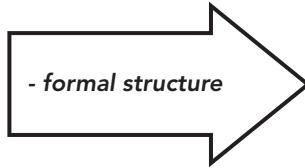
Where are we on the Continuum?



Standard ED.1 – Program acknowledges and respects the diversity of families, including their cultural traditions, languages, values, socio-economic status, family structures, sexual orientation, religion, individual abilities, and other aspects. (continued)

ED. 1.2 Minimum Quality Indicator

Program demonstrates awareness of, and reflects multiple layers of, the diversity of families served.



ED. 1.2 High Quality Indicator

Program *utilizes formal structures and policies* to reflect multiple layers of the diversity of families served.

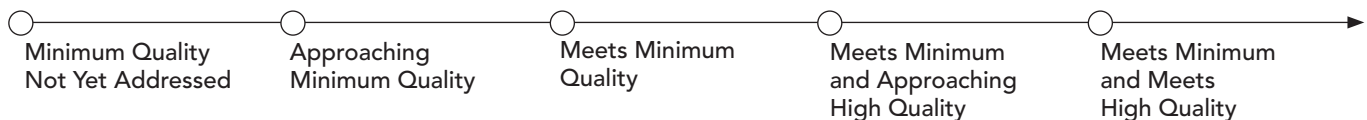
How do we do it?

Minimum Quality

High Quality

Potential Action Items

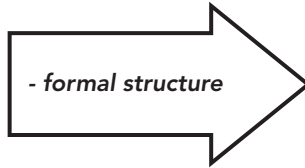
Where are we on the Continuum?



Standard ED.2 – Program enhances the ability of families and staff to participate in a diverse society and to navigate the dynamics of difference.

ED. 2.1 Minimum Quality Indicator

Program offers opportunities for families to learn about diversity, and to navigate the dynamics of difference.



ED. 2.1 High Quality Indicator

Program ***implements formal structures*** to support families to learn about diversity, and to navigate the dynamics of difference.

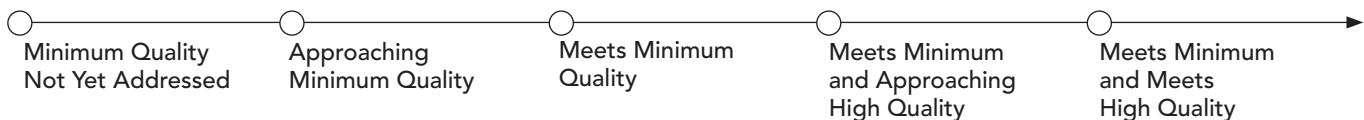
How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?



Standard ED.2 – Program enhances the ability of families and staff to participate in a diverse society and to navigate the dynamics of difference. (continued)

ED. 2.2 Minimum Quality Indicator

Program offers opportunities for staff members to learn about diversity, and to navigate the dynamics of difference.



ED. 2.2 High Quality Indicator

Program *provides professional development* to support staff members to learn about diversity, and to navigate the dynamics of difference.

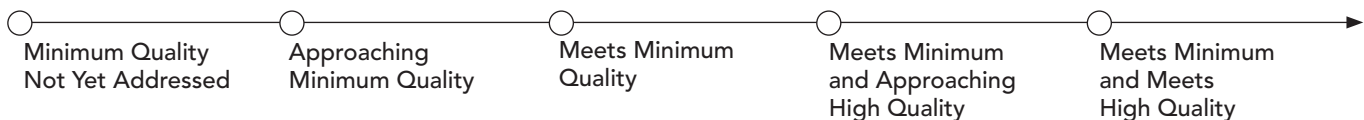
How do we do it?

Minimum Quality

High Quality

Potential Action Items

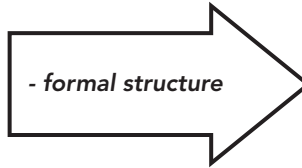
Where are we on the Continuum?



Standard ED.3 – Program engages in ongoing learning and adaptation of its practices to address diversity.

ED. 3.1 Minimum Quality Indicator

Program learns about and adapts to the diversity of families on an ongoing basis.



ED. 3.1 High Quality Indicator

Program ***implements formal systems and practices*** to learn about and adapt to the diversity of families on an ongoing basis.

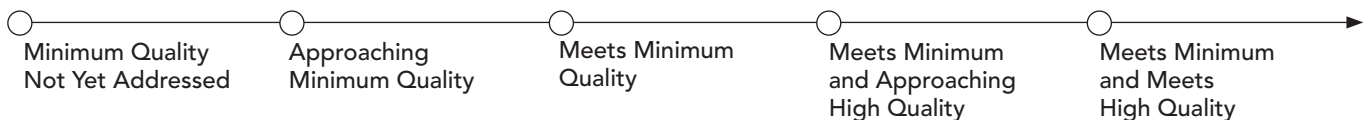
How do we do it?

Minimum Quality

High Quality

Potential Action Items

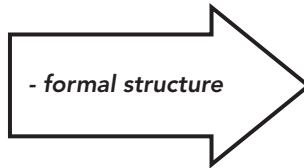
Where are we on the Continuum?



Standard CB.1 – Program is involved in, and engages families in, the larger community building process.

CB. 1.1 Minimum Quality Indicator

Program is aware of, and provides families with, information about community issues and activities.



CB. 1.1 High Quality Indicator

Program *has a formal structure* involved in addressing community needs and priorities.

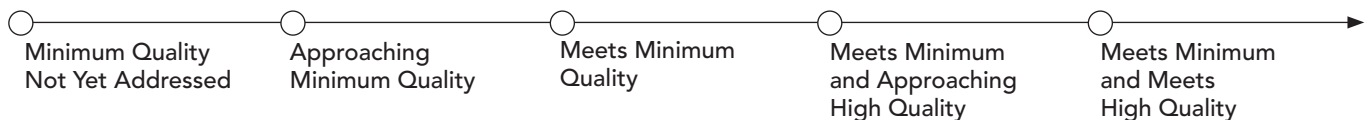
How do we do it?

Minimum Quality

High Quality

Potential Action Items

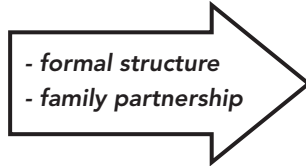
Where are we on the Continuum?



Standard CB.1 – Program is involved in, and engages families in, the larger community building process. (continued)

CB. 1.2 Minimum Quality Indicator

Program connects families to community events that help raise awareness of emerging community needs and assets.



CB. 1.2 High Quality Indicator

Program *formally facilitates the sharing of family voices* for community impact.

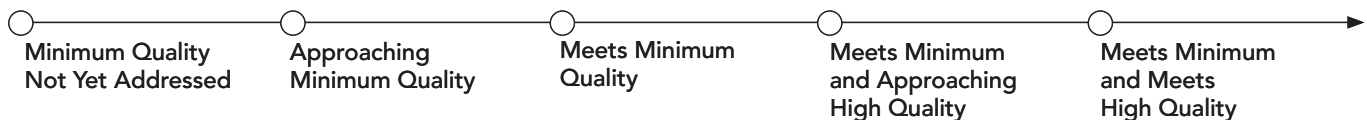
How do we do it?

Minimum Quality

High Quality

Potential Action Items

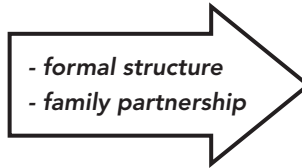
Where are we on the Continuum?



Standard CB.2 – Program supports the development of community-based leadership.

CB. 2.1 Minimum Quality Indicator

Program shares information with families about how to advocate for their needs and priorities.



CB. 2.1 High Quality Indicator

Program ***implements a formal structure to partner with families*** to develop their leadership skills, and to facilitate opportunities for using those skills in the community.

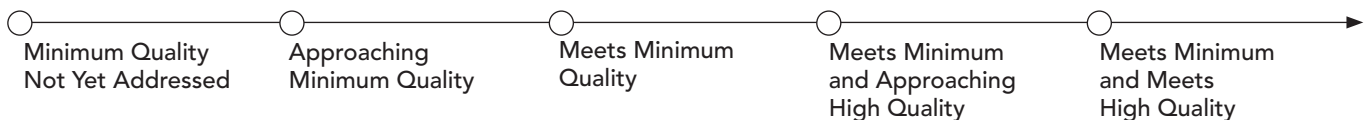
How do we do it?

Minimum Quality

High Quality

Potential Action Items

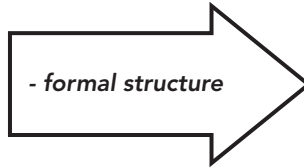
Where are we on the Continuum?



Standard CB.3 – Program builds collaborative relationships with other organizations to strengthen families and communities.

CB. 3.1 Minimum Quality Indicator

Program is aware of, and works with, other service providers and community organizations to share resources and information.



CB. 3.1 High Quality Indicator

Program ***creates formal partnerships*** with other service providers and community organizations to collaboratively strengthen families and communities.

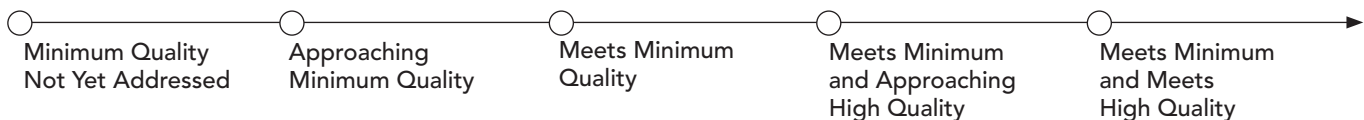
How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?



Standard E.1 – Program collects and analyzes information related to program participation.

E. 1.1 Minimum Quality Indicator

Program tracks program activities, participant characteristics, and service utilization.



E. 1.1 High Quality Indicator

Program tracks and *intentionally analyzes* program activities, participant characteristics, and service utilization in relation to its goals, objectives, and community needs. **Appropriate program modifications are made as a result.**

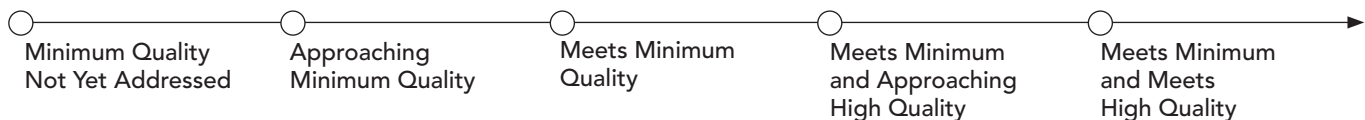
How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?



Standard E.2 – Program collects and analyzes information related to program quality.

E. 2.1 Minimum Quality Indicator

Program utilizes the Standards of Quality for Family Strengthening & Support Program Self-Assessment Tool and other appropriate program assessment tools.



E. 2.1 High Quality Indicator

Program conducts an annual self-assessment utilizing the Standards of Quality for Family Strengthening & Support Program Self-Assessment Tool and other appropriate program assessment tools. Program **analyzes results** to inform program planning efforts and **makes appropriate modifications**.

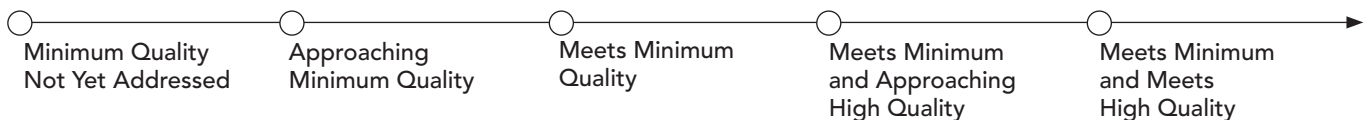
How do we do it?

Minimum Quality

High Quality

Potential Action Items

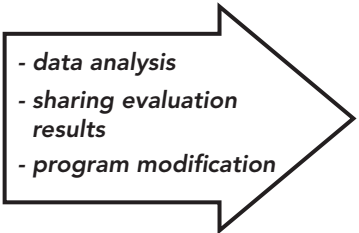
Where are we on the Continuum?



Standard E.2 – Program collects and analyzes information related to program quality. (continued)

E. 2.2 Minimum Quality Indicator

Program invites and records feedback regarding program quality from families and other stakeholders, such as service provider partners.



E. 2.2 High Quality Indicator

Program **analyzes and shares feedback** regarding program quality with families and other stakeholders, such as service provider partners. **Appropriate program modifications are made** as a result.

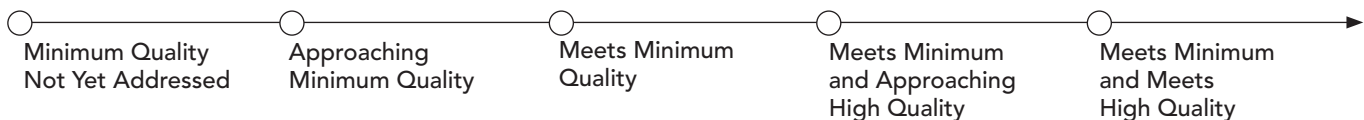
How do we do it?

Minimum Quality

High Quality

Potential Action Items

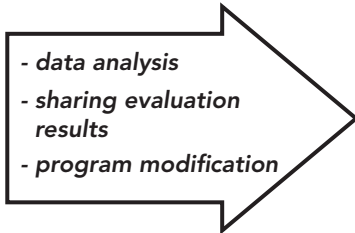
Where are we on the Continuum?



Standard E.3 – Program collects and analyzes information related to program outcomes.

E. 3.1 Minimum Quality Indicator

Program tracks data on participant and program outcomes.



E. 3.1 High Quality Indicator

Program **tracks data** on participant and program outcomes, and **analyzes it in partnership with stakeholders**. Information is compiled and **used for program modification**, accountability to stakeholders, and to inform policy change as needed.

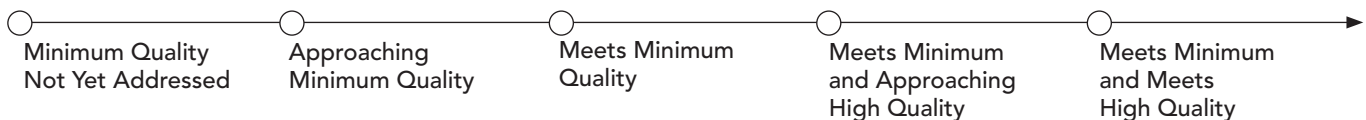
How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?



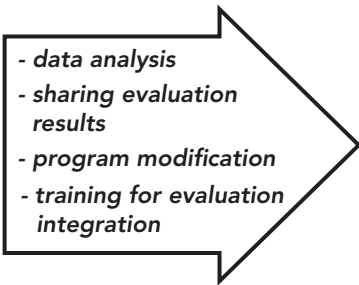
Standard E.4 – Program demonstrates that it incorporates evaluation as a core component of programming.

E. 4.1 Minimum Quality Indicator

Program has identified key questions to be answered through evaluation.

How do we do it?

Minimum Quality



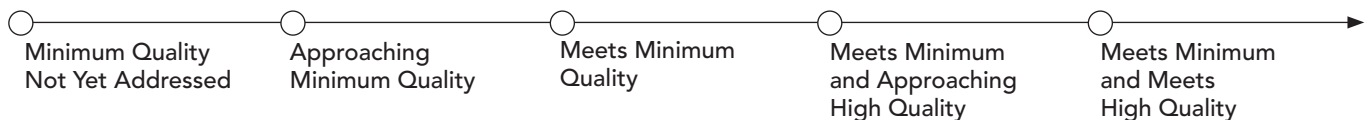
E. 4.1 High Quality Indicator

Program *implements an evaluation plan* based on key questions that measure progress toward program goals.

High Quality

Potential Action Items

Where are we on the Continuum?



Standard E.4 – Program demonstrates that it incorporates evaluation as a core component of programming. (continued)

E. 4.2 Minimum Quality Indicator

Staff members demonstrate a basic understanding of evaluation practices.



E. 4.2 High Quality Indicator

Program ensures that *staff members receive training to support the integration of evaluation processes into its practices.*

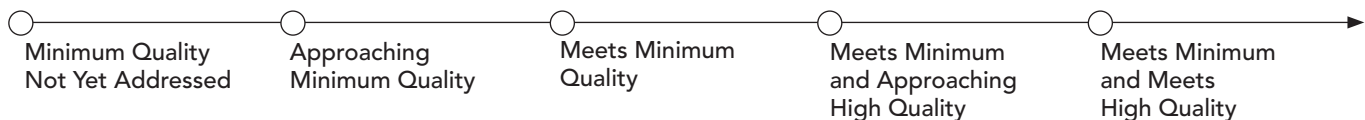
How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?



Founded in 2011, the National Family Support Network (NFSN) is a membership-based organization of statewide networks that focus on strengthening and supporting families. Its mission is to connect these networks to promote quality practice, peer learning, mutual support, and effective policies and systems that support positive outcomes for children, families, and communities.

For more information, please see www.nationalfamilysupportnetwork.org