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.
- It be used in conjunction with the Program Self-Assessment Summary Tool.

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.
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.

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:

- **DATA ANALYSIS**
- **SHARING OUT EVALUATION RESULTS**
- **PROGRAM MODIFICATION**
- **TRAINING FOR EVALUATION INTEGRATION**

ELEMENTS IN THE INDICATORS

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

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

- **FORMAL STRUCTURE**
- **STAFF TRAINING**
- **FAMILY PARTNERSHIP**

STANDARDS OF QUALITY FOR FAMILY STRENGTHENING & SUPPORT / PAGE 2
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.

How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?

Minimum Quality
Not Yet Addressed

Approaching Minimum Quality

Meets Minimum Quality

Meets Minimum and Approaching High Quality

Meets Minimum and Meets High Quality

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.

- formal structure
- family partnership
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**

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**High Quality**

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**Potential Action Items**

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**Where are we on the Continuum?**

- Minimum Quality: Not Yet Addressed
- Approaching Minimum Quality
- Meets Minimum Quality
- Meets Minimum and Approaching High Quality
- Meets Minimum and Meets High Quality

*- formal structure*
Standard FC.2 – Program is accessible and welcoming to families.
(continued)

How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?

Minimum Quality
Not Yet Addressed

Approaching
Minimum Quality

Meets Minimum
Quality

Meets Minimum
and Approaching
High Quality

Meets Minimum
and Meets
High Quality

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.

- family partnership

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**

- formal structure

**High Quality**

Potential Action Items

Where are we on the Continuum?

- Minimum Quality
- Approaching Minimum Quality
- Meets Minimum Quality
- Meets Minimum and Approaching High Quality
- Meets Minimum and Meets High Quality
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?

- formal structure
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?**

- Minimum Quality
- Not Yet Addressed
- Approaching Minimum Quality
- Meets Minimum Quality
- Meets Minimum and Approaching High Quality
- Meets Minimum and Meets High Quality
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.

How do we do it?
Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?
- formal structure

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.
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.

How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?

Minimum Quality

Approaching Minimum Quality

Meets Minimum Quality

Meets Minimum and Approaching High Quality

Meets Minimum and Meets High Quality

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.

- formal structure
- family partnership
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?

- staff training
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.

- formal structure

How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?

Minimum Quality
Not Yet Addressed
Approaching
Minimum Quality
Meets Minimum
Quality
Meets Minimum
and Approaching
High Quality
Meets Minimum
and Meets
High Quality
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.

How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?

- formal structure

FS. 3.1 High Quality Indicator
Program designs and provides activities, events, and services that successfully engage multiple family members.
Standard FS.3 – Program recognizes families as significant resources for their own family members and each other.  

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 __________________________________________
__________________________________________________________
__________________________________________________________
__________________________________________________________
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Potential Action Items ____________________________________
__________________________________________________________
__________________________________________________________
__________________________________________________________

Where are we on the Continuum?

- family partnership
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?

Minimum Quality
Not Yet Addressed

Approaching
Minimum Quality

Meets Minimum
Quality

Meets Minimum
and Approaching
High Quality

Meets Minimum
and Meets
High Quality
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?

Minimum Quality
Approaching Minimum Quality
Meets Minimum Quality
Meets Minimum and Approaching High Quality
Meets Minimum and Meets High Quality
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?
Minimum Quality
Approaching Minimum Quality
Meets Minimum Quality
Meets Minimum and Approaching High Quality
Meets Minimum and Meets High Quality
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?
Minimum Quality
Approaching Minimum Quality
Meets Minimum Quality
Meets Minimum and Approaching High Quality
Meets Minimum and Meets High Quality

- staff training
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?

- formal structure

- formal structure
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.

How do we do it?

Minimum Quality __________________________________________________________________________________________________________________________

High Quality __________________________________________________________________________________________________________________________________

Potential Action Items _______________________________________________________________________________________________________________________

Where are we on the Continuum?

- formal structure

CB. 1.1 High Quality Indicator
Program has a formal structure involved in addressing community needs and priorities.

- formal structure
CB. 1.2 Minimum Quality Indicator
Program connects families to community events that help raise awareness of emerging community needs and assets.

How do we do it?
Minimum Quality

High Quality

Potential Action Items

CB. 1.2 High Quality Indicator
Program formally facilitates the sharing of family voices for community impact.

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?

- Minimum Quality
- Approaching Minimum Quality
- Meets Minimum Quality
- Meets Minimum and Approaching High Quality
- Meets Minimum and Meets High Quality
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?

- formal structure
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?

Minimum Quality
Not Yet Addressed
Approaching Minimum Quality
Meets Minimum Quality
Meets Minimum and Approaching High Quality
Meets Minimum and Meets High Quality
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.

How do we do it?

Minimum Quality


High Quality


Potential Action Items


Where are we on the Continuum?

- data analysis
- program modification

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.
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.

How do we do it?

Minimum Quality

High Quality

Potential Action Items

Where are we on the Continuum?

STANDARDS OF QUALITY FOR FAMILY STRENGTHENING & SUPPORT / PAGE 26
How do we do it?

Minimum Quality

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High Quality

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Potential Action Items

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Where are we on the Continuum?

Minimum Quality Not Yet Addressed

Approaching Minimum Quality

Meets Minimum Quality

Meets Minimum and Approaching High Quality

Meets Minimum and Meets High Quality

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.
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


High Quality


Potential Action Items


Where are we on the Continuum?

Minimum Quality
Not Yet Addressed

Approaching Minimum Quality

Meets Minimum Quality

Meets Minimum and Approaching High Quality

Meets Minimum and Meets High Quality

- data analysis
- sharing evaluation results
- program modification
- training for evaluation integration

E. 4.1 High Quality Indicator
Program implements an evaluation plan based on key questions that measure progress toward program goals.
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?

Minimum Quality
Not Yet Addressed
Approaching Minimum Quality
Meets Minimum Quality
Meets Minimum and Approaching High Quality
Meets Minimum and Meets High Quality
Founded in 2011, the National Family Support Network (NFSN) is a membership-based organization of state networks that focus on strengthening and supporting families. Its mission is to promote positive outcomes for all children, families, and communities by leveraging the collective impact of state networks and championing quality family support and strengthening practices and policies.

For more information, please see www.nationalfamilysupportnetwork.org