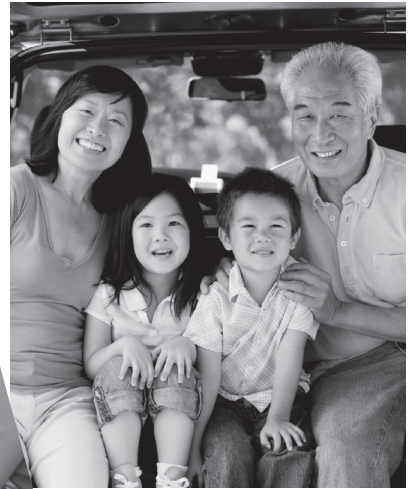


# Standards *of* Quality



## for Family Strengthening & Support

### PROGRAM SELF-ASSESSMENT

May 10, 2021 Edition



NATIONAL  
**Family Support**  
NETWORK

# USING THIS TOOL

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

## **It is recommended that:**

- The Program team be comprised of managers, direct service staff, parent leaders, and other stakeholders as appropriate.
- The tool is used annually, which will meet Foundational Quality.
- The tool is used in conjunction with the Staff Self-Reflection Checklist and Participant Survey.

## **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 Foundational Quality and High Quality. The Foundational Quality Indicators demonstrate the basic application of the Standard. Programs build upon the Foundational Quality Indicators to achieve the High Quality Indicators, which represent an ongoing and deeper commitment to the application of the Standard.

## ARROW 1

Arrow 1 is used for the Family Centeredness, Family Strengthening, Diversity, Equity, and Inclusion, and Community Strengthening Sections to illustrate the elements necessary to move from Foundational Quality to High Quality. Each of the elements helps ensure the Standards are more deeply integrated into Program practice.

For these Sections:

- Family Centeredness
- Family Strengthening
- Diversity, Equity, and Inclusion
- Community Building

One or more of the elements in Arrow 1 moves a Program from Foundational Quality to High Quality.

High Quality Indicators include one or more of following elements:

- **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 professional development to support the implementation of the Standard.
- **Family Partnership:** Program partners with families in the implementation of the Standard.

**FOUNDATIONAL  
QUALITY  
INDICATOR**

## ARROW 1



- *Formal structure*
- *Staff training*
- *Family partnership*

**HIGH  
QUALITY  
INDICATOR**

***Deeper integration***

# INDICATORS & ARROWS

## EVALUATION SECTION ARROW

The Evaluation Section uses Arrow 2 to illustrate the move from Foundational Quality to High Quality. High Quality Indicators include one or more of the following elements:

- **Data Analysis:** Program reviews and interprets data related to Program participation, quality, and outcomes. Program may look at both quantitative data, such as attendance reports and survey ratings, and qualitative data, such as from interviews or observation.
- **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.

One or more of the elements in Arrow 2 moves a Program from Foundational Quality to High Quality.

## ELEMENTS IN THE INDICATORS

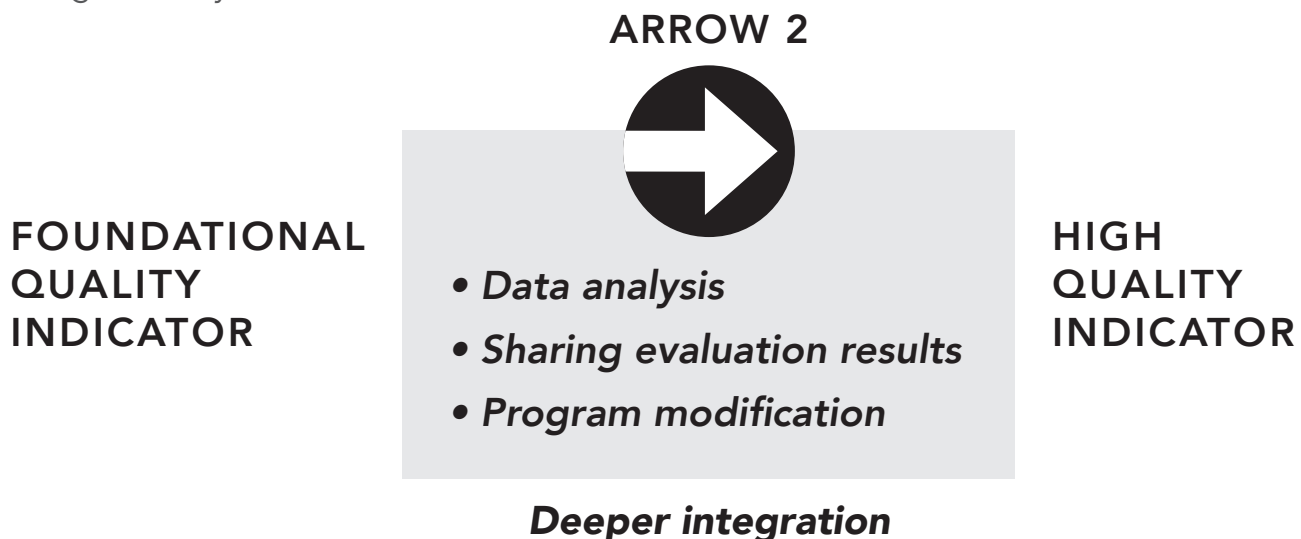
Italicized bold print has been used to highlight the elements present in the High Quality Indicators.

## EXAMPLES

In order to illustrate how the Indicators are applied, some examples from the field have been included.

**These examples, some general, some specific, are not meant to be an exhaustive list or a specific checklist.**

As Programs apply the Standards, they are encouraged to identify their own examples that demonstrate the Indicators in ways that are relevant to their communities.



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

## FC. 1.1 Foundational Quality Indicator

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

How do we do it?

Foundational Quality



- **Formal structure**
- **Family partnership**

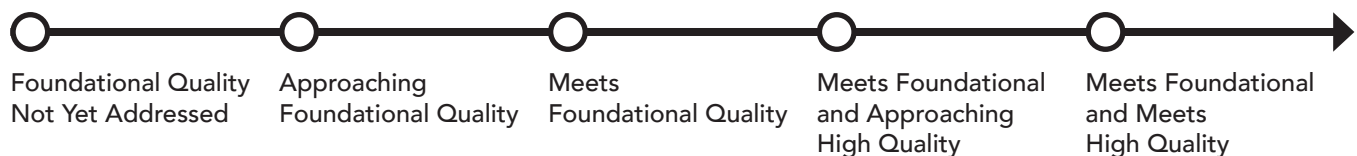
## FC. 1.1 High Quality Indicator

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

High Quality

Potential Action Items

## Where are we on the Continuum?



## Standard FC.2 – Program is accessible – physically/virtually, via time of operation, and languages used – and welcoming to families.

### FC. 2.1 Foundational Quality Indicator

Program offers services that are conveniently accessible for families.



- **Formal structure**

### FC. 2.1 High Quality Indicator

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

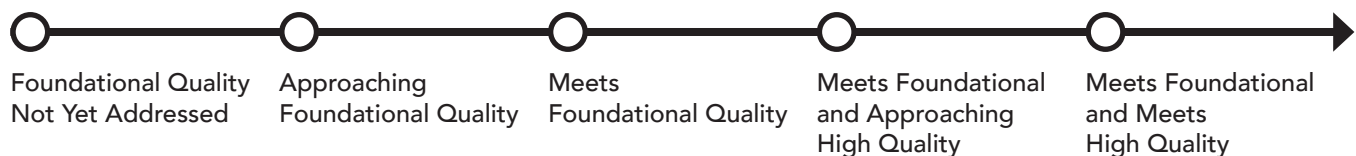
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

### Where are we on the Continuum?



# Standard FC.2 – Program is accessible – physically/virtually, via time of operation, and languages used – and welcoming to families. (continued)

## FC. 2.2 Foundational 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.

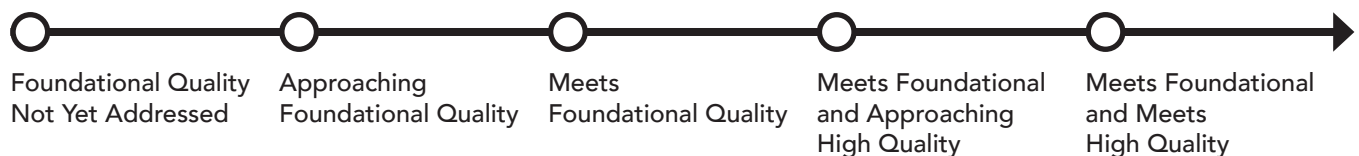
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

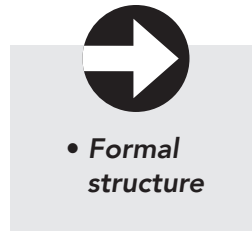
### Where are we on the Continuum?



## Standard FC.3 – Program conducts outreach to engage families and sustain healthy relationships with them.

### FC. 3.1 Foundational Quality Indicator

Program outreaches to engage potential participants.



### FC. 3.1 High Quality Indicator

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

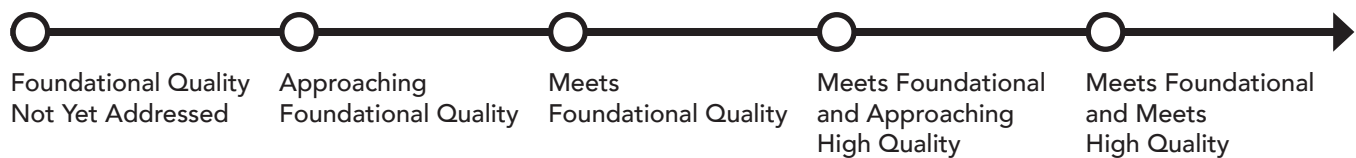
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

### Where are we on the Continuum?





## Standard FC.3 – Program conducts outreach to engage families and sustain healthy relationships with them. *(continued)*

### FC. 3.2 Foundational Quality Indicator

Program maintains healthy relationships with families.



- **Formal structure**

### FC. 3.2 High Quality Indicator

Program implements a system to sustain healthy relationships with families.

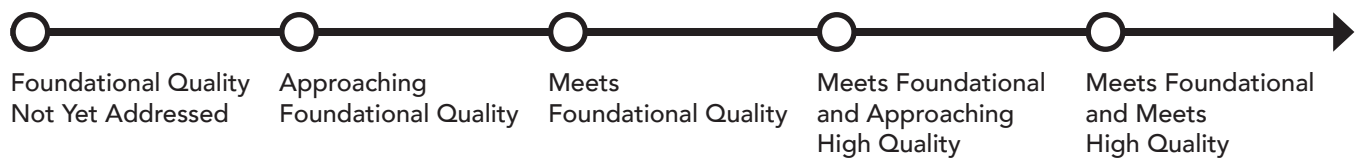
#### How do we do it?

Foundational Quality

High Quality

Potential Action Items

#### Where are we on the Continuum?



## Standard FC.4 – Program’s administrative practices reflect family centeredness.

### FC. 4.1 Foundational Quality Indicator

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



- **Formal structure**

### FC. 4.1 High Quality Indicator

Program ***implements policies, procedures, or provides benefits*** that address staff members’ family needs and interests.

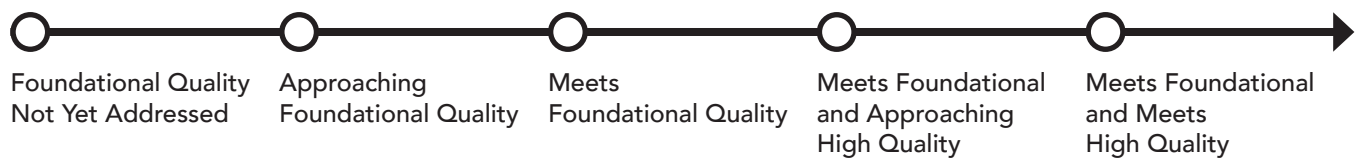
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

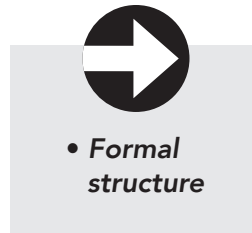
### Where are we on the Continuum?



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

## FS. 1.1 Foundational Quality Indicator

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



## FS. 1.1 High Quality Indicator

Staff members **partner with families to implement a formal process** to assess and document their existing strengths, resilience, and resources.

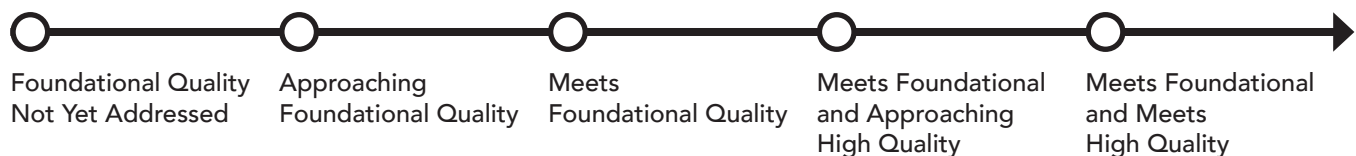
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

### Where are we on the Continuum?



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

## FS. 1.2 Foundational Quality Indicator

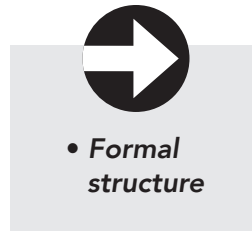
Program works with families to identify their concerns, priorities, and needs. It links families with service providers, informal supports, or other families to address them.

### How do we do it?

Foundational Quality

High Quality

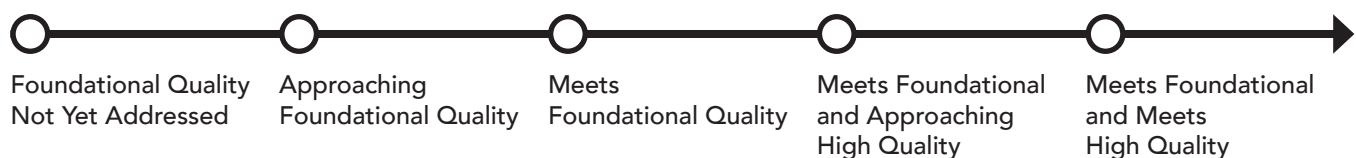
Potential Action Items



## 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, formally facilitates families’ access to services and activities, and **has a system** to provide them with follow-up support.

## Where are we on the Continuum?



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

### FS. 2.1 Foundational Quality Indicator

Staff members can demonstrate an understanding of healthy family development.



### FS. 2.1 High Quality Indicator

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

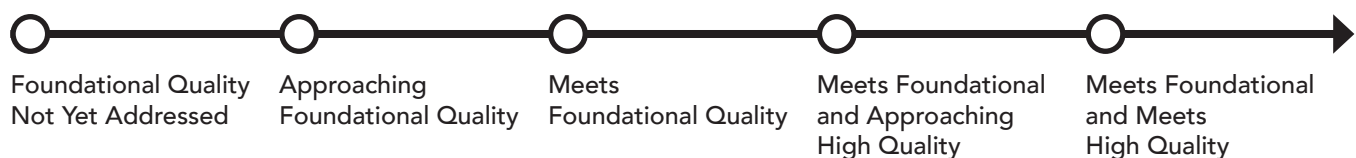
### How do we do it?

Foundational 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 and overall well-being of their family members. *(continued)*

### FS. 2.2 Foundational Quality Indicator

Program shares information with families to support their healthy development.



- **Formal structure**

### FS. 2.2 High Quality Indicator

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

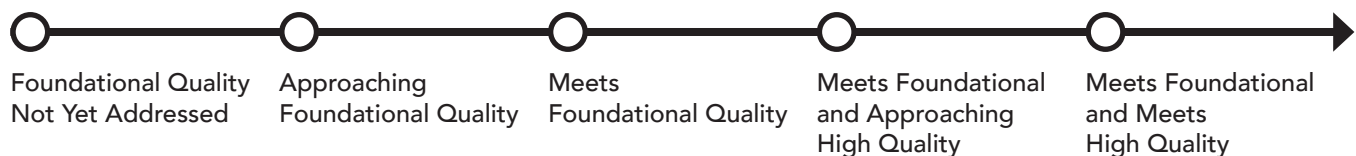
### How do we do it?

Foundational 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 Foundational Quality Indicator

Program recognizes the importance of engaging multiple family members important in children’s lives, such as mothers, fathers, grandparents, siblings, and other caregivers, and encourages their participation in Program activities.



- **Formal structure**

### FS. 3.1 High Quality Indicator

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

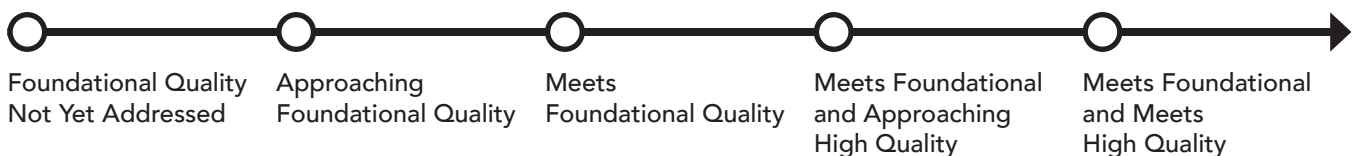
#### How do we do it?

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

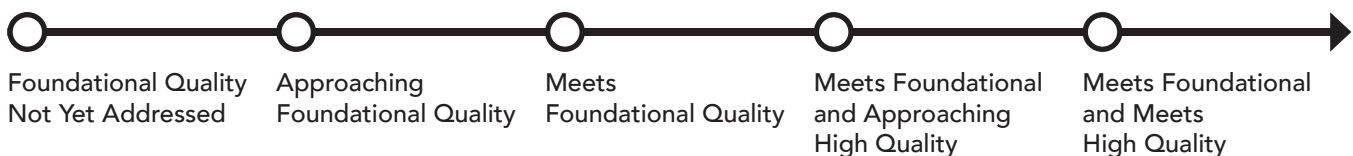
#### How do we do it?

Foundational Quality

High Quality

Potential Action Items

#### Where are we on the Continuum?

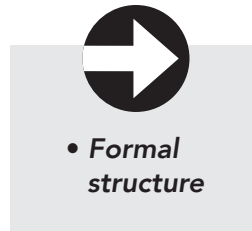




Standard DEI.1 – Program respects, values, and embraces the diversity of families, including their ethnicities, cultural traditions, languages, values, socioeconomic status, family structures, sexual orientation, religion and spirituality, individual abilities, immigration status, and other aspects.

#### DEI. 1.1 Foundational Quality Indicator

Program demonstrates awareness of and is responsive to the diversity of families served.



#### DEI. 1.1 High Quality Indicator

Program **utilizes formal structures** to be responsive to the diversity of families served.

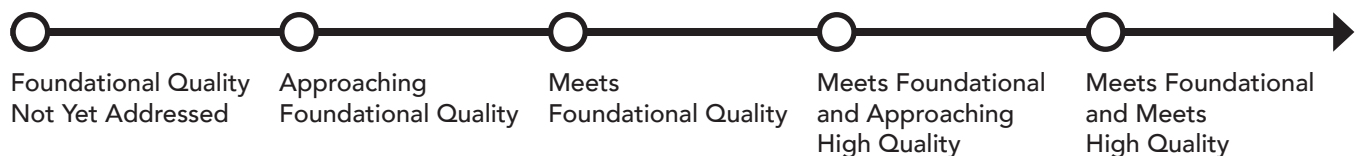
#### How do we do it?

Foundational Quality

High Quality

Potential Action Items

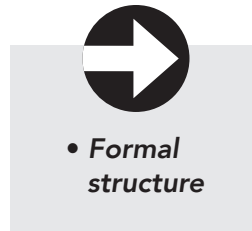
#### Where are we on the Continuum?



Standard DEI.1 – Program respects, values, and embraces the diversity of families, including their ethnicities, cultural traditions, languages, values, socioeconomic status, family structures, sexual orientation, religion and spirituality, individual abilities, immigration status, and other aspects.  
(continued)

#### DEI. 1.2 Foundational Quality Indicator

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



#### DEI. 1.2 High Quality Indicator

Program **utilizes formal structures** to be responsive to multiple aspects of the diversity of families served.

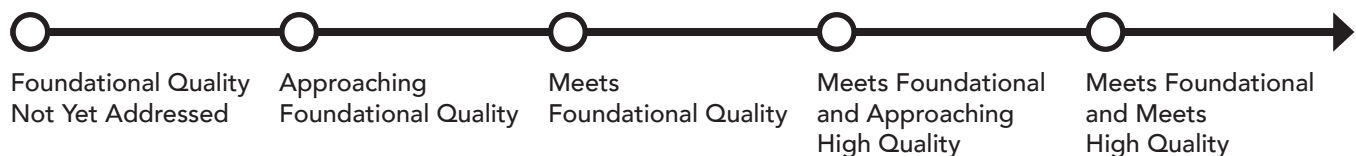
#### How do we do it?

Foundational Quality

High Quality

Potential Action Items

#### Where are we on the Continuum?



## Standard DEI.2 – Program enhances the ability of both staff members and families to navigate a diverse society and to advance equity and inclusion.

### DEI. 2.1 Foundational Quality Indicator

Program offers opportunities for staff members to learn about and advance diversity, equity, and inclusion.



### DEI. 2.1 High Quality Indicator

Program ***provides professional development*** to support staff members to learn about and advance diversity, equity, and inclusion.

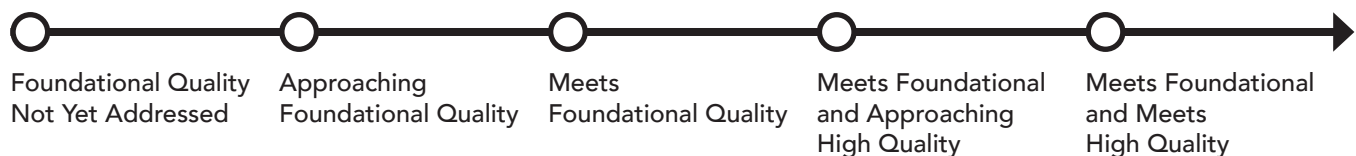
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

### Where are we on the Continuum?



## Standard DEI.2 – Program enhances the ability of both staff members and families to navigate a diverse society and to advance equity and inclusion. *(continued)*

### DEI. 2.2 Foundational Quality Indicator

Program offers opportunities for families to learn about and advance diversity, equity, and inclusion.



- **Formal structure**

### DEI. 2.2 High Quality Indicator

Program **implements formal structures** to support families to learn about and advance diversity, equity, and inclusion.

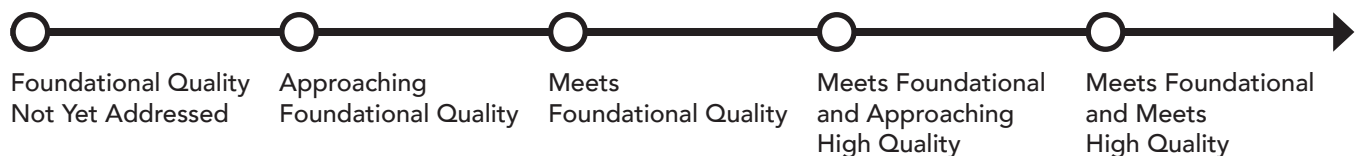
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

### Where are we on the Continuum?



## Standard DEI.3 – Program engages in ongoing reflection and adaptation to advance diversity, equity, and inclusion.

### DEI. 3.1 Foundational Quality Indicator

Program reflects on diversity, equity, and inclusion on an ongoing basis.



- **Formal structure**

### DEI. 3.1 High Quality Indicator

Program ***implements formal systems and practices*** to reflect on diversity, equity, and inclusion on an ongoing basis.

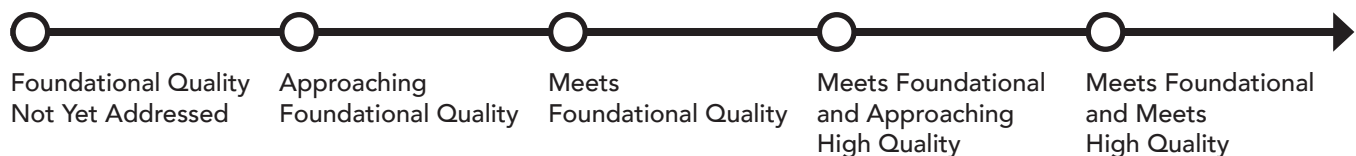
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

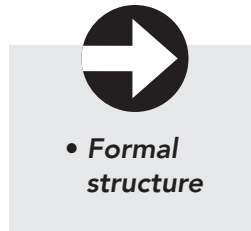
### Where are we on the Continuum?



## Standard DEI.3 – Program engages in ongoing reflection and adaptation to advance diversity, equity, and inclusion. *(continued)*

### DEI. 3.2 Foundational Quality Indicator

Program adapts in order to advance diversity, equity, and inclusion.



### DEI. 3.2 High Quality Indicator

Program ***implements formal systems and practices*** to adapt in order to advance diversity, equity, and inclusion.

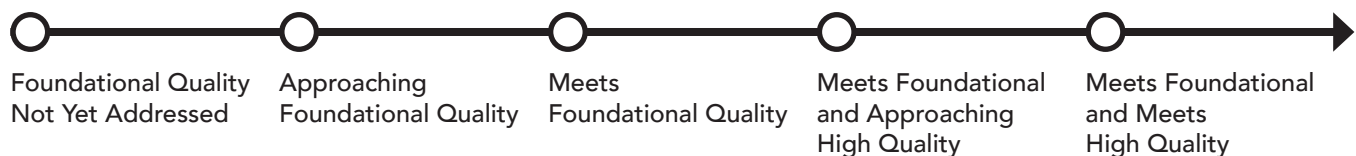
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

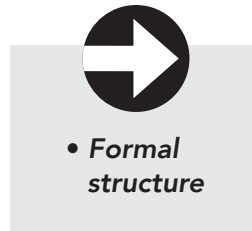
### Where are we on the Continuum?



## Standard CS.1 – Program is engaged in community strengthening and builds collaborative relationships.

### CS. 1.1 Foundational Quality Indicator

Program demonstrates awareness of community issues and priorities.



### CS. 1.1 High Quality Indicator

Program **has a formal structure** to address community issues and priorities.

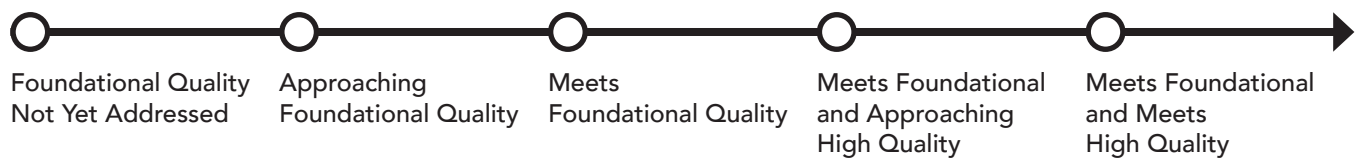
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

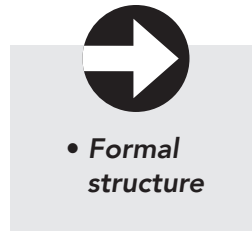
### Where are we on the Continuum?



## Standard CS.1 – Program is engaged in community strengthening and builds collaborative relationships. *(continued)*

### CS. 1.2 Foundational Quality Indicator

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



### CS. 1.2 High Quality Indicator

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

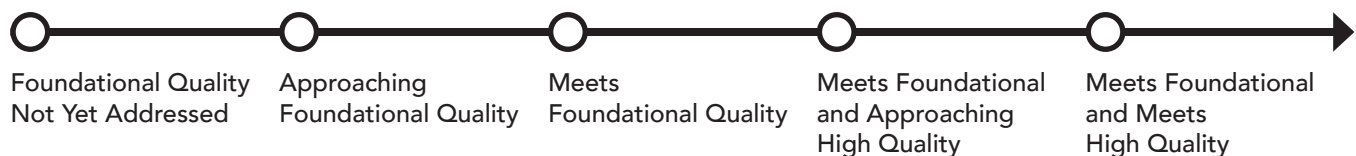
#### How do we do it?

Foundational Quality

High Quality

Potential Action Items

#### Where are we on the Continuum?





## Standard CS.2 – Program engages families in community strengthening and supports their leadership development.

### CS. 2.1 Foundational Quality Indicator

Program provides opportunities for families to be involved in addressing community issues and priorities.



- **Family partnership**

### CS. 2.1 High Quality Indicator

Program ***supports families to address*** community issues and priorities.

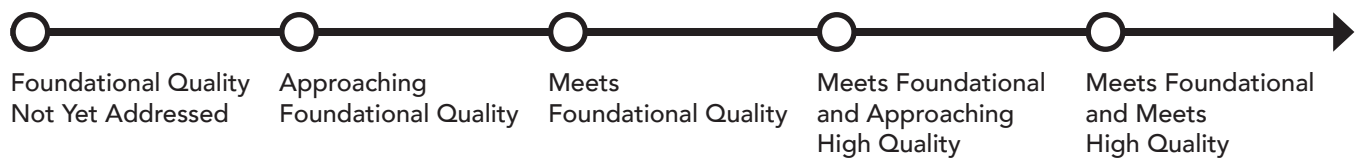
### How do we do it?

Foundational Quality

High Quality

Potential Action Items

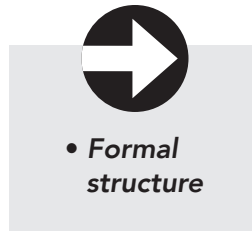
### Where are we on the Continuum?



## Standard CS.2 – Program engages families in community strengthening and supports their leadership development. *(continued)*

### CS. 2.2 Foundational Quality Indicator

Program supports families to advocate for themselves and to develop their community leadership skills.



### CS. 2.2 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.

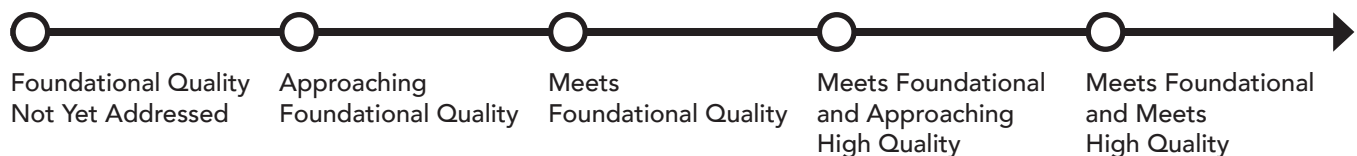
#### How do we do it?

Foundational 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 Foundational Quality Indicator

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

How do we do it?

Foundational Quality



- **Data analysis**
- **Program modification**

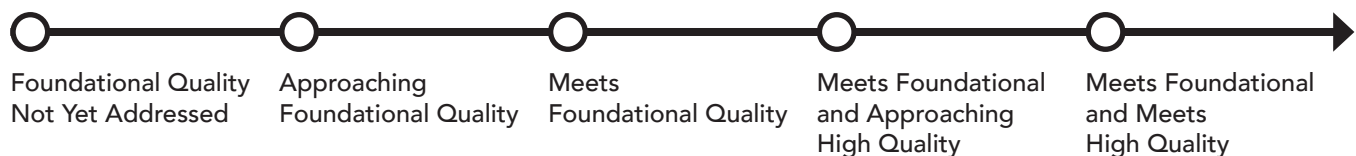
### E. 1.1 High Quality Indicator

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.

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 Foundational 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.



- **Data analysis**
- **Program modification**

### E. 2.1 High Quality Indicator

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

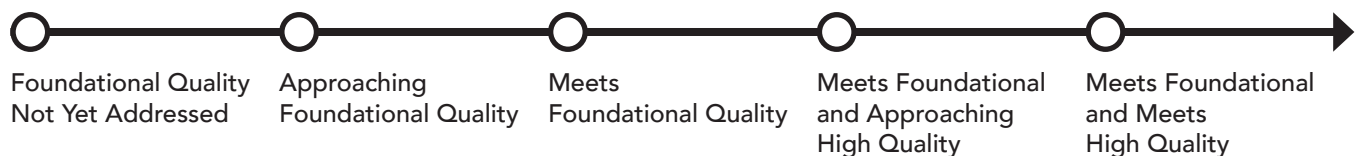
#### How do we do it?

Foundational 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 Foundational 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?

Foundational Quality



- **Data analysis**
- **Sharing evaluation results**
- **Program modification**

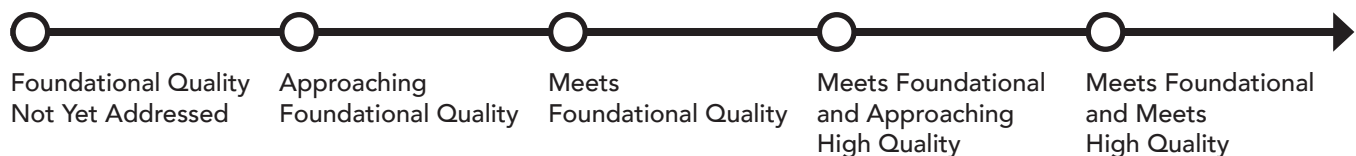
### E. 2.2 High Quality Indicator

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.

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 Foundational Quality Indicator

Program tracks data on participant and Program outcomes.



- *Data analysis*
- *Sharing evaluation results*
- *Program modification*

### E. 3.1 High Quality Indicator

Program ***analyzes data*** on participant and Program outcomes and ***utilizes it to demonstrate accountability to stakeholders, modify the Program,*** and to inform policy change as needed.

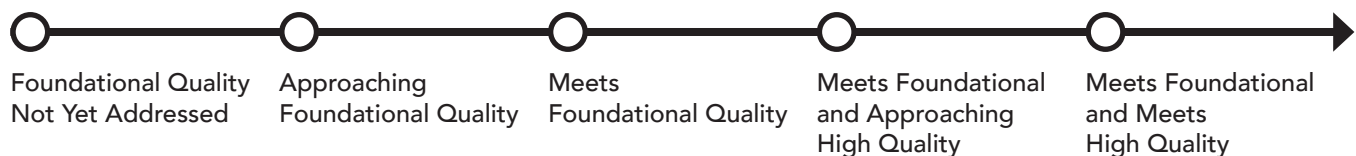
#### How do we do it?

Foundational Quality

High Quality

Potential Action Items

#### Where are we on the Continuum?



# Standards of Quality for Family Strengthening & Support: Program Self-Assessment Summary

Program:

Form completion date:

Completed by:

<b>FAMILY CENTEREDNESS</b>	<b>Foundational Quality Not Yet Addressed</b>	<b>Approaching Foundational Quality</b>	<b>Meets Foundational Quality</b>	<b>Meets Foundational &amp; Approaching High Quality</b>	<b>Meets Foundational &amp; Meets High Quality</b>
<b>Standard FC.1: Program engages families to participate in program development and implementation.</b>					
Indicator FC.1.1					
<b>Standard FC.2: Program is accessible – physically/virtually, via time of operation, and languages used – and welcoming to families.</b>					
Indicator FC.2.1					
Indicator FC.2.2					
<b>Standard FC.3: Program conducts outreach to engage families and sustain healthy relationships with them.</b>					
Indicator FC.3.1					
Indicator FC.3.2					
<b>Standard FC.4: Program’s administrative practices reflect family centeredness.</b>					
Indicator FC.4.1					
<b>Comments:</b>					

# Standards of Quality for Family Strengthening & Support: Program Self-Assessment Summary

FAMILY STRENGTHENING	Foundational Quality Not Yet Addressed	Approaching Foundational Quality	Meets Foundational Quality	Meets Foundational & Approaching High Quality	Meets Foundational & Meets High Quality
Standard FS.1: Program recognizes and affirms families’ existing strengths and resilience, and is responsive to their concerns and priorities.					
Indicator FS.1.1					
Indicator FS.1.2					
Standard FS.2: Program enhances families’ capacity to support the healthy cognitive, social, emotional, and physical development and overall well-being of their family members.					
Indicator FS.2.1					
Indicator FS.2.2					
Standard FS.3: Program recognizes families as significant resources for their own family members and each other.					
Indicator FS.3.1					
Indicator FS.3.2					
<p>Comments:</p>					



# Standards of Quality for Family Strengthening & Support: Program Self-Assessment Summary

DIVERSITY, EQUITY, AND INCLUSION	Foundational Quality Not Yet Addressed	Approaching Foundational Quality	Meets Foundational Quality	Meets Foundational & Approaching High Quality	Meets Foundational & Meets High Quality
Standard DEI.1: Program respects, values, and embraces the diversity of families, including their ethnicities, cultural traditions, languages, values, socioeconomic status, family structures, sexual orientation, religion and spirituality, individual abilities, immigration status, and other aspects.					
Indicator DEI.1.1					
Indicator DEI.1.2					
Standard DEI.2: Program enhances the ability of both staff members and families to navigate a diverse society and to advance equity and inclusion.					
Indicator DEI.2.1					
Indicator DEI.2.2					
Standard DEI.3: Program engages in ongoing reflection and adaptation to advance diversity, equity, and inclusion.					
Indicator DEI.3.1					
Indicator DEI.3.2					
<p><b>Comments:</b></p>					

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COMMUNITY STRENGTHENING	Foundational Quality Not Yet Addressed	Approaching Foundational Quality	Meets Foundational Quality	Meets Foundational & Approaching High Quality	Meets Foundational & Meets High Quality
Standard CS.1: Program is engaged in community strengthening and builds collaborative relationships.					
Indicator CS.1.1					
Indicator CS.1.2					
Standard CS.2: Program engages families in community strengthening and supports their leadership development.					
Indicator CS.2.1					
Indicator CS.2.2					
<p><b>Comments:</b></p>					

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EVALUATION	Foundational Quality Not Yet Addressed	Approaching Foundational Quality	Meets Foundational Quality	Meets Foundational & Approaching High Quality	Meets Foundational & Meets High Quality
Standard E.1: Program collects and analyzes information related to program participation.					
Indicator E.1.1					
Standard E.2: Program collects and analyzes information related to program quality.					
Indicator E.2.1					
Indicator E.2.2					
Standard E.3: Program collects and analyzes information related to program outcomes.					
Indicator E.3.1					
<p>Comments:</p>					