



FAMILY SUPPORT STANDARDS

PROGRAM SELF-EVALUATION TOOL



HOW TO USE THIS TOOL

In order to ensure that the Program is best meeting the needs of families, it is essential that it adopt methods of self-monitoring and self-correction to improve services and practices. This Program Self-Evaluation Tool is designed to be a critical thinking exercise to help staff reflect on and analyze your Program in relation to the SFFSN Family Support Standards.

To use this tool most effectively, it is recommended

- 1.) that staff discuss and fill it out together as a team—this is not designed to be a manger exercise, but a Program one
- 2.) that it is used a minimum of once a year

As you use the tool, record how your Program demonstrates the indicators, identify where your Program is on the continuum of quality practice and think about the implications and action items for your Program.



INDICATORS

Each Standard includes indicators of both Minimum Quality and High Quality. The Minimum Quality indicators demonstrate the basic application of the Standard. The High Quality indicators build upon the Minimum Quality indicators being met first.

For the Family Centeredness, Diversity, and Community Building sections, High Quality indicators illustrate a deeper level of application of the Standard by demonstrating one or more of the following:

- a formal structure for implementation of the standard
- Staff training to support the implementation of the standard
- and/or family involvement in implementation of the standard

For the Evaluation Standards, High Quality indicators demonstrate one or more of the following:

- data analysis
- sharing out evaluation results
- and/or Program modification



MINIMUM
QUALITY
INDICATOR

-FORMAL STRUCTURE
-STAFF TRAINING
-FAMILY INVOLVEMENT

HIGH
QUALITY
INDICATOR

Used for the *Family Centeredness, Diversity,*
& *Community Building* sections

MINIMUM
QUALITY
INDICATOR

-DATA ANALYSIS
-SHARING OUT
-PROGRAM MODIFICATION

HIGH
QUALITY
INDICATOR

Used for the *Evaluation* section

Family Centeredness: Standard A.1

Program Encourages Families to Participate in Program Development and Implementation

A. 1.1//Minimum Quality Indicator

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

A. 1.1//High Quality Indicator

Program's design supports 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?



Family Centeredness: Standard A.2

Program is Accessible and Welcoming to Families

A. 2.1//Minimum Quality Indicator

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

A. 2.1//High Quality Indicator

Program structure allows for variation of service delivery (such as time, location, and delivery) 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?



Family Centeredness: Standard A.2

Program is Accessible and Welcoming to Families (*continued*)

A. 2.2//Minimum Quality Indicator

Program creates a family-welcoming environment.

A. 2.2//High Quality Indicator

Program engages families to help maintain/develop a family-welcoming environment, 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?



Family Centeredness: Standard A.3

Program Outreaches to and Sustains Ongoing Relationships with Families

A. 3.1//Minimum Quality Indicator

Program provides outreach and information to potential participants.

A. 3.1//High Quality Indicator

Program *has intentional strategies* to provide outreach and information to potential participants who are isolated and/or hard to reach.

How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Family Centeredness: Standard A.3

Program Outreaches to and Sustains Ongoing Relationships with Families
(continued)

A. 3.2//Minimum Quality Indicator

Program is available for families to participate in an ongoing basis.

A. 3.2//High Quality Indicator

Program *has a system* in place to engage families on an ongoing basis.

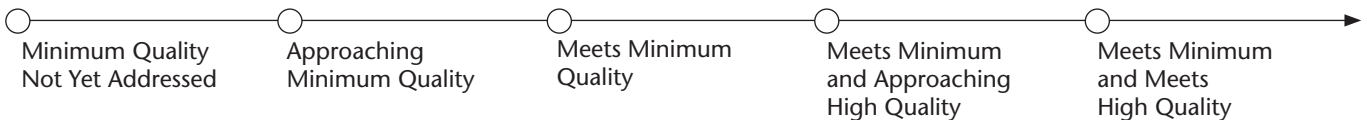
How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Family Centeredness: Standard A.4

Program Recognizes and Affirms Families' Strengths and is Responsive to their Needs

A. 4.1//Minimum Quality Indicator

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

A. 4.1//High Quality Indicator

Staff work with family members in relationships based on equality and respect and *have a measurable method* to identify and document their strengths, resources, and past successes.

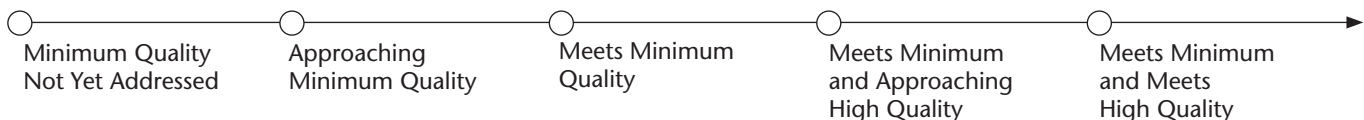
How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Family Centeredness: Standard A.4

Program Recognizes and Affirms Families' Strengths and is Responsive to their Needs (*continued*)

A. 4.2//Minimum Quality Indicator

Program engages families in determining their own needs and matches services to them including connecting them with other service providers, informal supports, or other families and individuals as needed.

A. 4.2//High Quality Indicator

Program *has a formal process* to gather data about families' needs and facilitate their access to other service providers.

How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Family Centeredness: Standard A.5

Program Recognizes Families as Significant Resources for their Own Family Members and Each Other

A. 5.1//Minimum Quality Indicator

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

A. 5.1//High Quality Indicator

Program *designs* activities, events, and or/services that are *intended for* multiple family members and *demonstrates* that they participate in them.

How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Family Centeredness: Standard A.5

Program Recognizes Families as Significant Resources for their Own Family Members and Each Other (*continued*)

A. 5.2//Minimum Quality Indicator

Program facilitates opportunities for families to connect with each other.

A. 5.2//High Quality Indicator

Program facilitates *families* to *create their own opportunities* for networking, resource sharing, and social support.

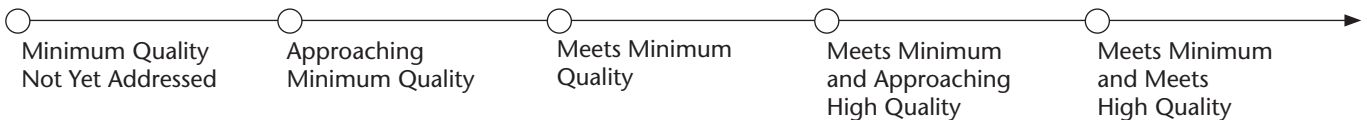
How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Family Centeredness: Standard A.6

Program Models Family-Centeredness with Staff and in its Related Administrative Practices

A. 6.1//Minimum Quality Indicator

Program demonstrates that it considers the family support needs of staff.

A. 6.1//High Quality Indicator

Program has family supportive *policies, procedures, and/or benefits* for staff.

How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Diversity: Standard B.1

Program Acknowledges and Respects the Diversity of Families, Including their Cultural Traditions, Languages, Values, Socio-Economic Status, Family Structures, and Individual Abilities, and Enhances their Participation in a Diverse Society

B. 1.1//Minimum Quality Indicator

Program reflects knowledge of the language, ethnicity, cultural traditions, values, family structures, and capacities of families.

B. 1.1//High Quality Indicator

Program's *design incorporates multiple aspects* of the diversity of the families served.

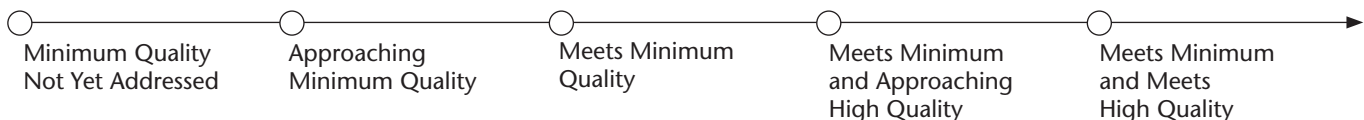
How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Diversity: Standard B.1

Program Acknowledges and Respects the Diversity of Families, Including their Cultural Traditions, Languages, Values, Socio-Economic Status, Family Structures, and Individual Abilities, and Enhances their Participation in a Diverse Society (*continued*)

B. 1.2//Minimum Quality Indicator

Program affirms families' identities, experiences, and abilities within the population(s) served.

B. 1.2//High Quality Indicator

Program *designs* and delivers activities and/or services that support *families' participation* in a diverse and multicultural society.

How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Diversity: Standard B.2

Staff Acknowledge and Respect the Diversity of Families, Including their Cultural Traditions, Languages, Values, Socio-Economic Status, Family Structures, and Individual Abilities, and Enhances their Participation in a Diverse Society

B. 2.1//Minimum Quality Indicator

Staff demonstrate understanding of and sensitivity toward the backgrounds, experiences, and abilities of the families served.

B. 2.1//High Quality Indicator

Staff are supported by the Program's *intentional opportunities* to deepen their self-awareness, sensitivity, and skills for working in a diverse and multicultural society.

How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Community Building: Standard C.1

Program is Involved In and Engages Families in the Community Building Process

C. 1.1//Minimum Quality Indicator

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

C. 1.1//High Quality Indicator

Program *has a formal structure* to be engaged in addressing community issues.

How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Community Building: Standard C.1

Program is Involved In and Engages Families in the Community Building Process (*continued*)

C. 1.2//Minimum Quality Indicator

Program shares information with families about how to advocate for themselves to address their needs.

C. 1.2//High Quality Indicator

Program *has a formal structure* to support the development of families' community leadership skills.

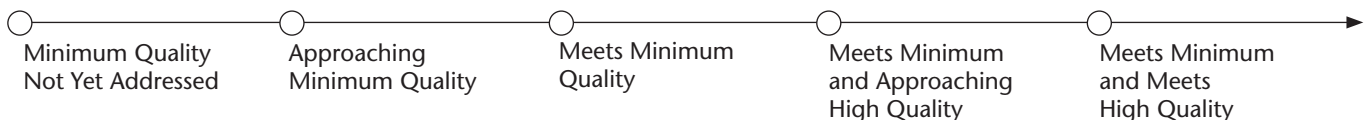
How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Community Building: Standard C.2

Program Builds Collaborative Relationships and Leverages Resources for Families

C. 2.1//Minimum Quality Indicator

Program is aware of and works with other service providers and/or community groups to share resources and information.

C. 2.1//High Quality Indicator

Program *has formal partnerships* with other service providers to collaboratively address families' needs.

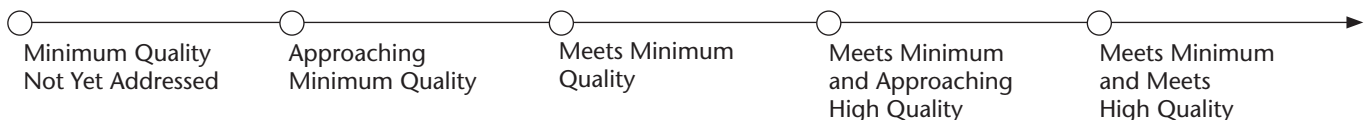
How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Evaluation: Standard D.1

Program Monitors Program Participation

D. 1.1//Minimum Quality Indicator

Program has tools in place to track participant characteristics, Program activities and service utilization.

D. 1.1//High Quality Indicator

Program *has a system* in place to analyze participant characteristics, Program activities, and service utilization in relation to its goals and objectives. *Appropriate Program modifications are made as a result.*

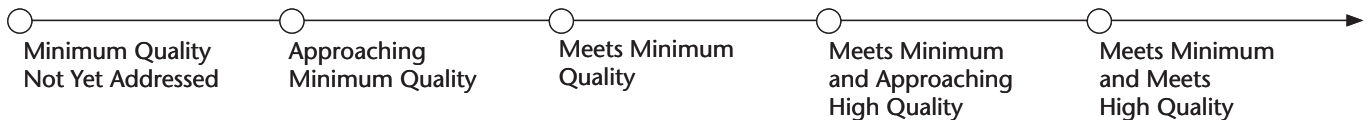
How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Evaluation: Standard D.2

Program Monitors Program Quality

D. 2.1//Minimum Quality Indicator

Program conducts annual self-assessment utilizing the SFFSN Program Self-Assessment Tool.

D. 2.1//High Quality Indicator

Program conducts a self-assessment at least annually, utilizing the SFFSN Program Self-Assessment Tool and *analyzing* the results. *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?



Evaluation: Standard D.2

Program Monitors Program Quality (*continued*)

D. 2.2//Minimum Quality Indicator

Program invites and records families' feedback regarding Program quality and satisfaction with services.

D. 2.2//High Quality Indicator

Program *routinely analyzes* families' feedback regarding Program quality and *reflects on it in partnership with families*. *Appropriate Program modifications are made as a result.*

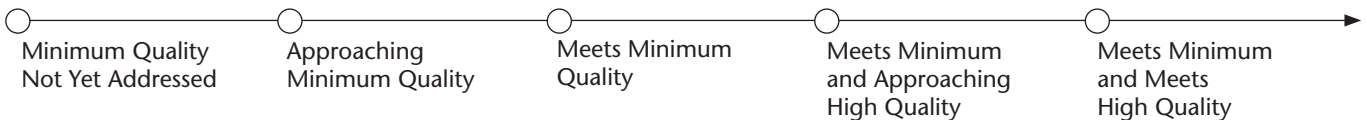
How do we do it?

Minimum Quality _____

High Quality _____

Potential Action Items _____

Where are we on the Continuum?



Evaluation: Standard D.3

Program Monitors Program Outcomes

D. 3.1//Minimum Quality Indicator

Program collects participant and Program outcomes (changes in knowledge, behavior, attitude, skills or condition.)

D. 3.1//High Quality Indicator

Program *routinely analyzes* outcome results in relation to Program participation and Program quality, and *shares this information with stakeholders. 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?

