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| ATTACHMENT II. PORTFOLIO OF QUALITY STANDARDS |

Programs must demonstrate they meet all Quality Standards listed below in order to receive certification.

The Portfolio of Quality Standards is based on the [Standards of Quality for Family Strengthening & Support](https://www.nationalfamilysupportnetwork.org/standards-of-quality) as adopted by the National Family Support Network[[1]](#footnote-1). Applicants should review the Standards of Quality for Family Strengthening & Support while completing the Portfolio of Quality Standards for further descriptions and examples. Please note that the national Standards of Quality for Family Strengthening & Support are separated into Minimum Quality Indicators and High Quality Indicators. Applicants are only required to meet the local Quality Standards listed below.

The Portfolio of Quality Standards and national Standards of Quality for Family Strengthening & Support are separated into five sections;

1. Family Centeredness
2. Family Strengthening
3. Embracing Diversity
4. Community Building
5. Evaluation

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| **DIRECTIONS** |
| **Narratives:** For each quality standard listed below, provide a narrative description of how the Program is currently meeting the standard. ***Narratives should not exceed 100 words for each standard.*****Supporting Documentation:** In addition to narratives, multiple standards require supporting documentation to be submitted. Standards requiring supporting documentation will be noted ***\*Requires supporting documentation\**** and possible examples of documentation will be listed. The following standards require supporting documentation;* Family Centeredness Standard 1
* Family Centeredness Standard 2
* Family Strengthening Standard 3
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| **QUALITY STANDARDS** |

**Family Centeredness:** Working with a family-centered approach that values and recognizes families as integral to the Program.

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| Family Centeredness Standard 1. Program solicits input from families to shape and plan the Program and services. ***\*Requires supporting documentation\**** *examples of supporting documentation include, but are not limited to; clients surveys, meeting minutes, focus groups etc.* |
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| Family Centeredness Standard 2. Program offers services at an accessible place and time convenient to families. ***\*Requires supporting documentation\**** *examples of supporting documentation include, but are not limited to; contractual agreements, public websites, flyers, or publications specifying fixed regular hours.* |
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| Family Centeredness Standard 3. Program creates a welcoming environment for families. |
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| Family Centeredness Standard 4. Program provides outreach and information to potential participants.  |
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| Family Centeredness Standard 5. Program maintains constructive relationships with families. |
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| Family Centeredness Standard 6. Program demonstrates that it supports family interests of staff members. |
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**Family Strengthening:** Utilizing a family strengthening approach to support families to be strong, healthy, and safe, thereby promoting their optimal development.

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| Family Strengthening Standard 1. Staff members work with family members in relationships based on equality and respect, to identify their strengths, resilience, and resources. |
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| Family Strengthening Standard 2. 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. |
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| Family Strengthening Standard 3. Staff members can demonstrate an understanding of healthy family development and trauma informed care. ***\*Requires Supporting Documentation\**** *examples of supporting documentation include, but are not limited to; C.A.R.E site designation, staff trained in trauma informed care (e.g. Adverse Childhood Experiences, prevalence and impact of trauma, Self-Care, Self-Regulation and De-escalation etc.).* |
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| Family Strengthening Standard 4. Program shares information with families to support their healthy development. |
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| Family Strengthening Standard 5. Program recognizes the importance of engaging multiple family members, and encourages their participation in program activities. |
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| Family Strengthening Standard 6. Program facilitates opportunities for families to build social connections with each other for resource sharing and mutual support. |
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**Embracing Diversity:** Acknowledging and respecting families’ diversity, supporting their participation in a diverse society, as well as engaging in ongoing learning and adaption to diversity.

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| Embracing Diversity Standard 1. Program demonstrates awareness of, and reflects the diversity of, families served. |
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| Embracing Diversity Standard 2. Program offers opportunities for families to learn about diversity, and to navigate the dynamics of difference. |
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| Embracing Diversity Standard 3. Program offers opportunities for staff members to learn about diversity, and to navigate the dynamics of difference. ***List staff trainings attended in the last 18 months regarding diversity and the dynamics of difference.***  |
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| Embracing Diversity Standard 4. Program learns about and adapts to the diversity of families on an ongoing basis. |
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**Community Building:** Families are involved and engaged in the larger community building process.

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| Community Building Standard 1. Program is aware of, and provides families with, information about community issues and activities. |
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| Community Building Standard 2. Program connects families to community events that help raise awareness of emerging community needs and assets. |
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| Community Building Standard 3. Program shares information with families about how to advocate for their needs and priorities. |
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| Community Building Standard 4. Program is aware of, and works with, other service providers and community organizations to share resources and information. |
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**Evaluation:** Looking at areas of Program strength, as well as areas for further development, in order to guide continuous quality improvement and achieve positive results for families.

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| Evaluation Standard 1. Program tracks program activities, participant characteristics (when available), and service utilization.  |
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| Evaluation Standard 2. Program invites and records feedback regarding program quality from families and other stakeholders, such as service provider partners. |
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| Evaluation Standard 3. Program has consistent process for tracking data on participant outcomes under the domains of Financial income, mental health, and substance abuse of Fenn Jorstad Self-Sufficiency Matrix. Staff is trained in using the Fenn Jorstad Self-Sufficiency Matrix. |
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| Evaluation Standard 4. Program has identified key questions to be answered through evaluation. |
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| Evaluation Standard 5. Staff members demonstrate a basic understanding of evaluation practices. |
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1. <https://www.nationalfamilysupportnetwork.org/standards-of-quality> [↑](#footnote-ref-1)