Introduction to the NFSN's Parent Advisory Committee Training and the Standards of Quality for Family Strengthening & Support

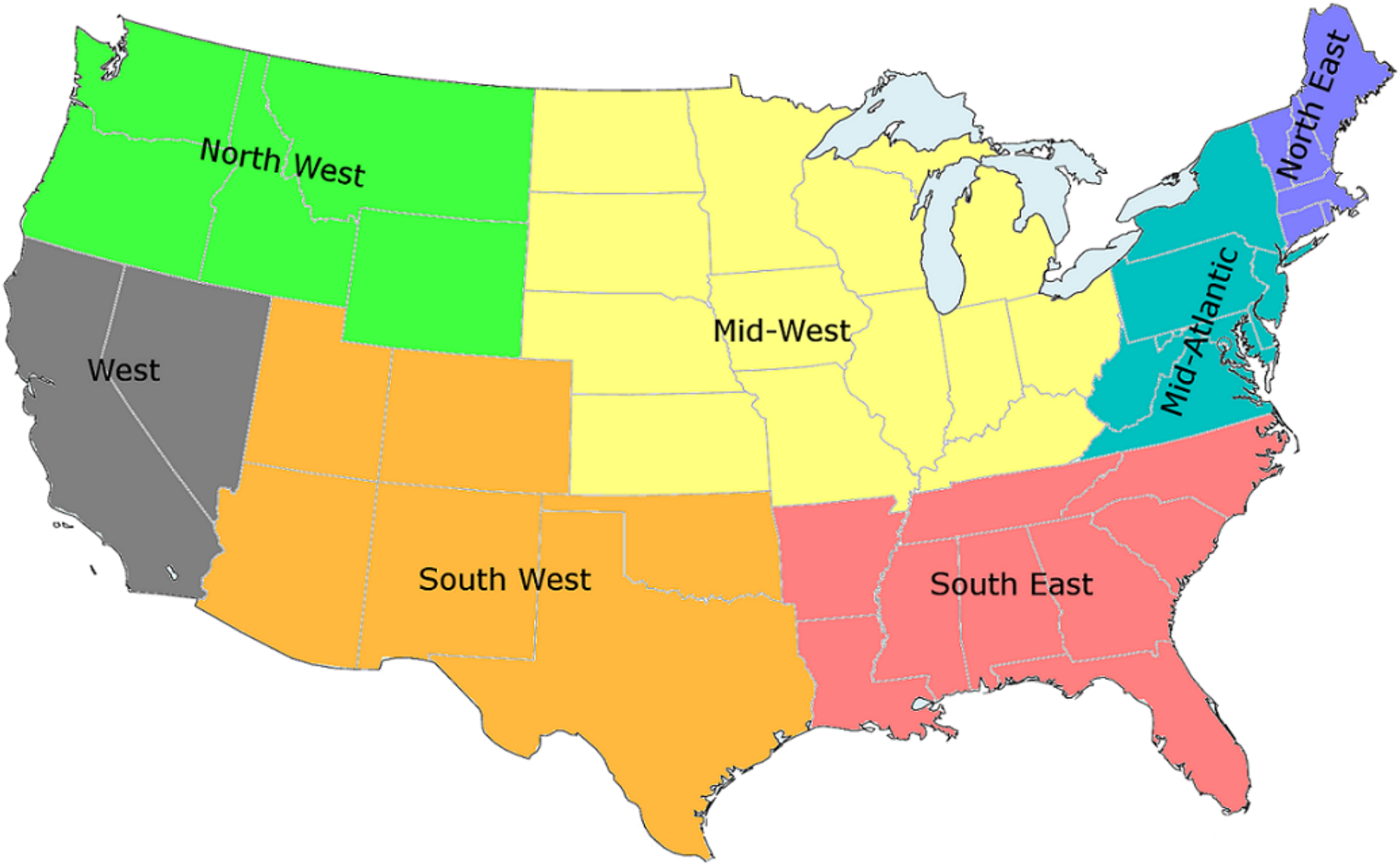
NATIONAL
Family Support
NETWORK

PRESENTERS

Samantha Florey, Director of Training
National Family Support Network

Andrew Russo, Co-Founder & Director
National Family Support Network

WHERE ARE YOU?



NATIONAL Family Support NETWORK

DEVELOPING AND SUSTAINING EFFECTIVE PARENT ADVISORY COMMITTEES TRAINING

How can an active Parent Advisory Committee enhance Programs' work with families?

How can Programs prepare to share leadership with Program participants?

What steps are needed to create and sustain an effective Parent Advisory Committee?

PARENT ADVISORY COMMITTEE TRAINING

- **Development**
- **Desired Participants**
- **Training Overview & Outcomes**
- **Cost and Logistics**
- **Questions?**

To explore bringing the training to your area, please contact Samantha Florey, NFSN Director of Training, at (858) 354-4462 or samantha@nationalfamilysupportnetwork.org

The Standards *of* Quality for Family Strengthening & Support

Developed by the California Network of Family Strengthening Networks

Adopted by the National Family Support Network

OVERVIEW

- **Standards Origin and Development Process**
- **Foundational Frameworks**
- **Standards Structure**
- **Standards Implementation**
- **Standards Developments**
- **Discussion**
- **Resources**

CALIFORNIA NETWORK OF FAMILY STRENGTHENING NETWORKS

- **Founded in 2009**
- **Comprised of 30 local and statewide networks of two or more Family Resource Centers or Family Strengthening Programs**
- **Represents more than 1,000 programs supporting California's families**

Mission: To connect family strengthening networks across California to promote quality practice, peer learning, and mutual support

CALIFORNIA NETWORK MEMBERSHIP

NATIONAL FAMILY SUPPORT NETWORK

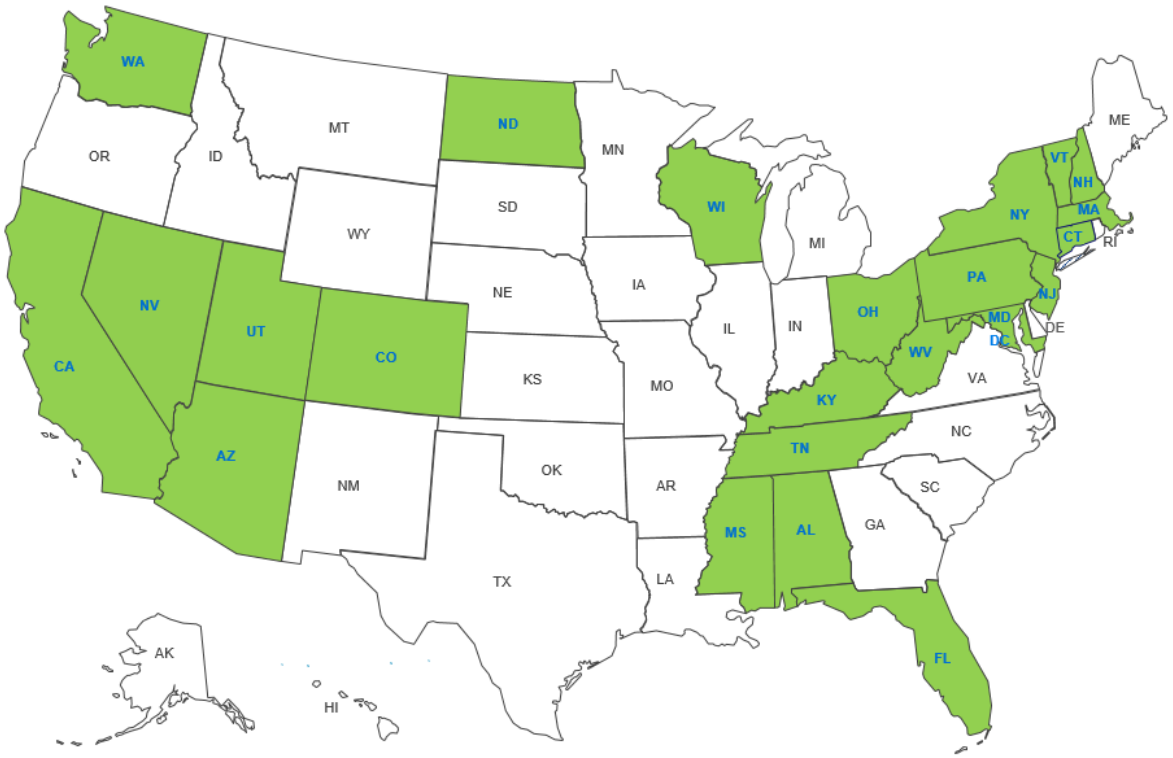
- **Founded in 2011**
- **Comprised of statewide networks**
- **Represents more than 3,000 programs**

NATIONAL Family Support NETWORK

- **Mission: To promote positive outcomes for all children, families, and communities by leveraging the collective impact of state networks and championing quality family support and family strengthening practices and policies.**

NATIONAL NETWORK MEMBERSHIP

- The NFSN currently has 24 member networks, comprised of more than 3,000 Family Support and Strengthening organizations, which represent the great geographical and demographical diversity of the nation.
- Current membership includes:
  - Alabama
  - Arizona
  - California
  - Colorado
  - Connecticut
  - Florida
  - Kentucky
  - Maryland
  - Massachusetts
  - Mississippi
  - North Dakota
  - Nevada
  - New Hampshire
  - New Jersey
  - New York
  - Ohio
  - Pennsylvania
  - Tennessee
  - Utah
  - Vermont
  - Washington
  - Washington, DC
  - West Virginia
  - Wisconsin



FOCUS ON FAMILIES

Our focus is on families who are responsible for raising children.

These families consist of at least one adult and one child who are related biologically, emotionally, or legally.

Families may consist of one parent, two parents, grandparents, foster parents, legal guardians or they may arise from a need for mutual support.

KEY QUESTIONS

- **What does it mean to be a quality Family Strengthening and Support Program?**
- **What common language can we use for working effectively with families?**
- **How can managers, direct service staff, and families work together to develop and sustain quality programs?**

STANDARDS: A STRATEGIC STEP

- **The first and only standards to integrate and operationalize the Principles of Family Support Practice with the Strengthening Families Approach and its research-based evidence-informed 5 Protective Factors**
- **Help ensure that families are supported and strengthened through quality practice**
- **Provide a structure for further professionalization of the Family Strengthening and Support field**

WHOM ARE THE STANDARDS FOR?

- **Designed to be used by all stakeholders – public departments, foundations, community based organizations, and families – as a tool for planning, providing, and assessing quality practice.**
- **Create common language and expectations across different kinds of Family Strengthening and Family Support programs, such as Family Resource Centers, home visiting programs, and child development programs.**

PROGRAM APPLICATION OF THE STANDARDS

Requires the commitment and support of all levels of Program responsibility:

- **Executive Directors**
- **Managers**
- **Coordinators**
- **Direct Service Staff**
- **Parent Leaders**
- **Families**

STANDARDS ACCESSIBILITY

The Standards are intended to be accessible to all.

Download the Standards and related tools for FREE at www.nationalfamilysupportnetwork.org

STANDARDS DEVELOPMENT PROCESS

- **18-month development process**
- **National scan of 17 sets of Standards**
- **Decided to work of off the San Francisco Family Support Standards**
- **Vetted with 1,000 diverse organizations**
- **Reviewed by the Center for the Study of Social Policy**
- **Approved by the CNFSN Membership in 2012**
- **Adopted by the National Family Support Network in 2013**

FOUNDATIONAL FRAMEWORKS

The Standards integrate and operationalize the following two frameworks:

- **The Principles of Family Support Practice developed by Family Support America**

- **The research-based, evidence-informed Strengthening Families™: A Protective Factors Framework developed by the Center for the Study of Social Policy**

FRAMEWORK #1: FAMILY SUPPORT

- **Family Support is based on the premise that primary responsibility for the development and well-being of children lies within the family.**

- **The Family Support perspective is that all segments of society must support families as they raise their children.**

PRINCIPLES OF FAMILY SUPPORT

Principle 1

Staff and families work together in relationships based on equality and respect.

Principle 2

Staff enhances families' capacity to support the growth and development of all family members–adults, youth, and children.

Principle 3

Families are resources to their own members, to other families, to programs, and to communities.

PRINCIPLES OF FAMILY SUPPORT

Principle 4

Programs affirm and strengthen families' cultural, racial, and linguistic identities and enhance their ability to function in a multicultural society.

Principle 5

Programs are embedded in their communities and contribute to the community-building process.

Principle 6

Programs advocate with families for services and systems that are fair, responsive, and accountable to the families served.

PRINCIPLES OF FAMILY SUPPORT

Principle 7

Practitioners work with families to mobilize formal and informal resources to support family development.

Principle 8

Programs are flexible and continually responsive to emerging family and community issues.

Principle 9

Principles of family support are modeled in all program activities, including planning, administration and governance.

FRAMEWORK #2
STRENGTHENING FAMILIES APPROACH

- **Developed by the Center for the Study of Social Policy in 2005**
- **Research-based, evidence-informed**
- **Focuses on building 5 Protective Factors with families**
- **Increases family stability, enhance child development, and reduce child abuse and neglect**

Guiding Principles

- **All families have strengths.**
- **All families need support.**

THE PROTECTIVE FACTORS FRAMEWORK

Parental Resilience

Social Connections

Concrete Support in Times of Need

Knowledge of Parenting and Child Development

Social and Emotional Competence of Children

For more information, please see www.cssp.org/reform/strengthening-families

LET'S TAKE A LOOK AT HOW THE STANDARDS ARE ORGANIZED

5 SECTIONS OF THE STANDARDS

Family Centeredness

Valuing and recognizing families as integral to the Program

Family Strengthening

Supporting families to be strong, healthy and safe, thereby promoting their optimal development

Embracing Diversity

Acknowledging and respecting families' diversity, supporting their participation in a diverse society, and engaging in ongoing learning about and adaptation to diversity

Community Building

Contributing to building a strong and healthy community by facilitating families' social connections, developing their leadership skills, and collaborating with other Programs

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

STRUCTURE OF THE STANDARDS

Standards

✓ **17 Standards**

Indicators

✓ **Each Standard includes 1-2 sets of Indicators of both Minimum Quality and High Quality.**

✓ **The Minimum Quality Indictors demonstrate the basic application of the Standard.**

✓ **Programs build upon the Minimum Quality Indicators to achieve the High Quality Indicators, which represent ongoing and deeper commitment to the application of the Standard.**

STRUCTURE OF THE STANDARDS

Examples

- ✓ **Each Indicator is followed by 2 - 4 examples from the field that illustrate its application.**
- ✓ **These examples 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.**

QUALITY INDICATORS

Minimum Quality Indicators:

✓Create a solid Family Strengthening and Support Program foundation.

✓Are met within a reasonable scope of resources of a Family Strengthening and Support Program.

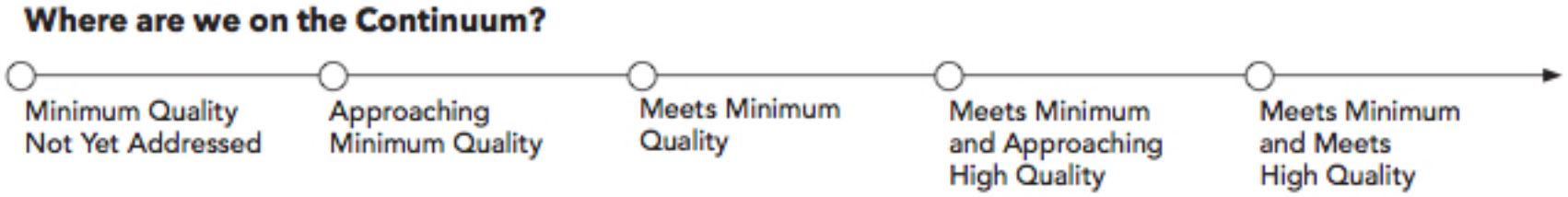
High Quality Indicators:

✓Are built upon Minimum Quality being in place first.

✓Programs are encouraged to strive to meet them in order to serve families most effectively.

✓Some may require capacity building and more investment to meet.

Implementing the Standards is a developmental process and it is common that Programs may see aspects of their work on different points along the Quality Continuum.



MOVING FROM MINIMUM TO HIGH QUALITY

- **Family Centeredness**
- **Family Strengthening**
- **Embracing Diversity**
- **Community Building**

Minimum Quality Indicator

- **Formal Structure**
- **Staff Training**
- **Family Partnership**

High Quality Indicator

Foundational

Deeper Integration

FAMILY CENTEREDNESS

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

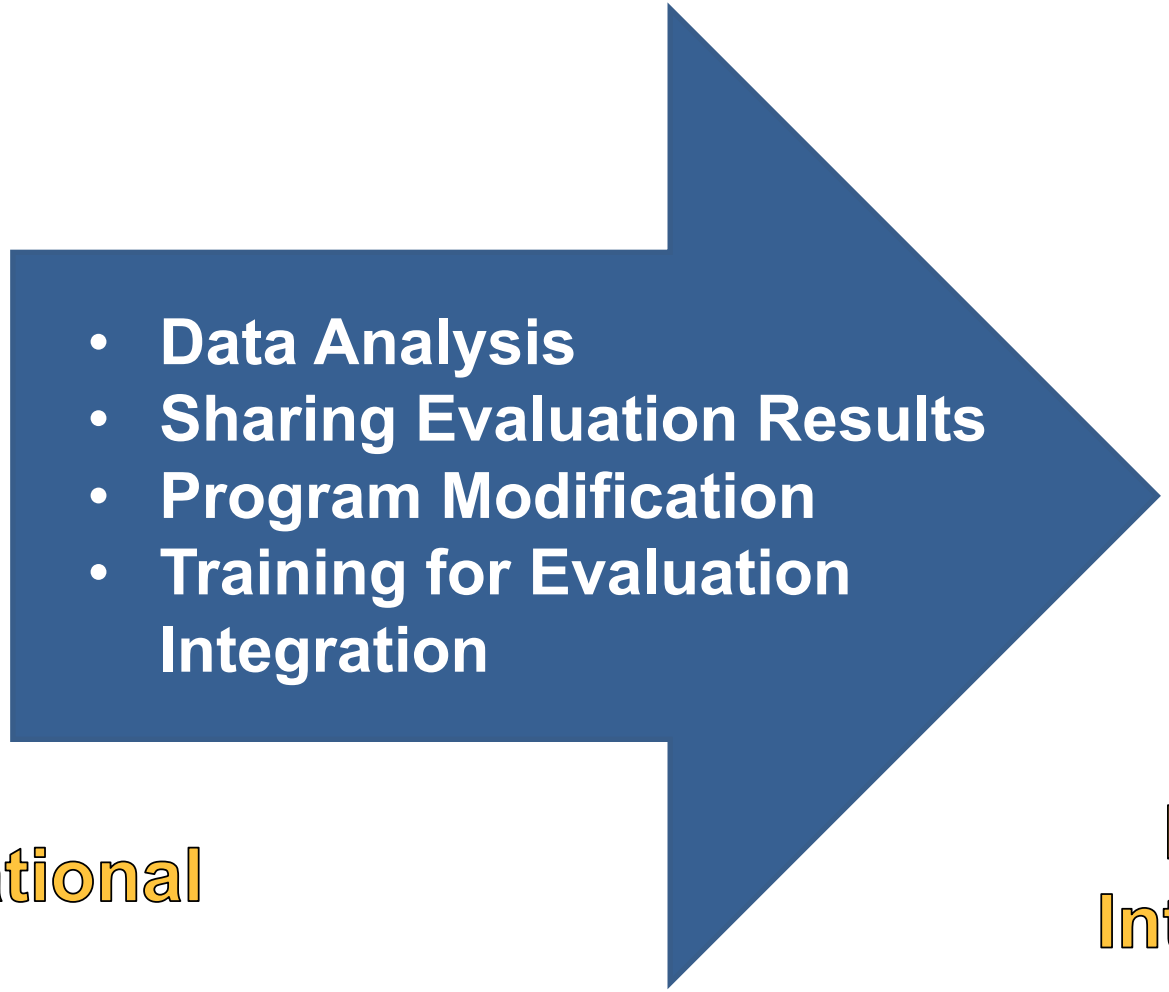
FC. 1.1 Minimum Quality Indicator

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.

EVALUATION ARROW



IMPLEMENTATION TOOLS

The Standards are part of a suite of materials that are used for their implementation, all of which can be downloaded for free at www.nationalfamilysupportnetwork.org:

- **Program Self-Assessment Tool – designed to be used as a critical thinking exercise by Program teams of managers, direct service staff, parent leaders, and other stakeholders as appropriate.**
- **Staff Self-Reflection Checklist – consists of 15 self-reflection questions for staff members to use as a daily reminder to implement the Standards.**
- **Standards Participant Survey – consists of 14 questions for Program participants to indicate how well a Program is meeting the Standards from the families' perspective. Available in English, Spanish, and Chinese.**

TRAINING

Training is a fundamental strategy for implementing the Standards effectively.

- **Certification Training:** **This full-day training is designed for all management and direct service staff, as well as for funders. Each individual who completes the training receives a certificate that is valid for 2 years.**

- **Training of Trainers:** **The National Network trains representatives of networks to be able to conduct the certification training through a 4-day training for trainers.**

https://www.nationalfamilysupportnetwork.org/standards-training

SUPPORTING NETWORK DEVELOPMENT

- **All funds generated through Standards certification trainings are invested back in the Family Support and Strengthening field by supporting networks:**
  - **$20 per certificate issued outside of California supports the National Network to achieve its mission**
  - **$20 per certificate issued in California supports the CA Network to achieve its mission**
  - **Networks conducting trainings may use it as a revenue source**

APPLICATION OF THE STANDARDS

Family Strengthening and Support Programs

- Blueprint for implementing best practice
- Self-Assessment
- Demonstrate Quality

Direct Service Staff

- Reflect on and enhance their work with families

Networks of Family Strengthening and Support Providers

- Quality Assurance
- Training and technical assistance
- Capacity Building
- Adopt as criteria for membership

Policy Makers

- Endorse for application in their areas of influence

Funders

- Integrate into requests for proposals, monitoring and quality assurance

Families

- Partner with Programs to apply the Standards

Provide feedback about how well Program is applying the Standards

STANDARDS OF QUALITY FOR FAMILY STRENGTHENING & SUPPORT

Program Implementation Continuum

Steps	Prepare	Promote	Attend Certification Training	Implement Tools	Develop Program Implementation Plan	Ensure Ongoing Quality Improvement	Ongoing Training
Sample Activities	Download Standards from NFSN website: nationalfamilysupportnetwork.org Review info about Standards on website Review and discuss Standards with Program staff and partners Talk with other Programs that have implemented Standards	Share information about Standards Integrate Standards information at staff meetings and in newsletters Send link for Standards presentation to key stakeholders Hold staff/Program meetings focusing on particular sections of the Standards	Look at NFSN website to identify upcoming Standards Certification Trainings Have Program teams participate that include both management and direct service staff Be oriented to using Standards and program implementation tools Complete Certification Training and become certified for two years	Develop a team, plan, and timeline for completing the Program Self-Assessment Tool Conduct team meeting(s) to complete the Program Self-Assessment Tool Ensure Program staff use the Staff Self-Reflection Checklist regularly Highlight a question from the Staff Self-Reflection Checklist each week in an email or newsletter Ask families to complete the Participant Survey Put provided language and link to Standards on Program website and brochures	Review completed Program Self-Assessment Tool in facilitated process with local network Review/share data from tools with Program participants Based on reviewing data from tools, develop an action plan for the particular Standards and Indicators to focus on Include Standards language and data from the Program Self-Assessment tool in grant proposals Conduct presentations to Program stakeholders on how Program is measuring quality practice	Complete Program Self-Assessment Tool annually Conduct ongoing check-ins on progress on implementing the Program action plan Regularly administer, collect, and analyze Participant Survey data. Use results to modify Program accordingly Ensure new Program staff and parent leaders are trained and certified on the Standards	Dive deeper into the 5 sections of the Standards with additional training for Program teams on: • Family Centerdeness • Family Strengthening • Embracing Diversity • Communiy Building • Evaluation Complete Re-Certification training and become certified for two years
Resources	**NFSN provides:** • Standards Overview document (website) • Standards (website) • Standards implementation tools (website)	**NFSN provides:** • Standards Overview document (website) • Standards Overview PowerPoint presentation (website) • Program Implementation Continuum (website)	**Local Network provides:** • Standards Certification Training **NFSN provides:** • Current list of trainings (website) • Certificates	**NFSN provides:** • Standards Implementation Tools (website) • Language for Standards link from Program website	**Local Network may provide:** • Facilitated Self-Assessment Program	**Local Network may provide:** • Facilitated Self-Assessment Program **NFSN provides:** • Standards Implementation tools (website)	**Local Network provides:** • Standards Re-Certification • May provide or leverage additional trainings **NFSN provides:** • Certificates
Cost	No Cost	No Cost	No Cost-$100	No Cost	Varies	Varies	Varies

Revised 10/15/16

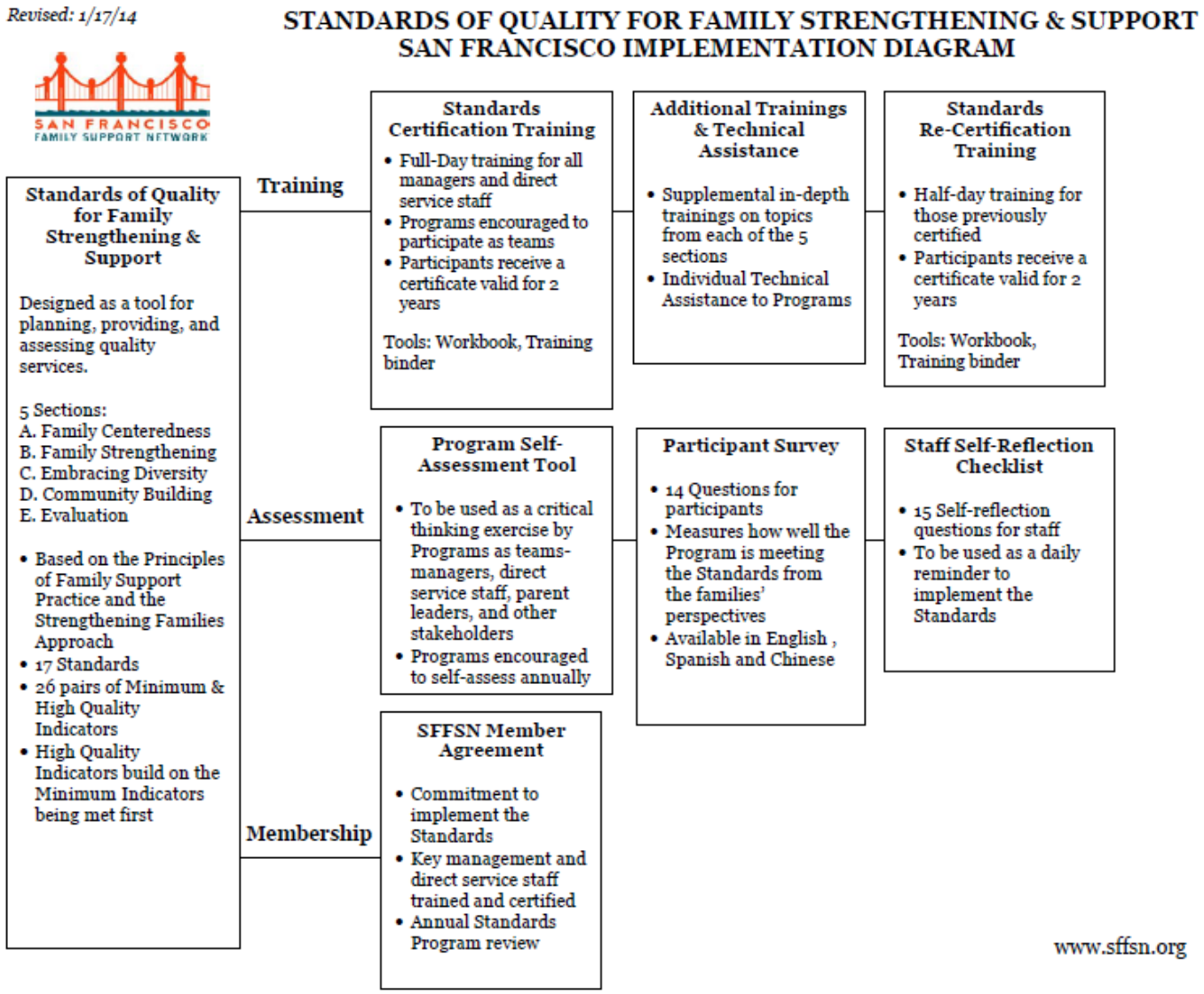
STANDARDS OF QUALITY FOR FAMILY STRENGTHENING & SUPPORT

Network Implementation Continuum

Steps	Prepare	Promote	Attend Certification Training	Host Certification Training	Develop Network Trained Trainers	Develop Network Implementation Plan	Implement Topical Trainings Related to Standards
Sample Activities	Download Standards from NFSN website: nationalfamilysupportnetwork.org Review and discuss Standards with stakeholders Talk with other networks/programs that have implemented Standards	Share promotional materials Put provided language and link to Standards on your website Integrate Standards in discussions with stakeholders Make presentations to stakeholders Hold network meetings focusing on particular sections of the Standards	Look at NFSN website to identify upcoming trainings Complete training and become certified for two years Be oriented to using Standards Implementation tools Develop an action plan for Program-level implementation	Contact NFSN to request and schedule training Seek local funding to cover costs, if necessary Identify ways to reduce costs by leveraging resources (e.g. partner prints workbooks, food donated, etc.) Choose what to charge participants ranging from $0-$100/person	Seek local funding to cover costs, if necessary Identify applicants to join the Trainer of Trainers Program Attend 4-day Training for Trainers Institute Begin offering certification trainings	Develop local network Standards implementation plan Integrate Standards into network membership expectations Include Standards language in grant proposal Conduct presentations to funders Include Standards in giving guidelines, request for proposals, grant monitoring	Dive deeper into the 5 sections of the Standards with additional training on: • Family Centerdeness • Family Strengthening • Embracing Diversity • Communiy Building • Evaluation
Resources	**NFSN provides:** • Standards (website) • Standards implementation tools (website)	**NFSN provides:** • Standards Overview document (website) • Standards Overview PowerPoint • Language for Standards link for Network website • Network Implementation Continuum (website)	**NFSN provides:** • Current list of trainings (website) • Certificates	**NFSN provides:** • Sample grant proposal for requesting local funding • Coordination of Certified Trainers to conduct training • Standardized training flyer • Online registration system	**NFSN provides:** • Sample grant proposal for requesting local funding • Trainer of Trainers Overview document (website) • Training of Trainers Institutes • Coaching and ongoing support • Training Kit	**NFSN provides:** • Peer to peer consultation for developing network implementation plans	Trainings provided by local networks and other training providers.
Cost	No Cost	No Cost	$0-$100/person	$4,000-$6,500	$1,500 - $2,000/person, Training Kit $750	No Cost-$75/hour	Varies

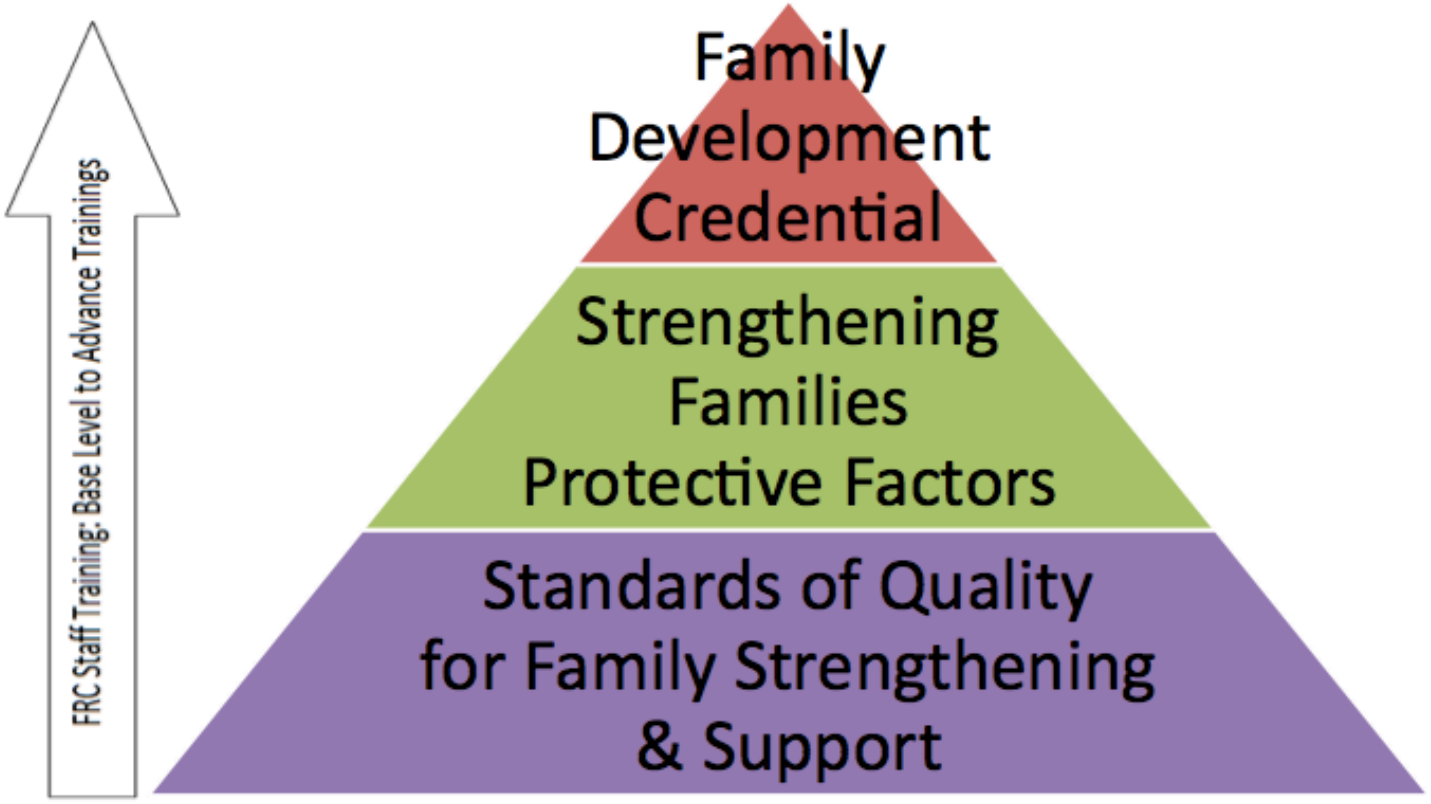
Revised 10/15/16

NETWORK IMPLEMENTATION EXAMPLE



NETWORK IMPLEMENTATION EXAMPLE

Colorado Family Resource Center Association
Worker Training Pyramid



STANDARDS ON THE MOVE

- **Independent research, a literature review commissioned by the Family Resource Association in Colorado and conducted by the OMNI Institute in Denver, identified seven key components for effective Family Resource Centers - all of which are represented in the Standards.**
- **The Standards were incorporated into the Family Engagement Enhanced Pathway of California's Race to the Top Family Quality Ratings and Improvement System.**

STANDARDS ON THE MOVE

- **Parents as Teachers developed a crosswalk of the Standards with their Quality Standards**

- **Guide for Navigating the Standards Program Self-Assessment Tool, *Strengthening Families Self-Assessment for Community-Based Programs* from the Center for the Study of Social Policy and *Tools for Peer Review and Beyond* from FRIENDS**

STANDARDS PRESENTATIONS

INTERNATIONAL

- **Canadian Association of Family Resource Programs National Conference**
- **The Standards were incorporated into the Family Engagement Enhanced Pathway of California's Race to the Top Family Quality Ratings and Improvement System.**

STANDARDS PRESENTATIONS

NATIONAL

- **National Child Abuse and Neglect Technical Assistance and Strategic Dissemination Center (CANTASD) Digital Dialogue**
- **Children's Bureau/Office of Child Abuse and Neglect National Conference on Child Abuse and Neglect**
- **Center for the Study of Social Policy Networking Webinar**
- **Child Welfare League of America Conference**

STANDARDS PRESENTATIONS

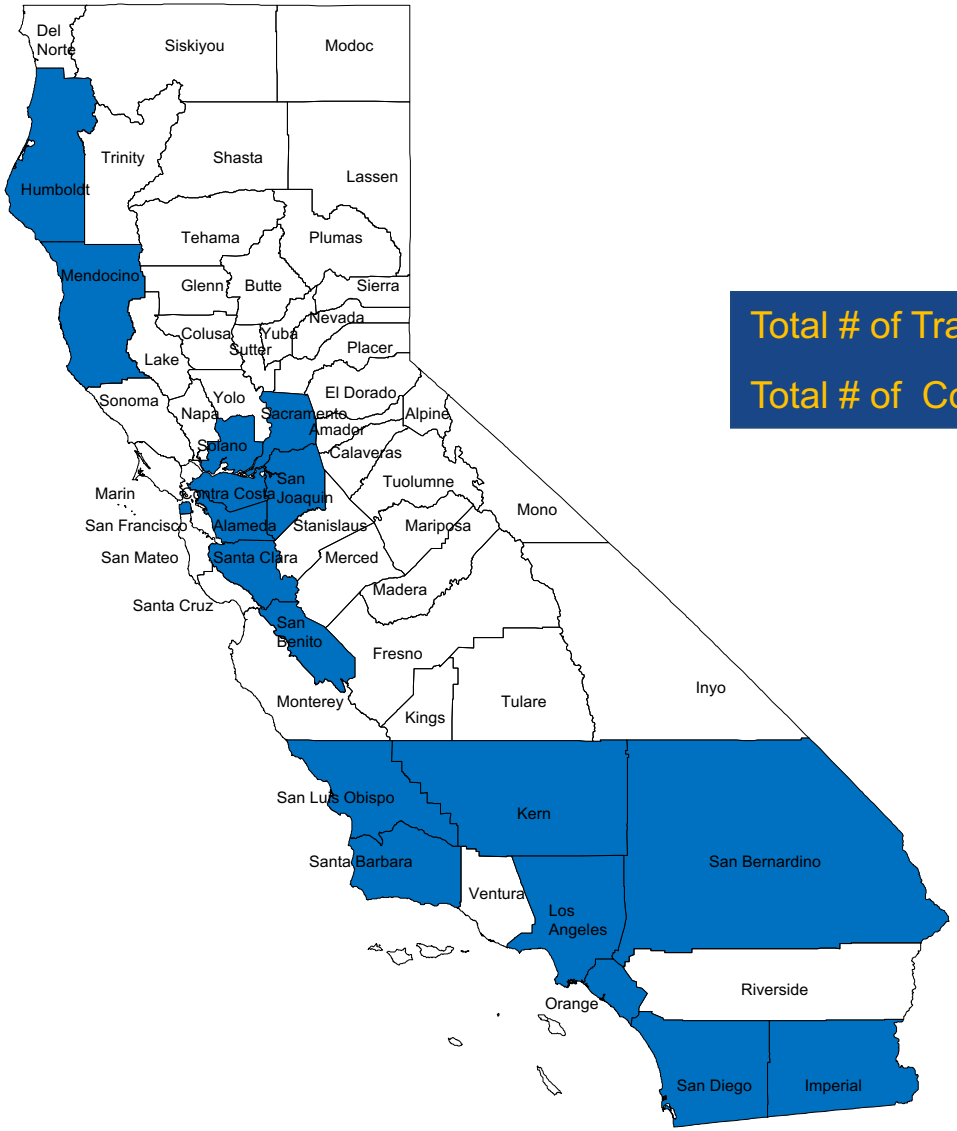
NATIONAL

- **Coalition for Community Schools National Forum**
- **FRIENDS National Center for Community-Based Child Abuse Prevention Webinar**
- **National Alliance of Children's Trust and Prevention Funds Webinar**
- **Prevent Child Abuse America/Healthy Families America National Conference for America's Children**

STANDARDS ON THE MOVE

- **Since October 2016, 9 monthly Standards Introduction webinars held with more than 330 registrants**
- **Webinar on Exploring the Crosswalk of the Standards of Quality and Parents as Teachers Standards**
- **1st Standards Implementation webinar held as part of the Webinar Wednesdays series**
- **Nearly 900 downloads of the Standards to date**

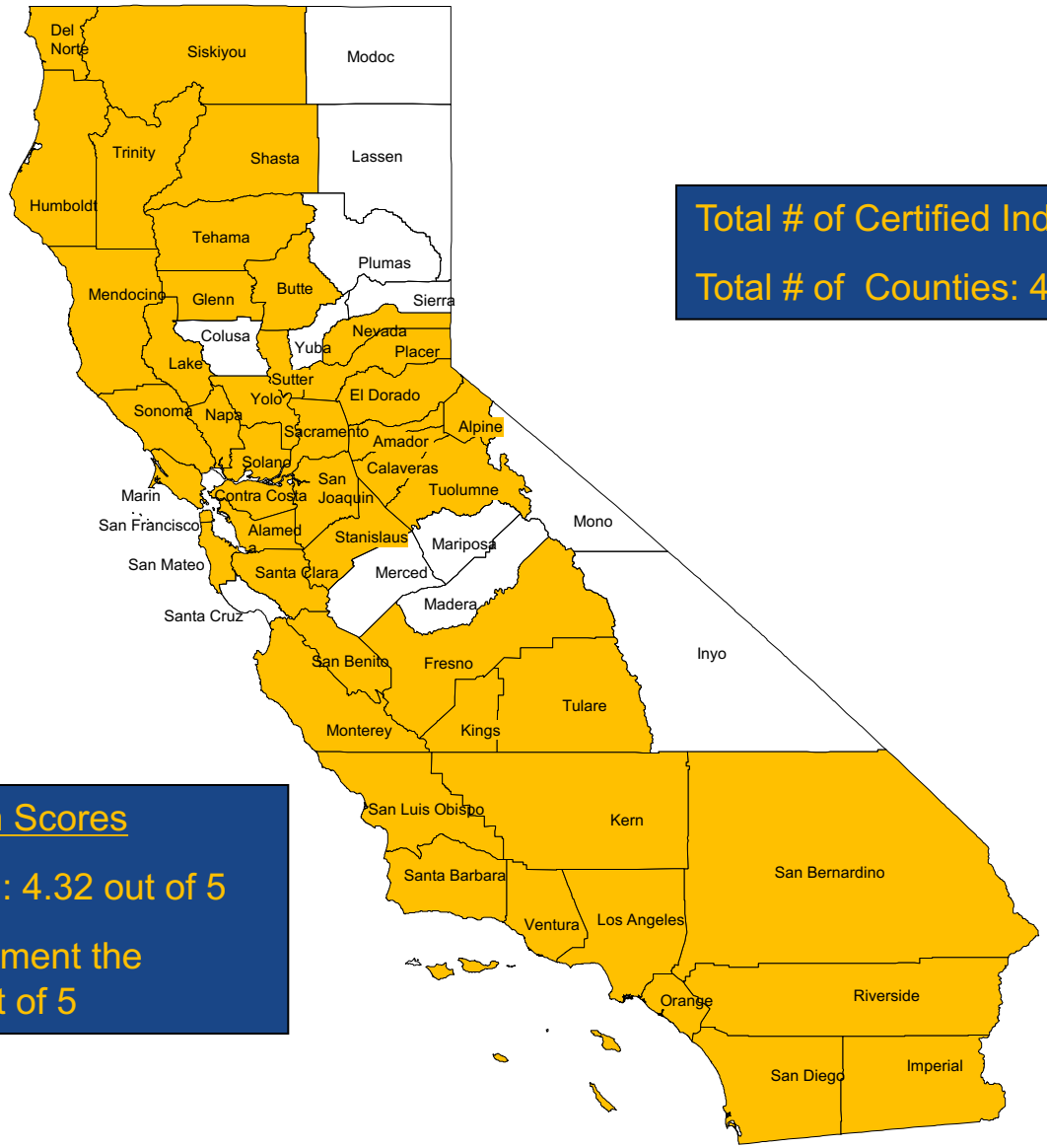
STANDARDS CERTIFICATION TRAININGS BY COUNTY
MAY 2012 – JULY 2017



Total # of Trainings: 78

Total # of Counties: 18

STANDARDS CERTIFIED INDIVIDUALS BY COUNTY MAY 2012 – JULY 2017



Total # of Certified Individuals: 2,055

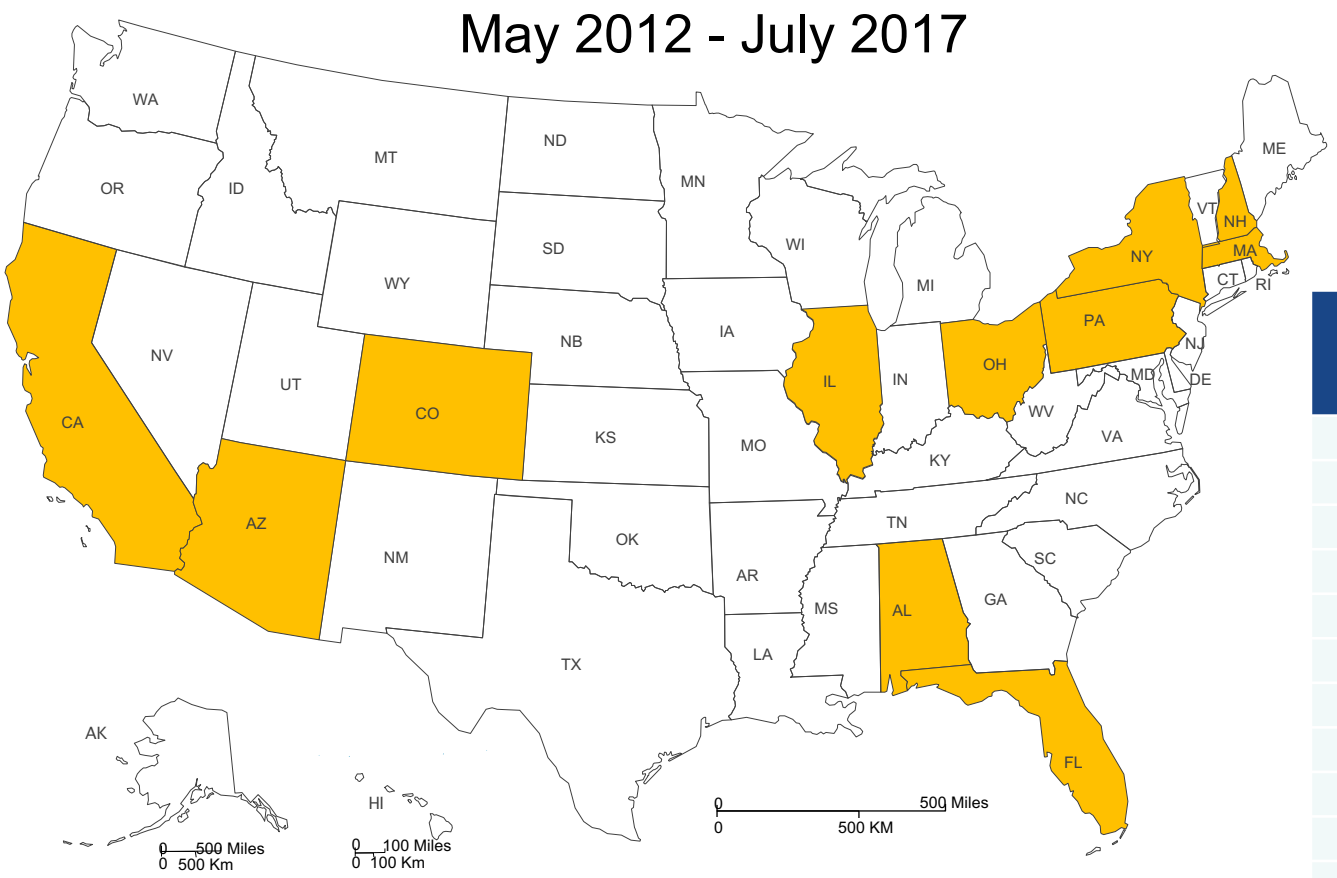
Total # of Counties: 46

Average Evaluation Scores

Overall Satisfaction: 4.32 out of 5

Readiness to Implement the Standards: 4.06 out of 5

STANDARDS CERTIFICATION TRAININGS NATIONWIDE



Average Evaluation Scores

Overall Satisfaction: 4.36 out of 5

Readiness to Implement the Standards: 4.03 out of 5

State	No. of Trainings	No. of Certified Individuals	No. of Trainers
AL	1	23	0
AZ	14	416	5
CA	78	2.,055	27
CO	16	445	8
DC	2	53	0
FL	3	69	2
IL	1	36	0
MA	2	64	2
NH	5	153	2
NY	6	117	12
OH	2	66	2
PA	7	225	2
WI	0	0	2
Total	**137**	**3,722**	**64**

WHAT'S NEXT

- **Post-Certification Training Surveys**
- **New National Network website with all the Standards information**
- **Crosswalk with Trauma Informed Care**
- **3rd Annual National Standards Summit in Phoenix, AZ: October 19 & 20, 2017**
- **Upcoming Standards Trainings:**

  https://www.nationalfamilysupportnetwork.org/certification-trainings

WHY ADOPT QUALITY STANDARDS?

Considerations:

- **Deepening Practice**
- **Establishing Common Language**
- **Creating Shared Measurement Systems**
- **Developing Partnership Opportunities**
- **Being part of National Movement**

Standards *of* Quality
for Family Strengthening
& Support

BUZZ SESSION

FEEDBACK, QUESTIONS, THOUGHTS?

NFSN RESOURCES

NFSN Webinar Wednesdays

- Sept 13, 2017, 12:30-1:30pm ET
  Introduction to the Standards of Quality

- Sept 20, 2017, 12:30-1:30pm ET
  Standards Implementation: Greater Cleveland Family Support Network (Ohio)

- Sept 27, 2017, 12:30-2:00pm ET
  Developing Local Funding Streams to Support Children, Youth and Families

Registration Coming Soon on the NFSN Website:
www.nationalfamilysupportnetwork.org

NFSN RESOURCES

2017 National Summit on the Standards of Quality for Family Strengthening & Support

Phoenix, AZ

October 19 & 20, 2017

https://standardssummit2017.eventbrite.com

Standards of Quality for Family Strengthening & Support Certification Training

Phoenix, AZ

October 18, 2017

https://phoenixstandardstraining2017.eventbrite.com

Developing and Sustaining Effective Parent Advisory Committees Training

Phoenix, AZ

October 18, 2017

https://phoenixpactraining2017.eventbrite.com

CONTACT INFORMATION

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