**FAMILY SUPPORT CENTERS**

**OF SNOHOMISH COUNTY**

Requests for certification  
to be reviewed by:

*Family Support Center Network of Snohomish County  
Community Foundation of Snohomish County  
Snohomish County Human Services Department*

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| INTRODUCTION |

The following certification process was developed in partnership by the Family Support Center Network of Snohomish County, Community Foundation of Snohomish County, and the Snohomish County Human Services Department.

Certification establishes a minimum level and quality of service delivery for Family Support Centers (FSCs) in Snohomish County. Certified FSCs are able to participate in functions organized by the Family Support Center Network, including trainings, leadership meetings, and marketing opportunities. Certification is a necessary but not sufficient requirement for contracting with the Snohomish County Human Services Department (HSD) as an FSC. However, certification in no way guarantees funding from the HSD.

**Family Support Center Network:** The network of FSCs in Snohomish County serves residents of all ages and backgrounds in rural, urban, and suburban communities across the county. FSCs are community-based organizations that operate as welcoming hubs, providing holistic, strength-based, and trauma informed services.

**Core Services:** Programs and services at each FSC are designed to meet the needs, cultures, and interests of the communities in which they serve. The following core services are provided at every FSC in Snohomish County;

* Information and Referrals
* Access to Basic Needs
* Inter-generational Care Coordination
* Community Convening

**Principles of Family Support:** The principles and practices of family support[[1]](#footnote-1) are embedded in the work of each FSC and guide their decision making, programming, and interactions with individuals, families, and communities. These principles and practices are evidence in:

1. Staff and families work together in relationships based on equality and respect.
2. Staff enhances families’ capacity to support the growth and development of all family members – adults, youth, and children.
3. Families are resources to their own members, to programs, and to communities.
4. Programs affirm and strengthen families’ cultural, racial, and linguistic identities and enhance their ability to function in a multicultural society.
5. Programs are embedded in their communities and contribute to the community building process.
6. Programs advocate with families for services and systems that are fair, responsive, and accountable to the families served.
7. Practitioners work with families to mobilize formal and informal resources to support family development.
8. Programs are flexible and continually responsive to emerging family and community issues.
9. Principles of family support are modeled in all program activities, including planning

**Review Process:** Programs must pass threshold eligibility and meet all Quality Standards in order to receive certification. Requests for certification will be reviewed and certification decisions will be made using the following process:

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| I. Threshold Eligibility Review | Applicants submit Threshold Eligibility Form to be reviewed by the Family Support Network, Community Foundation, and Snohomish County Human Services Department. |
| II. Portfolio of Quality Standards | Applicants submit Portfolio of Quality Standards to be reviewed by the Family Support Network, Community Foundation, and Snohomish County Human Services Department. |
| III. Site Visit | Site visits convened for applicants with approved Portfolio of Quality Standards |
| IV. Certification Review & Approval | Certification Review Committee will make a recommendation to the HSD and Community Foundation of Snohomish County |

**Recertification & Review:** Initial certification is a provisional one year certification. FSCs with provisional certification will complete a streamlined recertification process at the end of their first year of certification. All FSCs must recertify every three years in order to ensure quality of programing and service delivery.

FSCs report on adherence to threshold eligibility and Quality Standards to the Family Support Center Network on an annual basis.

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| I. THRESHOLD ELIGIBILITY |

Applicants must meet all threshold eligibility requirements in order to move forward with the certification process. Threshold eligibility will be considered by the Family Support Network, Community Foundation, and Snohomish County Human Services Department.

Threshold eligibility requirements include;

* At least 12 months experience providing programs or services using the Principles of Family Support.
* Physical location within Snohomish County.
* Offer a minimum 15-20 fixed, regular hours a minimum of 3 days per week.
* Adhere to a documented anti-discrimination policy.
* 501(c)(3) status or equivalent non-profit status; or general purpose local government

Submit completed Threshold Eligibility Form, Attachment I, to;

**Angelique Leone**Vice President Community Foundation of Snohomish County   
[Angelique@cf-sc.org](mailto:Angelique@cf-sc.org)   
425-212-4056

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| II. PORTFOLIO OF QUALITY STANDARDS |

Applicants who meet threshold eligibility requirements may proceed with completing the Portfolio of Quality Standards. Applicants must meet all Quality Standards in order to receive certification.

The Portfolio of Quality Standards is based on the Standards of Quality for Family Strengthening & Support as adopted by the National Family Support Network[[2]](#footnote-2). Applicants should review the Standards of Quality for Family Strengthening & Support while completing the Portfolio of Quality Standards for further descriptions and examples.

The Family Support Network will review completed Portfolio of Quality Standards for approval. Submit completed Portfolio on Quality Standards, Attachment II, to;

**Angelique Leone**Vice President Community Foundation of Snohomish County   
[Angelique@cf-sc.org](mailto:Angelique@cf-sc.org)   
425-212-4056

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| III. SITE VISIT |

Site visits will be scheduled for applicants with approved Portfolio of Quality Standards. Site visits are coordinated by FSC Executive Directors on a rotating bases. During site visits the Program’s ability to meet specific standards outlined in the Site Visit Checklist, Attachment III, we be considered.

Site visits will be conducted by at least one of each of the following:

* Executive Director of an existing Family Support Center
* Frontline staff of an existing Family Support Center
* Client of an existing Family Support Center
* Snohomish County Human Services staff

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| IV. CERTIFICATION REVIEW & APPROVAL |

A Certification Review Committee will be convened by the HSD to review completed Portfolio of Quality Standards and Site Visit results. The Certification Review Committee will include at least two of each of the following:

* Executive Directors of an existing Family Support Center
* Frontline staff of an existing Family Support Center

The Certification Review Committee will make a recommendation to the Executive Directors of the HSD and Community Foundation of Snohomish County on certification.

The Executive Directors of the HSD and Community Foundation of Snohomish County will issue final approval of certification.

1. As developed by Family Support America. <https://www.nationalfamilysupportnetwork.org/family-support> [↑](#footnote-ref-1)
2. <https://www.nationalfamilysupportnetwork.org/standards-of-quality> [↑](#footnote-ref-2)