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| ATTACHMENT III. SITE VISIT CHECKLIST |

The following checklist is to be used during site visits as part of the Family Support Center certification process. Site visits should start with a brief tour of the Program facilities. After which, the series of questions below will be directed to Program leadership and staff.

1. Does the Program provide all four Core Services?

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|[ ]  Information and Referrals. |
|[ ]  Access to Basic Needs (e.g. food, housing, healthcare, transportation). |
|[ ]  Inter-generational Care Coordination (supports and services assisting multiple generations within the family that are rooted in the principles of family support). |
|[ ]  Community Convening (e.g. support groups, community events, advisory boards, advocacy). |

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| Notes |
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1. In what ways do the principles and practices of family support guide the Program’s decision making, programming, and interactions with individuals, families, and communities?

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|[ ]  Leadership and staff are familiar with the principles of family support. |
|[ ]  Principles of family support are embedded in the Program. |
| Notes |
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**Principles of Family Support:**

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
10. How does the Program create a welcoming environment for families? (Family Centeredness Standard 3)

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|[ ]  Staff members greet families in a helpful and welcoming way. |
|[ ]  Program has a well-maintained and child-safe service area. |
|[ ]  Posters and resource materials in the reception area reflect the diversity of the clients served. |
|[ ]  Program has paperwork for staff and clients that is easy to read and explains services offered. |
| Notes |
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1. How does the Program support the family interest of staff members? (Family Centeredness Standard 6)

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|[ ]  Program makes reasonable accommodations in staff schedules and workplace policies to accommodate working families.  |
|[ ]  Program creates opportunities for staff to bring families to activities and events. |
| Notes |
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1. Does staff supervision and support reflect trauma informed practices?

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|[ ]  Staff receive regularly scheduled supervision that is supportive and where strengths are incorporated and encouraged.  |
|[ ]  Supervision of staff includes discussion of self-care and wellness. |
| Notes |
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1. How does the Program share information with families to support their healthy development? (Family Strengthening Standard 4)

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|[ ]  Program shares information about healthy child development, such as ages and stages brochures and books available to families.  |
|[ ]  Program shares information with families about the impact of trauma and Adverse Childhood Experiences. |
|[ ]  Program refers families to community resources to support their healthy development, such as healthcare services and centers for physical activities. |
| Notes |
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1. How does the Program demonstrate awareness of, and reflect the diversity of, families served. (Embracing Diversity Standard 1)

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|[ ]  Program materials are written in the language(s) of the families served.  |
|[ ]  Fliers, posters and brochures feature images of the families served and are culturally relevant. |
|[ ]  Program intentionally recruits and employs staff members who reflect, and are skilled at working with the diversity of populations’ served. |
| Notes |
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1. Does the Program track data on client outcomes under the domains of financial income, mental health, and substance abuse of Fenn Jorstad Self-Sufficiency Matrix? (Evaluation Standard 3)

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|[ ]  Staff is trained in using the Fenn Jorstad Self-Sufficiency Matrix.  |
|[ ]  Program has a consistent process for assessing and evaluating client outcomes using the Fenn Jorstad Self-Sufficiency Matrix. |
| Notes |
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