

Wisconsin Family Resource Center of Quality Overview



Supporting Families Together Association is Wisconsin's statewide member association for organizations and individuals committed to making every early childhood a great one. Our members are Wisconsin's Child Care Resource & Referral Agencies (CCR&Rs) and Family Resource Centers (FRCs). Membership with SFTA is a commitment to work together toward the common benefit of children, families, and communities in Wisconsin.

Family Resource Centers (FRCs) are community-based or school-based organizations that serve as welcoming hubs of services and opportunities designed to strengthen families. Their activities and programs are typically provided at no or low cost to participants. They reflect and are responsive to the specific needs, cultures, and interests of the communities and populations served.

These benchmarks of quality provide a road map for FRCs to build upon to ensure quality practices are in place to achieve the most optimal outcomes for Wisconsin's children and families. The SFTA FRC membership requirements are a starting point that creates a solid foundation of family support services. A prerequisite to application for the Wisconsin Family Resource Center of Quality accreditation elements is that the FRC eligibility requirements outlined below are already in place. In order to receive the quality designation, the agency must take measures to achieve additional quality elements, which enable them to support families most effectively.

Family Resource Center Eligibility Requirements

The FRC must meet **all** the FRC prerequisites below to be eligible to **go through the process** of applying for accreditation.

- Support families with children ages birth to five (services may be offered to families with older children in addition to birth to five).
- Have a mission and vision that align with family support services.
- Offer ongoing child maltreatment primary prevention services to support parents/caregivers.

Examples include but are not limited to: Universal parenting supports, concrete supports and basic needs, evidence-based/evidence-informed programming, parent leadership activities, navigation to community resources/supports, developmental screenings

- Offer at least one ongoing service that is universal to all families with children ages birth to 5. Note: universal service means that services are available to all families within a service area and are not based on an assessment, socioeconomic status, or risk factors.

- Strive to provide culturally relevant services implemented utilizing a diversity, equity, and inclusion lens.
- Provide services using a strengths-based approach.
- Provide navigation services and link families with other community-based resources and supports.
- Provide referrals to more intensive or targeted services.

Wisconsin Family Resource Center of Quality Required Components

In addition to the prerequisites listed above, and FRC must meet **all** the quality requirements listed below to apply for accreditation as a Wisconsin Family Resource Center of Quality. This accreditation is valid for three years and renewal must be completed prior to the expiration date to maintain accreditation status.

- Utilizes the FRC Best Practice Model framework to ensure FRC infrastructure components are in place so that families can benefit from the same quality and approach to services no matter where they live.
- Utilize a professional development plan and prioritize training for agency staff to support implementation of infrastructure components. The following requirements for professional development must be met:

- ✓ A minimum of 80% of agency family support staff will complete the National Standards training
- ✓ A minimum of 80% of agency family support staff will complete the 12 hours of Bringing the Protective Factors Framework to Life in Your Work
- ✓ A minimum of 80% of agency family support staff will complete parent leadership training.
- ✓ A minimum of 80% of agency family support staff will complete the Core Competencies overview training
- ✓ A minimum of 80% of agency family support staff will complete the Child Sexual Abuse Prevention training (Steward of Children)
- ✓ A minimum of 80% of agency family support staff will complete Abusive Head Trauma Prevention training (Period of Purple Crying and Sentinel Injury online modules)

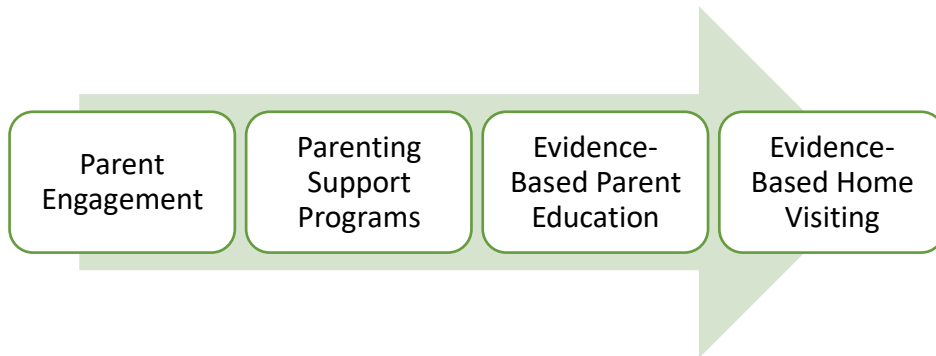
- Have a dedicated staff position(s) with the responsibility to integrate protective factors, parent leadership/voice, national standards, core competencies, and child sexual abuse prevention through intentional strategies into all agency aspects (agency policies/procedures and family support programming)

Examples of resources staff can use to integrate areas of practice: Utilize a formal action plan with identified goals, professional development plans, implement a continuous quality improvement process, etc.

- Agency Leadership completes the Awareness to Action Policies and Procedures training and develops/implements an agency action plan based on the core components to protect children from sexual abuse through sound policies and procedures.
- Offer services within each of the 5 Core Family Resource Center service areas which is explained in more detail as part of the FRC Best Practice Model briefing:



- Offer a variety of universal primary prevention family support programming from the spectrum of family support in the [FRC Best Practice Model](#) brief to allow multiple points of entry for families to access services.



- Implement an evaluation process that collects and monitors data to demonstrate program outcomes and participant satisfaction and then utilizes these findings to make data informed decisions.
- Participate as an active member of Supporting Families Together Association’s Wisconsin Family Resource Center Network.

WI Family Resource Center of Quality Application Process

FRCs interested in applying should refer to the 'Family Resource Center of Quality Accreditation Process' resource available on [SFTA's website](#) for detailed information about the application process.

Promotion of FRC Agencies

As a SFTA membership benefit and promotion of the FRC agencies that achieve the Family Resource Center of Quality designation, there are many avenues to build awareness of FRCs.

- As an exclusive SFTA Member benefit, only SFTA member agencies are promoted on [SFTA's website](#).
- All FRCs agencies are promoted within a searchable map on the Child Abuse & Neglect Prevention Board's [website](#), which is color coded based on organizational status.
- FRCs that achieve designation as a Family Resource Center of Quality will receive a certificate of this recognition to display at your agency.

Benefits of Wisconsin's Family Resource Center of Quality Accreditation

- State Recognition of FRC of Quality accreditation (map, website, press release, SFTA newsletter, etc.)
- Competitive edge for funding opportunities
- Best practices are in place with intentionality towards sustaining those practices so effective, high quality prevention services are provided to families
- Enhanced accountability through strengthened continuous quality improvement across the agency and staff
- Positive perception from families and community knowing the FRC offers high quality services
- Expand organizational capacity and staff competence and confidence
- FRC aligns with uniform infrastructure and standards adopted and implemented by Family Resource Centers across Wisconsin
- Utilize the National Standards of Quality for Family Strengthening & Support to enhance quality through action plan activities
- Intentional integration of parent leadership/voice and protective factors