



Family Resource Center  
Initiative  
Self-Assessment Process  
October 20, 2015

Theresa Zighera  
Evaluation Officer  
[Theresa.Zighera@first5sf.org](mailto:Theresa.Zighera@first5sf.org)

Shelli Rawlings-Fein  
Family Support Program Officer  
[shelli.rawlings-fein@first5sf.org](mailto:shelli.rawlings-fein@first5sf.org)

# Blended Funding and Essential Services Model Spanning Prevention and Intervention; Responsive to Diverse Neighborhoods and Special Populations

\$11 million of braided funding  
from 3 city departments to 25 centers

## Basic Level Neighborhood Centers: Prevention Focused

- Community Building
- Access to Resources
- Parenting Ed and Support
- School Readiness/Success

## Comprehensive Level Neighborhood Centers: Prevention/Intervention Focused

- All Basic Level Services at Higher Intensity
- Coordinated Case Management
- Differential Response
- Supervised Visitation

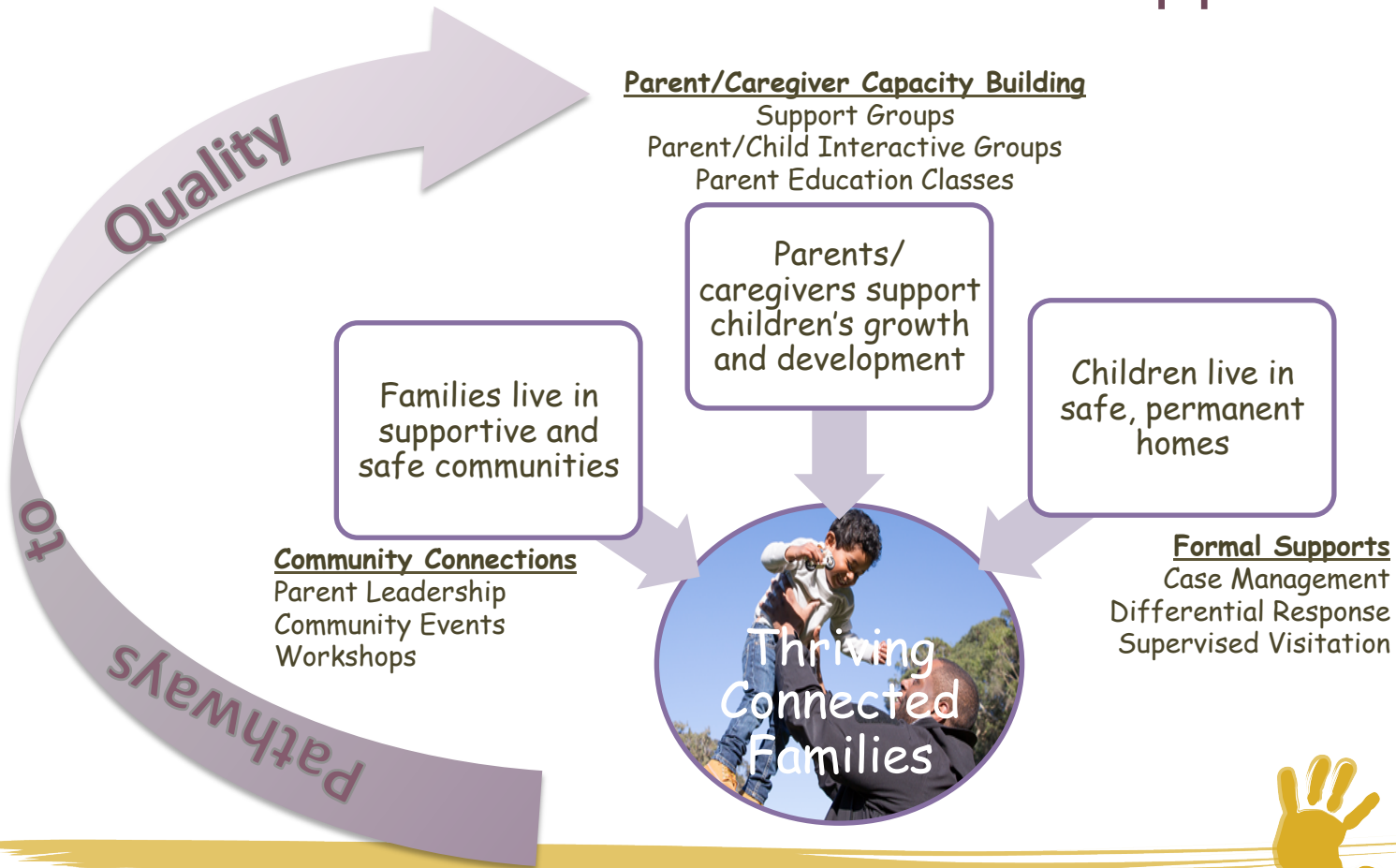
## Intensive Level Neighborhood Centers: Prevention/Intervention Focused

- All Basic Level Services at Higher Intensity
- All Comprehensive Level Services at Higher Intensity

**Basic and Comprehensive Special Population Centers:**  
City-wide focus to meet the unique needs of particular target population groups

Increases with Neighborhood Need

# Refined Vision, Refined Approach



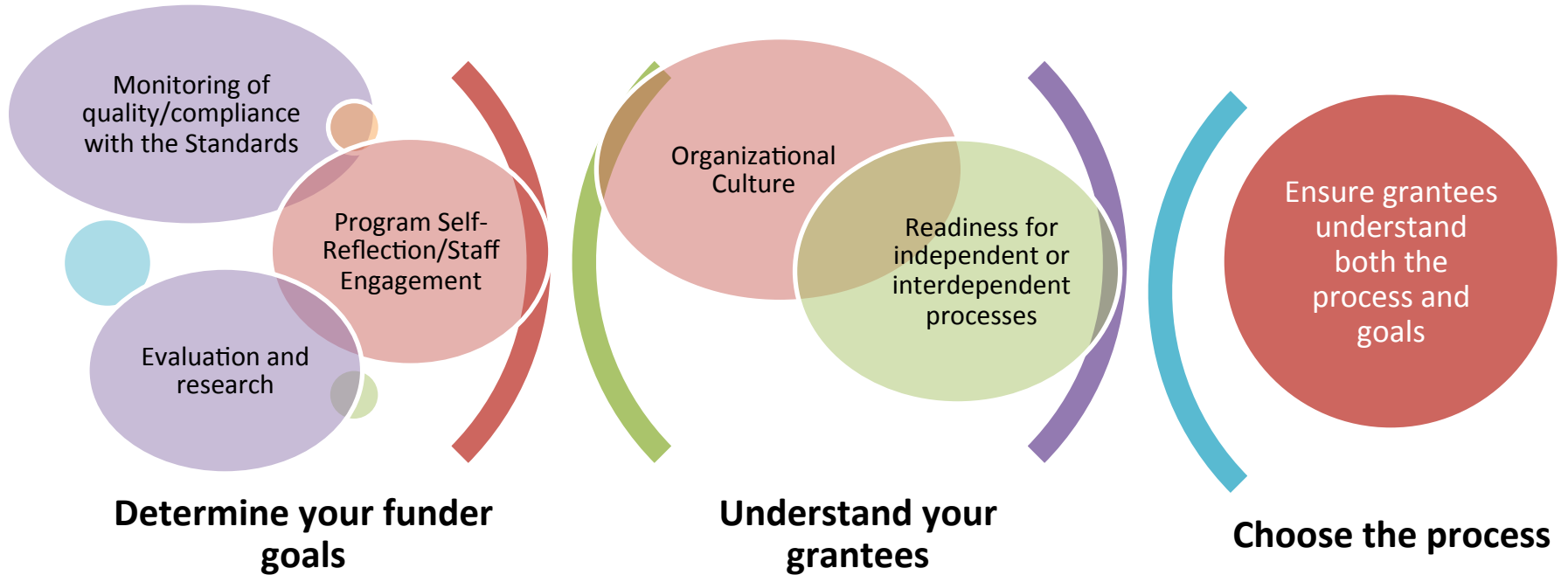
# Standards of Quality for Family Strengthening and Support in the SF FRCI

- 100% of programs have staff certified in Standards of Quality for Family Strengthening and Support
- **100% of programs conduct a self-assessment of quality at least once per funding cycle**
- Participant satisfaction is consistently high on consumer surveys

# The Standards Self-Assessment Process: The Funder View

1. Plan the Self-Assessment process you will utilize
2. Choose your self-assessment process
3. Initiate the process with your grantees
4. Complete the process with your grantees
5. Evaluate the process and make corrections for next time

# Funder Planning for Self-Assessment



# Choose your own adventure...

## Funder Required & Driven

- Funder mandated and primarily focused on quality assurance/monitoring needs of funder
- Funder decides procedures needed to achieve outcome(s)
- Funder (and/or intermediary) facilitates process and creates report to submit to grantee

## Funder Required, Program Driven

- Funder mandated and primarily focused on self-reflection/staff engagement
- Program decides procedures needed to achieve outcome(s)
- Program/intermediary facilitates and program submits a report or summary to funder

## Program Led and Driven

- Self-mandated
- Program decides procedures needed to achieve outcome(s)
- No report/summary required by funder

For our second funding cycle SF chose to....

**Make time for self-reflection...**



Image: [happyologist.co.uk](http://happyologist.co.uk)



# “Funder Requested” Self-Reflection

- Grantee builds their own infrastructure for doing self-assessment; hopefully can be replicated in the future
- Encourages engagement and communication between FRC management and direct-service staff
- Grantee produces solutions that are manageable and meaningful for themselves ... lasting solutions
- More manageable for funder across multiple grantees

# San Francisco's Grantee Involvement Process

Mix of organizational cultures; however, 100% have certified staff



Most have completed our previous Self-Assessment process

Help grantee understand outcomes and processes expected

- Written directions sent via email
- All Grantee meetings

Provide technical assistance as needed during the year

- SF Family Support Network TA
- Program Officer TA

Provide mechanism(s) for dissemination of finding(s)

- Summary sheet; including for collaborative FRCs
- Discussion during site visits

1. What process did your FRC use to do the self-assessment and how did you choose that process?
2. What were some of the benefits and challenges with that approach?
3. What were some of the ways in which your funder did or did not support your process?
4. What, if anything, will you do differently in the self-assessment process next time?

## Panel Discussion

### **Theresa Calderon**

Family Resource Coordinator

Glide FRC

[tcalderon@glide.org](mailto:tcalderon@glide.org)

### **Alicia Vazquez**

Director of Programs

Good Samaritan FRC

[aliciavazquez@goodsamfrc.org](mailto:aliciavazquez@goodsamfrc.org)

# Questions and Answers/Discussion

Developing an action plan

Thank you!