

New Hampshire Family Resource Center Certification Checklist

Date:

Host Agency Name:

Visiting Agency Name:

Peer Review Materials		
Item	Complete	Incomplete <i>(Please provide reason for missing items)</i>
List of host agency peer review team members with positions/titles		
List of visiting agency peer review team members with positions/titles		
Agency Self-Assessment		
Results of Agency Outcomes Evaluation		

Administrative Records		
Item	Complete	Documentation <i>(Please provide reason for missing items)</i>
501 (c)(3) non-profit status		
Documentation of agency insurance (liability, etc.)		
Agency handbook or policy manual with documentation that policies are followed		
Most recent agency audit		
Documentation for criminal record checks for employees as per state law		
Minimum of 3 letters of support from local community agencies		
Level I status (or higher) on Evidence-Based Practice Scale		

Agency Environment		
Item	Complete	Incomplete <i>(Please provide reason for missing items)</i>
Facility is accessible for individuals with disabilities		
Facilities are safe, clean, and welcoming to all families		
Principles of Family Support are clearly posted in the facility		

Staff Requirements <i>Documentation demonstrates staff have met requirements in all areas</i>	
Requirements	Documentation <i>(Please provide reason for missing items)</i>
All full time direct service staff receive a minimum of 20 hours of training per year	
Staff and board review and sign off on the Principles of Family Support upon hire or entry onto the board	
At least one supervising staff person has a Masters in appropriate discipline	
Staff resumes are available for review	
All interns and volunteers will follow the same standards of performance as developed for staff	

Staff Training <i>Documentation demonstrates staff have received training in at least 3 of the following areas</i>	
Training Area	Documentation <i>(Please provide reason for missing items)</i>
Child abuse and neglect warning signs, laws for reporting, etc.	
Principles of Family Support	
Safety	
Cultural Competency	
Confidentiality – HIPPA/Boundaries	
Protective factors	
Other	

Program Services <i>Documentation demonstrates the agency adheres to minimum standards</i>	
Service Area	Documentation <i>(Please provide reason for missing items)</i>
Certification entity (or consultant) observes one or more of the program's services and randomly interviews staff and consumers to evaluate adherence to Principles of Family Support <i>(Attach observation report)</i>	
Office open to families at least 50 hours per week	
Agency provides at least 75% of core Family Resource Center Services <i>(See FRC Definition)</i>	

Parent Engagement	
Engagement	Documentation <i>(Please provide reason for missing items)</i>
Agency has a written plan for parent engagement in program services and administrative activities (peer review and evaluation)	
Benchmarks for parent engagement are set and reviewed internally on an annual basis	
If applicable, the agency has an available slot on the board of directors or the advisory board for one or more parents	