



MEMBERSHIP STANDARDS

Membership Application

Cover Page

Site Name: _____

Contact Person: _____

Title: _____

Mailing Address: _____

City: _____ Zip: _____

Telephone Number: _____ Fax: _____

Web Site Address: _____

E-mail: _____

Please describe your Center's service area

All information submitted in the attached membership application is true and correct to the best of my knowledge

Authorizing Official and Title: _____

Signature: _____

Date: _____

MEMBERSHIP STANDARDS

CHARTER

The Alabama Network of Family Resource Centers (ANFRC) is an organization of non-profit agencies or programs that provide a wide array of services designed to protect children and to strengthen and support families in Alabama. The purpose of ANFRC is to support the development, growth, and continuation of these services by providing technical assistance, training, advocacy, resources and networking opportunities. Membership in ANFRC is approved by vote of ANFRC members after examination of the applicant agency's policies, procedures and practices, which must be in keeping with the following philosophy in our values statement.

VALUES STATEMENT

We believe that children belong with their own families when they can live safely at home in a nurturing, healthy and stable environment. We believe that all children need to experience permanence in their lives and need family and community connections, even when it is not possible for them to live at home. In the effort to protect children from abuse and neglect, to strengthen families, and to assist families in securing needed supports, services are individualized, community-based and goal-directed in keeping with the following ideals:

1. We treat families as partners in parenting and protecting their children.
2. We focus on the strengths of the family as a whole, while showing respect for family members as individuals.
3. We seek to meet identified needs of families which may vary in levels of intensity needed to keep children safe.
4. We provide collateral contact among agencies to meet the multiple needs of children and their families.
5. We deliver services in culturally sensitive ways.
6. We ensure that staff are accessible to children and families.
7. We assist families in accessing needed services through partnerships with community agencies and through direct services of the ANFRC program sites.
8. We are responsive to unmet service needs in the geographic areas where programs exist, and seek to develop services that are necessary to maximize child and family well-being.
9. We are committed to the development and provision of services that are preventive in nature and that seek to equip families with the knowledge and resources they need to nurture and rear their children in a safe, stable home environment.

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HISTORY

The family resource center model has proven to be one of the most successful social service models available to communities and families. This model is a resource-friendly, effective manner in which families can access and utilize social services to address their complex issues.

Attributes of this model that champion the success on helping families include: comprehensiveness and flexibility, individualized support, strengths-based and prevention-focused, collaboration across systems and disciplines, family focused, and relentless problem solving.

Alabama's experience with family resource centers in the early 1990's was positive but tenuous. In the Spring of 1999, four centers rallied together to support the important work of family resource centers across the state through 1) the establishment of measurable standards of operation, and 2) through the networking of sites that practice the ideas of highest quality, comprehensive family services. This grassroots effort gave rise to the Alabama Network of Family Resource Centers, Inc.

The ANFRC is an organization of non-profit centers that provides a wide array of services designed to strengthen and support families in Alabama. The purpose of the ANFRC is to support the development, growth, and continuation of family resource centers by providing technical assistance, training, advocacy, resources, and networking opportunities. Each year, thousands of Alabama families receive intensive services at member sites, in addition to the tens of thousands of hours of services in areas such as parenting, health, education, employment readiness, and emergency services.

The ANFRC carefully delineated 25 standards that provide oversight of service delivery, fiscal management, and center administration and accountability. Each standard is specific and measurable, and ensures that the highest quality of service is available to those families seeking assistance from a member site. Membership in the ANFRC is based on proven implementation and maintenance of each of the 25 standards.

In May 2000, the Alabama Legislature passed into law the Alabama Network's 25 standards for family resource centers. This major milestone protects the integrity of Alabama's family resource center model and ensures the highest quality of service for Alabama families.

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SERVICE CAPACITY

1. The site has been in operation, delivering services to families, for at least the past 15 consecutive months.

- Yes
 No

Comments: _____

2. Services of the site must be consistent with the Charter and Values Statement of the ANFRC and consist of a variety of services that are community-based, non-sectarian and non-discriminatory. Services will be available to all sectors of the community, with very limited eligibility requirements for participation. Services will target prevention-based, comprehensive services to help strengthen families and to allow them to gain greater self-sufficiency. Services shall include, but are not limited to: case management and intake and assessment, parenting education, emergency services and early intervention services.

- Yes
 No

Comments: _____

3. For all families involved in case management, the site must have as evidence formal written family files that contain written releases of information, comprehensive, signed case notes, identified family strengths, family goals and evaluation of those goals by families.

- Yes
 No

Comments: _____

4. The site shall demonstrate service capacity through location of the site in an accessible, safe place for families. Additionally, the site shall be welcoming and family-friendly and adequate to meet the mission of the ANFRC.

- Yes
 No

Comments: _____

5. The site shall have in place adequate staff and other resources to carry out the ANFRC mission.

- Yes
 No

Comments: _____

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6. Staff at the site shall have the minimum necessary credentials for their position. Job descriptions for each staff person shall be in writing, stating the minimum requirements for the position, and personnel files shall contain documentation regarding the person's ability to perform the job. Each staff member shall have written confirmation of no indicated CAN reports as evidenced by a CAN clearance from Alabama DHR. Annual performance reviews shall be documented for each staff member.

Yes

No

Comments: _____

7. Staff shall be covered under professional liability insurance coverage.

Yes

No

Comments: _____

8. Sites offering transportation to consumers shall have written evidence of appropriate automobile insurance.

Yes

No

Comments: _____

9. Sites shall provide evidence of opportunity for staff professional development.

Yes

No

Comments: _____

10. Sites shall have demonstrated evidence of the opportunity for staff input regarding practices, services, and procedures regarding the site.

Yes

No

Comments: _____

11. The site shall have a clearly defined mission statement consistent with the mission of the ALABAMA NETWORK.

Yes

No

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Comments: _____

FISCAL CAPACITY

12. The site must follow acceptable accounting practices and shall have a completed, written, independent accounting audit for all years of operation, including the most recent past fiscal year. When required, the site will have a “single audit” performed. The audit must not indicate any significant discrepancies or questions regarding fiscal capacity.

- Yes
- No

Comments: _____

13. The site will be able to show evidence of fiscal capacity through the attainment, during the previous 12 months, of at least \$20,000.00 cash dollars dedicated to the operation of the center’s services (over and above any FP/SS grant dollars).

- Yes
- No

Comments: _____

14. The site must have demonstrated fiscal capacity by having prepared timely and accurate accounting reports/billing during the previous 12 months. Reports should have received fiscal oversight by the site’s Board of Directors and funding agent(s).

- Yes
- No

Comments: _____

15. The site must have a written annual budget for the current and all past fiscal years of operation.

- Yes
- No

Comments: _____

16. The site shall have written evidence of being a 501(c)3 organization or being a legitimate program division of such an agency.

- Yes
- No

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Comments: _____

MANAGEMENT AND ACCOUNTABILITY CAPACITY

17. An on-site peer review must have been conducted at the site within the past 24 months. The peer review results must not indicate any significant concerns in regards to confidentiality, record keeping, or service delivery that would cause the site to fail to meet the standards or the mission statement of the ALABAMA NETWORK.

- Yes
 No

Comments: _____

18. The site must collect and assess data for evaluation purposes. This data should include, at minimum, the number of families served by service category, number of services by service category, demographics of families served in case management, and goal-ratings completed by families.

- Yes
 No

Comments: _____

19. Sites must have prepared a written end-of-the-year program evaluation report for all years of operation that summarizes services in relation to the site's mission statement and objectives.

- Yes
 No

Comments: _____

20. Sites shall make a consistent effort to be represented at all ANFRC meetings and will attend at least the minimal number of ANFRC meetings required by the ANFRC By-laws for continued membership. Attendance at all FP/SS meetings that offer training is strongly encouraged.

- Yes
 No

Comments: _____

21. The site shall have conducted two Consumer Satisfaction Surveys during the past fiscal year, in October and April, and be current in the administering of the twice per year surveys for the current year. The ANFRC will provide the format and collection procedures for the survey of

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consumers. The summary report for the survey along with copies of the actual completed surveys will be forwarded to the ANFRC by the 15th of the month following completion. The survey results should not indicate a majority of dissatisfied consumers, as determined by their ratings and comments. If a majority of consumers expressed dissatisfaction, the site will provide written evidence that the concerns have been addressed through positive action.

Yes

No

Comments: _____

22. The site shall be able to provide evidence that consumers have access to decision-making and project planning regarding services offered at the site. This may include evaluation forms, a consumer advisory council, planning committees, suggestion boxes, attendance at training sessions and membership on Boards.

Yes

No

Comments: _____

23. The site must have a written procedures manual, written personnel policies and written confidentiality procedures.

Yes

No

Comments: _____

24. The site must have an official Board of Directors and/or Advisory Council and have evidence that this group has convened at least quarterly in the preceding 12 months.

Yes

No

Comments: _____

25. The site will have demonstrated networking capacity by involving at least five community agencies in the on-going operations of its services during the previous 12 months.

Yes

No

Comments: _____

