Area	#	Self-Assessment Question	Consumer Survey Question
Outreach	1	The population outreach has been clearly identified.	
Outreach	2	Outreach materials are easy to understand.	
Outreach	3	Outreach materials have current information about programs.	
Outreach	4	Outreach materials describe the goals and philosophy of the program.	
Outreach	5	Outreach materials provide specific information on services, activities, and hours.	
Outreach	7	Outreach materials provide information about transportation options and assistance.	
Outreach	8	Outreach materials have been developed for agency/organization partners and include information on the referral process.	
Outreach	9	An outreach plan has been developed that includes identifying where people congregate in the community (other agencies, doctors' offices, churches, grocery stores, schools, etc.).	
Outreach	11	An outreach plan has been developed that includes strategies specifically for hard-to-reach or isolated families (return visits, invitations, incentives, contact by families who are active in the program, etc.).	
Outreach	13	An outreach plan has been developed that includes assessing the effectiveness of outreach by measuring: number of families being reached and responding, diversity of families, and whether specific target groups are responding.	
Outreach	14	Staff follow up initial visits with necessary information, external or internal referrals, or a phone call within one week.	
Outreach	15	All families who have contact with the program receive regular information about programs and activities.	
Programs and Activities	1	Families have opportunities to build relationships and informal networks.	Parents in this program learn from each other.
Programs and Activities	2	Programs and services offer a variety of ways to learn and build skills such as workshops or classes.	
Programs and	3	Programs and services offer a variety of ways to learn and build	

Activities		skills such as discussion/support groups.	
Programs and Activities	4	Programs and services offer a variety of ways to learn and build skills such as facilitated parent-child activities.	
Programs and Activities	5	Programs and services offer a variety of ways to learn and build skills such as home visits.	
Programs and Activities	6	Programs and services offer a variety of ways to learn and build skills such as individual/short-term counseling.	
Programs and Activities		Programs and services increase parents' confidence to take care of their children.	I have confidence in my ability to parent and take care of my children.
Programs and Activities	7	Families can easily select services and activities to meet their specific needs.	
Programs and Activities	8	Families can participate in multiple services and activities.	
Programs and Activities	9	Families can choose their own level of involvement.	
Programs and Activities	10	Quality childcare, respite care, or children's activities are provided to encourage parents' participation in programs.	
Programs and Activities	11	Family members have the opportunity to share and learn about ethnic, racial, and religious customs with other participants and staff.	
Programs and Activities	12	Families are offered training and support in advocating or negotiating for themselves.	I can stand up for what my family and children need.
Programs and Activities	14	When it is needed, staff link or refer families to other services/agencies in the community.	
Programs and Activities	15	The program provides community resource lists so that families can contact other agencies when they need help.	I know who to contact in the community when I need help.
Programs and Activities	16	When it is needed, staff link or refer families to others who provide services related to mental health/counseling.	
Programs and Activities	17	When it is needed, staff link or refer families to others who provide services related to drug and alcohol treatment.	
Programs and Activities	18	When it is needed, staff link or refer families to others who provide services related to housing.	
Programs and	19	When it is needed, staff link or refer families to others who	

Activities		provide services related to GED/continuing education/ESL.	
Programs and Activities	20	When it is needed, staff link or refer families to others who provide services related to income supports and benefits.	
Programs and Activities	21	When it is needed, staff link or refer families to others who provide services related to job training/employment counseling and referral.	
Programs and Activities	22	When it is needed, staff link or refer families to others who provide services related to legal issues.	
Programs and Activities	23	When it is needed, staff link or refer families to others who provide services related to domestic violence.	
Programs and Activities	24	Staff follow up to ensure that services were obtained.	
Programs and Activities	25	This program helps families to reduce stress in their lives.	This program has helped me reduce stress in my life.
Programs and Activities	26	Staff helps families to manage their resources.	I know how to meet my family's needs with the money and resources I have.
Programs and Activities	27	Staff helps families to make choices about family schedules and activities that reduce family stress.	I make choices about family schedules and activities that reduce family stress.
Programs and Activities	28	Staff help families address barriers to accessing other services, such as lack of access to telephone or interpreters.	
Programs and Activities	29	Staff help families address barriers to accessing other services, such as difficulty filling out applications.	
Programs and Activities	30	Staff help families address barriers to accessing other services, such as difficulty demonstrating eligibility	
Parent Education and Child Development	1	The program provides opportunities for parents to learn about child development.	I know what my child(ren) should be doing at this age.
Parent Education and Child Development	2b	The program helps parents see how their own childhood experience affects their present family interactions.	I know/understand how my own childhood experience affects my parenting.
Parent Education	2d	The program helps parents recognize their strengths and abilities	I know what my strengths and abilities

and Child Development		as parents.	are as a parent.
Parent Education and Child Development	2e	The program helps parents feel more confident about their parenting skills.	I know what I need to do to be a better parent.
Parent Education and Child Development	2f	The program helps parents become better parents.	This program has helped me improve my parenting skills.
Parent Education and Child Development	3	Programs for parents include parenting education classes.	
Parent Education and Child Development	4	Programs for parents include parent-child activities.	
Parent Education and Child Development	5	Activities for children aged birth to five include developmental screening.	
Parent Education and Child Development	6	Activities for children aged birth to five include play groups.	
Parent Education and Child Development	7	Activities for children aged birth to five include childcare and early childhood education.	
Parent Education and Child Development	10	The program provides opportunities for children and parents together that enhance parent-child communication.	
Working 1-on-1 with Families	1	Families have the opportunity to meet privately with staff members regarding individual concerns.	
Working 1-on-1 with Families		Parents have access to staff (by phone or visit) when they are worried about their children.	When I am worried about my child, I have someone to talk to.
Working 1-on-1 with Families	3	Staff are available to support families through scheduled appointments.	
Working 1-on-1	4	Staff are available to support families through 24-hour emergency	

with Families		access.	
Working 1-on-1 with Families	6	For families requesting individualized support, a lead staff person is designated as a principal contact.	
Working 1-on-1 with Families	7	Families can switch to a different lead person if desired.	
Working 1-on-1 with Families	9	Lead staff and families jointly identify goals, strengths and needs regarding all family concerns, not just those that the address center can.	
Working 1-on-1 with Families	12	Using assessment information, families develop goals for the use of services and general goals.	This program is helping me reach my goals for my family and me.
Working 1-on-1 with Families	13	Using assessment information, families make strategies and identify resources in the family, program, and social support network to meet goals.	This program is helping me reach my goals for my family and me.
Working 1-on-1 with Families	14	Lead staff periodically meet with other staff to ensure that all services support the family's changes and growth.	
Working 1-on-1 with Families	15	Staff are trained to recognize the signs and impact of substance abuse.	
Working 1-on-1 with Families	16	Staff are trained to recognize the signs and impact of developmental delays.	
Working 1-on-1 with Families	17	Staff are trained to recognize the signs and impact of child abuse.	
Working 1-on-1 with Families	18	Staff are trained to recognize the signs and impact of domestic violence.	
Working 1-on-1 with Families	19	Staff are trained to recognize the signs and impact of mental illness.	
Working 1-on-1 with Families	20	Staff are trained to recognize the signs and impact of chronic health problems.	
Working 1-on-1 with Families	21	Staff are trained to recognize the signs and impact of homelessness.	
Working 1-on-1 with Families	22	Staff are trained to recognize the signs and impact of risk of imminent crisis.	
Working 1-on-1 with Families	23	When serious family issues arise, staff recognize when a referral is needed.	

Relationships with the Community	1	The program connects participants with other community organizations by working with families to identify interests and needs and connecting them with the appropriate resources.	
Relationships with the Community	2	The program works to promote comprehensive and accessible services for families by ensuring that current resource and referral information is available to participating families.	
Relationships with the Community	3	The program works to promote comprehensive and accessible services for families by updating resource and referral info semiannually.	
Relationships with the Community	4	The program works to promote comprehensive and accessible services for families by participating in collaborative planning bodies.	
Staff Roles and Capacities	1	All staff are provided initial and ongoing training in family-supportive practice.	
Staff Roles and Capacities	6a	Staff have strong interpersonal skills, including respect for others.	I feel the program staff respects me.
Monitoring and Evaluation	1	Time and funds are set aside for evaluation work.	
Monitoring and Evaluation	2	The program conducts periodic self-assessment of program components.	
Monitoring and Evaluation	3	The program regularly asks families for feedback.	My ideas and opinions are welcomed and included in the program.