



Core Indicators for Family Resource Programs

1. Participant length of time in community	Focus: Participant description	Data Collection: Participant Survey, Item: About You #1
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Guidance: Length of time family has lived in current neighborhood. If respondents are bringing their own and other children, they should respond for their own family. If respondents are bringing other children only (in the capacity of a caregiver), the response should be in terms of the caregiver's family.

2. Length of time in centre	Focus: Participant description	Data Collection: Participant Survey, Item: About You #4
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Guidance: The number of years the family has been involved with the centre since initial participation. If respondents are bringing their own and other children, they should respond for their own family. If respondents are bringing other children only (in the capacity of a caregiver), the response should be in terms of the caregiver's family.

3. Language	Focus: Participant description	Data Collection: Participant Survey, Item: About You #5
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Guidance: The language most frequently spoken by the family at home. If respondents are bringing their own and other children, they should respond for their own family. If respondents are bringing other children only (in the capacity of a caregiver), the response should be in terms of the caregiver's family.

4. Residence in Canada	Focus: Participant description	Data Collection: Participant Survey, Item: About You #3
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Guidance: The length of time the family has been resident in Canada. If respondents are bringing their own and other children, they should respond for their own family. If respondents are bringing other children only (in the capacity of a caregiver), the response should be in terms of the caregiver's family.

5. Information Source	Focus: Organizational practice	Data Collection: Participant Survey, Item: About You #6
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Guidance: The source(s) that initially provided information (or made a referral) that led to participation in the centre.

6. Participant Family Income	Focus: Participant description	Data Collection: Participant Survey, Item: About You #7
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Guidance: Total monthly or annual financial resources supporting the family unit.

7. Participant Education Level	Focus: Participant description	Data Collection: Participant Survey, Item: About You #8
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Guidance: Highest level of education attained by the respondent.

8. Number and age of adult participants	Focus: Participant description	Data Collection: Participant Survey, Item: About You #9
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Guidance: The number of adults from the respondent's family who have attended any programs offered by the centre in the previous year.

9. Number and age of child participants	Focus: Participant description	Data Collection: Participant Survey, Item: About You #10
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Guidance: The number of children from the respondent's family who have attended any programs offered by the centre in the previous year.

10. Number and age of child participants	Focus: Participant description	Data Collection: Participant Survey, Item: About You #11
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Guidance: The number of children not from the respondent's family who have attended any programs offered by the centre in the previous year.

11. Welcoming, accepting, respectful environment	Focus: Quality, valued practice	Data Collection: Participant Survey, Item: Basic survey #1 & #2
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Guidance: Item 1: The extent to which the participant feels welcome, accepted. Item 2: The extent to which the participant feels respected.

12. Accessible services	Focus: Quality, valued practice	Data Collection: Participant Survey, Item: Basic survey #3 & #4
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Guidance: Item 3: The ease with which participants can make use of the program(s). Item 4: The availability of services and staff members when needed by participant.

13. Participants have a sense of ownership in the program	Focus: Quality, valued practice	Data Collection: Participant Survey, Item: Basic survey #5
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Guidance: Item 1: The extent to which the participant feels welcome, accepted. Item 2: The extent to which the participant feels respected.

14. Organization responds to community diversity	Focus: Quality, valued practice	Data Collection: Participant Survey, Item: Basic survey #6
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Guidance: The concept of diversity includes, among other things, ethnicity, language, socio-economic status, age, sexual orientation, physical ability. The centre strives to be welcoming to the diverse groups in the community.

15. Increased problem solving skills	Focus: Outcome or benefit	Data Collection: Participant Survey, Item: Parenting survey #6
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Guidance: Participant develops an increased capacity to solve day-to-day problems and challenges.

16. Parent's self-efficacy growth	Focus: Outcome or benefit	Data Collection: Participant Survey, Item: Parenting survey #4
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Guidance: Parents and caregivers develop an increased sense of confidence in their parenting role.

17. Increased social or peer network: reduced isolation	Focus: Outcome or benefit	Data Collection: Participant Survey, Item: Basic survey #7
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Guidance: Participants report that they have someone to connect with or turn to for help. This refers to connections outside of the centre and may include the program staff, other participants as well as others in the community.

18. Awareness and use of community resources	Focus: Outcome or benefit	Data Collection: Participant Survey, Item: Basic survey #8
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Guidance: Participants know about resources in the community.

19. Staff and volunteer satisfaction with work	Focus: Organizational Practice	Data Collection: Staff/Volunteer Survey, Item: #1
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Guidance: Staff and volunteers find their work meaningful.

20. Staff and volunteer have a voice in decision making	Focus: Organizational Practice	Data Collection: Staff/Volunteer Survey, Item: #2
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Guidance: Staff and volunteers have the opportunity to participate at all appropriate levels of decision making.

21. Staff and volunteer learning is encouraged and supported	Focus: Organizational Practice	Data Collection: Staff/Volunteer Survey, Item: #3
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Guidance: Staff and volunteers have learning opportunities provided or paid for by the program. Paid may include financial remuneration or time off.

22. Flexible work environment	Focus: Organizational Practice	Data Collection: Staff/Volunteer Survey, Items: #4
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Guidance: Workplace policies and arrangements are designed with consideration for staff members' and volunteers' needs.

23. Policy Framework	Focus: Organizational Practice	Data Collection: Staff/Volunteer Survey, Items: #5 and #6
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Guidance: Item 5: Policies reflect family support principles. Item 6: Policies provide guidance to participants, volunteers, staff and board.

24. Stakeholder/ partner support and satisfaction	Focus: Organizational Practice	Data Collection: Staff/Volunteer Survey, Items: #7 and #8
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Guidance: Item 7: Stakeholders and community partners support this organization. Item 8: Stakeholders and community partners seem satisfied with the services offered by the centre.

25. Community Partnerships	Focus: Organizational Practice	Data Collection: Staff/Volunteer Survey, Items: #9
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Guidance: The organization engages in formal and informal partnerships and collaboration to avoid duplication and provide enhanced services.

Note: Items 10-15 on the Staff/Volunteer Survey are not part of the core indicators. However, the information is collected to generate descriptive information regarding staff/volunteer characteristics.