Creating Stronger Children and Families

Families and Communities Together

2016-2017 Annual Report
Our History

Families and Communities Together (FaCT) is a collective impact initiative dedicated to strengthen prevention and intervention services in order to reduce child abuse and neglect in Orange County. FaCT was founded in 1994 when the County of Orange Social Services Agency (SSA) made the bold decision to partner with community based organizations to provide important services to the community.

FaCT is led by a dedicated coalition of partner agencies. The County of Orange Social Services Agency, Charitable Ventures of Orange County, The Olin Group, and The Orange County Alliance for Children and Families, provide strategic direction to increase access to services; enhancing quality and best practices, while increasing access and ensuring sustainability of the growing integrated network of services. The FaCT Coalition facilitates the planning, implementation, evaluation, and support services that maximize the benefits offered by the FaCT FRCs. Focused on meeting the strategic needs of its partner organizations, the FaCT Coalition promotes innovation while ensuring delivery of consistent quality services.

SSA and FaCT have developed a powerful and dynamic public-private impact model within Orange County, empowering FRCs and supporting engagement within their respective communities. This “call to action” coalition is in its 23rd year of strengthening families to reduce child abuse and neglect.

Our Mission

To identify and promote promising and best practices, train, fund, and advocate for Family Resource Centers in Orange County which serve as community-based platforms for child abuse prevention activities and family support services.

Our Vision

All of our children grow up in stable, nurturing families and safe, supportive communities which promote healthy development and provide opportunities for children, youth, and adults to achieve their full potential as caring, responsible, and productive members of society.
Our Children Need Protection

All children deserve to grow up in stable, nurturing families and in safe supportive communities. By addressing the needs of at-risk families, Orange County children can be given the opportunity to thrive.

Orange County is home to over three million people, and according to the 22nd Annual Report on the Conditions of Children in Orange County, 17.6% of our children are living in poverty. This equates to more than 123,620 children. We know that poverty is a leading factor causing strain on families and is a predictor of child abuse and neglect.

In the 2016-2017 Fiscal Year, Orange County received more than 30,000 child abuse allegations. In the coming year, the county is on track to receive 29,000-30,000 child abuse allegations resulting in additional substantiated cases and entries into out-of-home care for the 2017-2018 Fiscal Year.

The physical and emotional effects of child abuse and neglect can be severe and long-lasting. Studies indicate that victims of child abuse are more likely to use drugs and alcohol, become homeless as adults, engage in violence against others, and be incarcerated.

While statistics never tell the whole story, these numbers remind us that access to supportive services remains essential.

- 31,507 child abuse allegations in the 2016-2017 fiscal year
- 4,762 cases of alleged child abuse were substantiated in the 2016-2017 fiscal year
- 1,117 entries into out-of-home care in the 2016-2017 fiscal year
- 17.6% of Orange County’s children live in poverty
- 44.3% of Orange County’s children qualify for Medi-Cal Services
- 4,259 calls received on average each month to the Child Abuse Hotline to report suspected abuse
The FaCT philosophy is that abuse can be prevented before it starts by strengthening at-risk families. To prevent child abuse, FaCT deploys the Strengthening Families™ framework developed by the Center for the Study of Social Policy. As an evidence-driven approach, it is based on both foundational and ongoing research. Designed to nurture the positive assets and characteristics that will promote healthy behaviors even in stressful times, FaCT developed its FRC programs to encourage what are known as the Five Protective Factors:

**Concrete Support In Times Of Need**
Access to concrete support and services that address a family’s needs and help minimize stress caused by challenges.

**Parental Resilience**
Managing stress and functioning well when faced with challenges, adversity, and trauma.

**Knowledge of Parenting and Child Development**
Understanding child development and parenting strategies that support physical, cognitive, language, and social and emotional development.

**Social and Emotional Competence of Children**
Family and child interactions that help children develop the ability to communicate clearly, recognize and regulate their emotions, and establish and maintain relationships.

**Social Connections**
Positive relationships that provide emotional, informational, instrumental, and spiritual support.

**Stronger Children and Families**
Reduced Risk of Abuse and Neglect
## Nine Core Services

Through funding provided by SSA, all 15 FaCT FRCs are committed to offer the nine core services listed below. Rooted in the protective factors, each service is free to families who seek help at FRC locations throughout Orange County. The numbers below represent individuals served in the 2016-2017 Fiscal Year across our network through each service.

<table>
<thead>
<tr>
<th>Service</th>
<th>Individuals</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Counseling</td>
<td>1,436</td>
<td>Our FRCs provide individual, child, family, and group therapy for up to 20 sessions. The goal is to improve family functioning, increase social support, teach problem solving, reduce the effects of trauma, and strengthen coping skills.</td>
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<tr>
<td>Comprehensive Case Management Team Services</td>
<td>7,168</td>
<td>This multidisciplinary team meets on a weekly basis to assess families with multiple needs. The goal is to link each family to services within the FRC or in the community.</td>
</tr>
<tr>
<td>Adoption &amp; Promotion Services</td>
<td>11,529</td>
<td>This service aims to promote, in collaboration with the County of Orange Social Services Agency, the need for Resource Families and resources for children in need of a permanent home.</td>
</tr>
<tr>
<td>Out-of-School Time (OST) Youth Programs</td>
<td>1,298</td>
<td>OST programs are designed to provide participants with a safe and nurturing space during after-school and non-school hours.</td>
</tr>
<tr>
<td>Domestic Violence Personal Empowerment Program (PEP)</td>
<td>781</td>
<td>FaCT FRCs offer this ten-week educational support program designed to empower the victims of domestic violence through education on the dynamics and the effects of domestic violence.</td>
</tr>
<tr>
<td>Family Reunification Family Fun Activities</td>
<td>122</td>
<td>Supervised and organized events for children of parents and/or caregivers in the reunification process.</td>
</tr>
<tr>
<td>Parenting Education</td>
<td>770</td>
<td>FRC parenting courses have an effective curriculum that focuses on positive parenting techniques, effective discipline, and developmentally appropriate parenting skills.</td>
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<tr>
<td>Family Support Services</td>
<td>8,311</td>
<td>A family support specialist provides assessment, crisis intervention, and ongoing support and referral to resources and services for families with multiple needs. An individual case plan is designed for each family.</td>
</tr>
<tr>
<td>Information &amp; Referral Services</td>
<td>42,924</td>
<td>Each FRC has a full-time staff member offering information and referrals for any family, individual, or agency requesting assistance.</td>
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</table>
Families Served

In the 2016-2017 Fiscal Year, FaCT FRCs provided services to 16,359 individuals and 6,556 families, gathering and analyzing demographic information including client age, ethnicity, language spoken in the home, income levels, food security, and percentage of clients receiving CalWORKs or CalFresh. FaCT also gathered data on specific services received per individual served, including number and type of FRC referrals to community partners.

Age

<table>
<thead>
<tr>
<th>Age</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>0-5</td>
<td>27%</td>
</tr>
<tr>
<td>6-13</td>
<td>11%</td>
</tr>
<tr>
<td>14-17</td>
<td>9%</td>
</tr>
<tr>
<td>18-19</td>
<td>11%</td>
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<tr>
<td>20-29</td>
<td>17%</td>
</tr>
<tr>
<td>30-39</td>
<td>13%</td>
</tr>
<tr>
<td>40-49</td>
<td>9%</td>
</tr>
<tr>
<td>50+</td>
<td>9%</td>
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</tbody>
</table>

Ethnicity

- Hispanic/Latino: 9%
- Asian: 1%
- Black/African American: 1%
- Caucasian/White: 82%
- Two or more: 12%
- Other: 1%

Language

- Spanish: 36%
- English: 59%
- Vietnamese: 3%
- Other: 2%

% of FRC Clients Receiving CalFresh or CalWORKs

- CalFresh: 44%
- Yes: 56%
- CalWORKs: 19%
- No: 81%

FRC Families in Poverty

- Calculations are based on poverty guidelines cited from the U.S. Department of Health and Human Services, January 2016.
48% of respondents answered “Often True” or “Sometimes True” when asked the question “Within the past 12 months the food we bought didn’t last and we didn’t have enough money to get more.”
Making an Impact on Orange County Families

The five protective factors provide the framework by which FaCT FRCs provide every family that enters their doors with core services. These services address immediate needs and reduce the likelihood of child abuse and neglect by addressing risk factors and improving family stability. The stories below are based on the real struggles and barriers of the clients that FaCT FRCs serve every day. To measure the impact these services have on our families, FaCT uses pre and post assessment tools for each service; selected outcomes from these assessments are shown through each story.

Parenting Education: Abbey

Abbey was raised in out-of-home care and never really had parents that modeled effective parenting practices. Grown and with a child of her own she sometimes found herself second guessing her parenting decisions and wasn’t sure who to turn to for advice.

When Abbey turned to a FaCT Family Resource Center for help, she was immediately enrolled in a parenting workshop, which is proven to improve family connectedness, where she learned effective parenting methods.

My family pulls together when things are stressful

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<thead>
<tr>
<th></th>
<th>PRE</th>
<th>POST</th>
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<tr>
<td></td>
<td>61%</td>
<td>78%</td>
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Protective Factors This Service Strengthens:
- Knowledge of Parenting and Child Development

Domestic Violence Personal Empowerment Program: Thuy

Thuy was in an emotionally abusive relationship for several years. She feared her partner would soon escalate to become physically abusive toward her or her children and she didn’t know where to go for help.

Thuy reached out for help at her local FaCT Family Resource Center and was able to participate in the Personal Empowerment Program (PEP), which promotes family and child safety and positive relationships.

I feel able to keep myself and the children in my care safe from abuse

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<thead>
<tr>
<th></th>
<th>PRE</th>
<th>POST</th>
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<tbody>
<tr>
<td></td>
<td>72%</td>
<td>97%</td>
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Protective Factors This Service Strengthens:
- Social Connections
- Parental Resilience

Families participating in Parenting Education had a 10% improvement to the question “There are many times when I don’t know what to do as parent”, a 16% improvement to “In my family, we talk about problems”, and a 17% improvement to “My family pulls together when things are stressful.”

Families participating in the Personal Empowerment Program (PEP) were asked “I feel able to keep myself and the children in my care safe from abuse.” Only 72% responded yes on the pre-test; 97% responded yes on the post-test.
**Out of School Time Youth Programs: Joey**

Joey is 10 and has very few positive role models. He lives with his aunt in an area where gang membership is high and she worries he will be recruited soon.

Joey’s aunt enrolled him in the Out-of-School Time Youth Program offered at their local FaCT Family Resource Center. There he built meaningful friendships and met adults who could serve as mentors and a source of support. With a stronger sense of belonging in his community, Joey is less likely to fall into the trap of gang membership.

**Family Support Services: Carlos and Maria**

Carlos and Maria have a difficult time making ends meet and often do not know where their next meal is coming from to feed their family of four. Their limited English capabilities and inadequate access to the internet made it difficult to find the support services that existed in their community.

They were told to go to their local FaCT Family Resource Center by a friend. The Family Resource Center was able to refer them to a food bank, but many families like Carlos and Maria’s often need additional support. They were assigned a family support specialist who assessed their family’s need, provided crisis intervention, and connected them to local agencies that could provide them with ongoing support beyond the crucial resources they found at their Family Resource Center.

**Knowledge of Community Resources**

<table>
<thead>
<tr>
<th></th>
<th>PRE</th>
<th>POST</th>
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<tbody>
<tr>
<td>Safe or Stable</td>
<td>24%</td>
<td>92%</td>
</tr>
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**Protective Factors This Service Strengthens:**
- Concrete Support in Times of Need

**FaCT FRCs provided almost 9,000 referrals for food services and over 7,500 other basic need service referrals for emergency services, clothing, housing, transportation, and utilities. Of those that received support from a family support specialist, only 24% were assessed as “Safe” or “Stable” in the domain “Community Resources and Knowledge.” Upon the second assessment, 92% were rated as “Safe” or “Stable.”

**Youth participating in Out-of-School Time programs and activities have a 11% improvement to the question “I have friends in this youth program” and a 17% improvement to “there is at least one adult at this program that I feel comfortable talking to.”**

**Protective Factors This Service Strengthens:**
- Social and Emotional Competence of Children
- Social Connections
The FaCT Platform

FaCT FRCs are located throughout Orange County (see page 13 for locations). There are currently 15 FaCT FRCs representing 100 non-profit and public community organizations. FaCT FRCs support and strengthen families, help promote child development, promote family bonding and reunification, and support adoptions. In addition, each FRC offers services that support and compliment the Core Services, as they remain responsive to the individual needs of the communities that they serve.

FaCT itself is led by a dedicated coalition of partner agencies. The County of Orange Social Services Agency, Charitable Ventures of Orange County, The Olin Group, and the Orange County Alliance for Children and Families provide strategic direction to increase access to services. This network-wide leadership enhances quality and best practices while increasing access and ensuring the sustainability of the growing integrated network of services that maximize the benefits offered by the FaCT FRCs. Focused on meeting the strategic needs of its partner organizations, the FaCT Coalition fosters innovation while promoting consistent quality services.

FaCT provides the following backbone services to ensure FRCs deliver high-quality, best practice services to the individual child, parent, and family:

**Formalized, professional training programs** focus on best practices in responsive topics such as mental health and substance abuse, trauma informed care, teen health, and domestic violence, among many others. Programs also focus on key organizational and programmatic topics, such as collaboration and partnerships, financial management, safety, and marketing. FaCT hosts the annual conference, attended by dedicated leaders in child abuse prevention.

**Technical assistance** provided through grant writing and fund development strategies, network strategic planning, targeted coaching and mentoring expertise, added resources, and communication and coordination of services. FaCT’s data team provides assistance to FaCT Family Resource Centers in collecting data, managing data integrity, and performs network-wide data analysis.

**Advocacy and community engagement** support that raises awareness of FRC services through stakeholder outreach, training for FRC parent/community volunteers, and the development and distribution of marketing materials to create awareness of FRC services.
These core FaCT services are detailed below, demonstrating the value and impact of the FaCT support services to the FaCT FRCs and their collaborative partners.

**FaCT Training Programs and Annual Conference**

FaCT provides training programs designed to enhance skill-sets from front-line staff to administrative support and leadership.

Training focus is based on the changing needs of families served by the FRCs through regular needs assessments conducted at the community level.

The FaCT Annual Conference is a unique and dynamic resource. It convenes private and public professionals dedicated to family strengthening in Orange County for training, networking, and resource development, offering a variety of expert speakers and facilitators. This regional gathering of service providers, funders, and community members is designed to foster collaboration, generate discussion, and deepen impact in the field.

**FaCT Technical Assistance**

FaCT provides an array of technical assistance to support and promote organizational efficiency and strong provision of services. FaCT offers targeted coaching and mentoring including support in assessment and planning efforts.

Growth and sustainability support is provided, along with strategic planning and fund development services, designed to maintain program outreach to families, improve the quality of services, and to support the growth and sustainability of programs offered meet the changing needs of Orange County families.

As gaps are identified, added programs and services are developed through funding support provided through grants, in addition to establishment partnership opportunities to leverage resources and expertise throughout Orange County.

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**Key Numbers**

- **224** FRC and partner staff attended trainings in FY 16-17
- **280** Professionals joined us for the 2017 FaCT Annual Conference
Strengthening and formalizing relationships between organizations with shared visions is a powerful way to improve and sustain services to Orange County families in need. The FaCT Coalition works to identify and bring together community partnership opportunities that can be leveraged on the FaCT FRC platform. Toward this end, FaCT is constantly seeking community partnership opportunities that can bring critically needed services to our residents.

The purpose of FaCT resource development efforts is to leverage funding and resources that can expand the FRC system of care. The FaCT Partners are constantly seeking federal, state, and local grant opportunities that can be leveraged to support the entire system, or can bring targeted resources in for training or support for gaps in services.

One example of partnership development includes FaCT’s strengthened partnership with CalWORKs through Family Stabilization (FS) by expanding the role of the Family Stabilization Family Support Specialists to cover access throughout the county. The FS Family Support Specialist works to stabilize CalWORKs clients and their families by linking them to much needed services at the FRC. An aggregate report of FS clients showed a 33% increase in knowledge of community resources, a crucial step to achieving self-sufficiency and in building a safety net for themselves.

By providing shared data systems and assessment tools, FaCT helps FRCs determine individual outcomes such as: increased knowledge of community and financial resources, increased knowledge of parenting and communication skills, improved capacity to resolve family conflict, increased participation in children’s schools, creation of a social support system, and achievement of stability/self-sufficiency.

Data and evaluation services are designed to deepen FaCT’s alignment with other County data systems, ensure data integrity among FRCs, and to use collected data to re-evaluate service effectiveness.

FaCT’s data and evaluation team provides technical assistance in using the platform’s data collection system, VistaShare, training FRC staff on how to use the assessment tools, input data correctly, and run reports. In addition, the team continually assesses the platform’s tools, theory of change, and current outcome measurements, improving data integrity.
FaCT Marketing

FaCT marketing services work to increase access to and awareness of the FRCs in Orange County, promoting best practices and collaboration.

Through the FaCT website, resource portal, bi-weekly e-blasts with trainings and resources, presentations, resource fairs, videos, and flyers, the marketing materials provide valuable information to help remove barriers from families in need of services.

225,953 reaches through FaCT marketing and outreach efforts in the 16-17 Fiscal Year.

FaCT Community Leadership Development

FaCT supports community leadership development activities that identify and cultivate opportunities for resident volunteers to support the work of the FRCs and to promote community building activities among local residents.

The activities mentioned above may include: providing community leadership development training and support to FaCT FRC volunteer coordinators and Community Engagement Advisory Committees (CEACs); participating in assessment of FRCs to identify community organizing needs; ongoing one-on-one or group technical assistance as requested by FaCT program and FRC staff particularly in the areas of recruitment, governance, advisory roles, community leadership, and cultural diversity; and outreach to the business community.

449 active Community Engagement Advisory Committee (CEAC) members across the FaCT platform during the 16-17 Fiscal Year.
FRCs Throughout the County

1. Anaheim Harbor Family Resource Center
2. Community Health Enrichment Collaborative (CHEC) Family Resource Center
3. Corbin Family Resource Center
4. Costa Mesa Family Resource Center
5. El Modena Family Resource Center
6. Family Oasis Family Resource Center
7. Friendly Center - Orange Family Resource Center
8. Friendly Center - Placentia Family Resource Center
9. La Habra Family Resource Center
10. Magnolia Park Family Resource Center
11. Minnie Street Family Resource Center
12. Oak View Family Resource Center
13. South Orange County Family Resource Center
14. Stanton Family Resource Center
15. Westminster Family Resource Center
A Network Dedicated to OC Families

Funded Partners
2-1-1 Orange County
Abrazar, Inc.
Anaheim Family Young Men’s Christian Association
Boys and Girls Club of La Habra
Boys Town California, Inc.
The Cambodian Family
Community Action Partnership of Orange County
Child Guidance Center, Inc.
Children’s Bureau of Southern California
Community Action Partnership of Orange County
City of Garden Grove
City of Orange Police Department
City of Placentia
City of Stanton
City of Westminster
Family Assessment Counseling and Education (F.A.C.E.S.)
Friendly Center, Inc.
Girls Incorporated of Orange County
Human Options, Inc.
Institute for Healthcare Advancement
Interval House
Mission Hospital Regional Medical Center
Ocean View School District
Orange County Therapeutic Arts Center
Public Law Center
The Raise Foundation
Team of Advocates for Special Kids, Inc.
Western Youth Services
Women’s Transitional Living Center, Inc.
Young Men’s Christian Association of Orange

Non-Funded Partners
ABA Institution American Diabetes Foundation
AltaMed Health Services
American Family Housing
Anaheim School District
Art and Creativity for Healing
Boys and Girls Club of Garden Grove
Boys and Girls Club of Huntington Valley
Boys and Girls Club of Santa Ana
Boys and Girls Club of Stanton
Campfire Orange County - Inland Southern California
Camino Health Center - WIC
CalOptima
CASA Youth Shelter
Catholic Charities of Orange County
The Center for Living Peace
Coalition of Community Clinics
Community Health Initiative of Orange County
Community Service Program, Inc.
Community SeniorServ
Consumer Credit Counsel of Orange County
County of Orange Social Services Agency
(Medical and CalFresh)
City of Anaheim
City of Huntington Beach
City of Placentia Police Department
City of Lake Forest
City of Santa Ana
Family Support Network
Gang Reduction Intervention Program (GRIP)
The Gary Center
Give for a Smile
Grandma’s House of Hope
Help Me Grow
Hoag Center for Healthy Living
Illumination Foundation
John F. Kennedy Elementary School
Joyful Child Foundation
The LGBT Center OC
MOMS Orange County
Minnie Street Lighthouse Community Center
Mission Viejo Library
My Safe Harbor
National Asian Pacific Center on Aging
Neighbor Works OC
National Asian Pacific Center on Aging
Oak View Renewal Partnership
OCAPICA: Orange County Asian and Pacific Islander Alliance
OCCORD: Orange County Communities Organized for Responsible Development
Olive Crest
Orange Children and Parents Together
Orange County Credit Union
Orange County Department of Education - ACCESS
Orange County Health Care Agency (CSPP)
Orange County One Stop
Orange County Probation
Orange County Sheriff’s Department
Orange County United Way
Pathways Molina Healthcare
Public Health Care Agency - WIC
Read OC/Stanton Library
Salvation Army Wells Fargo
Santa Ana Police Department
Santa Ana Unified School District
Second Harvest Food Bank of Orange County
Transforming Life Center
USC Telehealth
Westminster CHP
Westminster Police Department
Westminster School District
Youth Leadership of Orange County
YWCA