



**ORANGE COUNTY**  
Families and Communities  
Together

# in Action

Strengthening Families in Orange County for More Than 20 Years

FALL 2015

## A Note from FaCT's Program Manager, Jyothi Atluri

Welcome to the first edition of "FaCT In Action" for the 2015-2016 contract year. We are proud to be continuing a 20-year tradition of bringing family strengthening services to Orange County residents. This year, we have added three more Family Resource Centers (FRCs) to the network – Community Health Enrichment Collaborative (San Juan Capistrano), Costa Mesa, Family Oasis (Anaheim), and Friendly Center-Placentia – bringing our total number of Centers to 15, and our total number of community partners to 70. We have also added new services, including Out of School Time Youth Programs at every site and a regional Differential Response to child abuse intervention, and engaged with new partners to support evaluation, training, and resource development. Take a look at our quarterly newsletter to see the great work going on in Orange County through our FaCT platform.

## 15 Family Resource Centers Serving Orange County

Families and Communities Together (FaCT) is a network of 15 Family Resource Centers (FRCs) located throughout Orange County's highest-risk communities providing essential family support services, education, and resources. Each FRC is a family-friendly, community-based site that provides access to comprehensive prevention and treatment-oriented social, educational, and health services for all families, including birth, blended, kinship, adoptive, and foster families. FRCs serve as vehicles for engaging local residents and community organizations in the identification and resolution of community concerns related to raising healthy children. Every FRC is unique to its community; services are offered by multicultural and multilingual staff that reflect the surrounding neighborhoods and the families they serve.

In the 2015-2016 fiscal year, we are proud to be supporting the following FRCs:

### Anaheim

Anaheim Harbor Family Resource Center  
Family Oasis Family Resource Center

### Costa Mesa

Costa Mesa Family Resource Center

### Garden Grove

Magnolia Park Family Resource Center

### Huntington Beach

Oak View Family Resource Center

### La Habra

La Habra Family Resource Center

### Orange

Friendly Center – Orange Family  
Resource Center  
El Modena Family Resource Center

### Placentia

Friendly Center – Placentia Family  
Resource Center

### Santa Ana

Corbin Family Resource Center  
Minnie Street Family Resource Center

### South County

South Orange County Family Resource Center  
Community Health Enrichment Collaborative  
(CHEC) Family Resource Center

### Stanton

Stanton Family Resource Center

### Westminster

Westminster Family Resource Center

## Core FRC Services

*Offered at all FRCs*

- Counseling
- Parenting Education
- Family Support Services
- Domestic Violence Personal Empowerment Program
- Information & Referral Services
- Comprehensive Case Management Team Services
- Out of School Time Youth Programs
- Time-Limited Family Reunification Family Fun Activities
- Adoption & Promotion Services

## Additional FRC Services

*Offered at participating FRCs*

- Family Health & Wellness
- Family Economics & Self-Sufficiency
- Child Development Activities
- Emergency Assistance
- Family Literacy & Education

# The New FaCT Coalition

FaCT is truly a private-public partnership. Administered by the County of Orange Social Services Agency, FaCT is now supported by three organizations – **Charitable Ventures of Orange County**, **The Olin Group**, and the **Orange County Alliance for Children and Families** – who together form The FaCT Coalition. These organizations have taken over the responsibility long-held by respected partner Orangewood Children’s Foundation, and are supporting and growing the platform on behalf of the FaCT program. The FaCT Coalition facilitates the planning, implementation, evaluation, and support of services and activities that maximize the benefits offered by the FRCs.



## Promoting Community Engagement

This year FaCT is increasing its investment in Community Engagement and grass-roots leadership development. For the first time, all FaCT FRCs will have dedicated staff to support the leadership development of grass-roots community members for local Community Engagement Action Committees, known as CEACs. In addition, we are pleased to be working with consultants Eric Altman and Debbie Phares, experts in community organization and leadership development with deep understanding of the Orange County region. We are excited about our new team of 10 Volunteer Coordinators, and the new ideas and opportunities that will be fostered from the increased investment in grass-roots leadership.



### Core Values that will guide the development of the Volunteer Coordinators and Leaders.

1

People are inherently resourceful. Strong community engagement efforts spend time and energy cultivating and nurturing the development of their leaders who then are able to drive and create the movement from a place of internal motivation and power.

2

People who are impacted by today’s problems are the best equipped to identify solutions. Good policy is grounded in the diverse experiences of people. Communities are best served when those people have a seat at the table, shaping policy and resource decisions that impact their lives.

# The Needs and Challenges of Our Partner Agencies

Earlier this year FaCT FRCs were asked to respond to a survey gathering information about their most pressing business and service issues as they work to serve their communities. The survey results represent responses from 51 individuals serving in various capacities in family resource centers. FRCs Coordinators comprised the largest group of respondents followed by Program Managers and Family Support Specialists. The highlights of the survey findings are listed below:

Most pressing community issues faced by families served by FRCs	Most pressing training issues needed by FRC organizations	Most highly sought after trainings to enhance service delivery	Most pressing issues related to sustainability	Most pressing training issues needed by CEACs
Poverty Mental Health Substandard Housing Domestic Violence	Staff Leadership Development Evaluation and Outcomes Reporting Fund Development	Safety/Crisis Management Mental Health Substance Abuse Immigration Services Client interviewing Domestic Violence	Funding Space Staff	Leadership Development/Recruitment, Communication Skills Goal Setting Managing Team Dynamics Community Needs Assessments

Results from the survey will be used by FaCT Coalition partner OC Alliance for Children and Families to customize responsive trainings throughout the year, culminating in an annual conference for organizations focusing on family strengthening.

For a copy of the survey results please contact FaCT at [info@factoc.org](mailto:info@factoc.org).

## Success Stories

The caring and trained professionals that work at FaCT FRCs see the challenges facing families in Orange County communities every day. Here are just a few examples of the critical work being done by our FRC staff.

### CHEC Family Resource Center

Our families face so many barriers. One family I supported needed significant help, including transportation problems, immigration status problems, limited education, and worst of all a domestic violence situation. My client was embarrassed at first, and not familiar with our services. But I worked to establish a sense of comfort and trust, and began to connect her to services that could help her family. We connected her to Human Options for mental health services, and got her into PEP classes (personal empowerment program) at the center. Her child was adopted by Mission Hospital and received school supplies and clothes. We also helped her apply for both Medi-Cal and Cal-Fresh services, and her family was approved for both. Our client now states feeling more in control, she received treatment for depression, her child now has medical insurance and a medical home, and she is more aware of resources in the community. She is also now a fierce advocate for our services and always refers other clients to our Center. A true success story for CHEC!

### Costa Mesa FRC

My client came to the Costa Mesa FRC seeking help for herself and her family. She felt her teenage son seemed withdrawn and was herself feeling overwhelmed. She was also seeking treatment for a medical condition but was not able to afford payments. We connected her to a case management team (CMT) and family support services. Soon we connected her to individual counseling offered by Human Options, and connected her son to counseling with a Hoag Public Health Nurse. We were also able to connect her to the SOS clinic for medical treatment and help with health insurance enrollment. She continues to receive services from our Family Support Specialist and is trying to bring both her son and husband to family therapy.

### Oak View Family Resource Center

My client was a victim of domestic violence. Her husband was arrested and prosecuted for domestic violence and child abuse. She needed assistance to understand the criminal justice system process, and needed counseling, both for herself and her children. We were able to connect her to many resources to get her through this difficult time: counseling services for both her and her children, parenting classes, PEP classes, a women's support group, a referral to the Orange County District Attorney and Victim Witness and Crime Compensation programs, and a referral for Visa assistance. Our client is still in contact with our center, and continues to work with an attorney on her legal issues and receive counseling. She is in a much safer situation thanks to her friends' referral to the OakView FRC.

# Around the Corner



Stay tuned for the 2014-2015 Annual Report, which captures actual numbers served across the FaCT FRC network.

Save the Date! The FaCT Annual Conference for Family Strengthening Organizations is scheduled for May 20, 2016 and will be held at the Delhi Center. Stay tuned for more information on training and resources that will be available to participants.

## Supporting Our Immigrants



FaCT is the proud recipient of a recent grant from the California Family Resource Association to support outreach and education efforts of DAPA (Deferred Action for Parents of Americans) and DACA (Deferred Action for Childhood Arrivals). Orange County is believed to have more than 141,000 residents who are either DAPA or DACA eligible. The impact of these programs – for example, increased ability to access healthcare and other benefits, jobs, increased income, and education – for these residents is expected to be immense. Over the next several months, FaCT FRCs will be provided with training and resources to support dissemination of accurate information about these programs, and how residents can apply.

### Our Vision

Is that all 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 Mission

Is to identify and promote promising and best practices, train, fund, and advocate for Family Resource Centers (FRCs) to be Orange County's community-based platform for prevention activities and family support services.



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