Investing in Children and Families Since 1994
In the 2015-2016 fiscal year, the 15 Family Resource Centers funded by the County of Orange served more than 15,000 residents in the County. This annual report highlights the services and achievements of the entire FaCT collaboration, as well as our evolving vision for our work in the region. As the FaCT coalition of agencies enters its 22nd year of service in the community, the newly-formed public-private partnership among the County of Orange Social Services Agency, Charitable Ventures of Orange County, The Olin Group, and the Orange County Alliance for Children and Families begins its second year supporting the effort.

We have spent the 2015-2016 fiscal year supporting our expanded network of 15 FRC locations throughout the region, as well as three additional core services across the network, while providing valuable training, technical assistance, and partnerships to enhance services for children and families. While this report shares last year’s achievements, it also focuses on where we are headed: our team of staff and consultants continues to seek new partnerships and deeper engagement with the community—particularly with diverse populations that we have yet to reach. We are also enhancing our data collection and evaluation, aligning with other child welfare initiatives and community-level indicators. Finally, we are evaluating opportunities to leverage the FaCT platform to bring other funding and resources into the region. All of these plans touch on the theme of intersections and connections, as we look for ways to leverage, align, connect, and grow.

Thank you for your interest, commitment, and action on behalf of those we serve. We hope you will continue with us on this journey as we pursue our dream of eliminating child abuse in Orange County by creating strong families and communities.

The FaCT Coalition of Partner Agencies
The Need

Too many of our children face abuse and neglect and need resources, redirection or even rescue to escape unacceptable situations. From July 2015 - June 2016, Orange County saw:

34771 Child Abuse Allegations
5358 Substantiated Cases
1257 Entries Into Foster Care

Our Vision

Our vision is that 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 grow and thrive. From getting a good education to living a healthy lifestyle, our vision encompasses all the aspects that contribute to a child’s development and that sets the foundation for his or her future.

Our Mission

Our mission is to identify and promote promising and best practices, train, fund, and advocate for Family Resource Centers which serve as community based platforms for child abuse prevention activities and family support services.
Our Method

To prevent child abuse, FaCT deploys the Strengthening Families™ approach developed by the Center for the Study of Social Policy. Designed to nurture the positive assets and characteristics that will promote healthy behaviors even in stressful times, FaCT FRC programs have been developed to encourage 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, 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
What makes a FaCT FRC unique is that each of our 15 locations now offers nine core services for every family that walks in. Each of our core services is free and rooted in the Five Protective Factors that are proven to support and strengthen families, help promote child development, promote family bonding and reunification, and support adoptions. In addition, each FRC also offers other supportive services that complement the nine core services and are responsive to the needs of their unique communities.

**Nine Core Services**

**Counseling**
Our FRCs provide individual, child, family, and group therapy for up to 20 sessions. This service is offered with the goal of improving family functioning, increasing social support, teaching problem solving, reducing the effects of trauma, and strengthening coping skills.

**Adoption & Promotion Services**
This service aims to promote, in collaboration with Orange County Social Services Agency, the need for foster and adoptive resources for children in need of a permanent home.

**Domestic Violence Personal Empowerment Program**
FaCT FRCs offer this ten week educational support program designed to empower victims to break the cycle of violence through education on the dynamics and the effects of domestic violence.

**Family Support Services**
A family support specialist provides assessment, crisis intervention, and ongoing support and referrals to resources and services for families with multiple needs. An individual case plan is designed for each family with their input regarding barriers, strengths, and needs.

**Information & Referral Services**
Each FRC has a full-time staff member offering information and referrals for a family, individual, or agency requesting assistance. This service is designed so that each specialist is the expert in their community and can link clients to resources and services to meet their varied and special needs.

**Comprehensive Case Management Team Services**
This multidisciplinary team meets on a weekly basis to assess families with multiple needs. The goal is to link each family to services either at the FRC or in the community to meet those needs.

**Out of School Time Youth Programs (OST)**
OST Programs are designed to provide participants with a safe and nurturing space during after school and non-school hours.

**Family Reunification Family Fun Activities**
Family Reunification activities are supervised and organized events for children of parents and/or caregivers in the reunification process.

**Parenting Education**
FaCT FRC parenting courses have an effective curriculum that focuses on positive parenting techniques, effective discipline, and developmentally appropriate parenting skills.

**Additional Services**
Other FRC services for families include Health and Wellness, Economics and Self-sufficiency, Child Development Activities, Emergency Assistance, Literacy and Education, Adoption and Promotion Support, Legal Assistance, & Application Assistance. Services vary by FRC.
The Power of Our Network

In the 2015-2016 fiscal year, FaCT magnified the scale and reach of our 15 FRCs by building capacity, attracting new resources, developing community leadership, and moving towards collective impact.

In 2015-2016, FaCT provided training to nearly 300 FRC staff on topics including crisis intervention, domestic violence, health literacy, navigation of governmental processes and programs, and the Five Protective Factors.

The 2016 FaCT Annual Conference, “Deepening Our Impact”, drew over 200 executives, program staff, and Community Engagement Advisory Committee (CEAC) members to hear from over 20 local experts on issues facing our families today.

FaCT actively works to strengthen partnerships and pursues funds and resources for the FRC platform. One example 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.

FaCT’s Community Leadership Development consultants engaged new Volunteer Coordinators in:

- 11 trainings on community organizing and leadership development.
- 7 work groups to create train-the-trainer curricula for adult and youth CEAC members.
- Planning and leading FaCT Annual Conference sessions for 29 CEAC members on leadership skills and communication with public officials.

In 2015-2016, FaCT initiated a process of collective impact development including:

- A landscape analysis of agencies, collaboratives, and systems that address child abuse in our region, with an emphasis on the vital role played by FaCT and FRCs.
- An assessment of FRC families’ needs through FaCT data, CEAC members’ stories, and provider town halls.
- Identification of mental health and substance abuse as two interlinked issues to frame our collective impact work in 2016-2017.

FaCT certainly allows opportunity.... It allows us to have counseling services. It allows us to have a family support specialist. It allows us to build a team of professionals that otherwise we probably could not provide to the community.

- Jason Ward
  FRC Coordinator, Stanton Family Resource Center
Our Clients

FaCT FRCs impact the lives of at-risk families before children face the threat of abuse.

In the 2015-2016 fiscal year, FaCT FRCs provided services to 15,355 individuals, including 5,817 families and 7,459 children. The following data is based on these individual and household totals, with minor variance in N due to program data collection requirements and other factors.
Primary caregivers for FRC families tend to have lower educational attainment than the broader population, a characteristic associated with lower earning potential, decreases in health and well-being, and other risks.

Of the 5,139 families who provided their income level, 74% live below the poverty threshold. The median income range for all FRC families is $15,000 - $20,000; in comparison, the median household income in Orange County is $75,998 (US Census Bureau).
When families are in crisis, it can be hard to find and navigate community services. FaCT FRCs serve as a single point of entry into a critical array of services, which helps keep families stable through crisis. The following table breaks down how many unduplicated clients were served across FaCT’s 15 FRCs.

<table>
<thead>
<tr>
<th>Program/Service</th>
<th>Individuals</th>
<th>Families</th>
<th>Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adoption Support &amp; Recruitment Activities*</td>
<td>11,177</td>
<td>7,789</td>
<td>3,118</td>
</tr>
<tr>
<td>Family Support Services (Individual Case Management)</td>
<td>7,325</td>
<td>1,948</td>
<td>3,883</td>
</tr>
<tr>
<td>Comprehensive Case Management Team Services</td>
<td>6,277</td>
<td>1,653</td>
<td>3,328</td>
</tr>
<tr>
<td>Counseling</td>
<td>1,511</td>
<td>968</td>
<td>560</td>
</tr>
<tr>
<td>Domestic Violence Personal Empowerment Program</td>
<td>675</td>
<td>678</td>
<td>-</td>
</tr>
<tr>
<td>Parenting Education Classes</td>
<td>791</td>
<td>634</td>
<td>-</td>
</tr>
<tr>
<td>Family Reunification Family Fun Activities</td>
<td>43</td>
<td>28</td>
<td>17</td>
</tr>
<tr>
<td>Out of School Time &amp; Youth Enrichment Activities</td>
<td>1,173</td>
<td>847</td>
<td>1,173</td>
</tr>
</tbody>
</table>

*Numbers represent outreach activities conducted by FRCs through flyer distribution

"I am in a better place and I would have not been able to do it on my own without the support I received from the FRC during these difficult times..." - FRC Client
FRCs also provide referrals to families in need of other supports. FRCs received 43,349 requests for services, resulting in 50,803 referrals to community partners. Approximately 31% of requests were for basic needs.
FaCT FRCs want every family who arrives at their doors in crisis to leave with their immediate needs met and a safety net in place that catches them if they fall. For families that have been through crisis, this safety net helps to build a foundation of self-sufficiency and resilience that is key to their success. FRCs measure the success of their services and their participants through pre and post assessment tools which measure a variety of factors that contribute to the stability of a family.

**Domestic Violence Personal Empowerment Program (PEP)**

PEP aims to break the cycle of abuse by arming individuals with the knowledge, tools, and support network to keep themselves safe. In the post assessment of the PEP program across all 15 FRCs, FaCT saw a 48% increase in those who indicated that they felt they were able to keep themselves and their children safe. In offering Concrete Support, FaCT FRCs were able to increase the Parental Resilience of their participants by helping them build a system of security.

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

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
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</thead>
<tbody>
<tr>
<td>Agree to Strongly Agree</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Neutral to Strongly Disagree</td>
<td>50%</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Parenting Education**

FaCT FRCs offer 6-week parenting education courses to provide parents with a deeper understanding of their children and to reinforce positive parenting techniques in our communities. Of the participants that received parenting education, 21% reported an increased understanding of how they can help their children learn. This increased Knowledge of Child Development reduces the frustration caused by a lack of understanding of the emotions and capabilities of their children.

**I know how to help my children learn**

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree to Strongly Agree</td>
<td>39%</td>
<td>61%</td>
</tr>
<tr>
<td>Neutral to Strongly Disagree</td>
<td>61%</td>
<td>18%</td>
</tr>
</tbody>
</table>

**Counseling**

Counseling is a vital service provided by the FaCT network. In providing individual, family, group, and crisis counseling, FRCs are able to effectively serve a variety of clients with multiple needs. Our FRCs work on building stronger relationships and improving family functioning. In helping FRC clients build Social Connections with their family through counseling, we saw a 16.5% increase in clients who said they spent more time communicating and listening to each other.

**In my family, we take the time to listen to each other**

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
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<tbody>
<tr>
<td>Frequently to always</td>
<td>56.5%</td>
<td>43.5%</td>
</tr>
<tr>
<td>Half the time to never</td>
<td>43.5%</td>
<td>40%</td>
</tr>
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**Outcomes**
Family Support Services

Families in crisis and with multiple needs benefit from the individual support provided by FaCT FRCs. Last year, FaCT family support specialists provided individualized case management and support to 1,948 Orange County families. A family support specialist (FSS) provides assessment, crisis intervention, ongoing support, and service/resource referrals for families with multiple needs. The FSS uses the Family Development Matrix (FDM) in partnership with the family to assess their progress, strengths, and areas of concern across over 20 different indicators. The three indicators below, which show the highest improvement among families that worked with an FSS, tie to several protective factors (see Page 4) including Concrete Support In Times of Need, Parental Resilience, and Social Connections.

### Emotional Well-being and Sense of Life

- **Pre**: 62%
- **Post**: 89%
- **Safe and stable**: 38%
- **Crisis and at-risk**: 11%

### Community Resources and Knowledge

- **Pre**: 42%
- **Post**: 89%
- **Safe and stable**: 58%
- **Crisis and at-risk**: 11%

### Family Communication Skills

- **Pre**: 58%
- **Post**: 84%
- **Safe and stable**: 42%
- **Crisis and at-risk**: 16%
A Look at Differential Response

What is Differential Response (DR)? DR is an innovative solution to the problems presented by the traditional model of child protection, and is used by Orange County’s Children and Family Services (CFS) as a model in the investigation of child abuse. DR is based on the premise that child safety is a responsibility that should be shared by the family, the community, and child welfare agencies. The primary goal of DR is to help families engage with supportive services before they need help from the child welfare system, and additionally, to help reduce the recurrence of maltreatment. DR is utilized when a report of child maltreatment meets statutory definitions of abuse and neglect, and an in-person assessment completed by a CFS social worker indicates 1) the risk of maltreatment to the child is low to moderate and 2) with targeted services, a family is willing and likely to make needed changes to improve the child’s safety.

Currently, five FaCT FRC locations spread across the county provide service to families identified by CFS as needing Differential Response. FRC DR services are voluntary and a family can opt not to participate. Services include family and in-home support and all services are offered at their FRC. The map below shows where the most notifications of child abuse occur throughout the county; the charts below show the dramatic impact of DR services on families who receive them.

Outcomes for DR services are measured by the Family Development Matrix (FDM). The FDM uses over 20 indicators to evaluate a client’s progress from in crisis to stable and self-sufficient. The three indicators above showed the largest impact that resulted from DR services provided by FRCs.
Our Network

15 Family Resource Centers Throughout Orange 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