2017-2018 Annual Report

Families and Communities Together

Building a Brighter Future for Orange County’s Children

A Public-Private Partnership Committed to Child Abuse Prevention
“My family and I are very grateful for the support from the Family Resource Center....My child is able to grow healthier, and my family is stronger because of all of the support.”
What if we could prevent child abuse and neglect before it even happens? That is the premise behind Families and Communities Together (FaCT). Our vision is that all children should be able to grow up in stable, nurturing families and in safe, supportive communities that provide opportunities for everyone to grow and thrive. Sadly, community response to child abuse and neglect often occurs after the fact. Too often, child abuse is not reported until after visible bruising is observed, if a teacher witnesses a malnourished child struggling to focus in the classroom, or a neighbor calls the police when they overhear a domestic violence incident in the house next door where young children live. While it is reassuring that we have laws in place to protect children — and dedicated professionals that work to help keep them safe — we strive to do better as a community.

The emotional effects of child abuse and neglect can be severe and long-lasting. Research shows exposure to abuse and neglect increases the likelihood of substance abuse, homelessness, violence, and incarceration later in life. We also know that risk factors such as poverty, housing instability, incarceration of a parent, parental substance abuse, and food insecurity are stressors on a family’s health and well-being. When we can strengthen families, we help prevent the conditions that can lead to abuse and neglect.

FaCT is leading the way in Orange County to prevent child abuse and neglect by helping families grow stronger together. We work to drive public awareness about child abuse and neglect, and reinforce the vital role that our community plays in preventing the devastating and long-lasting consequences of maltreatment on our society. Designed to nurture the positive assets and characteristics that will promote healthy behaviors, even in stressful times, Family Resource Center (FRC) programs were developed around key focus areas known as the Five Protective Factors (discussed further on page 6):
A Comprehensive Approach to Prevention

Aligned with State and Federal frameworks, the FaCT network focuses on a comprehensive approach of improving outcomes for children and families through three levels of prevention.

**Primary Prevention**

Primary prevention focuses on building up a community by offering professional education, well-equipped agencies to serve families, public awareness, and collaboration.

Our work focuses on primary prevention by strengthening FRCs through training, fund development, cultivating and maintaining strong relationships and partnerships, and by advocating for the FRC model as a vehicle for prevention.

**Secondary Prevention**

Secondary prevention focuses on providing comprehensive services to high-risk individuals and communities.

FRCs’ core services (detailed on page 7), along with additional support, address areas of high-risk factors such as mental health, substance abuse, domestic violence, and poverty.

**Tertiary Prevention**

Tertiary prevention focuses on providing services to families where maltreatment has already occurred.

FRCs collaborate with the County of Orange Social Services Agency on child welfare, Medi-Cal, CalWORKs, and CalFresh cases.
### Primary Prevention Services Provided by FaCT

- Community Partnerships to Strengthen FRC Platform
- Training Programs and Technical Assistance to FRCs and Affiliated Organizations
- Evaluation and Data Collection Related to Service Impacts
- Pursuit of Grants, Investment, and Leverage Opportunities
- Community Leadership Development and Engagement at a Neighborhood Level
- Public Awareness Campaigns and Ongoing Communication

### Secondary Prevention Services Provided by FRCs

- Counseling
- Family Support Services
- Comprehensive Case Management Team Services
- Information and Referral Services
- After School Youth Programs
- Domestic Violence Personal Empowerment Program
- Parenting Classes

### Tertiary Prevention Services Provided in Collaboration with the County of Orange Social Services Agency

- Differential Response (DR)*
- Warm Hand-Off with Emergency Response Cases
- Family Reunification
- Adoption Promotion Services

---

*DR is an approach that allows the County of Orange Social Services Agency to respond differently to child abuse reports based on factors such as severity of maltreatment, history of prior reports, and a family’s willingness to participate in services rather than going through the juvenile dependency court process.*
FaCT’s mission is to provide training, technical assistance, advocacy and community engagement in support of publicly funded FRCs, empowering them to be Orange County’s community-based platform for child abuse prevention activities and family support services.

Since 1994, we have served as the backbone of the collective impact initiative, supporting the growing network of FRCs and their community non-profit partners. We serve as a critical bridge between FRCs and other government and community-based organizations, with the following services.

### Training Programs and Annual Conference

The front-line staff, administrative staff, and leadership of the FRCs in the network are provided with a comprehensive and responsive training program.

The FaCT Annual Conference brings together professionals committed to supporting families to discuss new ideas and promote collaboration. This year’s theme, EMBRACE, focused on reaching and serving underserved and underrepresented communities.

- 96% of participants in a recent overall training program survey agreed with the statement “I learn valuable information from the trainings.”
- FY 2017-18 Training Topics: Navigating County Services - OC Links, Cultural Competency - Middle Eastern and Arab American and Asian and Pacific Islander Communities, Non-profit Marketing and Social Media, Crisis Intervention, Working with Gangs and Youth in OC, Data Entry and Integrity.
- 355 professionals and community leaders attended the 2018 FaCT Annual Conference, EMBRACE.

### Marketing and Outreach

Marketing and Outreach services increase access to and awareness of FRCs in Orange County and keep FRCs updated with new resources and information.

This is achieved through bi-weekly internal email updates, presentations, outreach, networking, distribution of print collateral, and the FaCT website and resource portal content.

- 41,044 estimated reaches through Marketing and Outreach efforts.
- 867 subscribers receive the quarterly newsletter and monthly FRC updates.
- 117 professionals attended the first FaCT Family Resource Center Meet & Greet where attendees had the unique opportunity to engage with all 15 FRCs in one location.
Program Development and Technical Assistance
As a County of Orange Social Services Agency (SSA) program, SSA has designated staff that work directly with FRCs. This team assists with the collaborative operations of the FRCs, building and maintaining best practices such as trauma informed and Safety Organized Practice models, maximizing client utilization of core services, advising the development of innovative approaches, training and supporting FRC staff, and actively engaging in enhancing the quality of service delivery.

- In FY 2017-18 FaCT’s SSA team collaborated with partner, Hoag Hospital, to extend trainings to all FRC employees on health certifications.
- FaCT’s SSA Team serve as the administrators for the Child Abuse Treatment (CHAT) grant, from the State of California, which provides additional funding for counseling services for child victims of crime.
- FaCT’s SSA Team advised Minnie Street FRC in identifying an additional community need to maintain social connections through a peer support group.

Partnership and Resource Development
Partnership and resource development efforts leverage funding and resources that can expand the FRC system of care. In addition, we are constantly seeking federal, state, and local grant opportunities.

Creating strong and formal relationships between organizations, FaCT, and FRCs are a powerful way to enhance and sustain services to Orange County families.

- In coordination with partners, Child Guidance Center’s Strong Families, Strong Children Collaborative, a new peer navigator driven model, specifically designed for military families, is currently being piloted at three FRC sites with the potential to expand to all 15.
- Partner, Hoag Hospital, has invested in a pilot promatora program at two FRC locations to support community mental health.

Data Collection and Analysis
FRCs are provided with a robust shared data platform to track client information, outcome metrics, and service statistics. We train staff on how to compile and use the data, and prepare reports that examine the impact of the collaborative. This data is shared with the individual FRCs, who can use it to report on their own outcomes, and identify organizational strengths and opportunities for technical assistance.

- 96 FRC staff members trained on data input and data integrity.
- The Data Evaluation Team has been coordinating with the SSA Research Team to match data between FaCT and SSA systems. This large undertaking is to better measure the recidivism of families interacting with both the FRCs and the child welfare system.

Community Leadership Development
Residents of the communities that FRCs serve form Community Engagement Advisory Committees (CEACs) and/or Youth Action Councils. These volunteer and leadership groups are managed by a volunteer coordinator.

FRC volunteer coordinators plan and execute three annual regional trainings for CEACs. These trainings focus on engagement between CEAC groups and key issues facing their communities.

- 489 active CEAC members across the network of FRCs.
- FRC volunteer coordinators plan and execute a half-day conference for members of FRC Youth Action Councils. This conference was designed to present new information on key topics and to foster engagement between FRC youth leaders.

FaCT volunteer coordinators planned and executed a half-day conference for members of FRC Youth Action Councils. This conference was designed to present new information on key topics and to foster engagement between FRC youth leaders.

FaCT 2017-2018 Annual Report
The Five Protective Factors
The Basis of the Nine Core Services

To prevent child abuse, we deploy 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, FRC programs were developed to encourage what are known as the Five Protective Factors. The Five Protective Factors form the basis for FRCs’ secondary prevention strategy.

Concrete Support in Times of Need
Access to critical resources 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/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 the County of Orange Social Services Agency, any family that walks into an FRC has free access to nine core services all of which are rooted in the Five Protective Factors. Beyond the nine core services, each FRC leverages partnerships to offer additional services such as application assistance, food distribution, health and wellness services, emergency assistance, family education and literacy, and family economics and self-sufficiency.

<table>
<thead>
<tr>
<th>Service</th>
<th>Served</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling</td>
<td>1,322</td>
<td>FRCs provide individual, child, family, and group therapy. The goal is to improve family functioning, teach problem solving, reduce the effects of trauma, and strengthen coping skills.</td>
</tr>
<tr>
<td>Comprehensive Case Management Team Services</td>
<td>7,154</td>
<td>This multi-disciplinary 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>Family Support Services</td>
<td>8,472</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>After School Youth Programs</td>
<td>1,084</td>
<td>After School Youth 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</td>
<td>723</td>
<td>This ten-week program is designed to empower the victims of domestic violence through education on the dynamics and effects of domestic violence.</td>
</tr>
<tr>
<td>Information and Referral Services</td>
<td>53,242</td>
<td>Each FRC has a full-time staff member offering information and referrals to families, individuals, or agencies requesting assistance.</td>
</tr>
<tr>
<td>Parenting Classes</td>
<td>952</td>
<td>FRC parenting classes have an effective curriculum that focuses on positive parenting techniques, effective discipline, and developmentally appropriate parenting skills.</td>
</tr>
<tr>
<td>Adoption Promotion Services</td>
<td>26,803</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>
</tbody>
</table>

Supervised and organized events for children of parents and/or caregivers in the reunification process.
Building a Brighter Future
FRC Service Outcomes

Rooted in the Five Protective Factors, FaCT and its FRC partners utilize standardized tools to measure outcomes and the efficacy of our programs.

The results presented below are from Fiscal Year 2017-18 and reflect outcomes from all 15 FaCT FRCs.

Concrete Support in Times of Need
Every parent needs help sometimes, but at-risk families are often faced with the lack of basic needs such as food, shelter, or health care. Families may not know where to turn, or may feel stigma in asking for help.

Through Family Support Services, Case Management Team Services, and Information and Referral Services, FRCs provide assistance when families need help the most; aiding in the prevention of malnutrition, homelessness, and other traumas.

<table>
<thead>
<tr>
<th>knowledge of community resources at intake</th>
<th>knowledge of community resources after FaCT support</th>
</tr>
</thead>
<tbody>
<tr>
<td>26%</td>
<td>91%</td>
</tr>
<tr>
<td>N=1,391 families</td>
<td>After support, 91% of families are assessed as having adequate knowledge of community resources, compared to 26% at intake.</td>
</tr>
</tbody>
</table>

28% of families reported an increase in their emotional well-being.
N=1,389 families

71% of families agreed with the statement “My family pulls together when things are stressful” improved from 58% to 71%.

N=1,206 families

Parental Resilience
Research shows that how parents respond to stressors can be more important than the stressor itself. Resilient parents better manage stress, adversity, and trauma and are able to better support their children during challenges and crisis.

Parental Resilience is promoted through Counseling, Family Support Services, Parenting Classes, Case Management Team Services, and the Personal Empowerment Program.
Knowledge of Parenting and Child Development

Parental knowledge and understanding of child development and effective parenting skills have been demonstrated to have immediate and long-term effects on children’s well-being. Secure attachments between parent and child can prevent or mitigate adversity and trauma.

Parenting Classes, Individual Counseling, and Family Counseling support this protective factor.

66% of parents noted an improvement in their ability to help their children manage their behavior.
N= 512 parents

After completing a parenting class, 81% of parents agreed that they had a better understanding of how to help their children learn, a 15 percent improvement from when they entered.

N= 1,110 families

Social Connections

Having the support of family, friends, and community increases sense of belonging, lowers anger, anxiety, and depression, and leads to stronger familial relationships.

Parenting Classes, the Personal Empowerment Program, and After School Youth Programming all build social connections for clients, providing a support system and reducing feelings of isolation.

19% of families saw improvement in their child’s behavior at school.
N= 1,110 families

27% of families reported an improvement in their ability to help their children manage their behavior.
N= 1,270 families

34% of families noted an improvement in their support system after services.
N= 1,390 families

Social and Emotional Competence of Children

Helping children to interact with others or managing their behaviors reduces stresses on children and families, supporting positive relationships and preventing negative outcomes.

FRCs provide After School Youth Programs, Family Counseling, and Parenting Classes to support this Protective Factor.

N= 1,270 families

Pre 66%
Post 81%

FaCT 2017-2018 Annual Report
In Fiscal Year 2017-18, FRCs provided services to 15,686 individuals and 6,310 families, gathering and analyzing demographic information including client age, ethnicity, language spoken in the home, income levels, food security, and percentage of clients receiving CalFresh. We also gathered data on specific services received per individual served, including number and type of FRC referrals to community partners.

### Demographics

#### Age Distribution

- 0-5: 12%
- 6-13: 28%
- 14-17: 9%
- 18-19: 3%
- 20-29: 11%
- 30-39: 17%
- 40-49: 13%
- 50-59: 2%
- 60-69: 2%
- 70+: 1%

#### Ethnicity

- Latino/Hispanic: 82%
- White/Caucasian: 10%
- Asian: 5%
- Black/African American: 2%
- Other/Unspecified: 1%

#### Language

- Spanish: 54%
- English: 42%
- Vietnamese: 2%
- Other: 2%

### Food Security

- 51% of FRC families said food ran out “often” or “sometimes”
- 44% of FRC families receive CalFresh

### Poverty

- 67% of FRC families in 2
- 68% of FRC families in 3
- 71% of FRC families in 4
- 78% of FRC families in 5-7
- 86% of FRC families in 8+
- 72% of FRC families in All

Calculations are based on poverty guidelines cited from the U.S. Department of Health and Human Services, January 2018.
FRC Referrals

In Fiscal Year 2017-18, FRCs provided 53,242 referrals for services and assistance.

- Basic Needs
- Counseling
- Parenting Classes
- Educational Programs
- Medi-Cal
- Seasonal/Holiday
- Healthcare Services
- Legal Assistance
- Domestic Violence Services
- Case Management
- Recreational Activities
- Afterschool/Tutoring/Mentoring Services
- All Other Referrals

Basic Needs Referrals

- Food
- Basic Needs/WIC*
- Transportation
- Housing
- Utility Assistance
- Disability
- Clothing

*Women, Infants, and Children (WIC)
FaCT FRCs are positioned in Orange County’s most vulnerable neighborhoods.
County of Orange Funded Partners
2-1-1 Orange County
Abrazar, Inc.
Anaheim Family Young Men’s Christian Association
Boys and Girls Club of La Habra
The Cambodian Family
Community Action Partnership of Orange County
Child Guidance Center, Inc.
Children’s Bureau of Southern California
County of Orange Social Services Agency
City of Garden Grove
City of Orange Police Department
City of Placentia
City of Stanton
City of Westminster
Family Assessment Counseling and Education Services (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 Children’s 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.
YMCA - Anaheim Family
Young Men’s Christian Association of Orange

Other FRC 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 Senior Serv
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
Oak View Renewal Partnership
OCAPICA: Orange County Asian and Pacific Islander Community Alliance
OCORD: Orange County Communities Organized for Responsible Development
Olive Crest

FaCT is proud to support its 100 partners!