“I learned a lot on how to solve problems with my children and be more patient. I know how to use words they will understand according to their age. Thank you for everything. I am very happy.”

– Client, Friendly Center Placentia
Dear Friends,

As Families and Communities Together (FaCT) enters its 25th year, we thank you for your continued interest and commitment to support our 15 Family Resource Centers (FRCs) in Orange County. This important network of FRCs has delivered critical family strengthening services to more than 14,000 clients in the 2018-2019 fiscal year. Together, our vision is to ensure all of our children grow up in stable, nurturing families, and safe, supportive communities.

Many programs and initiatives are designed to help children and families after abuse occurs. FaCT employs evidence-based prevention tools to help strengthen families and prevent abuse before it begins. This annual report is designed to illustrate how we work in the community.

FaCT is a public-private partnership between the County of Orange Social Services Agency, Charitable Ventures and the Orange County Alliance for Children and Families. FaCT provides relevant training, technical assistance, marketing and outreach, resource development, and community leadership development to the 15 FRCs funded by the County of Orange Social Services Agency. We hope you will join us as we continue to pursue our dream of eliminating child abuse in Orange County by creating strong families and communities.

77,969

the number of clients we have served during this five-year contract period, spanning Fiscal Years 2014-2019.
The State of California provides funding to all of its counties to develop child abuse prevention programs. The County of Orange delegates their state funds to the County of Orange Social Services Agency (SSA) to administer the Families and Communities Together (FaCT) program, which aims to support and provide resources to strengthen families before abuse occurs. To increase the capacity of FaCT, SSA partners with Charitable Ventures and the Orange County Alliance for Children and Families to form the FaCT Coalition.

<table>
<thead>
<tr>
<th>State of California</th>
<th>Each county in California was provided funding to prevent child abuse and maltreatment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>County of Orange</td>
<td>SSA developed FaCT to strengthen families and prevent child abuse before it occurs.</td>
</tr>
<tr>
<td>FaCT Network</td>
<td>OCSSA partnered with Charitable Ventures and the Orange County Alliance for Children and Families to increase the capacity of the FaCT Program.</td>
</tr>
<tr>
<td>Administrative Services (FNAS)</td>
<td>The 15 FaCT FRCs are located in areas within Orange County with the greatest need.</td>
</tr>
</tbody>
</table>

**WHAT WE DO**

The FaCT Coalition uses five protective factors to:
- **Counseling**
- **Parenting Education**
- **Family Support Services**
- **Domestic Violence Services**
- **Information & Referrals**
- **Comprehensive Case Management**
- **Out of School Time Youth Programs**
- **Family Reunification Activities**
- **Adoption Promotion**
- **And Other Services**

**Creating Stronger Children and Families**
- Concrete Support in Times of Need
- Parental Resilience
- Knowledge of Parenting and Child Development
- Social and Emotional Competence of Children
- Social Connections

So That Our Children Can Thrive

**Working Together to Reduce the Risk of Abuse and Neglect**

**Strengthening Agencies and Communities**
- Strategic Planning
- Training & Technical Assistance
- Marketing
- Fund & Resource Development
- Community Leadership Development
- Evaluation & Data Management

As They Offer
FaCT FRCs deploy the Strengthening Families framework to prevent child abuse. Developed by the Center for the Study of Social Policy, this framework is an evidence-based approach drawing from 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**

1. **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.

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

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

4. **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.

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

**FRC CORE SERVICES**

**Counseling**
- We provide counseling services to individuals, children, families, and groups.
- Priority is given to non Medi-Cal, under-insured, and clients experiencing barriers to services.
- Clients may receive up to 20 sessions.

**Parenting Classes**
- Parenting courses have an effective curriculum that focuses on positive parenting techniques, effective discipline, and developmentally appropriate parenting skills.
- Open to all parents and caregivers.

**Family Support Services**
- Services are provided at the FRC or in-home depending on client needs and safety considerations.
- Every effort is made to ensure positive participation in services to stabilize the family and create safe and healthy home environments for children.

**Domestic Violence Personal Empowerment Program**
- This ten-week program is designed to empower to the victims of domestic violence through education on the dynamics and effects of domestic violence.
- 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.

**Information and Referral Services**
- We have a full-time staff member offering information and referrals for a family, individual, or agency requesting assistance.
- Examples include mental health services, basic needs resources, utility assistance, job training, legal assistance, substance abuse services, parenting, other educational programs, job training, recreational programs, and more.

**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 in-house or in the community to meet those needs.
- Family members are invited to participate in the meetings and share thoughts regarding their strengths, needs and capacity to participate in services.

**Out of School Time (OST) Youth Programs**
- OST programs are designed to provide participants with a safe and nurturing space during after-school and non-school hours.
- OST provides comprehensive programs that fit the needs of their communities including recreational, educational, developmental, leadership, and art and cultural enrichment activities.

**Family Reunification Family Fun activities**
- Family Reunification/Family Maintenance activities are supervised and organized events for children of parents and/or caregivers in the reunification process.
- Activities focus on increasing the bond between parents and their children and providing an enriching and interactive environment for families.

**Adoption Promotion Services**
- This service aims to promote, in collaboration with Orange County, the need for foster and adoptive resources for children in need of a permanent home.
- FaCT promotes this need at community events and workshops, and through the distribution of marketing materials in their respective communities.
Training Programs and Annual Conference
The FaCT Annual Conference brings together professionals committed to supporting families to discuss new ideas and promote collaboration. This year’s theme was REFRA ME and was attended by approximately 370 participants.

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

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.

Data Collection and Analysis
We train staff on how to compile and use data, in addition to preparing 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.

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

Community Leadership Development
Residents of the communities that FRCs serve form Community Engagement Advisory Committees (CEACs) and/or Youth Action Councils, which are managed by a Volunteer Coordinator (VC). VCs attend monthly trainings and workgroups led by community development consultants.
Maria has high expectations for her children. She knows she wants them to have different life experiences than her, and to succeed in school. However, Maria was not sure how to discipline them other than the methods used by her own parents. She also realized she had to help her children navigate issues, such as social media, in ways she never had to as a preteen. Maria visited a FaCT FRC and signed up for parenting classes.*

FaCT FRC parenting classes employ an effective curriculum that focuses on positive parenting techniques, effective discipline, and developmentally appropriate parenting skills. When asked about the statement “I know how to help my child learn,” 83% answered in the affirmative on the post-class survey.

*all names have been changed to protect the confidentiality of our clients.
PERSONAL EMPOWERMENT PROGRAM

Julia and her partner, Jackie, have been together for five years and have two children. Jackie lost his job and became physically abusive toward Julia about a year ago. Julia was fearful that Jackie would start to mistreat their children. She was also afraid to seek help because she did not think anyone would believe her. Julia connected with a FaCT Family Resource Center and was able to participate in the Personal Empowerment Program (PEP), which promotes family and child safety and positive relationships.*

Individuals participating in the 10-week Personal Empowerment Program (PEP) were asked if they felt believed. Only 55% responded yes on the Pretest; 82% responded yes on the post-class survey.

FAMILY SUPPORT SERVICES

Paolo and Angela work very hard to make ends meet and sometimes they do not have enough money to buy food for their family of five. They did not know where to turn for assistance and their English is limited. A neighbor suggested they visit the closest FaCT Family Resource Center (FRC). The FRC was able to connect them to a food bank and assign them to a family support specialist who could assess their family’s needs.*

FaCT Family Support Services (FSS) develop an individual case plan for each family with their input regarding barriers, strengths, and needs. The FSS family support specialist provides assessment, crisis intervention, and ongoing support and referrals to resources and services for families with multiple needs. One family reflected on the service they received at our FRCs: “I really appreciated when they helped me and my family when we most needed it. I am so thankful, and hopefully they will help a lot of families going through what we went through to have a better future.”

*all names have been changed to protect the confidentiality of our clients.
James is a single father of two girls, ages 7 and 14. He noticed both girls were having a hard time adjusting and acting out in school since the death of their mother. James has tried to help the best that he could, but realized the girls needed additional assistance to cope with their new norm. James reached out to his local FaCT Family Resource Center and enrolled in counseling services. While there, he realized he could benefit from counseling as well.

FaCT FRCs offer a wide array of counseling services for adults, youth, and young children. The goals of our counseling services include: improving family functioning, increasing social support, teaching problem solving, reducing the effects of trauma, and strengthening coping skills. In a pre-counseling survey, adults were asked if they had people who would listen when they have problems. Approximately 64% stated yes on the pre-class survey and 74% on the post. Likewise, youth were asked if they were able to solve problems without harming myself or others (for example by using drugs and/or being violent). Of those surveyed, only 62% answered affirmatively on the pre-class survey; while 74% indicated affirmatively on the post-counseling evaluation. Further, young children were asked “When things don’t go your way, can you fix it without hurting yourself or other people (for example, without hitting others or saying nasty things)?” On the pre-class survey 54% replied yes; 62% replied yes on the post-class survey.

*all names have been changed to protect the confidentiality of our clients.
In Fiscal Year 2018–19, FRCs provided services to 14,951 individuals and 6,061 families. FaCT gathered and analyzed client demographic information including age, ethnicity, income, food security, and the number and type of FRC referrals provided to community partners.

Just over half of our clients speak a language other than English. Spanish and Vietnamese are the more common languages spoken.

43% of our clients are food insecure.
Casey Family Programs Partnership
Casey Family Programs is a national operating foundation focused on child welfare and foster care and a long-time partner of SSA. Casey Family Programs approached FaCT in 2018 to partner on an innovative evaluation project to measure the preventative impacts of their FRCs. The project compares child abuse report rates for areas served by FaCT with demographically and socioeconomically similar areas that do not have FRCs. Results are expected in late 2019 and will be shared widely.

Neighborhood Resource Network
FaCT partnered with First 5 Orange County to pilot an expansion of their Neighborhood Resource Network (NRN) program in the FRCs. NRN is a prevention program that provides voluntary support services, such as parenting education and home visitation, to at-risk families who have received a child abuse report that is deemed information only or is found to be unsubstantiated, the family will not receive further services from SSA, and have a child age 0-5. FaCT FRCs have been housing the program since 2018 in an effort to increase engagement rates and provide additional support to these families.

CalWORK’s Family Stabilization Program Collaborates with FaCT
Since 2015, CalWORKs Specialized Case Managers and FaCT Family Support Specialists have collaborated in assisting families who are at imminent risk of homelessness. Eligible CalWORKs Family Stabilization clients are referred to the FRC to receive assistance for their critical housing needs and intensive case management services. Family Support case managers work closely with clients to create a case plan to promote self-sufficiency, learn critical new skills, and develop the tools necessary to promote long-term stability. Clients are strongly encouraged to participate in resources such as counseling, domestic abuse services and parent education.

Differential Response
Orange County SSA utilizes a Differential Response (DR) model in the investigation of child abuse. DR is an innovative solution to the problems presented by the traditional model of child protection. DR is based on the concept that child safety is a responsibility shared by the family, community, and child welfare agencies. The county’s DR primary goal is to engage a greater number of families in services within the community without bringing them into the child welfare system and, at the same time, reduce the recurrence of maltreatment.
A NETWORK OF SUPPORT

County of Orange Social Services Agency
Funded Partners
2-1-1 Orange County
Abrazar, Inc.
Anaheim Family Young Men’s Christian Association (YMCA)
Boys and Girls Club of La Habra
Boys and Girls Club of Westminster
Child Guidance Center, Inc.
Children’s Bureau of Southern California
City of Garden Grove
City of Orange Police Department
City of Placentia
City of Stanton
City of Westminster
Community Action Partnership of Orange County (CAPOC)
Family Assessment Counseling and Education Services (F.A.C.E.S.)
Friendly Center, Inc.
Girls Inc. of Orange County
Human Options, Inc.
Institute for Healthcare Advancement (IHA)
Interval House
Mission Hospital Regional Medical Center
Ocean View School District
Orange County Children’s Therapeutic Arts Center
Public Law Center
Team of Advocates for Special Kids, Inc. (TASK)
The Cambodian Family
The Raise Foundation
Western Youth Services
Women’s Transitional Living Center, Inc. (WTLC)
Other FRC Partners
ABA Institution
American Diabetes Foundation
AltaMed Health Services
American Family Housing
Anaheim Elementary School District
Art and Creativity for Healing
Boys and Girls Clubs of Garden Grove
Boys and Girls Club of Huntington Valley
Boys and Girls Club of Santa Ana
Boys and Girls Club of Stanton
CalOptima
Camino Health Center – WIC
Campfire Orange County – Inland Southern California
CASA Youth Shelter
Catholic Charities of Orange County
City of Anaheim
City of Huntington Beach
City of Lake Forest
City of Placentia Police Department
City of Santa Ana
Coalition of Community Clinics
Community Action Partnership of Orange County (CAPOC)
Community Health Initiative of Orange County
Community SeniorServ
Community Service Program, Inc.
Consumer Credit Counsel of Orange County
County of Orange Social Services Agency
Family Support Network
Gang Reduction Intervention Program (GRIP)
Girls Inc. of Orange County
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
Minnie Street Lighthouse Community Center
Mission Viejo Library
MOMS Orange County
My Safe Harbor
National Asian Pacific Center on Aging
NeighborWorks OC
Oak View Renewal Partnership
OCAPICA: Orange County Asian and Pacific Islander Community Alliance
OCORD: Orange County Communities Organized for Responsible Development
Olive Crest
Orange Children and Parents Together
Orange County Credit Union
Orange County Department of Education – Alternative, Community, and Correctional Education Schools and Services (ACCESS)
Orange County Health Care Agency
Children’s Support & Parenting Program (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
Santa Ana Police Department
Santa Ana Unified School District
Second Harvest Food Bank of Orange County
The Center for Living Peace
The Gary Center
The LGBT Center OC
Transforming Life Center
USC Telehealth
Wells Fargo
Westminster CHP
Westminster Police Department
Westminster School District
YMCA of Orange
YWCA – Young Women’s Christian Association
Youth Leadership of Orange County
Our FRC Network

FaCT FRCs are located in areas with the greatest need.

Anaheim Harbor
Family Resource Center

Community Health Enrichment Collaborative
Family Resource Center

Corbin
Family Resource Center

El Modena
Family Resource Center

Family Oasis
Family Resource Center

Friendly Center - Orange
Family Resource Center

Friendly Center - Placentia
Family Resource Center

La Habra
Family Resource Center

Magnolia Park
Family Resource Center

Minnie Street
Family Resource Center

Newport Mesa
Family Resource Center

Oak View
Family Resource Center

South Orange County
Family Resource Center

Stanton
Family Resource Center

Westminster
Family Resource Center
Looking Forward

This report has chronicled some of the successes and impact FaCT has had in 2018-2019. In 2019-2020, FaCT will build on these to drive toward its vision of a county without child abuse and neglect. The FRCs will continue to offer their core services while seeking to innovate solutions to strengthen families in a constantly changing service environment. Through the Community Engagement program, we will work more closely with individual FRCs, their Community Engagement Advisory Committees (CEACs) and Volunteer Coordinators (VCs), to design local plans for their community. The Casey Family Programs study will conclude—and FaCT will continue to leverage the data to inform program design and service delivery. A full live training schedule will be supported by webinars and E-learns to continue to improve and enhance flexible and useful content to FRC staff, which will be amplified by the Annual Conference. To bring the benefits of the FaCT platform to other family strengthening programs and grow the network, FaCT will develop a membership program in 2019. FaCT looks forward to working with you and continuing to serve Orange County families and children.