



ORANGE COUNTY
Families and Communities
Together

in Action

Strengthening Families in Orange County for 25 Years

Winter 2020



Families and Communities Together (FaCT) Orange County is a public-private partnership program of the County of Orange Social Services Agency. FaCT works to strengthen prevention and intervention services designed to reduce the risk of child abuse and neglect. The FaCT network of 15 Family Resource Centers serves more than 16,000 residents each year through services that promote stronger family systems.



Apricity and Family

Greetings! We hope your holiday season was full of cheer and hugs with your loved ones. In winter, the days are shorter and nature appears to hibernate. Except for us here in Orange County! We have the benefit of apricity, or the warmth of the sun in winter. Here at FaCT we have been actively at work on our mission to strengthen families and communities in Orange County. This newsletter will highlight some our activities from the winter quarter.

FRC Coordinators Mid-Year Retreat

On Wednesday, January 8th, we held our FRC Coordinators Mid-Year Retreat at Irvine Regional Park in Orange. It was our intention to enter the New Year rejuvenated and make sure our leaders were ready to energize their FRCs. We take the wellness of our network partners serious, and thus secured a yoga instructor to help us practice mindfulness. The strategies taught during that session were easily duplicated and will be shared with our colleagues and staff across the FaCT Network. The retreat is also a time for our FRC Coordinators to revisit the goals of the FaCT Program and share their plans for their FRCs. The retreat ended with a tasty lunch which provided an opportunity for our FRC Coordinators to share their culinary talents. Such a talented group!



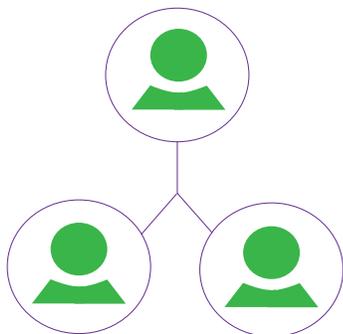
FaCT Holiday Bike Drive



Thanks to the generosity of Trish Hurley, the Hurley family, Sean Canova and the patrons from his T-Zone Fitness Center in Costa Mesa, we were able to continue the annual tradition of donating bicycles to the children and families at Families and Communities Together (FaCT) Family Resource Centers (FRCs). The event was held on December 13th at Walmart in Irvine. Walmart also contributed a bicycle to the event to extend some extra holiday cheer. Approximately 110 bicycles were distributed, most with helmets and locks. Both Trish and Sean have partnered together to give bicycles to the children of FaCT FRCs for years. To the families we serve, these gifts go a long way. For some, it means the ability to provide gifts for their children for the holidays or means of transportation to and from school or work, while engaging in healthy living.

Success Story: A Day in the Life of an I&R Specialist

A client found our Newport Mesa FRC online after seeking resources. She recently moved to California from another country with her two children. The Information and Referral (I&R) specialist was able to provide the client with food and hygiene products, as she requested. However after further discussion, the I&R Specialist was able to determine that they might need additional resources and service. The client was then connected to an employment agency, informed which school district served her area, and shared after school classes and opportunities for her children. The I&R Specialist then collaborated with the Case Management Team to provide additional Family Support Services to ensure this family continued to have their needs met as they navigate their new country and county.



Information and Referral Services

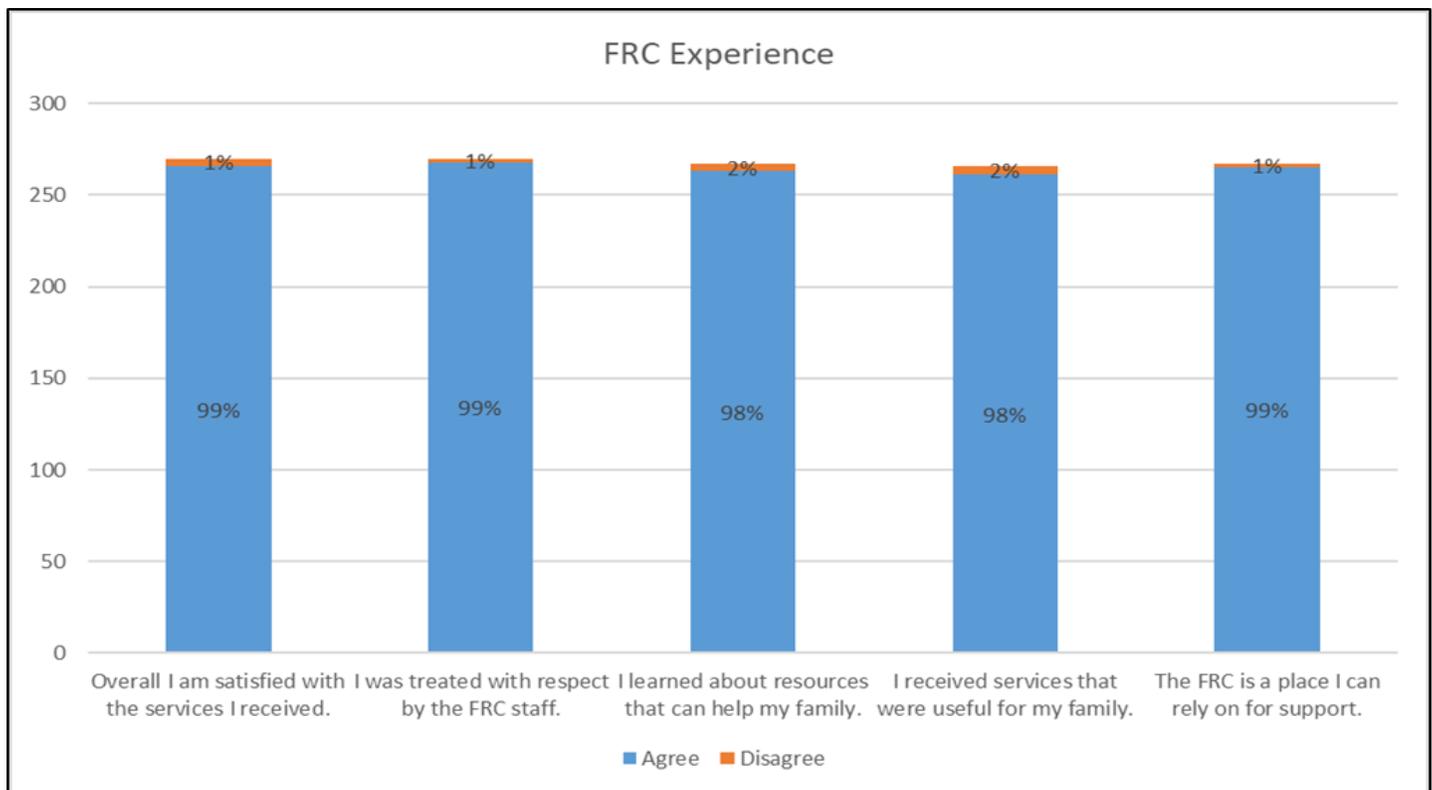
Each FRC has a full-time staff member offering information and referrals to families, individuals, or agencies requesting assistance. Last Fiscal Year, our I&R Specialists made 53,250 referrals.

FaCT Satisfaction Survey

Analyses of the core services provided at the fifteen FRCs in the FaCT network are conducted three times throughout the year. The purpose of the analyses is to uncover significant information pertaining to client satisfaction with core services and overall experience at the FRCs. The pen and paper surveys are administered to clients at or around the half-way point of their receipt of services and are offered in English and Spanish. An online option is also offered. One survey per family is collected unless a youth in the same family fills out a survey for a youth-specific service. Surveys are submitted anonymously to a secure mailbox where the Program Administrative Consultants (PACs) can retrieve the surveys on a regular basis. The responses are then analyzed and reports are prepared for the FRCs as a group and by individual FRC site. Coordinators from each of the FRCs receive a copy of the data from their FRC along with a copy of the aggregate data from all 15 sites.

The most recent FRC Satisfaction Survey report included survey responses from July 1 – December 31, 2019 representing the first 2 quarters of the current fiscal year. The following are a few high level findings from the aggregate survey data, client comments and a graph depicting client satisfaction with their overall experience at the FRCs.

- 270 individuals responded to the FRC Satisfaction Survey during the response period. Total client responses ranged from a high of 33 to a low of 0. Two sites did not have data to report.
- The most frequently utilized services include Parenting, Personal Empowerment Program (PEP), and Counseling.
- 99% of respondents reported being satisfied in the services they received.



Respondents had the option of providing comments as well. Sample comments include:

- “I feel these classes have had a major impact on my life, and I am now implementing my new found skills in my everyday life.”
- “I was so surprised and impressed with the services offered at the FRC. I had no idea there was such a wonderful resource available.”
- “I like the center a lot, because they are very kind, and attentive. They make you feel like you are at home and have made new friendships. Very nice people and the programs have helped me a lot to be a better person and better mother. Thank you.”

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 2019-2020 fiscal year, we are proud to be supporting the following FRCs:

ANAHEIM

Anaheim Harbor Family Resource Center
Family Oasis Family Resource Center

COSTA MESA

Newport Mesa Family Resource Center

GARDEN GROVE

Magnolia Park Family Resource Center

HUNTINGTON BEACH

Oak View Family Resource Center

FULLERTON

Anaheim Harbor 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 and 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
- Child Development Activities
- Emergency Assistance
- Family Literacy & Education

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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