



# Fiscal Year 2019-2020 Annual Report

Families  
and Communities  
Together

A Public-Private Partnership



OC Social Services Agency  
By Community, For Community

CHARITABLE  
VENTURES  
A Center for Social Change

ORANGE COUNTY  
ALLIANCE  
FOR CHILDREN AND FAMILIES





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# About FaCT

## OUR MISSION

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.

## OUR VISION

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 achieve their full potential as caring, responsible, and productive members of society.



Dear Friends,

It is our sincere hope that you are in good health and thriving. Families and Communities Together (FaCT), much like the rest of the country, has had to make significant changes to how we provide services from 2019 to 2020. We thank you for your continued support and appreciate the resilience and creativity of our Family Resource Centers (FRCs) in helping to meet numerous challenges during an uncertain time.

FaCT is a public-private partnership between the County of Orange Social Services Agency (SSA), Charitable Ventures, Orange County Alliance for Families and Children, and the many agencies that work in our FRCs. As we close another successful contract cycle, we want to thank our network of 15 FRCs and partners for their service over the past five years. FaCT FRCs have delivered essential family strengthening services to more than 12,012 clients in the 2019-2020 fiscal year. Our vision is to continue to ensure all of Orange County's children grow up in stable, nurturing families, and safe, supportive communities. FaCT employs evidence-based prevention tools to help strengthen families and prevent abuse before it begins. This annual report will illustrate our work in the communities of Orange County.

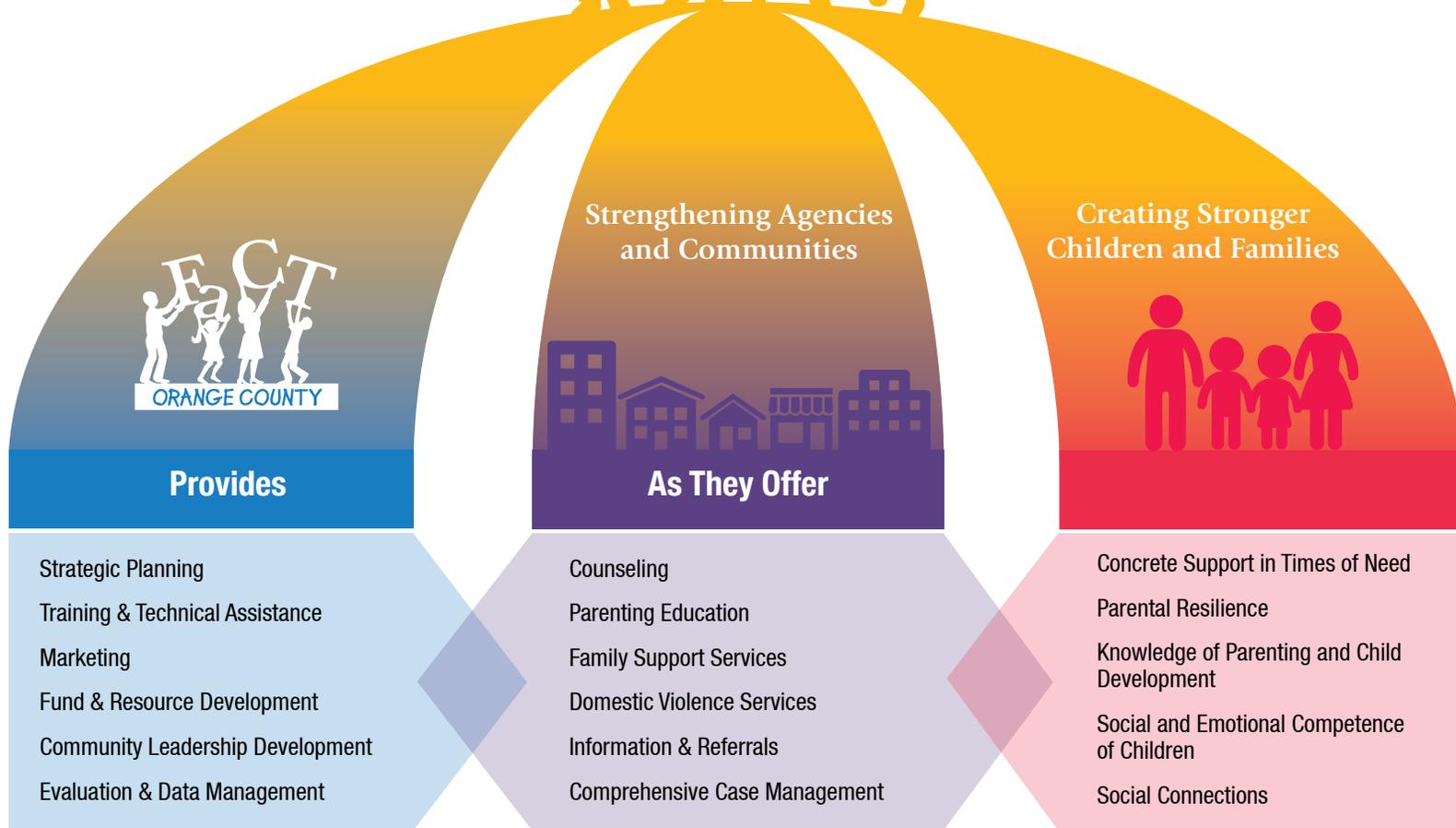
With funding from the SSA, FaCT administers relevant training, technical assistance, marketing and outreach, resource development, and community leadership development to 15 FRCs. As the FaCT platform grows to 16 FRCs in 2020, we look forward to working with our partners to find innovative ways to make these services even more effective. We hope you will join us as we continue to pursue our vision of eliminating child abuse in Orange County by creating strong families and communities.

# What We Do

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



So That Our Children Can Thrive



# The Five Protective Factors



## 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.



## 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.



## Parental Resilience

Managing stress and functioning well when faced with challenges, adversity, and trauma.



## Social Connections

Positive relationships that provide emotional, informational, instrumental, and spiritual support.

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.



## Knowledge of Parenting and Child Development

Understanding child development and parenting strategies that support physical, cognitive, language, and social/emotional development.

# FRC 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.



## 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 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.



## 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.



## 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.



## 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.

# FaCT Platform

**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 "Amplify." Unfortunately, the conference was canceled due to COVID-19. However, we were able to provide quarterly trainings for our FRCs.

**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 (YACs), which are managed by a Volunteer Coordinator (VC). VCs attend monthly trainings and workgroups led by community development consultants.

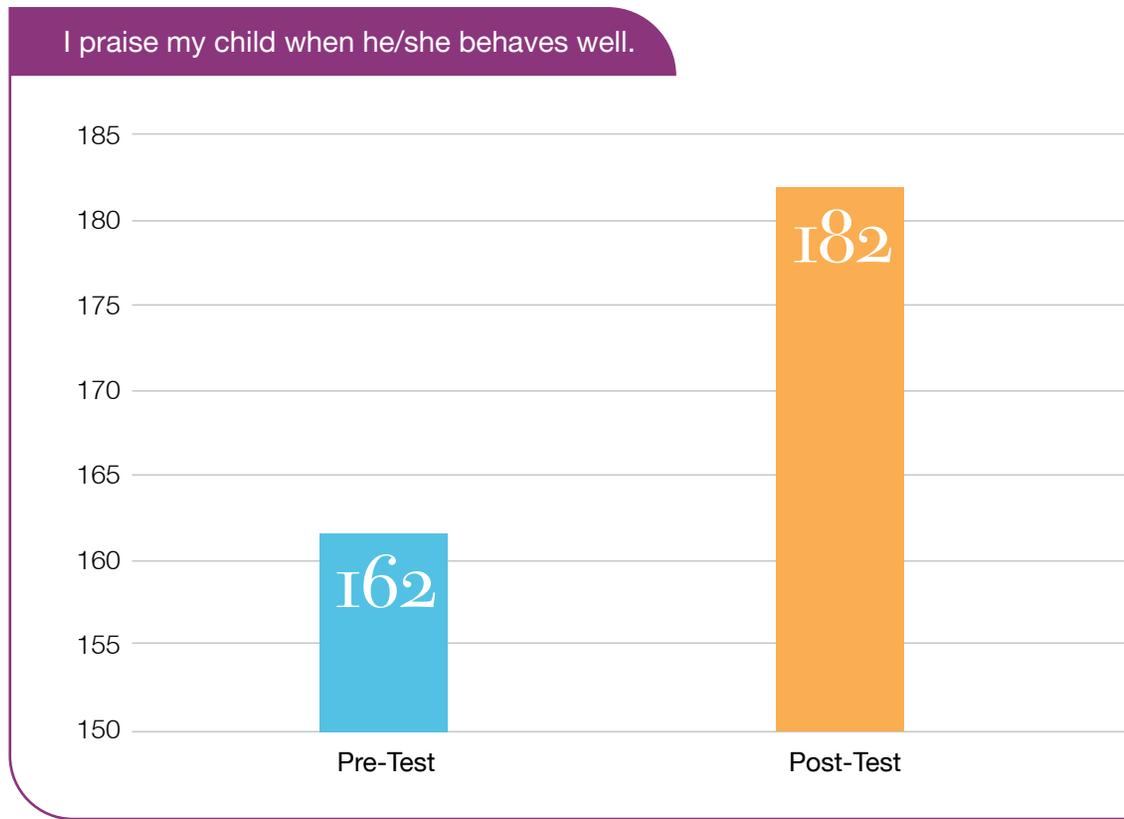


# Fiscal Year 2019-2020 Outcomes

## PARENTING

Kenya is legally separated from her husband, Reggie, and they have two children: Chaz and Nia. Currently, Kenya has primary custody but Reggie wants 50% custody. In order for Reggie to petition the court for guardianship, he must complete parenting classes. The family's case manager suggested parenting classes from one of our FaCT FRCs.

*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 praise my child when he/she behaves well," the number of parents who stated they praised their child at the start of the term was 162 compared to 182 who praised their child for good behavior by the end of the course.*

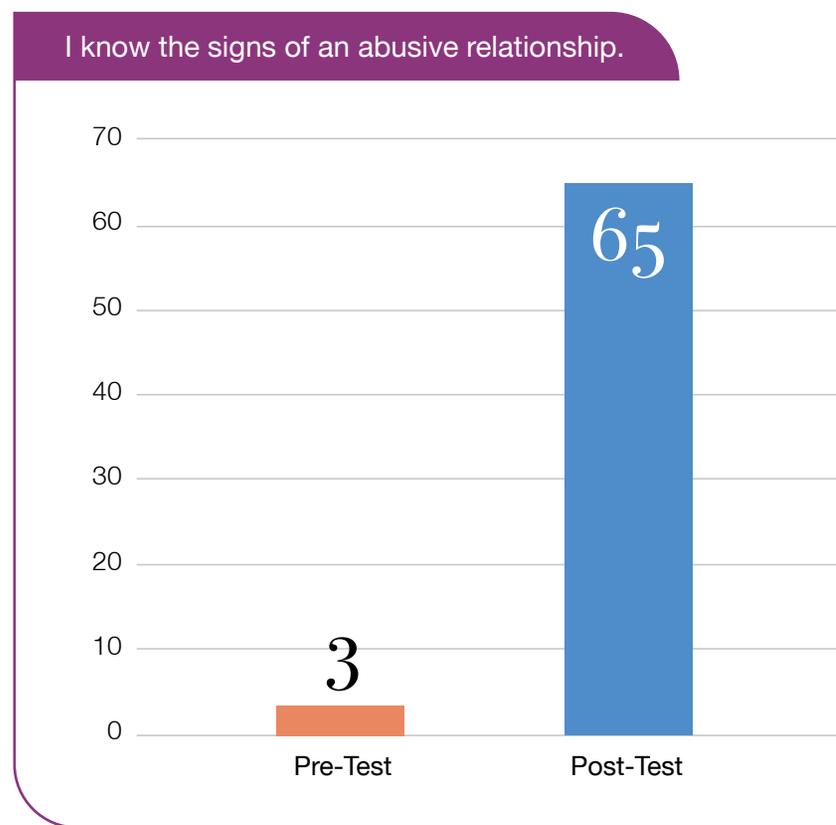
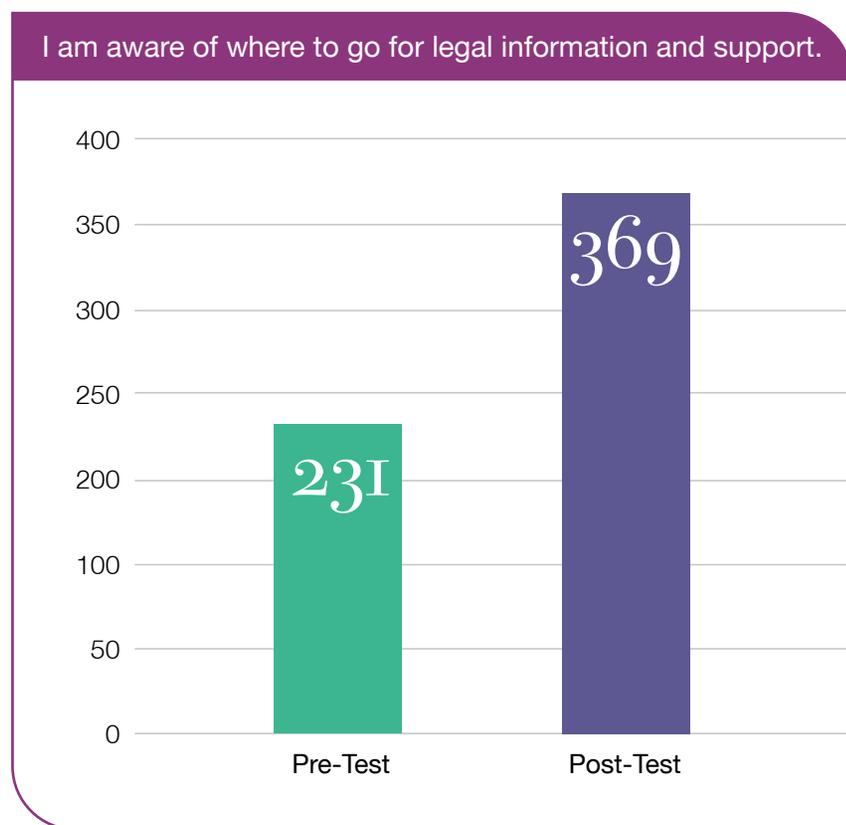


\*Note: These scenarios and names are fictitious but are based on real cases.

## PERSONAL EMPOWERMENT PROGRAM

Constance and Bruce have one child, Cai. Cai's teacher noticed that he had become withdrawn and there was a lot of yelling in the background of their virtual class. When the teacher mentioned her concerns to Constance and Bruce, the teacher observed anxiety and fear in Constance. The school social worker suggested Constance enroll in her local FRCs Personal Empowerment Program (PEP).

*Individuals participating in the 10-week Personal Empowerment Program were asked if they were aware of where to seek legal support and information. 369 individuals state they are now aware of where to seek legal support and information compared to 231 at the baseline measurement – a 60% increase. The number of individuals who felt they could recognize the signs of an abusive relationship was 3 at the beginning of the program and grew to 65 at the end of the program representing a 95% increase.*

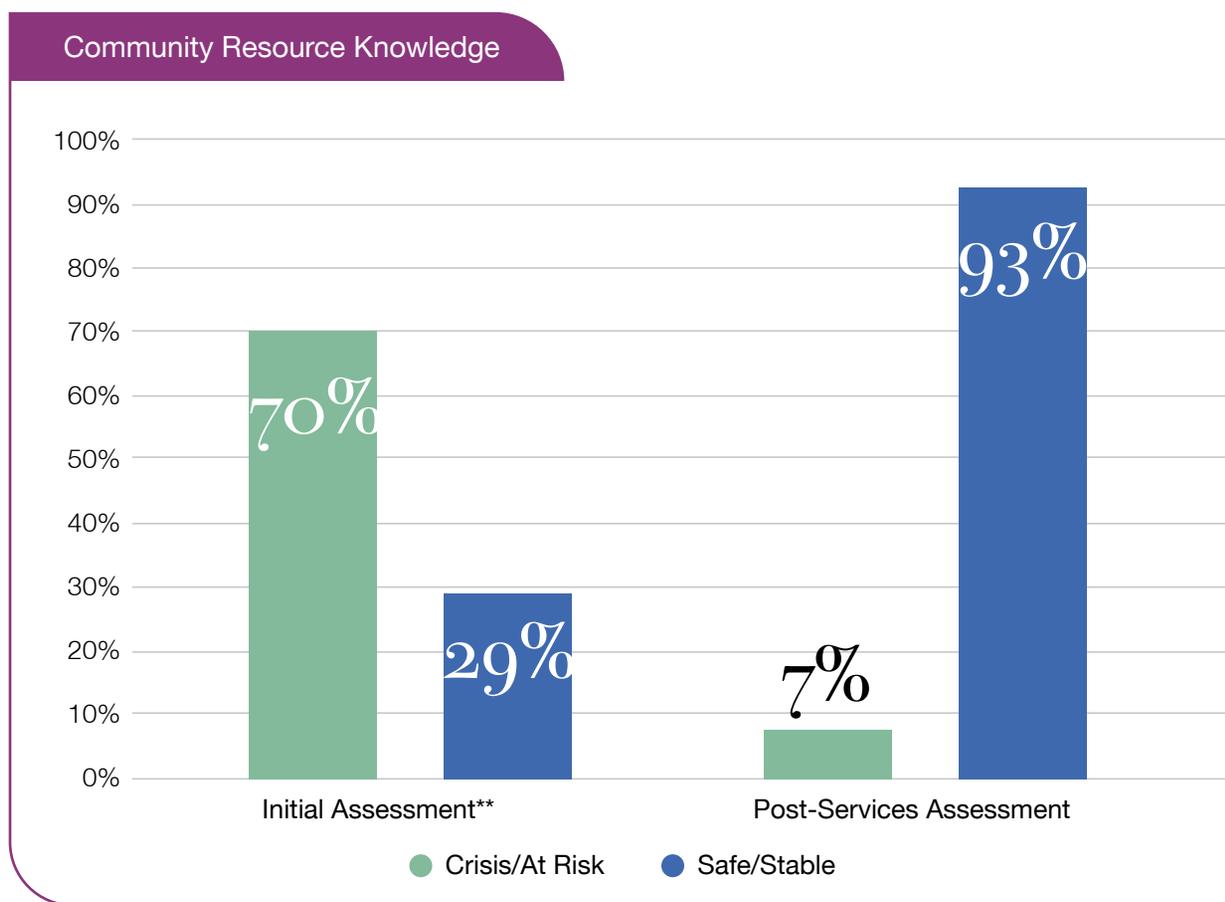


\*Note: These scenarios and names are fictitious but are based on real cases.

## CASE MANAGEMENT TEAM

Xiomara visited one of our FRCs and after a conversation with an Information and Referral Specialist, she was referred to the Case Management Team (CMT). After a few weeks, Xiomara was connected to services throughout her community that could help her and her family. She said, "Participating in these programs was a great experience for me, because they have lifted my spirit and self-esteem, they have helped me believe in myself. I love my programs."\*

The FaCT Case Management Team is a multidisciplinary team that meets weekly to assess families with multiple needs. Each family is linked to services in-house or in the community to meet their needs. Of 915 clients, 647 (70%) were unaware of the resources available to them in the community in their first assessment. In the second assessment, 855 clients (93%) were aware of their community resources.

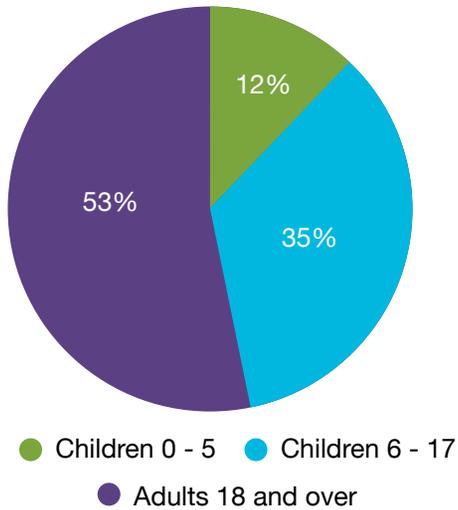


\*Note: These scenarios and names are fictitious but are based on real scenarios. \*\*Note: Totals may not equal 100% if clients leave any question on the assessment unanswered.

# Our Clients

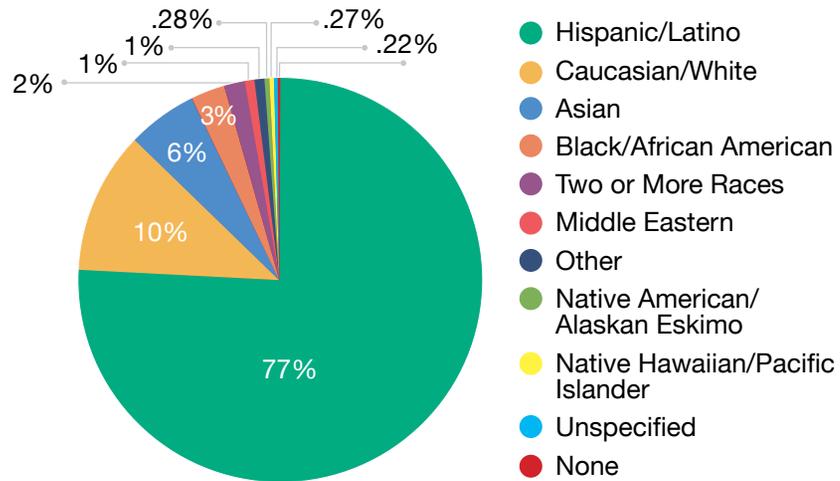
In Fiscal Year 2019-20, FRCs provided services to 12,072 individuals and 6,023 families. FaCT gathered and analyzed client demographic information including age, ethnicity, income, food security, and the number and type of FRC referrals provided to community partners.

**Age\***



\* Age n = 12,072

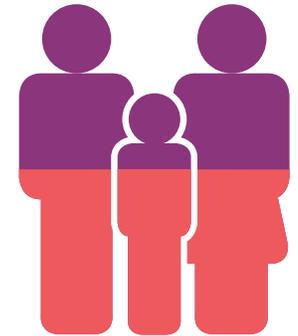
**Race/Ethnicity\***



\* Ethnicity n = 12,072

\*Asian includes: Cambodian, Chinese, Hmong, Japanese, Korean, Filipino, Vietnamese

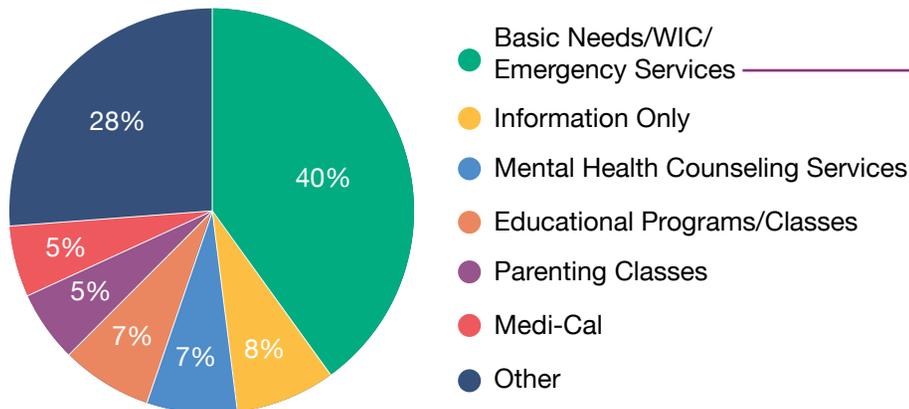
**Food Security\***



52% of our clients are food insecure

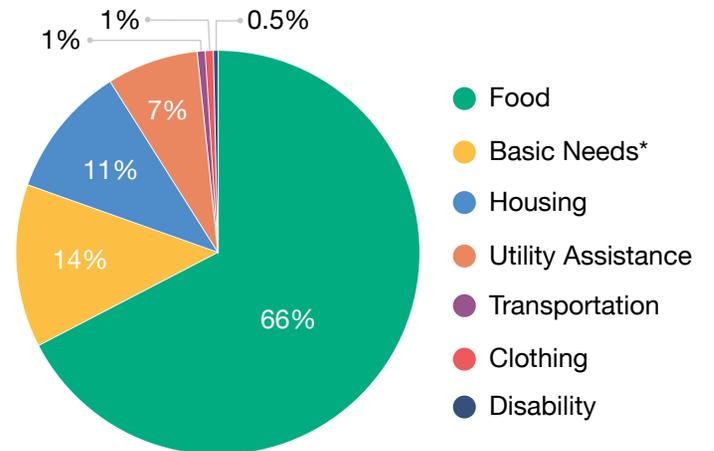
\* Food Security n = 6023

**Referrals\***



\* Referrals n = 49,874

**Basic Needs\***



\* Basic Needs n = 20,051

# Network Partners



## 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)

YMCA of Orange County

### 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 Health Initiative of Orange County  
Community SeniorServ  
Community Service Program, Inc.  
Consumer Credit Counsel of Orange County  
Family Support Network  
Gang Reduction Intervention Program (GRIP)  
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  
OCCORD: 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 LGBT Center OC  
Transforming Life Center  
USC Telehealth  
Wells Fargo  
Westminster – California Highway Patrol  
Westminster Police Department  
Westminster School District  
YWCA - Young Women’s Christian Association  
Youth Leadership of Orange County



*FaCT Family Resource Centers are located in areas with the greatest need:*

1. Anaheim Harbor
2. Community Health Enrichment Collaborative
3. Corbin
4. El Modena
5. Family Oasis
6. Friendly Center - Orange
7. Friendly Center - Placentia
8. La Habra
9. Magnolia Park
10. Minnie Street
11. Newport Mesa
12. Oak View
13. South Orange County
14. Stanton
15. Westminster

## Our FRC Network



*\*The listed FRCs reflect the Fiscal Year 2019-2020 cycle. Please visit our website at [www.factoc.org](http://www.factoc.org) for the most updated list of FRCs*



## Looking Forward

This report has chronicled some of the successes and impacts FaCT has made in 2019-2020. In 2020-2021, FaCT will continue this momentum 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 Community Engagement Coordinators (CECs), to design local plans for their community. A full live training schedule and burgeoning library will be supported by webinars and e-learnings to continue to improve and enhance flexible and useful content for FRC staff. To bring the benefits of the FaCT platform to other family strengthening programs and grow the network, FaCT plans to introduce its membership program in 2021. FaCT looks forward to working with you and continuing to serve Orange County families and children.



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Please scan below  
to visit our website.

