

Fiscal Year 2020-2021
Annual Report



Families
and Communities
Together

A
Public-Private
Partnership



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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.



About FaCT

Dear Friends,

We are happy to see you thriving. Families and Communities Together (FaCT) is pleased to share our 2020-2021 Annual Report with you. It is not a stretch to state that this past year has pushed and challenged us in unanticipated ways. COVID-19 continues to harm our communities and the FaCT platform continues to rise to the challenge. We are extraordinarily proud of our Family Resources Centers (FRCs) and their staff members. It is important to us to emphasize how much we thank you, we appreciate you and we are grateful for you.

FaCT is a public-private partnership between the County of Orange Social Services Agency (SSA), Charitable Ventures and the many agencies that work in our FRCs. The FaCT Network of 16 FRCs have adjusted to the needs of their communities by providing essential family strengthening services virtually and in-person. Our vision is to continue to ensure the children of Orange County grow up in stable and nurturing families, in addition to being good citizens in our sunny community.

The characteristic that separates FaCT from other family strengthening programming is our commitment to promote evidence-based prevention tools to prevent child maltreatment before it occurs. We invite you to learn more about our impact on Orange County families by reviewing our 2020-2021 Annual Report.

Spotlight on 2020-2021

According to Merriam-Webster, the top word of 2020 was “pandemic,” which is no surprise considering the COVID-19 virus has upended our definition of “normal” for the past 18 months. The effects of COVID-19 required our FaCT network to respond in innovative and responsive ways. Our FRCs are strategically placed in areas where there is the most need and child abuse is more likely to occur – in many cases communities that were disproportionately affected by the virus because of the inequitable impacts of COVID-19. The FRCs had to contend with the ebbs and flows of the spikes and variants. Children attended school virtually, had hybrid schedules or were in-person at times. Summer activities and childcare was scarce.

Nevertheless, the FaCT Network of FRCs rose to the challenge. FRCs were still able to provide our core services to any client who needed them. Whether that meant services were provided virtually, in-person by appointment or for walk-in clients, our doors remained opened for a community that needed us. The FaCT FRCs understood that as essential service providers, safety, care and availability could not be sacrificed.

We’ve listed some of the ways our FRCs and network responded to the unprecedented situation of the past year.



UP
866%

Emergency Assistance

The number of families who utilized emergency assistance services through FaCT was 19,836. In 2019, 2,102 families received emergency assistance services. This represents an 844% increase in services and reflects both dramatically increased need and the additional funding of food distribution services this year.



We Are Never Fully Closed

FRCs responded quickly to the shutdown order of March 2020. In fact, the FRCs never closed, pivoting to online, hybrid or in-person services as the pandemic fluctuated. We still served over 11,000 individuals with our six core services, making sure that the families of Orange County always had the support they needed.



Holiday Events

For families and young children, the rituals of the holidays are so important for family bonding, celebration and providing a sense of normality. Holiday festivals have long been a staple of FaCT activities and our FRCs were determined to keep them. FRCs still held these events in a safe, socially distanced manner – and the kids loved them.



Virtual Conference

The pandemic's spread in spring of 2020 forced us to cancel our Annual Conference, but we were determined to hold one in 2021. Our team spent months learning how to put on a virtual conference and come May of 2021, was thrilled to hold the first (and hopefully last!) all-virtual Annual Conference. With over 300 people, attendance was similar to our live events, and the virtual setting allowed us to provide more workshops and keynotes, and even record material for later use.

The pandemic might have changed how FaCT operates, but it could never stop us. We are here now and always for the families of Orange County.

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



Knowledge of Parenting and Child Development

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



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



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

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 six core services all of which are rooted in the Five Protective Factors. Beyond the six 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, or clients experiencing barriers to services.
- Clients may receive up to 20 sessions.



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.



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.



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, educational programs, job training, recreational programs and more.



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.



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.



FaCT Platform

Training Programs and Annual Conference: FaCT was able to hold its Annual Conference. What made this conference unique is it spanned two mornings (May 19 and May 20) and it was virtual. The theme was “R3: Resilience • Renew • Reimagine.” It was challenging to capture the spirit and energy of an in-person conference, but our two keynote speakers and compelling breakout speakers were able to entertain and educate our nearly 300 participants. The reviews were favorable and FaCT looks forward to hosting the 2022 conference in-person.

Marketing and Outreach: FaCT relied on nontraditional outreach efforts since the usual mode of events was suspended. FaCT conducted virtual presentations to groups who requested more information. We took advantage of the extra time by refreshing our print collateral and increasing the content available through the resource portal. FaCT continued to distribute its bi-weekly internal email updates.

Program Development and Technical Assistance: As a County of Orange Social Services Agency (SSA) program, the Senior Social Services Supervisors/Program Administrative Consultants are dispatched to work directly with the FRCs. This team assists with the collaborative operations of the FRCs, building and maintaining best practices.

Data Collection and Analysis: In addition to training staff on how to collect and use data, we share with the FRCs the significance of telling their stories through data. FaCT prepares reports that examine the impact of the FaCT Network. FRCs are encouraged to report on their data from the FaCT platform to identify organizational strengths and funding opportunities.

Partnership and Resource Development: FaCT collaborates with the lead partners from each FRC to submit for funding to support the network as a whole. It is the philosophy of FaCT that we are a stronger voice together than competing for the same pool of funds separately. 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 and Youth Action Councils, which are managed by a Community Engagement Coordinator (CEC). CECs attend bi-monthly trainings/workgroups and monthly one-on-one developmental meetings led by the FaCT Community Engagement Manager.

PARENTING

FaCT wanted to share some highlights from our core services by interviewing families about their experiences with our services. All interviews are shortened for clarity and based on actual interactions.

Q: Can you describe what brought you to a FaCT FRC?

Kristy: My three children were separated from me due to a domestic violence situation in our home. During my visits with them, I noticed my son would act out and hit me. It was as if he had no other way to express his frustration. So I decided to take an Active Parenting course.

Q: What did you have to do during the class? Was there any homework?

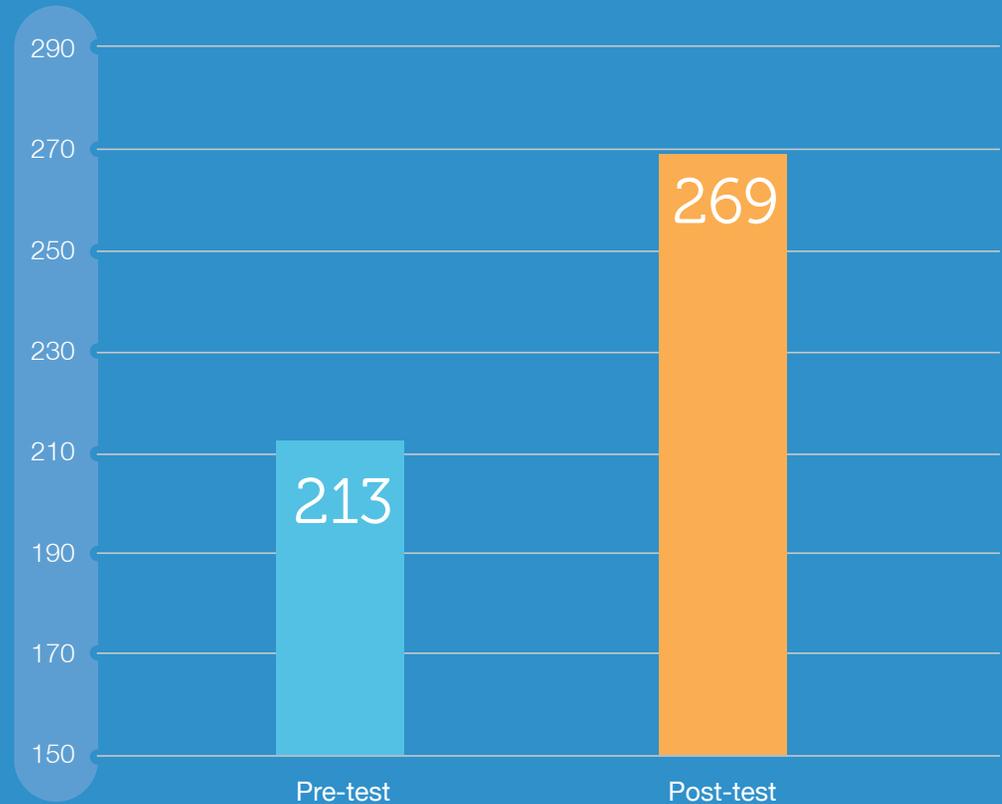
Kristy: Yes, I had to submit weekly assignments and participate in class discussions. It was not required, but I requested permission to speak with my parenting instructor one-on-one outside of class time for additional help. Thankfully, she obliged.

Q: What did you learn from your Active Parenting course?

Kristy: I learned a technique called FLAC, which is feelings, limits, alternatives and consequences. This method allowed me to empathize with my son, help him problem solve, and increased my ability to be a stronger and more understanding parent.

One question asked of all FaCT parenting class participants is “When we argue, my family listens to both sides of the story.” At the beginning of the course, 213 participants agreed with this statement. By the end, 269 agreed which shows a 21% improvement of the communication between FaCT parents and their children.

When we argue, my family listens to “both sides of the story.”



PERSONAL EMPOWERMENT PROGRAM (PEP)

The excerpt below is from an interview between FaCT and a parent in our Personal Empowerment Program.

Q: How did you learn about our PEP classes?

Olivia: I contacted the FRC myself because there is a location in my neighborhood and I went in to inquire. I did not know what I needed specifically, but I have four children who were recently removed from my care due to domestic violence. My children's father subjected us to verbal, psychological and physical abuse for far too long.

Q: Would you mind sharing what you learned?

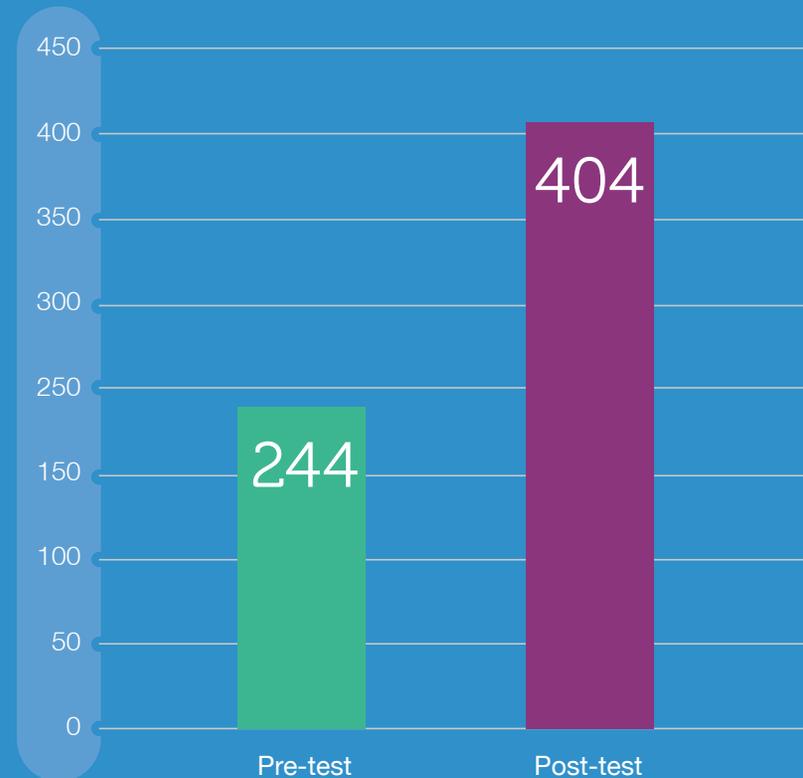
Olivia: I learned that it was empowering to show my vulnerabilities. Speaking up and sharing my experiences made me feel better and opened the door for others to feel confident enough to share theirs as well. I cannot speak for others, but I certainly felt less isolated knowing I was not alone in this process. I also learned how to make connections from my own childhood to my adult life. Until this class, I did not realize how bad things had gotten and how it affected my babies.

Q: What were some of your key takeaways from PEP?

Olivia: Perspective. It was not OK that my children were taken away from me. It was not OK that I allowed this abuse to occur. But now I have new tools to help me deal with things. I know my worth and the importance of loving myself first. The safety of my children is the most important thing.

Each participant in the FaCT PEP course is shown a statement: "I understand that I am not to blame for the abuse." At the start of the course, 244 participants agreed with this statement and by the end, 404 agreed. This signifies an increase of 40%.

"I understand that I am not to blame for the abuse."



FAMILY SUPPORT SERVICES

The excerpt below is from an interview between FaCT and a parent who received our Family Support Services.

Q: What brought you to a FaCT FRC?

Keisha: I recently separated from my husband and moved into an apartment with my toddler. I do not have family near me or much of a support system, so I did not know where else to turn. It has been a hard adjustment, but my main concern is for my daughter.

Q: How did the Family Support Advocate assist you?

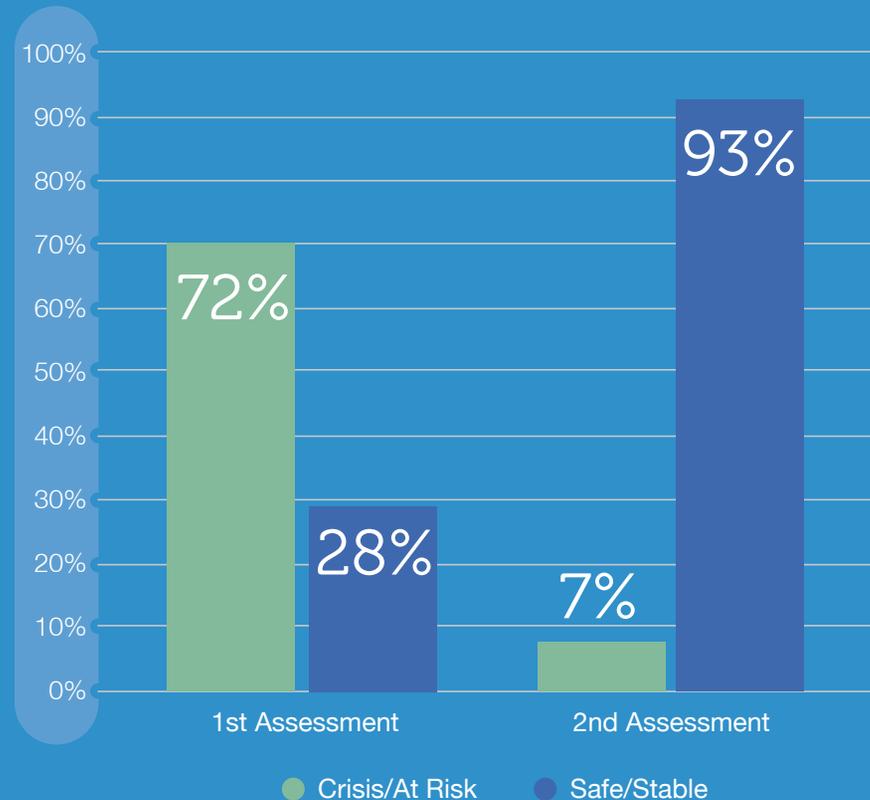
Keisha: He connected me to the Early Years Program to help me assess my daughter's development and how to help her reach her milestones. He also helped me enroll in OC Headstart and Children's Home Society. Through conversations, he determined that it might be best for my daughter to receive counseling to help cope with her father no longer living with us.

Q: What resources are you still receiving, if any? And how are you doing?

Keisha: We were connected to a food distribution and created an emergency family plan to engage other members of my family. The FRC was able to help me develop a more stable environment for my child and allow me to continue my graduate studies. I have so much appreciation for the staff at the FRC who shared resources with me, taught me how to utilize them, and strengthened my family. I have now connected with legal aid, counseling and the local library.

We ask clients at our FRCs about their knowledge of community resources. The first time we ask is when clients arrive and they can be considered in crisis or at-risk, or safe/stable. Seventy-two percent of at-risk clients were unaware of the resources available to them. By the second assessment, of those who were still considered in crisis or at-risk, only 7% were unaware. Ninety-three percent were now aware and considered safe/stable.

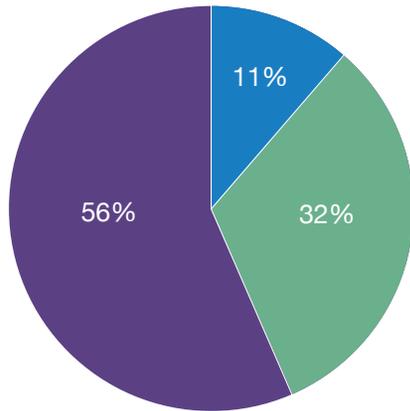
Community Resource Knowledge



Our Clients

In Fiscal Year 2020-21, FRCs provided services to 11,029 individuals and 4,936 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.

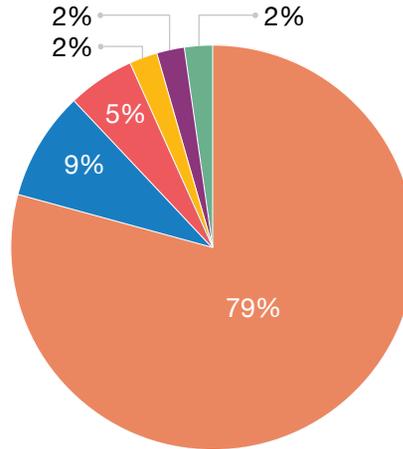
Age*



- Children 0 - 5
- Children 6 - 17
- Adults 18 and over

* Age n = 11,029

Race/Ethnicity*

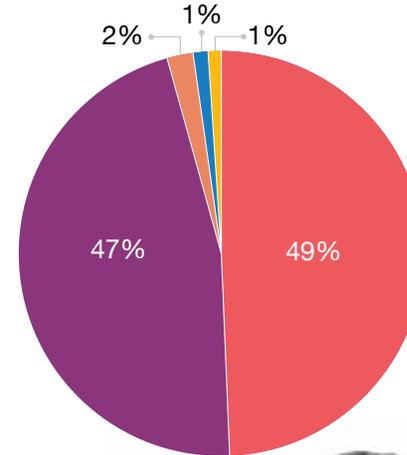


- Hispanic/Latino
- Asian
- Caucasian/White
- Two or More Races
- Black/African American
- Other

* Ethnicity n = 11,029

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

Languages Spoken



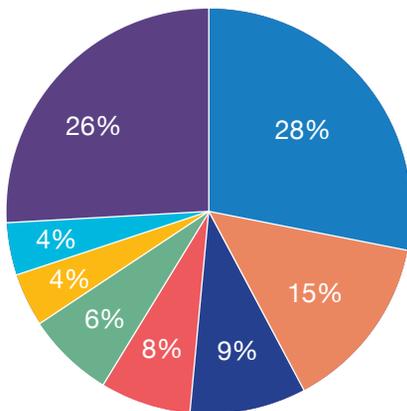
- Spanish
- English
- Cambodian/Khmer
- Vietnamese
- Others

● 54% of our clients are food insecure

* Food Security n = 2648

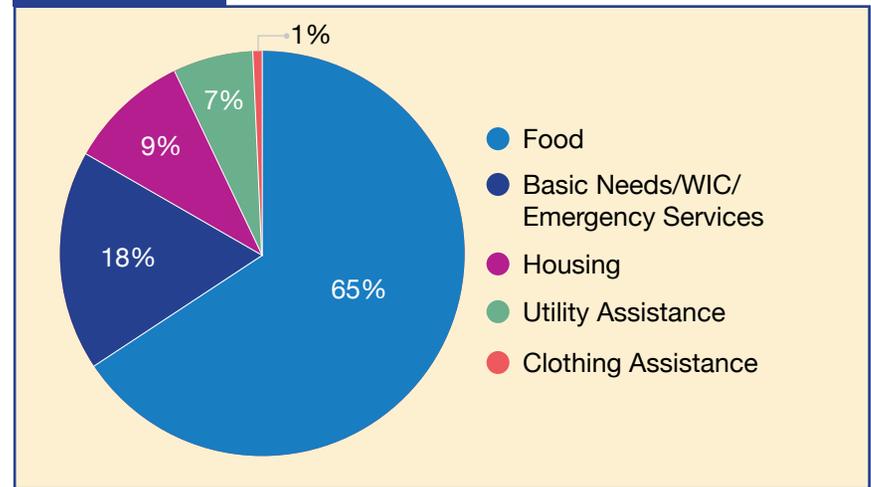


Referrals



- Food
- Basic Needs/WIC/Emergency Services
- Seasonal/Holiday
- Information Only
- Mental Health Counseling/Services
- Parenting Classes
- Case Management
- Other

Basic Needs*



- Food
- Basic Needs/WIC/Emergency Services
- Housing
- Utility Assistance
- Clothing Assistance

Network Partners



FaCT Lead Agency and Core Service Providers

2-1-1 Orange County

Access California Services (AccessCal)

Boys and Girls Clubs of Garden Grove

Boys and Girls Clubs of Greater Anaheim-Cypress

Boys and Girls Clubs of La Habra

Boys and Girls Club of Tustin

Children's Bureau of Southern California

City of Garden Grove

City of Stanton

City of Westminster

Community Action Partnership of Orange County (CAPOC)

Congruent Lives

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

Latino Health Access

Mariposa Women & Family Center

Mission Hospital

Ocean View School District

Olive Crest

Orange County Children's Therapeutic Arts Center (OCCTAC)

Public Law Center

TASK

The Cambodian Family

The Chicago School of Professional Psychology (TCSPP)

The LGBTQ Center of OC

The Raise Foundation

Westminster School District

Women's Transitional Living Center, Inc. (WTLC)

Additional Service Providers

Abrazar, Inc.

America on Track

Asian Americans Advancing Justice Orange County

Boys & Girls Clubs of Huntington Valley

Boys and Girls Club of Laguna Beach

Boys and Girls Club of Westminster

Bracken's Kitchen

CalOptima

Camino Health Center – WIC

Caterina's Club

Catholic Charities of Orange County (CCOC)

Central City Community Health Center

Child Guidance Center (CGC)/Strong Families, Strong Children (SFSC)

Children's Health Connection

Children's Hospital of Orange County (CHOC)

City Net

City of Tustin

Clinics In the Park

Coalition of Humane Immigrant Rights (CHIRLA)

Coalition of Orange County Community Health Centers

Community Health Initiative of Orange County (CHIOC)

Community Legal Aid SoCal

County of Orange Social Services Agency

CSU Fullerton Nursing Program

Delivering with Dignity

Gensei Ryu USA

Grandma's House of Hope

Hoag Hospital

Jamboree Housing

John F. Kennedy Elementary School

Kaiser Permanente

Lestonnac Free Clinic

Meals on Wheels Orange County

Melinda Hoag Smith Center for Healthy Living

MOMS Orange County

Newport-Mesa Unified School District

Northgate Gonzalez Market

OC Gang Reduction Intervention Partnership (GRIP)

OC Health Care Agency

OMID Multicultural Institute for Development

Orange County Asian and Pacific Islander Community Alliance (OCAPICA)

Orange County Family Justice Center

Orange Police Department

Parentis Foundation

Pepperdine University

Santa Ana Active Streets Coalition

Santa Ana Unified School District

Second Harvest Food Bank of Orange County

SeniorServ

Silverado Hospice Care

StandUp for Kids

The BIS Foundation

Waymakers

Westminster High School

Westminster Police Department

Youth Leaders of Orange County (YLOC)

YWCA North Orange County



Our FRC Network

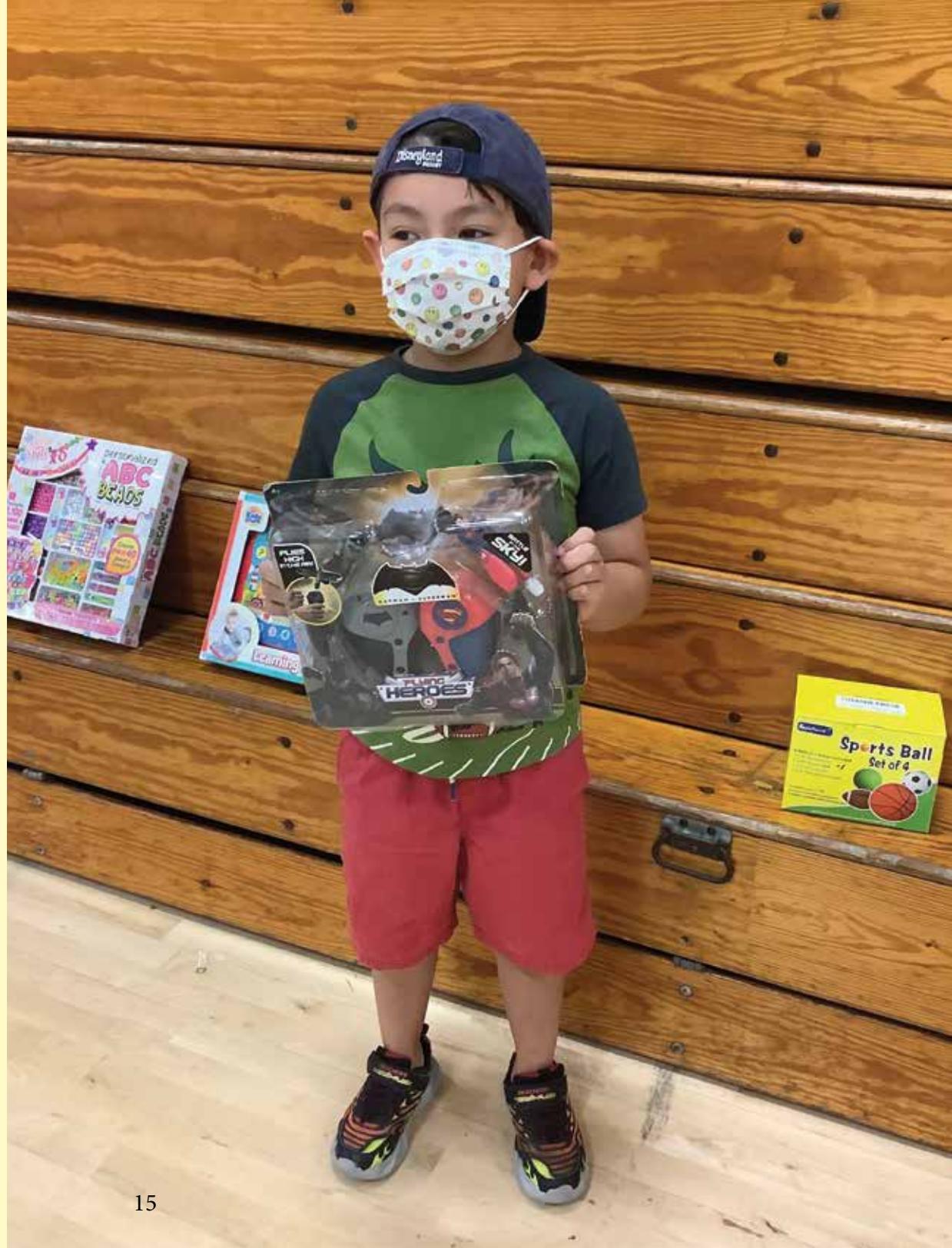
FaCT Family Resource Centers are located in areas with the greatest need:

1. Anaheim Independencia
2. Community Health Enrichment Collaborative (CHEC)
3. Corbin
4. Downtown
5. El Modena
6. Friendly Center – Orange
7. La Habra
8. Magnolia Park
9. Manzanita Park
10. Minnie Street
11. Newport Mesa
12. Oak View
13. South Orange County (SOC)
14. Stanton
15. Tustin
16. Westminster



Onward and Upward

This report has chronicled some of the successes and impacts FaCT has made during a tumultuous 2020-2021. In 2021-2022, FaCT will continue this momentum to propel its vision of a county without child abuse and neglect. The FRCs will continue to offer their core services with more flexibility than ever before, 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 and Community Engagement Coordinators, to design local plans for their community. We will continue to expand our library of webinars and e-learns FaCT will also offer a year of culturally relevant trainings. FaCT looks forward to working with you and continuing to serve Orange County families and children.





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to visit our website.

