Dear Partners,

We are proud to be able to share this 2021-22 Families and Communities Together (FaCT) Annual Report with you. As the history section in this report illustrates, FaCT has been a critical resource for so many families for over 25 years. What started as an innovative support program for a handful of Family Resource Centers (FRCs) has grown to a countywide collaborative that supports all of our communities. The heart of what we do occurs every day in our FRCs, with skilled and tireless staff working one-on-one or in groups to help strengthen families and ensure children are safe. This report focuses on that work, diving deeper into the work we perform, and the services and support we provide to families in need.

The last couple of years have been challenging for everyone. Because of those challenges, FaCT is dedicated to staying open and available for our families. We continue in the spirit of innovation and partnership in which we were founded, by working collaboratively to make sure we meet families where they are. We use time-tested and evidence-based approaches and programs to ensure we provide the services our families need most. And we are committed to continuing to develop even more effective ways to fulfill our mission.

Read through our annual report to see what we’ve done in the past year and where we’re going in the next. We invite you to reach out to discuss how we can work together in our community.
1995 County of Orange Social Services Agency and the Orangewood Children’s Foundation begin collaborating to support the administration of newly issued Family Preservation and Support Funds. Four collaboratives begin delivering services to local communities.

1997 Family Preservation and Support adopted a new name: Families and Communities Together (FaCT), creating a mission and vision bringing together all participating public and private agencies.

1998 The first annual “Building Collaboratives, Mobilizing Communities” conference, sponsored by the FaCT Collaborative Development Committee, was held at Chapman University in Orange, California.

2000 Five FaCT FRCs were chosen to receive funding under a Proposition 10 Early Action program to expand accessible health services for families with children ages 0 to 5.

2005 FaCT participates in the founding of the California Family Resource Association (CFRA).

2005 FaCT develops customized data and evaluation systems and practices to illustrate core services outcomes.

2006 FaCT expands to 12 FRCs countywide, focusing on areas with the greatest need and maximizing accessibility.

2008 FaCT expands to 15 FRCs for new five-year funding cycle.


2009 Participates in the founding of the state-wide California Network of Family Strengthening Networks (CNFSN).

2010 FaCT participates in state-wide pilot of the Leaders for Change initiative that links community leadership to the Five Protective Factors Framework.

2013 FaCT participates in state-wide pilot of the Leaders for Change initiative that links community leadership to the Five Protective Factors Framework.

2015 FaCT expands to 15 FRCs for new five-year funding cycle.

2015 FaCT celebrates 20 years of child abuse prevention and family strengthening for Orange County Families.

2015 FaCT celebrates 20 years of child abuse prevention and family strengthening for Orange County Families.

2015 Charitable Ventures, The Olin Group, and the Alliance for Children and Families join the FaCT partnership, with Charitable Ventures serving as fiscal agent.

2019 FaCT awarded a National Association of Counties (NACo) Achievement Award in the category of Human Services.

2020 In response to COVID-19, FaCT quickly shifts to virtual and hybrid service delivery to ensure continued, safe access for our families.

2021 Due to lingering COVID-19 concerns, FaCT holds its annual conference virtually.

2021 Due to lingering COVID-19 concerns, FaCT holds its annual conference virtually.
As our mission and vision say FaCT is a collaborative of organizations dedicated to the prevention of child abuse and neglect and strengthening Orange County’s families. We do this through operating a network of 16 FRCs, which provide free culturally and linguistically appropriate responsive services to any families who need them. The FRCs are strategically located in the cities and neighborhoods with the most need.

FaCT is also a platform that supports FRCs with training, technical assistance, data, marketing, fund development and much more. FaCT is a public-private partnership where the County, cities and nonprofit organizations work together for the shared purpose of making our community a better and safer place for all.

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.

As our mission and vision say FaCT is a collaborative of organizations dedicated to the prevention of child abuse and neglect and strengthening Orange County’s families. We do this through operating a network of 16 FRCs, which provide free culturally and linguistically appropriate responsive services to any families who need them. The FRCs are strategically located in the cities and neighborhoods with the most need.

FaCT is also a platform that supports FRCs with training, technical assistance, data, marketing, fund development and much more. FaCT is a public-private partnership where the County, cities and nonprofit organizations work together for the shared purpose of making our community a better and safer place for all.
How We Serve

The Protective Factors

Since 2008, FaCT has based its programming on the Five Protective Factors model, an evidence-based and practice-proven approach to strengthening families. The Protective Factors, developed by the Center for the Study of Social Policy, identify assets, approaches and characteristics that foster healthy behavior and strengthen our families. In the next few pages, you will read about how these Factors infuse our programming and support our communities.

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

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

Our Collective Impact

The FaCT partners have grown and developed together since the public-private partnership was founded. Each partner is crucial in providing the best services for our families in need. FaCT’s collaboration is built on an evidence based model – the Collective Impact framework. Collective Impact provides the structure and process by which we can work together more effectively and truly become greater than the sum of our parts.

At the very front line working directly in the communities are the 16 FRCs. Each FRC is led by a nonprofit or city agency, pulling in multiple funded and unfunded partners who provide specific services and expertise for their communities. Next, Charitable Ventures provides critical services like evaluation, marketing, training, technical assistance, fund and resource development, and community engagement. Charitable Ventures supports and collaborates with FRCs and the County to maximize the collective impact. Finally, the County of Orange Social Services Agency provides the leadership, oversight, funding and additional technical services that make all the partnerships possible.
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

unincorporated area

Rancho Santa Margarita
Core Services

The next four pages focus on the important services our FRCs provide to our community members in need. Every FRC provides six core services: Parenting Classes, Counseling, Information and Referral, Family Support Services, Case Management and Domestic Violence Personal Empowerment Program. The core services and other supports the FRCs provide are available for free to any family with children in person or virtually. Each core service is grounded in at least one of the Five Protective Factors. FRCs use their knowledge of their community and its needs to tailor the services offered. As FaCT carefully evaluates every service we provide, each service description provides outcome data and real client testimonials to demonstrate their value. We value the opinion and successes of our families, so we have provided survey results and success stories from the FRCs.

Parenting

Parenting can be challenging at times. Every FaCT FRC offers free parenting classes to our community members. Classes are offered in multiple week courses, use evidence-based and time-tested curriculums such as Love and Logic and Triple P, and are offered in English and Spanish as appropriate. Grounded firmly in the Protective Factor of Knowledge of Parenting and Child Development, our parenting classes also strengthen Parental Resilience and Social Connections with a cohort-based model that encourages lasting relationships beyond the program.

In my family, we take time to listen to each other

![Pre-Test: 65% Post-Test: 80%]

I’m participating in parenting classes for fathers and I enjoy learning and love all the support from the group and instructor. I learned practical ways to address some parenting issues and help my child emotionally. Thank you for offering this program and making it available virtually.

Counseling

With an increasing number of families, children and individuals in crisis, FaCT provides free counseling for individuals and families in both one-on-one and group settings, with up to 20 sessions provided. Counseling is available both for those in imminent crisis and for those who just need some help. Like all FaCT services, counseling is culturally sensitive and provided free of charge, a huge boost for lower income families at a time when finding a therapist can be difficult. Counseling supports the Parental Resilience and Social and Emotional Competence of Children Protective Factors.

When I am lonely, there are several people I can talk to

![Pre-Test: 61% Post-Test: 75%]

I feel very calm to hear that everyone has different problems and it’s OK to ask for help. I have been always so scared to open up. I don’t have that trust to open up to anyone but this program has made me feel that we all aren’t perfect and gave me that strength to ask for help.
Information and Referral Services
There are many services and resources out there for families in need, but it can be hard to know where to access them. FaCT’s Information and Referral Services (I&R) are there to bridge the gap between service providers and the people who need them. Available in multiple languages and via phone, email or walk-in, any resident can contact an I&R specialist, describe their situation and quickly be connected to free or reduced price resources and providers that can address their need. Through I&R, FaCT advances the Concrete Support in Time of Need Protective Factor.

Family Support Advocates
For parents who have unique circumstances, FaCT provides Family Support Advocates (FSA) to our families. A more intensive approach than I&R, a FSA specialist is assigned to the family to work more in-depth with them and provide appropriate support and services, either in-home or at the FRC. Through a personalized plan, the FSA specialist makes sure that the family gets the help they need in a respectful, safe and positive manner. FSA can address all of the Protective Factors, depending on the specific need.

“\nThe staff is always sending me new information on services for my son and I. I have learned about so many services and programs in my community that I was not aware of. I have shared my experience with my family, friends and anyone that I know that is in need of resources or any help."

“My Family Support Advocate helped me with any services for my children and me. I never felt that I was being judged, they all treated me and my kids with respect, and made me feel welcomed every time I went. Thank you to my FSA."
Case Management Team

Families with multiple needs can receive assistance from a dedicated team who coordinates and recommends services to ensure needs are addressed. The Case Management Team meets weekly, often with the family in attendance, to communicate, collaborate and innovate. They emphasize each of the Protective Factors as appropriate, creating an individual approach for each family.

“Case worker does everything he can to make sure me and my family are always OK. He checks on us every week and I know whenever we need some help, if he can’t help us he will send us in the right direction. Thank you so much, FRC. Without you guys, I don’t know how I would be getting through life right now in these hard times.”

Domestic Violence Personal Empowerment Program (PEP)

On average, more than 1 in 3 women and 1 in 4 men in the U.S. will experience rape, physical violence and/or stalking by an intimate partner. The PEP program is a 10-week program focused on empowering survivors through education and unconditional support. It teaches participants the effects of domestic violence, shows a path toward safety for the survivor and their children and connects them to resources that can help. PEP builds Parental Resilience, a Protective Factor, while also enhancing Social Connections by providing a network of other survivors.

“Attending these PEP classes has helped me emotionally and mentally to understand that I am not guilty of the violent acts that my husband committed against me. At times before I thought I was alone, and that I was the only one experiencing domestic violence.”
Emergency Assistance

When a crisis hits, families need a place to turn for vital basic needs like food, diapers, hygiene items or utility and rental assistance. Having this support at a critical time has been shown to prevent desperation-driven abuse and neglect. SSA recognizes that the continued pressures of COVID have made increased supportive services even more necessary. Starting in 2022-23, Emergency Assistance will become a core service in all FRCs, ensuring that the families have concrete support in time of need.

“My family was struggling financially and my family support advocate connected me with CalFresh, disability benefits, food banks and distributions, and diapers for my newborn baby.”

Other services

The FRCs not only provide core services, but are also a place for the community to receive many other important services, including application assistance for Medi-Cal, CalWORKs, and CalFresh. Other services include, but not limited to:

- Financial Literacy & Economic Self-Sufficiency
- Tax Preparation
- Health & Wellness Workshops
- After School Support
- Translation
- Support Groups
- Legal Services
- Life Skill Workshops
- Family Fun Events
Our Clients

Core Services 2021-2022

- # of Individuals Served: 10,956
- # of Families Served: 4,641

Age*

- Children 0 - 5: 52%
- Children 6 - 17: 35%
- Adults 18 and over: 13%

Languages Spoken

- Spanish: 1%
- Vietnamese: 1%
- Others: 40%

Race/Ethnicity*

- Hispanic/Latino: 75%
- Caucasian/White: 5%
- Black/African American: 5%
- Asian: 9%
- Native Hawaiian/Pacific Islander: 5%
- Other: 13%

Basic Needs Services

- Basic Needs/WIC/Emergency Services: 5,014
- Clothing Assistance: 129
- Disability: 109
- Food: 10,885
- Housing: 2,400
- Transportation: 73
- Utility Assistance: 1,216
- Total Basic Needs: 19,826

Information & Referral Services 2021-2022

- Number of Clients Served: 42,678
- Number of Referrals Made: 61,062

Core Services

- 2021-2022
- # of Individuals Served: 10,956
- # of Families Served: 4,641

Languages Spoken

- Spanish: 1%
- Vietnamese: 1%
- Others: 40%

Race/Ethnicity*

- Hispanic/Latino: 75%
- Caucasian/White: 5%
- Black/African American: 5%
- Asian: 9%
- Native Hawaiian/Pacific Islander: 5%
- Other: 13%

Basic Needs Services

- Basic Needs/WIC/Emergency Services: 5,014
- Clothing Assistance: 129
- Disability: 109
- Food: 10,885
- Housing: 2,400
- Transportation: 73
- Utility Assistance: 1,216
- Total Basic Needs: 19,826

Information & Referral Services 2021-2022

- Number of Clients Served: 42,678
- Number of Referrals Made: 61,062

Our clients include:

- Cambodian
- Chinese
- Hmong
- Japanese
- Korean
- Vietnamese
- Native Hawaiian/Pacific Islander
- Filipino
- Middle Eastern
- Native American

* Ethnicity n = 10,956

- Asian includes: Cambodian, Chinese, Hmong, Japanese, Korean, Vietnamese
- Native Hawaiian/Pacific Islander includes: Filipino
- Other includes: Middle Eastern, Native American

44% of our families are food insecure

23% of our families received food assistance through FRC

* Age n = 10,956
HOW WE Work

FaCT holds an annual conference, at least three trainings and many formal and informal technical assistance services each year. This year, after a two year gap where we could only conduct virtual trainings, we returned with a live conference in May, “Cultivating a Brighter Future.” Over 300 people came together for an all-day conference to learn more about mental health, fundraising, marketing and domestic violence prevention, while having long-missed networking opportunities. For those not able to attend in person, remote options were offered. The training series focused on how to support diverse cultural and racial identities. FaCT also provides extensive TA for new and existing staff, via multiple modalities, including one-on-one work, recordings, group discussions and meetings. SSA’s Program Administrative Consultants work directly with the FRCs, building and maintaining best practices to help them help our families.

FaCT is dedicated to using data to inform service delivery and to feed a cycle of learning and program improvement. FaCT staff maintain a shared database system, teach FRC staff how to enter, access and use data and create and enact a robust evaluation system that looks at individual and group effects of our work. We also partner with SSA Research and outside organizations to look at the impact of our FRCs and our services.

The FaCT team also touts the FRCs great work through communication channels such as bi-weekly e-blasts, newsletters and www.factoc.org, which connects residents to their local FRC. This year we were thrilled to bring regular in-person outreach events back into the mix, allowing us to meet the community where they are.

FaCT supports community leadership through volunteer Community Engagement Advisory Committees (CEACs) and Youth Action Councils (YACs), supported by Community Engagement Coordinators. Their role is to be community liaisons, connecting the community to the resources available and the FRCs and connecting the FRCs to the needs of the community. CEACs and YACs hold trainings and events, conduct local outreach and provide a strong community voice to make positive change.

While most of FaCT services are paid for through SSA funding, FRCs sometimes have programs or needs outside of the contract. FaCT provides fund and resource development support for FRCs, identifying and sometimes seeking additional grants on behalf of the program and supporting the individual FRC’s capacity to seek funding. Read more about one of these initiatives, The Family Bridge Fund, on Page 14.

Blue Ribbon Month

Every year, FaCT highlights April as Blue Ribbon Month at the Family Resource Centers. The Blue Ribbon represents child abuse prevention and awareness. FaCT commemorates this by encouraging all FaCT FRCs to hold events and activities to promote child abuse prevention. Each year the FaCT platform has one unifying activity that highlights the hard work of every FRC.

The FaCT Platform

While FaCT’s ultimate goal is to provide our families with the support they need, one of the core functions is to provide the organizations and staff that work in the FRCs with additional support, to help them serve families more effectively. Here are some of the services:

- Training and Technical Assistance
- Data and Evaluation
- Marketing, Communication, and Outreach
- Community Leadership Development
- Fund Development

Blue Ribbon Month

Every year, FaCT highlights April as Blue Ribbon Month at the Family Resource Centers. The Blue Ribbon represents child abuse prevention and awareness. FaCT commemorates this by encouraging all FaCT FRCs to hold events and activities to promote child abuse prevention. Each year the FaCT platform has one unifying activity that highlights the hard work of every FRC.
PARTNERS

Additional Service Providers

- Abrazar Inc.
- America on Track
- Asian Americans Advancing Justice Orange County
- BISKIDS
- Boys & Girls Clubs of Huntington Valley
- Boys and Girls Club of Westminster
- Bracken’s Kitchen
- CalOptima
- 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 Health of Orange County (CHOC)
- Coalition for 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
- California State University Fullerton Nursing Program
- Gensei Ryu USA
- Grandma’s House of Hope
- Hoag Hospital
- Jamboree Housing
- John F. Kennedy Elementary School
- Kaiser Permanente
- Meals on Wheels Orange County
- Melinda Hoag Smith Center for Healthy Living
- Newport-Mesa Unified School District
- OC Gang Reduction Intervention Partnership (GRIP)
- OC Health Care Agency
- Orange County Department of Education
- Orange County Healthy Smiles
- Orange County Public Libraries
- Parentis Foundation
- Santa Ana Unified School District
- Second Harvest Food Bank of Orange County
- StandUp for Kids
- The Center
- Waymakers
- Westminster High School
- Westminster Police Department
- Youth Leaders of Orange County (YLOC)
The WE CAN Coalition is a county-wide collaboration to collectively address the intersecting needs of children, families and communities touched by abuse. Founded in 2016 under the leadership of the Social Services Agency, WE CAN is based on the premise that by working together on key collaborative projects, the many public and private agencies that serve vulnerable families can increase their efficacy and efficiency, leading to better services for our community at a lower cost. As part our commitment to partnership and collaboration, FaCT has been an active participant in WE CAN, with several staff members serving on the Prevention Task Force and supporting outreach, communication and planning efforts.

Family Stabilization Services
Since 2015, CalWORKs’ Family Stabilization Program has collaborated with FaCT. CalWORKs Specialized Case Managers and FaCT Family Support Advocates work collaboratively to assist families in crisis such as domestic abuse, mental/substance abuse and imminent risk of homelessness. Eligible CalWORKs Family Stabilization clients are referred to the FRC to receive support and assistance, for their critical needs including intensive case management services. Family Support Advocates work closely with clients to create a plan to promote self-sufficiency, learn critical new skills and develop the tools necessary to promote long-term stability. Beyond families receiving emergency housing and basic needs assistance, they are strongly encouraged to participate in core services such as counseling, domestic abuse services and parent education. In 2021-2022, the Family Stabilization program assisted and provided services to 242 families.
Family Bridge Fund

The Family Bridge Fund was created to provide a way for our community to assist our families through monetary donations. Funds from the community have been used to support an Annual Holiday Bike Drive, promoting Blue Ribbon Month, and reaching out to families in our community that are in need of services. Our community can give to this fund and know that it will go support the mission of the FaCT platform and strengthen families in Orange County. Our goal is to empower families, creating a safe and healthy home environment for children. To donate, visit www.factoc.org/family-bridge-fund.

Growth and Innovation

This report has demonstrated the work and impact the FaCT Platform has had in Fiscal Year 2021-2022. Amid a constantly changing landscape, we delivered meaningful and needed services for 4,641 families and at least 10,956 individuals. We brought back in-person services, events, trainings and conferences, while also incorporating lessons learned from the past two years to improve access and service delivery through technology. We broadened our partnership, reach and services and deepened our partnership with the dozens of agencies that make up FaCT. And we are committed to making 2022-2023 even better. With the addition of our seventh core service, Emergency Assistance, FRCs will be a greater resource for families. Working with our partners, we will look to align FaCT work with more mental health supports and efforts, as well as countywide health equity projects. Plans for the FaCT Conference are well under way, and they promise to be bigger and better than ever before. While the past few years have taught us that you can’t plan for everything, we have a road map for growing and innovating so that FaCT can remain a vital support for our community.
Please scan below to visit our website.