

Family Resource Centers

HSD Response to SLI 272-1-A-1

HUMAN SERVICES AND PUBLIC HEALTH COMMITTEE PRESENTATION

JULY 12, 2017

Today's Presentation

1. Share Context about the department' role and impact
2. Introduce Council to the Family Resource Centers (FRCs)
3. Highlight improvements to the FRC model
4. Review the 2017 FRC pilot program launch
5. Summary and next steps

Human Services Department

- Addressing Homelessness
- Promoting Healthy Aging
- Responding to Gender-based Violence
- **Promoting Public Health**
- **Preparing Youth for Success**
- **Supporting Affordability & Livability**

Overview: Statement of Legislative Intent (SLI)

Council asked the Human Services Department (HSD) to assess the effectiveness of the City's investment in Family Resource Centers (FRCs) through a SLI.

HSD was asked to evaluate the FRCs as a whole to determine if the model:

1. Functions as effectively as possible
2. Adheres to national standards
3. Needs improving

Finally, Council is asking for HSD to determine if there are better ways to invest City funding to achieve the desired outcomes.

Introduction to Family Resource Centers

Family Resource Center Model

1. HSD has funded Family Resource Center (FRC) agencies since 1993
2. Services were designed to meet community needs
3. A variety of services and resources were offered:
 - Information, advocacy and referrals
 - Parenting support
 - Adult life skills and education
 - Children and youth activities
 - Basic resources

Agency	Neighborhood	Primary Populations	Primary Languages
Atlantic Street Center	Rainier Valley (Council District 2)	African American, East African, Latino, Asian, immigrant communities	Amharic, Chinese, English, Somali, Spanish
Children's Home Society	Lake City (Council District 5)	African American, East African, Latino, Asian, White, and immigrant communities	Amharic, Arabic, Chinese, English, Spanish
Chinese Information Service Center	Chinatown-International District (Council District 2)	Asian, immigrant communities	Chinese, English, Vietnamese
Family Works	Wallingford (Council District 4)	African American, Latino, Asian, White, and immigrant communities	English, Spanish
Neighborhood House	High Point (Council District 1)	African American, East African, Latino, Asian, White, and immigrant communities	English, Oromo, Somali, Spanish, Vietnamese
Southwest Youth and Family Services	West Seattle, Delridge (Council District 1)	African American, East African, Latino, Asian, White, and immigrant communities	Cambodian, English, Somali, Spanish

2016 Demographics of Program Participants

- 9,523 unduplicated individuals
- Asian/Asian-American, Black/African-American, and Hispanic/Latino populations represented the three largest communities
- 70% were very low or low income
- 70% spoke another language other than English at home

2016 Program Impact for Participants

- Participant surveys given three times a year to measure success.
- Of those surveyed:
 - 99% strengthened parenting and family skills that promote school success
 - 99% increased knowledge and skills in the areas of health, education, and employment
 - 95% strengthened social support networks and a greater connection to their communities

Improvements to the FRC Model

Planning and Co-design Process

1. In 2016, HSD and FRC agencies co-designed a new model
 - HSD lead research and development
 - HSD and FRC agencies met in groups and individually
 - FRC agencies made recommendations
2. Purpose to co-design a standardized FRC model
3. Launch the FRC Pilot Program in 2017

Alignment with Best & Promising Practices

1. Research on regional and national best and promising practices around health, parenting and the importance of connection to family and community
 - King County's Best Starts for Kids
 - University of Washington's School of Social Work: Communities in Action
 - National Family Support Network
2. Literature review with focus on best practices for serving families

Revised FRC Program Model

1. Standardized program requirements, including core activities
2. Developed new performance measures
 - Quantity: How much did we do?
 - Quality: How well did we do it?
 - Impact: Is anyone better off?
3. Revised survey questions to improve how impact is measured
4. Developed a technical assistance plan to successfully implement the pilot

2017 FRC Pilot Program Launch

2017 FRC Pilot Program Launch

The 2016 co-design process resulted in a FRC pilot program that was launched in January 2017.

HSD contracted with the six existing agencies to immediately implement and test the pilot program model.

- Total FRC budget is \$1,658,990
- Contracts pay 80% base, 20% performance commitments
- Core strategies now required
- Additional strategies required, based on award level
- Reviews data and progress, 3x per year
- Increased technical assistance

Pilot Program Core Strategies

1. Health and Wellness
2. One-on-One Family Advocacy
3. Parenting and Family Education
4. Structured Parent and Child Education
5. Connection to Community (i.e., School-age youth)

Pilot Program Secondary Strategies

1. Urban Gardening Classes
2. Intensive One-on-one Family Advocacy
3. Adult Education
4. Healthy Pregnancy
5. Parenting Support or Peer Learning Groups
6. Summer Enrichment Programs
7. Literacy and Tutoring for School-age Youth
8. Financial Empowerment for School-age Youth and Families
9. Connection to Community for Families

Quantity Performance Measures (how much did we do?)

- # of surveys received
- # of individuals or families who receive referrals to needed benefits and services
- # of individuals or families participating in the following activities:
 - Health and wellness
 - Parenting and family education and support
 - Connection to community
 - Financial empowerment

Quality Performance Measures (how well did we do?)

- FRC staff and families work together to develop and maintain a welcoming environment for all families
- Programs are designed to deliver activities that support the healthy development of families
- Programs are tailored to the specific needs of the communities being served and incorporate participant feedback
- Staff reflect the communities being served (i.e., language, race, ethnicity and gender)

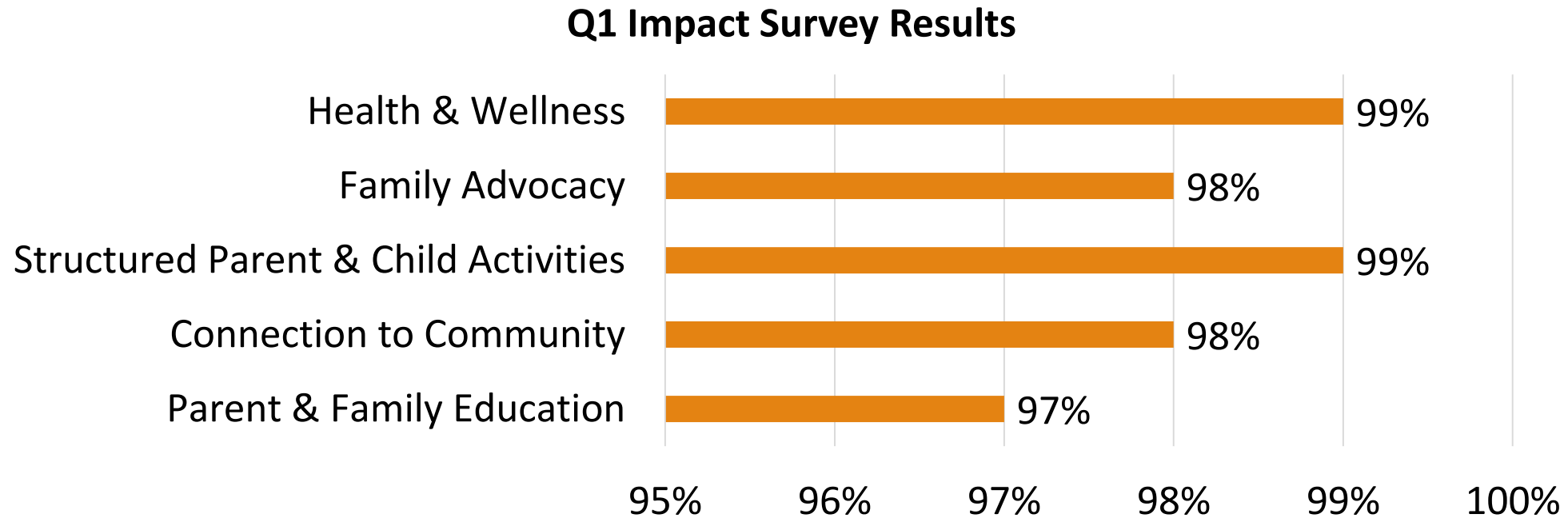
Impact Performance Measures (is anyone better off?)

Number of survey periods per year in which at least 75% of surveyed participants improve individual and/or family, including:

- Overall physical or behavioral health
- Access to needed information and services
- Skills related to parenting and family interaction
- Connection to community
- Skills related to education, life skills, employment or technology

Quarter 1 Impact Performance Measures

The six agencies served **1,462 unduplicated participants** and submitted **562 surveys**:



Responding to Current Environment

FRCs responded to fear expressed by immigrant and refugee families regarding the new administration's immigration policies by:

- Increasing citizenship classes
- Emphasizing Seattle is a sanctuary city
- Providing immigrant rights resources
- Partnering with Seattle Police Department to host “Hate Crimes Community Awareness Forum”
- Assisting with naturalization forms

Summary & Next Steps

HSD's Ongoing Work with the FRCs

1. Survey administration and data collection improvements
2. Implementing strategies and reporting requirements
3. Funding levels and leveraging other fund sources like Best Starts for Kids
4. Prepare for 2018 RFP competitive funding process and new contracts in 2019

Other Considerations

- Leveraging FRCs for referrals, assessment and service coordination across City investments & programs
- Continue to strengthen results culture through rigorous evaluation
- Explore ways to better integrate various programs for families regionally
- Consider how other communities have provided comprehensive family support (i.e. Durham Model)