

California Family Resource Center Data Project

Harder+Company Community Research

Statewide FRC Survey

Harder+Company Community Research is partnering with the David and Lucile Packard Foundation to conduct a comprehensive review and synthesis of available data on Family Resource Centers (FRC) in California. We are defining Family Resource Centers as *“unique organizations embedded in a neighborhood, community, or other entities such as schools or hospitals, that provide family-centered and family-strengthening services that are community based, culturally sensitive, and include cross-system collaboration to assist in transforming families and communities through reciprocity and asset development based on impact-driven and evidence-informed approaches with the goal of preventing child abuse and neglect and strengthening children and families.”* This is a working definition that was developed with input from over 100 people in the FRC field and was vetted by the California Family Resource Association Policy Committee.

By completing this survey, you are helping create a shared base of evidence about the landscape and impact of FRCs in California. The results of the survey will be used to support the field’s learning and understanding. The goal of this project is to be able to use the data to highlight the impact of FRCs to further support advocacy efforts. Specifically, later this summer, we are planning to host a statewide webinar and discussion to present our learnings from this study with a broader audience of FRC networks, funders, researchers, and stakeholders. More information about how to register for this webinar will be shared at the end of this survey.

This survey is completely confidential and your responses will not be reported in a way that could identify you or your organization. This survey should take about 30 minutes on average. It should be completed by your FRC’s CEO, Executive Director, Director of Operations or by another designee with knowledge of your FRC’s structure, funding, services and programming. Please complete this survey by Wednesday July 3rd. By submitting the survey by that date, you will have the opportunity to be entered into a raffle to win one of ten \$50 Amazon gift cards.

Before you begin the survey, please read through the following guidelines:

- We ask that only one survey be completed per FRC. If you are an executive director of multiple FRCs, please complete one survey per location.
- For questions that you are unsure of, please do your best to estimate the answer. We encourage all respondents to complete the survey to the best of their ability and fill out as much of the survey as possible.
- Please feel free to skip any questions you are not comfortable answering.
- Your responses will be kept confidential and information will only be shared in summaries. Nothing will be reported in a way that could identify you or your FRC.
- The survey offers an option to save and continue. If you need to leave the survey and complete it later, you can re-enter where you left off when you click on the survey link again. Just be sure to

use the same browser and link in order to return to where you left off. Please use the same device and do not delete your browser cookies.

Questions? Please contact Carolina Mantilla at Harder+Company Community Research at (213) 891-1113 or emantilla@harderco.com. Thank you for your participation!

Organizational Characteristics

1. Name of FRC*:

- Open-ended

2. What is your role/job title?** (We recommend that the survey be completed by your FRC's CEO, Executive Director, Director of Operations or by another designee with knowledge of your FRC's structure, funding, services and programming.)

- Open-ended

3. In what county is your FRC located?

- Dropdown list of counties

4. In what year was your FRC established?

- _____ (year)

5. Where is your FRC housed?

- We rent or own our office-space and/or building
- We are co-located (share a space) with another organization
- Other (please specify): _____

6. If your FRC is co-located with another organization, what type of organization is it? (Check all that apply).

- Health Center
- School
- Community Center
- Library
- Other (please specify): _____

7. Does your FRC operate in multiple sites/locations?

- Yes
- No

8. (If selected yes to question 7) Please indicate the number of sites/locations your FRC operates in:

- Open ended

9. Does your FRC have a "backbone agency" that supports your work? *We are defining a "backbone agency" as a larger organization that both helps a FRC maintain overall strategic coherence and coordinates and manages operations and implementation, including human*

resources, fiscal, or other administrative functions." If an organization solely provides funding, but no other support, please do not report them as a backbone.

- Yes
- No

10. (If selected "yes" to question 10). What is the name of your backbone agency?

- Open-ended

11. (If selected "yes" to question 10). Can you briefly describe how your backbone agency supports your FRC's efforts? Please select all that apply.

- Defining strategy and expected community-wide outcomes
- Ensuring that the input by those being served by the FRC is guiding its direction
- Monitoring performance on key metrics
- Advocating and informing on relevant local, state and federal policy
- Supporting and advising on program improvement
- Supporting coordinated and consistent processes, policies, and management of the FRC
- Facilitating and approving formal agreements for operation of the FRC
- Facilitating resource procurement and allocation
- Increasing efficiency and collaboration among partners
- Reducing duplication of services/efforts and identify gaps
- Other (please specify): _____

12. What is your relationship to your county's First 5 agency?

- First 5 "owns" the FRC
- First 5 provides core operating support
- First 5 provides support for 1-3 discrete programs only
- Our FRC has no relation with our county's First 5 agency
- Other (please specify): _____

13. How many paid professional and support staff does your FRC employ? Please report only staff who support the work of the FRC

- Number of **full-time** paid FRC employees (30 hours or more per week): _____
- Number of **part-time** paid FRC employees (fewer than 30 hours per week): _____

14. How many volunteers worked with your FRC in the last year?

- None
- 1-5
- 6-10
- 11-15
- 16-20
- More than 20

15. What was your FRC's total operating budget in 2018?

- open ended response option

16. What were your FRC's top three funding sources in 2018?

- Open-ended response

Characteristics of Families Served

17. On average, how many parents/caregivers does your FRC serve annually?

- Open-ended response option

18. On average how many children does your FRC serve annually?

- Open-ended response option

19. Of the children your FRC serves annually, how many are children ages 0-5?

- Open-ended response option

20. Please describe the race/ethnicity of the clients your FRC serves by estimating the percentage of individuals who identify as:

- White/Caucasian: _____%
- Asian: _____%
- Pacific Islander: _____%
- Black/African American: _____%
- Latino/a, Hispanic: _____%
- Arab/Middle Eastern: _____%
- American Indian or Alaska Native _____%
- Other (Please specify): _____%
- Unknown

21. Please describe the age ranges that best describes the participants your FRC serves by estimating the percentage of individuals who are:

- Children (ages 0-5): _____%
- Adolescents, Children/Youth (ages 6-17): _____%
- Adult and Older Adult (ages 18+): _____%
- Transition Age Youth (services targeted specifically towards those in the TAY age ranges of 16 through 25): _____%
- Older Adult specific services (ages 60+): _____%
- Unknown

22. Please describe the income-level that best describe the clients your FRC serves by estimating the percentage of households whose annual income is:

- \$0 - \$14,999: _____%
- \$15,000 - \$24,999: _____%
- \$25,000 - \$34,999: _____%
- \$35,000 - \$49,999: _____%
- \$50,00 - \$74,999: _____%
- \$75,000 - \$99,999: _____%
- \$100,000 - \$149,000: _____%
- More than \$150,000: _____%
- Unknown

23. Does your FRC serve any of the following special populations? Please select all that apply.

- Immigrant/mixed-status families
- Former or current homeless families
- Family, Friend, and Neighbor (FFN) child care providers
- Children and youth with special healthcare needs
- LGBTQ populations
- Refugee populations
- Teen parents
- Individuals and/or families impacted by domestic violence
- Other unique characteristics or needs (please specify): _____

Programs and Services

24. Please select the top three well-being services that your FRC offers. By “top three” we are referring to the three well-being services that are used most often by your members.

Well-being services are defined as “one-on-one connections to facilitate social connections, provide concrete support, resources, and information to individuals, children, youth, and families in times of need that build on personal strengths, and address immediate concerns.”

- Home visiting
- Access to emergency and daily living resources (e.g. food, clothing, shelter)
- Case management and/or Family Navigation services.
- Counseling/Therapy
- Safety resources (e.g. access to car seats, access to bike helmets)
- Development screenings and referrals to developmental supports
- Differential response
- Child Welfare visitation supervision
- Referrals to healthcare services or public benefit programs (e.g. SNAP, WIC, Medicaid/CHIP)
- Other information and referral services
- Other (please specify): _____
- We do not offer well-being services

25. Please select the top three growth and development services that your FRC offers. By “top three” we are referring to the three growth and development services that are used most often by your members.

Growth and development services are defined as, “classes and activities that build knowledge and skills to enrich people’s lives, promote optimal child and youth development, and strengthen families.”

- Parent/child interaction groups
- Parent education and leadership
- Youth development activities/classes
- Healthy living classes (e.g. nutrition, exercise, anger management, stress relief)
- Computer literacy
- Tax preparation
- Immigrant services workshops
- Parent Cafes
- Parenting education
- Family economic development
- Support groups (e.g. child kinship caregivers, new parent groups, 12-step groups)
- Trainings and/or resources for licensed child care providers
- Trainings and/or resources for unlicensed care providers (FFNs)
- Legal aid

- Playgroup programming for children ages 0-5
- Other (please specify): _____
- We do not offer growth and development services

26. Please select the top three civic engagement services that your FRC offers. By “top three” we are referring to the three well-being services that are used most often by your members. *Civic engagement services are defined as, “Individual and collective action to identify and address issues of public interest. Essential to these activities is that individuals have the ability, encouragement, and opportunity to participate”.*

- Voter registration
- Promotores network
- Neighborhood networks
- Advocacy and advocacy training
- Violence prevention workshops
- Community resource coordination
- Community celebrations
- Community volunteer opportunities
- Other (please specify): _____
- We do not offer civic engagement services

27. Please select the top three community building services that your FRC offers. By “top three” we are referring to the three well-being services that are used most often by your members. *Community-building services are defined as, “leveraging local, state, and federal resources to impact the physical, economic, and social development of neighborhoods that support healthy family and resident life.”*

- Community economic development
- Affordable housing partnership and development
- Collaboration and partnership facilitation
- Neighborhood and community organizing
- Political and social action
- Social policy analysis
- Disaster recovery/preparedness
- Other (please specify): _____
- We do not offer community building services

28. To what extent does your FRC collaborate with the following types of partner agencies?

| | Have partnered with in the last year | Have partnered with in the past, but not in the last year | Have never partnered with |
|-----------------------|--------------------------------------|---|---------------------------|
| Health | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dental | | | |
| Public health | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental Health | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Law Enforcement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | |
|--|--------------------------|--------------------------|--------------------------|
| Civic engagement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Economic development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Social and human services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Schools | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Housing (affordable housing, homeless services, homeless shelters, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Child care/preschool/Head Start | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Employment/job training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Legal services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Immigrant support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify): | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

29. To what extent is your FRC using the following standards and/or frameworks to guide programming or services?

| Framework | We don't use this at all | This framework guides some of our programming/ services | This framework guides most of our programming/ services | This framework guides all of our programming/ services |
|---|--------------------------|---|---|--|
| Strengthening Families Framework | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Five Protective Factors | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standards of Quality for Family Strengthening and Support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Principles of Family Support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| SAMHSA's Trauma Informed Approach | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify):

30. Which of the following evidence-based or evidence-informed practices and/or approaches is your FRC using?

- Triple P
- Child-Parent Psychotherapy (CPP)
- Cognitive Behavioral Intervention for Trauma in Schools (CBITS)
- Interpersonal Psychotherapy for Depression (IPT)
- Managing and Adapting Practice (MAP)
- Incredible Years
- Seeking Safety
- Trauma Focused Cognitive Behavioral Therapy (TFCBT)
- Community-identified practices
- Abriendo Puertas
- Other (please specify): _____

31. Does your FRC use any of the following tools for assessment and/or screening? Please select all that apply.

- ACES (Adverse Childhood Experiences Questionnaire)
- ASQ (Ages and Stages Questionnaire)
- Family Development Matrix
- The Family Assessment Form
- FRIENDS Protective Factors Survey
- AAPI (Adult Adolescent Parenting Inventory)
- North Carolina Family Assessment Scale
- Other (please specify): _____

Outcomes and Impact

32. What is the primary mission of your FRC? If your FRC has a mission statement, please include it below.

- Open-ended response

33. What are the top three key outcomes or goals that your FRC is working towards?

- Open-ended response

34. Does your FRC have a staff person whose job responsibilities include organizational learning, monitoring, evaluation, and/or research?

- Yes, currently
- Yes, in the past 5 years, but not currently
- No, not in the past 5 years

35. (If answered “yes, currently” to 34) How many FTE staff do you have that support organizational learning, monitoring, evaluation and/or research? *Please report the number of FTEs, for instance, if you have 3 employees and they spend half of their time on research, the FTE staff would be 1.5*

- Open-ended (numerical)

36. One of the goals of this project is to inventory the evidence on the effectiveness of FRCs in California, particularly as it pertains to services for children and their families. To that end, we are asking FRCs who have conducted evaluations of programs and services that serve children and/or their families in the last 5 years to share their results. If you have an evaluation report or findings like this from the last 5 years (either published or unpublished, formal or informal), please provide the web link or upload it here.

[If yes] Please upload your report and/or findings using the link below.

Closing and Wrap-Up

37. What are the most pressing current needs of your FRC?

Open-ended response

38. What are the most pressing needs of the families your FRC serves?

Open-ended response

39. What do you think are the most pressing current needs of FRCs in California, generally?

Open-ended response

40. This summer, we are planning to host a statewide webinar and discussion to present our learnings from this study with a broader audience of FRC networks, funders, researchers, and stakeholders. Please provide your name and email address below so we can follow up with more information about the webinar. This information will also be used to identify winners of the raffle.* (Your survey responses will be kept confidential and will not be reported in a way that could identify you)

First Name: _____

Last Name: _____

Email address: _____