

# Family Resource Centers and Prevention: A Conversation with the Parent Advisory Group to Inform DCYF Engagement with FRCs to Support Families

DCYF Parent Advisory Group

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Division of Partnership, Prevention and Services

[www.dcyf.wa.gov](http://www.dcyf.wa.gov)



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**



# Opening: Who We are and Why We Are Here Today

# Goals for Today

- Review what is a Family Resource Center (FRC)
- Share information about Family Resource Centers in Washington
- Hear from you about your experience with FRCs, ideas about how communities could benefit from FRCs



# Quick Connection

## 2 Minute

To whom or where do you most often go when you have a (concrete) need?



# Quick Poll

Who has connected with a Family Resource Center in any way before?



# Family Resource Centers





# Family Resource Centers



# Family Resource Centers

- Multi-generational, strengths-based, family-centered approach
- Designed for all families
- No or low cost for participants
- Support families to build protective factors





# Family Resource Centers



# Family Resource Centers

- Most Common Service Areas:

- Parenting Support



- Access to Resources



- Child Development Activities

- Parent Leadership Development

# Family Resource Centers



- Peer Support
- Social Connections



# Each FRC is Unique, and They Have a Lot in Common

FRCs:

- Are welcoming, accepting, strengths-based, and non-judging
- Model equity and inclusion
- Provide one-on-one supports
- Provide concrete goods
- Cultivate, maintain and leverage relationships in their communities
- Fill in big gaps in remote/rural areas and in urban areas
- Use data to understand and improve their impact



# Parents and Caregivers Say FRCs Helped Them:

- Get housing
- Get a job
- Overcome addiction,
- Get services for their kids
- Feel connected to others
- Set priorities
- Budget
- Manage what is going on in their lives
- Reduce stress
- **Be better parents!**
- **Break the intergeneration cycle of child welfare involvement!**





# Washington State Family Resource Center Landscape Study

## SUMMARY OF FINDINGS AUGUST 2021

Prepared for Washington State Department  
of Children, Youth & Families  
by Kasey Langley, Janette Moreno, Catherine  
Roller White,  
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# What Services and Supports Are Offered Through FRCs?

On average, FRCs offer **18 different services** out of 33 possible service options listed.

## Percentage of FRCs offering:

**98% Referrals to health care service**

**93% Family advocacy/case management**

**86% Access to emergency and daily living resources**

**86% Parenting education**

**83% Community celebrations and fairs**

N=58 FRCs

# Services and Supports Common in Washington State FRCs

Family advocacy and concrete support services

Family support services

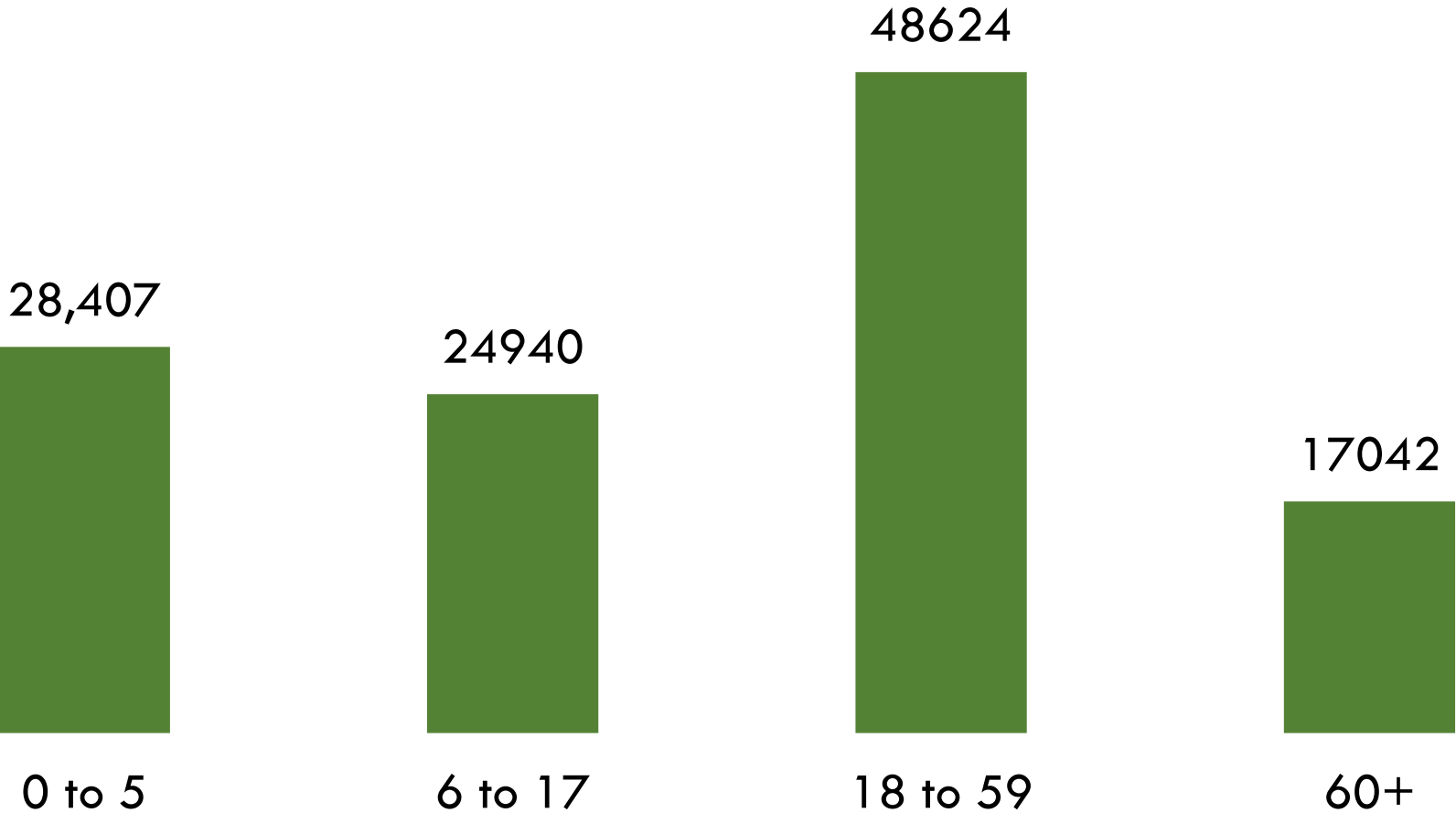
Community building, civic engagement



# Who is Served by FRCs in WA?

Over 100,000 people per year (N=37-47 FRCs)

Respondents estimate that 77% of the families they serve live at or below 200% of the FPL.



Total number of people served across FRCs (N=37-47)

# Who is Served by FRCs in WA?

## Percentage of FRCs that identified these populations as a particular strength of their organization:

Parents and/or caregivers caring for children (85%)  
Immigrant/mixed-status families (65%)  
Formerly or currently homeless or unhoused families or youth (65%)  
Rural communities (52%)

N=60 FRCs

## Percentage of FRCs that identified these racial, ethnic, or identity communities as a particular strength of their organization:

Hispanic and Latinx (72%)  
Black or African American (40%)  
Asian or Asian American (28%)  
Native Hawaiian and/or other Pacific Islander (28%)  
African (27%)  
Arab/Middle Eastern (17%)

N=60 FRCs

# How do FRCs Partner with DCYF Child Welfare?

- **A majority (67%) of survey respondents listed DCYF Child Welfare as a community partner.**
- **Just five FRCs listed Child Welfare** as a primary source of funding and eight listed Child Welfare among any of their funding sources.
- Few FRCs report providing supervised visitation, while about a third report providing differential response services (e.g., services for families screen out of the child welfare system)

# What are FRC practices for monitoring, learning, and evaluation?

**Nearly all FRCs solicit and incorporate feedback from families,** and half had three to five methods of soliciting feedback.

About three in five FRCs had a dedicated database unique to their organization, and **just under half of FRCs had one or more databases specific to a particular program or funder.**

## **FRCs collect data to monitor:**

**Program service utilization (93%)**

**Family or household-level data (81%)**

**Satisfaction surveys (74%)**

**Donor information (71%)**

**Community needs assessment (62%)**

**Near-term outcome evaluation (50%)**

(N=58)



# Discussion: Your Experience with FRCs

- Are you aware of any Family Resource Centers in your community? They may call themselves something else.
- If you or someone you know has gone to an FRC, what was that experience like? What went well and what would you have liked to be different?
- What do you think the benefit is, or could be, of having an FRC in the community?



# Discussion: Your Recommendations

- How could FRCs make themselves welcoming for people with different backgrounds and ages?
- What should DCYF be considering as we explore expansion of FRCs? How would/should parents be involved in next steps?
- Is there anything you would us to report back or return to PAG to discuss?



Questions? Comments?



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# Thank you!

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