

California Family Resource Association (CFRA)

Family Resource Center (FRC) COVID-19 Emergency Relief Fund

Final Report



Photo Courtesy of Children's Bureau of Southern California



California Family
Resource Association
Strong Families. Strong Communities.

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"When we build community and strengthen families, we protect children.

Every day—and, right now in this crisis—Family Resource Centers throughout our state provide ongoing and uninterrupted services to our community’s children and families, especially those who face challenges related to systemic racism, immigration, poverty, income inequality, mental health issues, and intergenerational trauma. Together – and with the California Family Resource Association as our leader – we are partnering with families to build strengths, enhance resilience, and nurture the next generation of healthy, thriving adults."

- Katie Albright,
Chief Executive Officer- Safe and Sound

Dear Friends,

The California Family Resource Association (CFRA) is proud to provide you with this Family Resource Center COVID 19 Emergency Relief Fund final report. This report outlines both the extensive and very rapid response from Family Resource Centers throughout our State during the early stages of the pandemic.

We want to extend our sincere gratitude to Governor Newsom for recognizing the critical role of Family Resource Centers through the allocation of \$3 million for this work, and to the California Department of Social Services, and the Office of Child Abuse Prevention within the Department, for partnering with us and for their shared sense of urgency that made getting these funds quickly into the field possible.

Finally, we applaud the herculean efforts of the Family Resource Centers across this wonderful State. Because of the trusting relationships they have established within their communities, families automatically came to them to meet their needs...even in a pandemic. Between April 13 and June 30, Family Resource Centers that received these funds provided COVID-19 related services to over 117,000 Californians in 54 of our 58 counties. As essential lifelines in communities meeting their core needs, these services included material goods such as food, diapers, and hygiene supplies, housing support, access to telehealth and remote case management, parenting resources, remote learning support, virtual support groups, transportation, activity kits for children, linkages to public benefits, mental health support, domestic violence and crisis management services, employment assistance, and linkage to a variety of other services and providers.

As we applaud these efforts and their impact on the most vulnerable families and communities, we also recognize that the pandemic is not over. Californians throughout the state still need support as COVID-19 cases are rising, unemployment is rising, and the demand for essential services continues.

We believe that the Emergency Relief Fund and distribution mechanism has proven that Family Resource Centers are the largest and most agile community service network in California. Collectively they reach every corner of our State and serve every population and culture. It is our sincere hope that the reach, efficiency and impact they demonstrated in ten weeks of this funding can be a model for the future.

Very truly yours,

California Family Resource Association (CFRA), Policy Council Co-Chairs
Katie Albright, Chief Executive Officer, Safe & Sound
Ronald E. Brown, Ph.D., President & CEO, Children's Bureau of Southern California



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Background

Declaring, “Every child deserves to grow up in a safe, stable and nurturing environment free from fear, abuse and neglect,” Governor Gavin Newsom announced on April 13, 2020 the allocation of \$42 million in new investments to protect younger Californians who are at heightened risk for abuse and mistreatment due to COVID-19. Of that total, \$3 million in funding was distributed to Family Resource Centers (FRCs)—the state’s network of neighborhood-based, essential supports to families and communities. In his message, the Governor affirmed that, **“Family Resource Centers play a critical role in preventing child abuse and neglect, strengthening children and families, and connecting families to an array of public and private support systems of care.”** The emergency relief funds for FRCs subsequently provided direct support and services to families, including material items, assistance with isolation needs, parenting resources, and staff time to help link families to other state and federal supports (e.g. food, housing, etc.). These services were provided from April 13, 2020 – June 30, 2020 and served over 117,000 Californians.



Photo Courtesy of Kern County Network for Children



Photo Courtesy of First 5 Ventura County

The FRC COVID-19 Emergency Relief Fund was implemented in unprecedented speed through a strategic partnership between the California State Department of Social Services Office of Child Abuse Prevention and the California Family Resource Association. The purpose was to quickly address family needs and maintain continuity of services and operations during the COVID-19 crisis, with the understanding that there was already a gap in prevention services and supports for families prior to COVID-19 that was exacerbated by the COVID-19 virus.

The FRC emergency relief funds were intended to help fill that gap and address the added stressors and dangers to children and families under the current conditions of isolation, health risks, and economic loss. FRCs play a critical role in preventing child abuse and neglect, strengthening children and families, and connecting families to an array of county support systems of care. Because of that FRCs were uniquely positioned as trusted entities embedded in communities before and during the COVID-19 pandemic to connect families with essential services in spite of stay at home orders.

FRCs used the funds to provide direct support and services to families in need, including:



- **Material Items** (e.g., food, diapers, cleaning supplies)



- **Assistance with isolation needs** (e.g., one-time costs for telehealth and remote case management technologies, staff time to provide phone/virtual home visits, connections through social media)



- **Parenting resources** (e.g., adaptations of parent education, crisis intervention, employment assistance, etc.)



- **Staff time to help link families to other local, state, and federal supports and benefits** (e.g. food, housing, etc.)



- **Emergency funds to support the continued operation of FRCs and/or FRC Networks**

CFRA received a total of 88 applications in response to a Notice of Funding Opportunity (NOFO) released on April 29, 2020. The total amount of funding requested by FRCs was \$6,311,143 to serve 103,065 individuals; the allocated amount available was \$2,819,563. After careful review it was determined that 6 applications were not eligible to receive funding because they did not meet the minimum eligibility criteria. The remaining 82 applicants (lead agencies) representing 349 FRCs in 54 counties received awards.

“We know there are many families in California struggling with the stressors that have come along with the COVID-19 pandemic. These funds will be a great support to families as we ensure Family Resource Centers receive critical funding that can be transferred to those most in need, and provide the nurturing and care to help them successfully walk through this crisis,” said Angela Ponivas, Chief of the Office of Child Abuse Prevention, upon notification of the funding.



Photo Courtesy of Kern County Network for Children



Photo Courtesy of Imperial County Office of Education



Photo Courtesy of Kern County Network for Children

FRC COVID-19 Emergency Relief Fund Successes

- FRCs were able to act quickly to get services to people who need them due to strong existing relationships with a variety of partners and networks;
- FRCs were able to blend and braid funding from multiple sources to stretch resources further and serve many more people than anticipated;
- Many FRCs noted that the flexibility of the funding and being able to use it for staffing and indirect expenses allowed them to keep their doors open when they may not otherwise have been able to during the shelter in place orders;
- Online/virtual parent support groups provided a safe virtual place for parents to build relationships, stay connected, get the concrete support they needed, and learn from each other how to build social emotional competence in their children during COVID-19;
- Many FRCs found that online/virtual parent support groups were very well attended, attracted new parents who had not previously participated and intend to continue offering virtual options;
- FRC staff were equipped with technology needed to work remote and use in the field during distributions, registrations and to conduct needs assessments.



Photo Courtesy of Children's Bureau of Southern California

The California Family Resource Association (CFRA) was asked by the Office of Child Abuse Prevention to be the administering agency to get the funding to FRCs and those they serve. CFRA was able to rapidly get the word out to FRCs and get the funding to them quickly to support vulnerable families and communities.

CFRA, founded in 2005, is a statewide membership association of organizations that serve children and families. Its purpose is to advocate for the programs, policies, and resources that enable Family Resource Centers (FRCs) and Family Resource Center Networks to better serve families and communities. CFRA does this by building the capacity of member organizations, convening partners for shared learning and planning, and supporting the development of networks and coalitions to achieve greater impact.



Family Resource Centers (FRCs)

Family Resource Centers (FRCs) are collectively the largest source for family support and child abuse prevention in California, serving one million people in California annually. Five hundred strong, they are mission critical for communities in times of crisis and are uniquely positioned for rapid response to COVID-19, natural disasters, and are trusted messengers for important issues such as the Census, Affordable Care Act, and others. They advance proven, community-based prevention and early intervention strategies that help families resolve issues before they become crises. This approach reduces both human and financial costs, and helps families gain the tools to successfully navigate future challenges.

FRCs strengthen families and communities so that all children have a chance to grow up in safe, nurturing environments. By connecting parents to new skills, resources and opportunities, FRCs help families break cycles of intergenerational poverty and violence and help ensure that every child, family and community has a chance to succeed.

FRCs provide a safe, trusted space for families to access resources such as parenting classes, school readiness programs, and basic needs like health care, childcare, fresh food, housing and employment resources. A key component of FRCs is the staffing, which is largely from the community served, and provides culturally responsive supports.



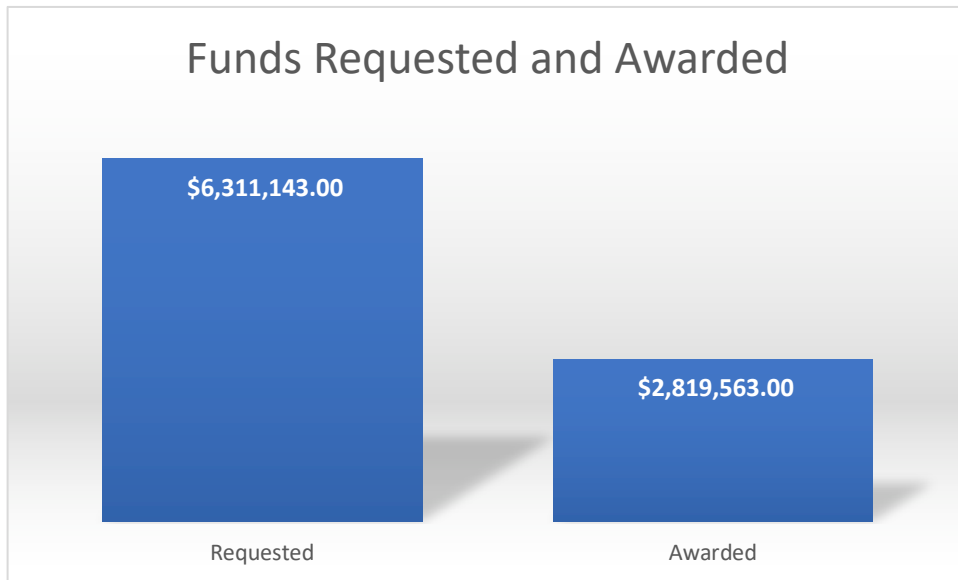
Photo Courtesy of Parents Anonymous, Claremont, CA

Counties Served



Funds Requested and Available to Be Awarded

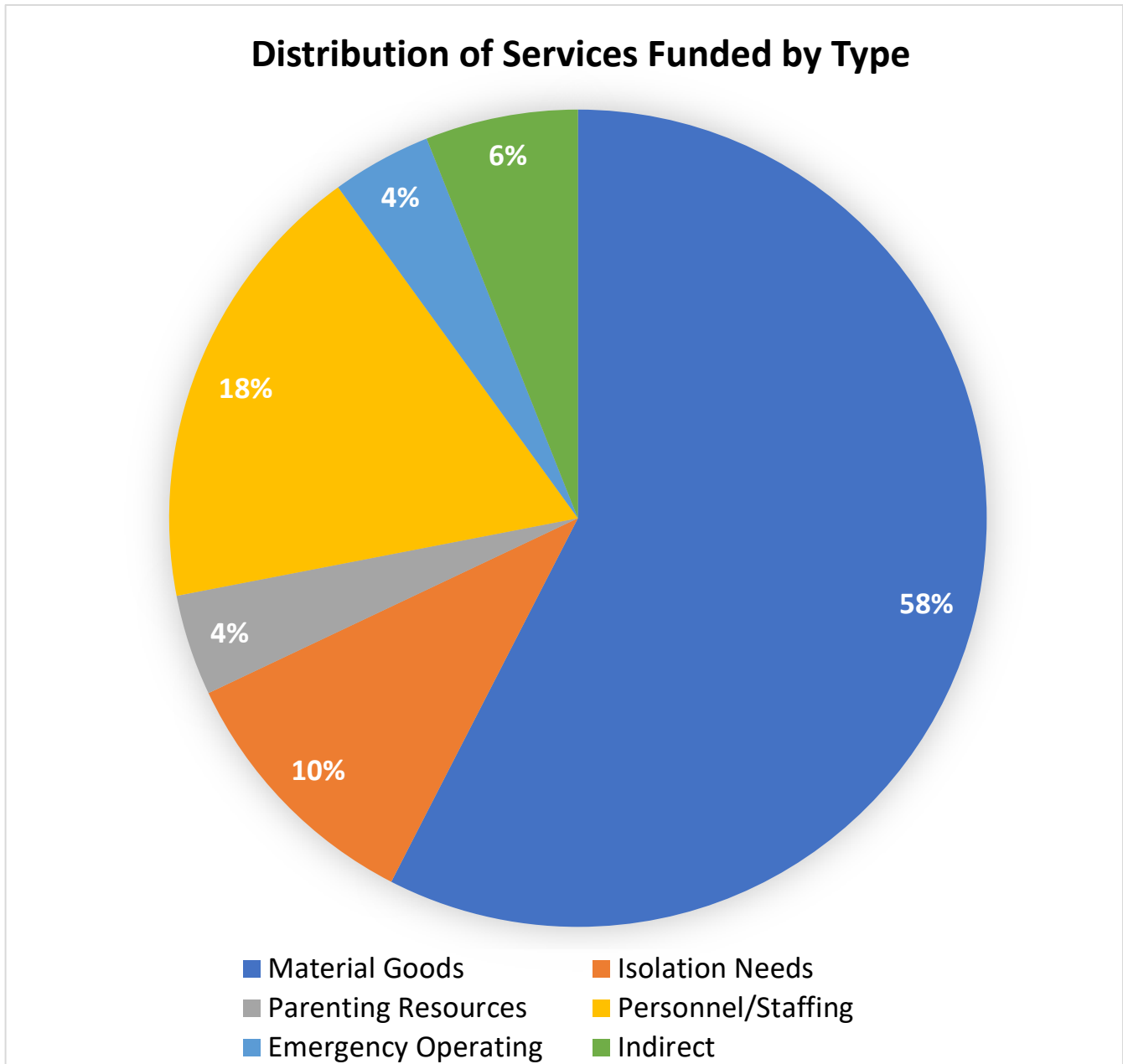
The total funding requested by the FRCs was over \$6M, however the amount available for distribution to the FRCs was just under \$3M.



*7% of available funding went to indirect/administrative costs

“Our local school district referred a family of three experiencing homelessness to the Hope Family Resource Center (FRC). The family was struggling to find secure jobs, housing, and having their basic needs met. The family’s situation worsened when school closed on March 13, 2020 due to COVID-19. By the time our FRC Case Manager reached the mother her husband had lost his job due to COVID-19 and the family could not afford food, rent or utilities. The family did not qualify for many benefits due to their documentation status. Through the FRC COVID-19 Relief Fund, the family qualified for gift cards to purchase emergency hygiene supplies and groceries. The family expressed gratitude at the opportunity to catch up on bills and have their immediate needs met.”

The services provided through this fund were specific to the COVID-19 crisis. The need was indeed great with as many as 600 people arriving at one FRC in one day needing food. The majority of funding was used to provide material items including food, diapers and cleaning supplies as indicated in the chart below.



Number of Beneficiaries Served by Type of Service Received

CFRA contracted with 82 lead organizations to serve a total of 349 FRCs that reached 54 of 58 Counties in the state. In the ten-week period from April 13, 2020 – June 30, 2020, the FRCs mobilized and served a total of 117,569 individuals, including 6,401 foster family beneficiaries and 2,756 Indian Tribe beneficiaries. Beneficiaries received the following services:

Description of Service	Individual Beneficiaries Served
Material Goods (Food, Diapers, Cleaning Supplies)	78,129
Isolation Needs (Tele-health, Remote Case Management)	27,213
Parenting Resources (Adaptations of Parent Education)	33,049
Link with Benefits (Local, state and federal benefits)	26,912
Unduplicated Individual Beneficiaries	117,569

Final Service Numbers by County

County	Total Award	# FRCs	Individual Beneficiaries Served	Indian Tribe Beneficiaries Served	Foster Family Beneficiaries Served
Alameda	\$166,582.22	19	3756	17	80
Alpine*	\$3,720.00	1	0	0	0
Amador	\$27,091.19	3	315	49	0
Colusa	\$45,787.93	3	821	25	43
Contra Costa	\$62,767.60	7	1640	63	93
Del Norte	\$10,000.00	1	1205	0	9
El Dorado	\$10,000.00	1	500	0	0
Fresno	\$47,281.98	9	930	1	31
Humboldt	\$78,980.08	16	3822	678	232
Imperial	\$10,330.49	1	145	80	13
Inyo	\$10,826.94	1	312	47	24
Kern	\$120,272.48	13	2452	212	83
Kings	\$12,693.23	5	127	18	109
Lake	\$10,000.00	3	182	18	20
Lassen	\$30,801.80	3	746	49	63
Los Angeles	\$546,517.51	36	19893	201	2553
Madera	\$36,405.20	1	470	0	290
Marin	\$10,000.00	2	1010	3	179
Mendocino	\$37,441.17	8	424	94	49
Merced	\$11,828.55	1	139	0	73
Modoc	\$11,804.70	4	313	9	44
Mono	\$3,720.00	1	34	0	0
Monterey	\$28,271.11	7	304	0	6
Napa	\$59,023.25	4	9723	105	174
Nevada	\$2,790.00	4	59	0	0
Orange	\$21,885.60	15	945	0	0
Placer	\$76,313.22	4	5223	134	43
Plumas	\$13,088.13	3	218	92	28
Riverside	\$253,332.19	6	769	0	80
Sacramento	\$126,966.12	8	1705	6	13
San Benito	\$53,181.91	2	6354	1	1

Final Service Numbers by County

County	Total Award	# FRCs	Individual Beneficiaries Served	Indian Tribe Beneficiaries Served	Foster Family Beneficiaries Served
San Bernardino	\$79,988.96	13	1875	115	346
San Diego	\$57,361.89	11	2823	0	4
San Francisco	\$179,415.34	27	4423	0	24
San Joaquin	\$23,847.88	1	724	3	16
Santa Barbara	\$76,158.34	18	11332	6	12
Santa Clara	\$46,157.19	27	12991	30	43
Santa Cruz	\$11,000.00	1	3090	0	0
Shasta*	\$10,000.00	2	NA	NA	NA
Sierra	\$930.00	1	68	0	4
Siskiyou	\$40,541.40	7	1391	545	85
Solano	\$26,039.20	7	1049	0	11
Sonoma	\$74,805.42	5	1542	11	8
Stanislaus	\$37,386.00	12	1562	0	0
Sutter	\$13,821.51	3	1681	25	53
Trinity	\$7,436.00	1	260	61	15
Tulare	\$83,790.68	7	3095	0	387
Tuolumne	\$14,711.83	1	1786	32	52
Ventura	\$38,361.75	7	2084	0	968
Yolo	\$35,591.60	3	841	15	16
Yuba	\$22,513.43	3	416	11	24
TOTAL	\$2,819,563.00	349	117,569	2,756	6,401

* The FRC in Alpine County returned the funding.

* Data from Shasta County was not received prior to this report.

Stories from FRCs

SAY San Diego's O'Farrell Family Resource Center

“With these funds, our FRC was able to help provide food and gas gift cards to 5 homeless families, and a family with three children in foster care, (one of whom lost his mother during COVID), and many more families who either lost their jobs completely or experienced significant cuts to their hours at work due to COVID-19.”

Centro La Familia in Fresno

“A client fell behind on rent and could not afford basic necessities due to layoff as a result of COVID-19. We were able to provide rental assistance and Family Care Packages. The client stated she was grateful to have organizations still open to help families.”

Safe and Sound FRC Alliance in San Francisco

“Vulnerable San Francisco families are experiencing extreme challenges meeting basic needs. Many are at risk of homelessness, food shortages, and loss of power. With this grant, we were able to provide families with emergency needs to help avoid these severe outcomes. This created some stabilization while parents and caregivers were looking to return to work during the pandemic.”

Westside Community Improvement Association in Humboldt

“Willow Creek Community Resource Center was able to access multi-transfer bus passes for our rural clients to be able to make it to work and appointments in the city. Additionally, Hupa Family Resource Center was able to gather groceries and gas cards for clients in Hoopa.”

Family Service Agency of Santa Barbara

“A mother calling for financial assistance was discovered to be struggling with Post-Partum Depression. She was linked internally to a parenting program and now receives weekly home visits (virtually), food delivery, and referrals to other services.”

Stanislaus County FRCs

“One of our families was affected by COVID-19 due to closure of her non-essential businesses in March. She owns a recycling center and had to close it for several months. When she re-opened, business was very slow, and she continued to face economic challenges. She was not eligible for unemployment and wasn't receiving any benefits. We were able to provide her with a grocery card and gas card, food, utility assistance and assist her to apply for other benefits including Cal-Fresh and Medi-Cal.”

Partner Agencies and Amount Funded

	Partner Agency	Total Award	# FRCs	Contracted Reach
1	East Bay Agency for Children (EBAC)	\$ 23,847.88	5	256
2	Big Valley Community Alliance*	\$ 6,000.00	1	300
3	Building A Generation	\$ 12,770.16	5	154
4	Buttonwillow Union School District	\$ 10,000.00	1	143
5	BVCHD's The Mom & Dad Project	\$ 10,000.00	1	128
6	Center for Human Services	\$ 37,386.00	12	402
7	Centro La Familia Advocacy Services, Inc	\$ 10,000.00	3	108
8	Charitable Ventures of Orange County	\$ 21,885.60	15	800
9	Children's Bureau of Southern California	\$ 187,449.47	9	2,205
10	Chula Vista Elementary School District	\$ 10,000.00	5	485
11	City of Chino	\$ 10,000.00	6	133
12	Colusa County CAPC	\$ 45,787.93	3	492
13	Community Action Partnership of Kern	\$ 10,000.00	1	108
14	Comprehensive Youth Services of Fresno, Inc.	\$ 13,116.33	3	141
15	Cope Family Center	\$ 59,023.25	4	641
16	County of Riverside - Children and Families Commission	\$ 192,404.70	5	2,069
17	El Sol Neighborhood Educational Center	\$ 60,927.49	1	769
18	Exceptional Family Center	\$ 10,826.94	1	116
19	Exceptional Parents Unlimited, Inc.	\$ 14,165.64	2	154
20	Family Resource Center Network of Mendocino County	\$ 37,441.17	8	403
21	Family Resource Center of the Redwoods	\$ 10,000.00	1	273
22	Family Resource Network, Inc.	\$ 23,847.88	1	256
23	Family Service Agency of Santa Barbara County	\$ 76,158.34	18	6,753
24	First 5 Alpine County/ Choice for Children R&R	\$ 3,720.00	1	40
25	First 5 Amador	\$ 27,091.19	3	291
26	First 5 Contra Costa	\$ 52,540.00	6	1,034
27	First 5 Kings County	\$ 12,693.23	5	141
28	First 5 Madera County	\$ 36,405.20	1	395
29	First 5 Modoc	\$ 11,804.70	4	128
30	First 5 Mono County	\$ 3,720.00	1	40
31	First 5 Monterey County	\$ 28,271.11	7	304
32	First 5 Nevada County	\$ 2,790.00	4	30
33	First 5 Placer Children and Families Commission	\$ 76,313.22	4	821
34	First 5 San Benito	\$ 44,381.91	1	482
35	FIRST 5 Santa Clara County	\$ 46,157.19	27	4,103

Partner Agencies and Amount Funded

	Partner Agency	Total Award	# FRCs	Contracted Reach
36	First 5 Siskiyou	\$ 40,541.40	7	436
37	First 5 Sonoma County	\$ 74,805.42	5	1,222
38	First 5 Ventura County	\$ 38,361.75	7	624
39	Fort Sage Family Resource Center	\$ 24,801.80	2	267
40	Fremont Family Resource Center Corporation	\$ 9,354.00	1	300
41	Hathaway-Sycamores Child and Family Services	\$ 82,252.11	1	1,026
42	Hearts & Lives	\$ 47,218.80	1	513
43	Heluna Health/Eastern Los Angeles FRC	\$ 49,644.62	6	590
44	Hillsides	\$ 60,287.44	8	648
45	Human Response Network	\$ 7,436.00	1	80
46	Imperial County Office of Education	\$ 10,330.49	1	128
47	Jamestown School District	\$ 14,711.83	1	615
48	Kern County Children and Families Commission	\$ 66,671.49	8	872
49	Kern County Network for Children	\$ 10,000.00	1	200
50	Kern River Valley Family Resource Center	\$ 13,600.98	1	200
51	Lamont Elementary School District	\$ 10,000.00	1	147
52	Lincoln	\$ 57,417.49	4	624
53	Los Angeles Valley College FRC	\$ 16,645.82	1	179
54	Lotus Bloom	\$ 17,856.08	3	192
55	Merced County Office of Education	\$ 11,828.55	1	127
56	Miller Hospital - Long Beach FRC	\$ 3,813.00	1	41
57	North Marin Community Services	\$ 10,000.00	2	110
58	PACTL	\$ 23,847.88	1	256
59	Parenting Network	\$ 83,790.68	7	903
60	Parents Anonymous Inc.	\$ 95,391.52	4	1,026
61	Parents Helping Parents	\$ 11,000.00	1	2,000
62	Plumas Crisis Intervention & Resource Center	\$ 13,088.13	3	141
63	Redwood Community Services, Inc.	\$ 10,000.00	3	202
64	Rural Innovations in Social Economics, Inc.	\$ 10,000.00	1	359
65	Sacramento Children's Home	\$ 126,966.12	8	1,365
66	Safe & Sound (FRC Alliance)	\$ 169,415.34	26	1,822
67	Safe Passages (SP)	\$ 58,106.77	6	641
68	Shasta County CAPCC	\$ 10,000.00	2	108
69	Sierra County Child Abuse Council	\$ 930.00	1	10
70	Social Advocates for Youth, San Diego, Inc.	\$ 47,361.89	6	509
71	South Bay Center for Counseling	\$ 13,020.00	1	140
72	South Lake Tahoe FRC	\$ 10,000.00	1	204

Partner Agencies and Amount Funded

	Partner Agency	Total Award	# FRCs	Contracted Reach
73	Special Parents Information Network	\$ 8,800.00	1	96
74	Sutter County Children & Families Commission	\$ 13,821.51	3	323
75	The Children's Network of Solano County	\$ 26,039.20	7	280
76	The University Corporation	\$ 14,165.64	4	154
77	Vietnamese Family Services Center (VFSC)	\$ 10,000.00	1	108
78	VistAbility DBA Contra Costa ARC	\$ 10,227.60	1	110
79	West Fresno Health Care Coalition	\$ 10,000.00	1	108
80	Westside Community Improvement Assn	\$ 78,980.08	16	3,334
81	Yolo County Children's Alliance	\$ 25,591.60	2	276
82	Yuba County Office of Education FRC	\$ 22,513.43	3	421
	TOTAL	\$ 2,819,563.00	349	49,134

Closing

“The beauty of this opportunity didn’t lie solely in our ability to reach deeply into our communities during a specific time of need, but also in the opportunity for us to demonstrate that Family Resource Centers contain networks of organizations...and that the pandemic didn’t preclude us from finding new ways for these networks to come together in support of our shared vision of child, family, and community well-being. We’re most grateful to CFRA and our FRC partners across the State.”

- Ronald E Brown, Ph.D.

President & CEO- Children’s Bureau of Southern California



Photo Courtesy of Long Beach Family Resource Center