

Family Resource Centers

2019-2020 OFCY Strategy Report

The six Family Resource Centers (FRCs) funded by OFCY serve as welcoming centers in the community that meet the holistic needs of families where they live, and support the development and learning of young children to ensure that they are happy, healthy, and better prepared for success in kindergarten and elementary school. This report draws on interviews with three programs, attendance records, and program reports to summarize strategy achievements and progress to date.



STRATEGY ACHIEVEMENTS



900 parents/caregivers served



823 children served



47,313 hours of service provided



27 hours average participation



FUNDED PROGRAMS

- BANANAS, Inc - Healthy Havenscourt Early Care & Kinder Readiness Hub
- East Bay Agency for Children - Central Family Resource Center
- East Bay Agency for Children - Hawthorne Family Resource Center
- Lincoln - New Highland Academy and Rise Community School (NH/R)
- Lotus Bloom - Multicultural Family Resource Centers
- Lotus Bloom - School Readiness Playgroups

Total Funding: \$1,196,907

“ *[The FRC] has allowed us to reach more families, make deeper connections, be able to help families to be more confident in their parenting, and more knowledgeable around the resources that are available to them and how to access them.*

– Staff, East Bay Agency for Children – Central FRC

Strategy Results

For the 2019-2022 funding cycle, OFCY is piloting a Results Based Accountability (RBA) framework to assess its role in contributing toward city-wide goals. The RBA model is a comprehensive approach for assessing the quantity of services provided by programs, the quality of those services, and the effect of those services on the lives of children, youth, and families. *It does this by addressing three guiding questions: How much did we do? How well did we do it? Is anyone better off?*

Program Achievements – How much did we do?

Number of children served	823
Number of parents/caregivers served	900
Total hours of service provided	47,313

Program Performance and Quality - How well did we do it?

Enrollment: Average progress toward projected number of children served ⁶	93%
Average progress toward projected number of adults served	89%
Average Hours of Service: Average progress toward projected average hours of service	139%
Total Hours of Service: Average progress toward projected total hours of service	91%
Diversity and Inclusion: Percent of parents and caregivers who say that program staff work well with families of different backgrounds	*
Supportive environment: Percent of parents and caregivers who say that program staff make them feel comfortable and supported	*

Participant Outcomes – Is Anyone Better Off?

Knowledge of development: Percent of parents and caregivers who say the program helps them to identify their child's needs	*
Skills to manage behavior: Percent of parents and caregivers who say the program helps them to respond effectively when their child is upset	*
Connection to resources: Percent of parents/caregivers that report that staff refer them to other organizations	*

* Survey results not available in FY19-20 due to shelter-in-place order.

The remainder of this report includes the following sections aligned with this RBA framework:

- 7) Achievements: How much did the programs provide?
- 8) Performance and Program Quality: How well did programs do it?
- 9) Outcomes: Is anyone better off as a result of the strategy's work?

⁶ At the start of the year, programs estimate their annual enrollment and the total number of hours of service they will provide for each quarter. Progress is calculated as the actual enrollment divided by the projected enrollment.

Achievements: 823 children served

FRCs served families across Oakland, focusing specifically on neighborhoods with low rates of participation in formal early childhood education and that experience extreme economic hardships that impact the health and well-being of the entire family.

FRCs provide comprehensive support to low-income families, immigrants, and other families that would benefit from additional support.



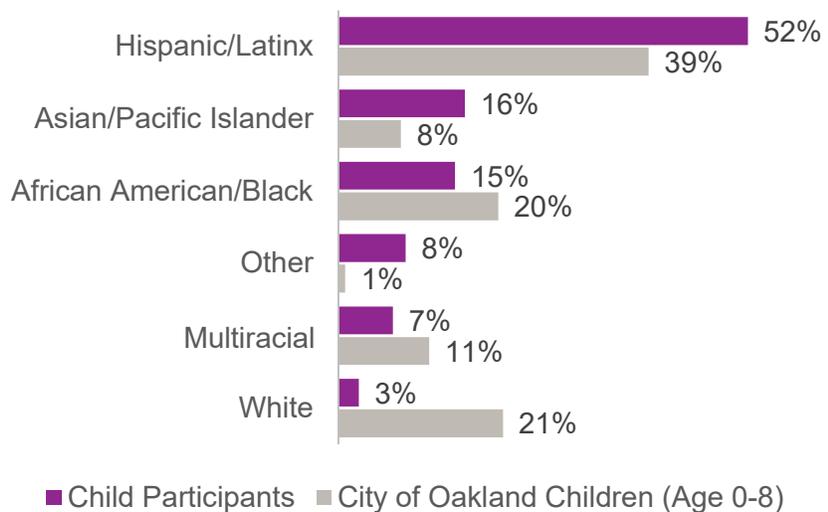
During FY2019-2020, 823 unduplicated children and 900 adults were served by FRCs, which are located in under-resourced neighborhoods and geared to serve families with highest needs. These include diverse low-income populations struggling to meet basic needs in the Bay Area’s prohibitively high-priced economy, as well as a host of immigrant and newcomer populations that speak a range of languages, including Spanish, Hmong, Mam, and Arabic. These families benefit not only from FRCs’ early childhood programming and public benefits enrollment support, but also from ESL classes and systems navigation supports to give them the knowledge, tools and confidence to self-advocate and strengthen their foundation for resiliency.

As shown in the graph below, two-thirds of child participants identified as Hispanic/Latinx or African American/Black, reflecting OFCY’s target population. A comparison to the population of Oakland shows that the city’s Latinx/Hispanic populations were most likely to be served by OFCY FRCs.⁷

Latinx/Hispanic children comprised just over half of children served by FRCs.



Race/Ethnicity of FRC Child Participants



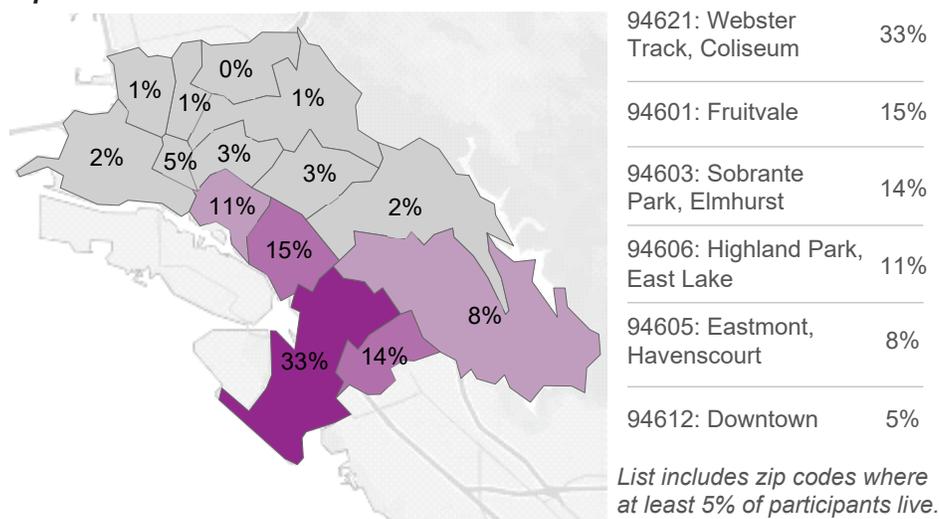
⁷ City of Oakland child data from American Community Survey (ACS) 2018 5-year Estimate. For OFCY participants, “other” includes Middle Eastern/North African participants, which is not represented in racial/ethnic categories collected by the ACS.

Over 85% of participants reside in East Oakland.



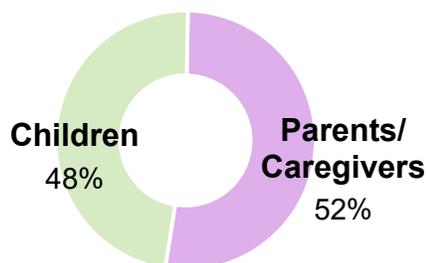
As illustrated below, most participants lived in zip codes located along the 880 corridor that experience the highest levels of community stress in the city, including Fruitvale, Webster Track, Sobrante Park, and Eastmont.⁸

Zip Code of Residence

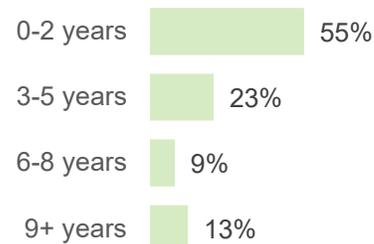


Early childhood support provided through FRCs serve both children *and* parents, affording young children with opportunities for learning and positive social interaction, and providing parents and caregivers with knowledge, resources, and skills to support the healthy development of their children and the overall wellbeing of their families. As shown in the graphs below, over half of participants in FRC programs were parents or caregivers, and over half of the children served were under 3 years old.

FRC Participant Types



Age of FRC Child Participants



⁸ Oakland Stressors Index, Updated June 23, 2020. <https://www.oaklandca.gov/resources/oakland-community-stressors-index>

Achievements: 47,313 Hours of Service Provided

Given its focus on supporting whole families as well as young children, FRCs offer a broad range of activities. Accordingly, the number of participation hours varied greatly, depending on the nature of the activity.

“ [OFCY funding helped us] be able to expand our services, to have more meaningful interactions and services beyond the really light touch services that we were doing before.

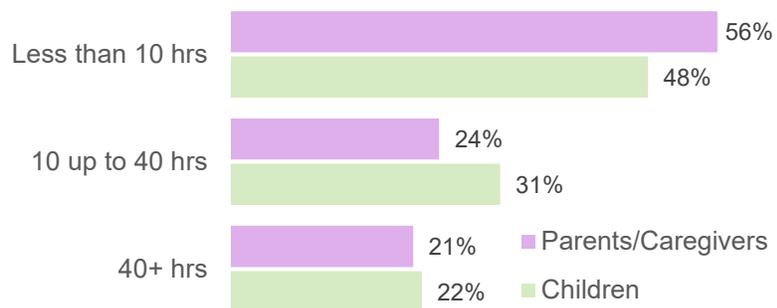
– Staff, East Bay Agency for Children - Central FRC

FRC programs tailor services to the developmental needs of children at different ages and stages.



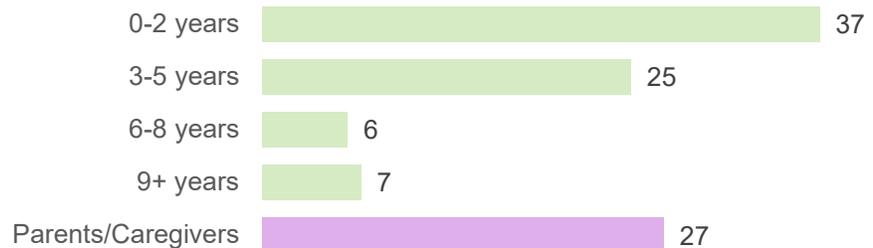
As shown below, over 20% of participants spent more than 40 hours in programs; just over half spent less than 10 hours in programs. Service hours varied by grantee. For example, East Bay Agency for Children’s Hawthorne FRC served less than 100 participants, but these participants received an average of 78 hours of service. In comparison, Lincoln’s New Highland Academy and Rise Community School FRC served 510 participants, but those participants received an average of 10 hours of service.⁹

Hours of Participation (per program)



In line with its early childhood focus, children under 3 years old spent the most time in programming, followed by children ages 3-5. While the grant was focused on early childhood support, FRCs also provide comprehensive support to whole families, and thus, older siblings also benefitted from the FRC programming.

Average Hours of Participation by Age



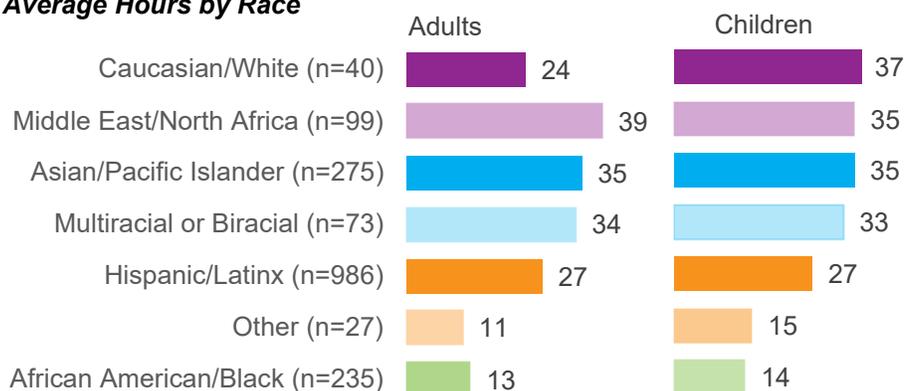
⁹ The hours of participation reported are calculated separately for each program. Therefore, if a participant attended two programs, they are represented two times in the graphs.

The time participants spent in programming varied by race and ethnicity.



As shown in the graph below, some racial/ethnic groups tended to spend more time in programming than others. Specifically, White, Middle Eastern/North African families and Asian/Pacific Islander families had the highest average hours of service overall.

Average Hours by Race



Though COVID-19 caused many FRCs to shut their doors, program staff continued to find creative support families in need.



FRC Support During the Shelter-in-Place Order

Because of the shelter-in-place order, most family resource centers had to shut their doors—but that did not stop their efforts to support Oakland families. FRCs continued to distribute food and Central FRC partnered with local churches to add food delivery services for isolated families. Staff from Lincoln assisted immigrant families in navigating technology and supported at least 41 immigrant families in seeking and applying for extra financial assistance to help them persist through their financial hardships. Staff from at least two FRCs shared that they continue to provide emotional and systems navigation support remotely through phone calls with families and weekly wellness check ins. Lotus Bloom raised over \$35,000 to serve as rapid response funds for families experiencing hardship due to job loss, immigration status, and other impacts related to COVID-19. Some FRCs shared a recognition that COVID restrictions may last for quite some time, and at least one saw it as an “opportunity to come up with alternative ways to do programming, and to “creatively continue to keep families engaged.”

“ When we think of FRCs, that’s exactly what we think of, right? Being responsive to the emerging needs of community (during the public health crisis). So I am really, really thrilled and proud of our team for being able to turn on a dime and be that integral in making sure that our families made that transition.

– Staff, Lincoln - New Highland Academy and Rise Community School (NH/R)

Performance and Program Quality

The shelter-in-place order impacted the ability of programs to meet projected enrollment in FY2019-2020.

OFCY tracks a series of indicators to assess how well grantees in each strategy have implemented their programming, as shown to the right.

The first four indicators include progress toward projected program enrollment (for children and adults), total hours of service, and average hours of service per participant.¹⁰ Program progress on these measures must be considered in the context of the COVID-19 pandemic. Due to the shelter-in-place order, programs shifted to support basic needs and engage families virtually. Because most stopped providing in-person services in March 2020, this evaluation considers attendance from July 1, 2019 through March 31, 2020. Therefore, programs did not have the full year to meet their annual enrollment targets. For the “Total Hours of Service” and “Average Hours of Service” measures, programs were assessed on their progress toward the hours they anticipated providing through the third quarter of the fiscal year.

In addition to these performance measures, the Family Resource Center strategy has indicators that are signs of program quality, including parent/caregiver perceptions of critical aspects of programming. Indicators based on parent and caregiver perceptions will be assessed in future years when participant survey data is available.

Performance and Quality Indicators



¹⁰ At the start of the year, programs estimate their annual enrollment and the total number of hours of service they will provide for each quarter. Progress is calculated as the actual enrollment divided by the projected enrollment.

Participant Outcomes

Through interviews with three programs, SPR learned about the diverse activities that support the participant outcomes aligned with this strategy. In future years, we will draw on participant survey data to assess participant progress toward those outcomes.

Knowledge and Skills to Support Child Development



Bananas' Healthy Havenscourt Early Care and Kinder Readiness Hub in the Lion Creek Crossings FRC serves families of young children in East Oakland's Havenscourt neighborhood. The hub offers curriculum-based playgroups to promote healthy development and help children become kindergarten-ready by building fundamental skills such as such as fine and gross motor skills, cooperative play, language development, and social emotional skills. Staff share that these playgroups are critical for families in this community, many of whom are on preschool waitlists or receive informal childcare and thus might not otherwise have access to kinder-readiness curriculum.

Increased Parent Leadership



Lotus Bloom's FRCs affords parents and caregivers multiple opportunities to build community, engage with other children and families, and demonstrate leadership. Examples include participation in the Family Engagement Night Fall Festival, wherein a group of parents coordinated a bake sale to raise funds for Lotus Bloom as a way of "giving back," as well as participation in numerous holiday celebrations that reflect Oakland's rich diversity. Some parents also demonstrated leadership by participating in civic engagement activities, including providing testimony to the Oakland City Council about the importance of funding for early childhood programs.

Increased Access to Resources



The East Bay Agency for Children's Central FRC is strategically located in proximity to partner organizations that provide resources to families in need. In partnership with the Alameda County Foodbank, the FRC distributes food to up to 800 families per week and also provides families with clothing and diapers. Staff offer case management and support with enrollment in Medi-Cal and other public benefits. FRC staff also teach ESL classes that focus on increasing confidence and navigation skills so that families can continue to build a sense of self-agency and advocate for their needs.

Attending to the wellness of families is a key priority for **Lincoln's New Highland Academy and Rise Community School FRC**, located at the New Highland Academy and Rise Community School joint campus in East Oakland. To that end they offer nutrition classes in English and Hmong as well as yoga and Zumba fitness classes. The FRC also created gardening clubs that meet regularly to grow fresh produce in gardens cultivated at each of the schools, with the goal of using their harvest in their nutrition classes.