



FAMILY SUCCESS CENTER MODEL

Bidders Conference

Antonio R. Lopez, MSW, LSW

Administrator, Office of Family Support Services

Date: 3/16/16

Family Success Centers (FSC)

- **Target Population:** Residents of Woodbridge and adjacent communities
- **Funding:** Up to \$240,000
- **Level of Service:** A minimum of 250 registered participants annually

STAFFING

The FSC is required to employ 3 full time staff including:

(1) Program Director

(1) Family Partner

(1) Volunteer and Community Partnership Coordinator

Full-time is defined as a minimum of 35 hours per week.

Two part-time staff cannot be hired in place of a full-time position. All FSC staff must be located at the Family Success Center.

Network of State-funded FSCs

- Fifty-four Family Success Centers.
- At least 1 in each County.
- Created 22 new Family Success Centers in the past 5 years.
- Served 55,000 individuals in 2015.

Defining Prevention

- Primary Prevention targets the general population and offers services and activities to the entire community; there is no screening.
- Secondary Prevention is directed at those who are “at risk” of possibly maltreating or neglecting children. Secondary prevention efforts and services are provided before child abuse or neglect occurs.
- Tertiary Prevention takes place after maltreatment has occurred, with the goal of reducing the impact of maltreatment and avoiding future abuse.

Family Success Center Model

- Family Success Centers (FSCs) are neighborhood gathering places where any community resident can go for support, information and programming.
- The design and delivery of activities are guided by parents' and individuals' voice and choice through a Parent/Community Advisory Board.
- The model strives to create an environment where ultimately you have neighbor helping neighbor.



Arts and Crafts @ Meadowlands FSC



Youth Leadership Summit @ Winslow FSC



Fatherhood Leadership Meeting @ Winslow FSC



International Music & Food Night @ Norwescap FSC



Sandy Waveriders @ Meadowlands FSC



Homework Club @ Meadowlands FSC



Auto Repair Workshop @ Glassboro FSC



Grand Opening @ Riverview FSC

What does an FSC look like?

- They are usually set in actual homes or create home-like environments inside the building.
- FSCs have family friendly spaces that resemble homes. Most of the meetings take place in the living room or the kitchen area.
- They only have 3 staff members and rely heavily on volunteers.

Family Friendly Spaces



Camden Promise Neighborhood FSC



Camden Promise Neighborhood FSC



Palisades FSC



Arts & Crafts @ Palisades FSC





Family Success Center Approach

- It is a collaborative, strength-based method of organizing resources, supports and programming to support the growth and development of families.
- Embraces families and partners to achieve their aspirations for the future.
- It strives to empower families by building upon their strengths and engaging them in community partnership and leadership.

Holistic and Strength-Based



Grand Opening @ Meadowlands FSC



Healthy Nutrition @ Palisades FSC



Family Fun Day @ Meadowlands FSC



ESL for Beginners @ Palisades FSC

Family Success Center Approach

- Reduce isolation and promote social connections among family and community.
- Support activities and provide programming in a friendly, safe and non stigmatizing location.
- FSC work is driven by the trustful relationship between the FSC staff and family.

Promoting Social Connections



Family Fun Day @ Palisades FSC



Halloween Arts & Crafts @ Palisades FSC



Statewide FSC Conference



Family Fun Day @ Meadowlands FSC

Family Friendly Activities

- Family success goes beyond the predominant view of prevention.
- Family success focus on creating, promoting and supporting situations that allow well-being to flourish and ensures positive outcomes for individuals and families.
- Family success breaks away from the traditional targeted , time –constrained, casualty based interventions.

Family Friendly Activities

- Parenting Groups (evidenced based parent education),
- Support Groups for Young Parents (Mom's Group-New Babies, New Emotions, Kiddie Academy-Emotional Coaching),
- Computer Labs (Job Search, Resume Writing, Financial Literacy Workshop, etc.),
- Breast Feeding Support Groups, Prenatal Nutrition Classes, Adult Literacy Programs,
- Grandparents Support Groups,
- Parent & Me-Arts and Crafts Activities,
- Fatherhood Enrichment Activities (father-daughter dance, movie night, play with dad, exercise with dad, etc.),
- Girls Empowerment Groups, Tutoring, Gardening Clubs,
- Group exercise: Yoga, Zumba, Walking Clubs.



Job Fair

Wednesday, August 26, 2015
11:00am-3:00pm

Featuring Businesses along the

**PURCELLAND-EASTWEST
COMMUNITY SHUTTLE**

Where: **COURTYARD by Marriot**
325 Rowan Blvd.,
Glassboro NJ 08028



Free 2 hour Parking will be available at the Rowan Boulevard Parking Garage

Full time, Part time and Temp positions including:

- * Warehouse Support * Forklift Operators
- * Clerical Support * Customer Service
- * Class A CDL Drivers * Quality Control
- * Accounting * Managers and Supervisors
- * Insurance Producers * Maintenance
- * Professional Office * General Laborers
- * Restaurant /Banquet Services

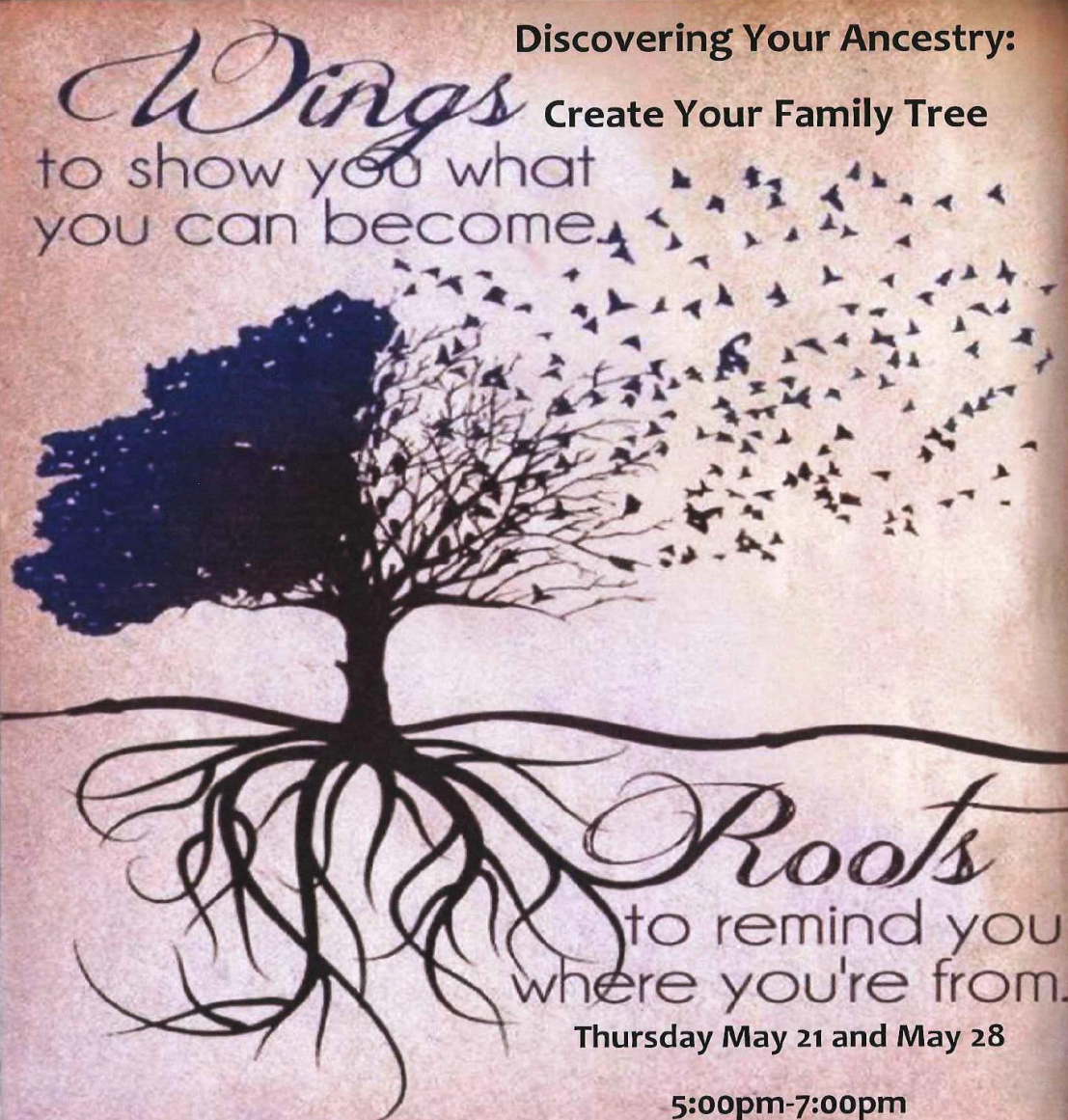
And more!!!!

Visit the Purcelland EastWest Shuttle website for route information.
<http://www.drivewest.com/PurcellandEastWestShuttle.html>

RSVP before Monday August 24th to either:

Glassboro Family Success Center
856-347-4338
fxgfoucoester@gmail.com

Woodbury Family Success Center
856-848-7150
djjudge@hispanicfamilycenter.com



Discovering Your Ancestry:
Create Your Family Tree

Wings
to show you what
you can become.

Roots
to remind you
where you're from.

Thursday May 21 and May 28
5:00pm-7:00pm

Come to the Hammonton Family Success Center for our



Holiday Festival



*Come to the Hammonton Family Success Center and participate in our
FREE holiday activities:*

- Family Movie
- Make & Take Christmas Crafts & Treats
- Meet & Greet with Santa

Thursday, December 18, 2014

6:00 PM – 8:00 PM

Hot chocolate and cookies will be served.

Call to register 609-567-2900



Funding provided by the New Jersey Department of Children and Families



Family Success Center Difference

- Provide a defined set of activities for parents, families and individuals to strengthen their families.
- Families are “at the table” in all decisions that affect their lives. FSCs recognize that families possess the inherent strengths and knowledge they need to succeed given the opportunity, support and resources.
- Intended to be catalysts for transforming the way families, communities and resources connect.

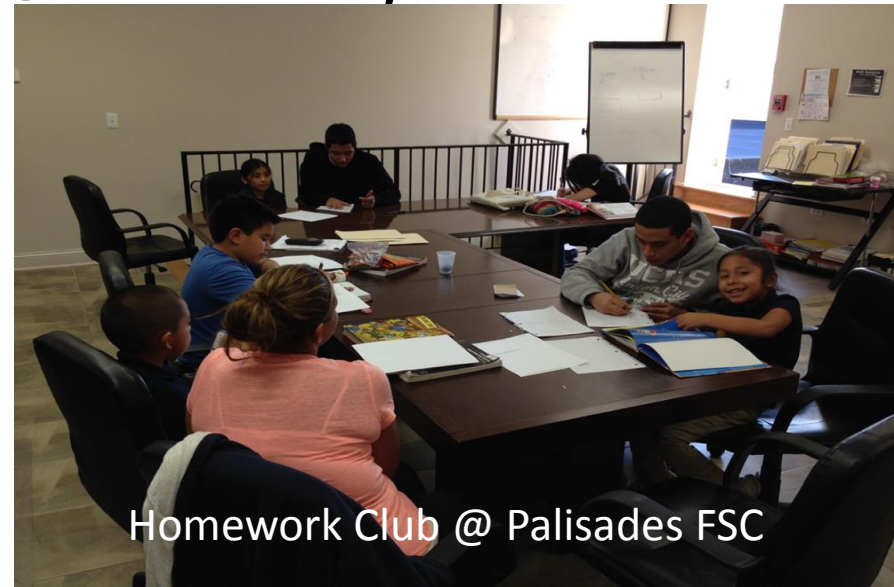
Family Success Center Difference

- FSCs are not traditional social service agencies. FSC staff are not case managers.
- Family involvement is 100% voluntary and open to everyone in the community.
- Family Success Centers are not equipped to provide direct service to families in crisis or case management services.

Out of the Ordinary



Promise Neighborhood FSC



Homework Club @ Palisades FSC



Promise Neighborhood FSC



Halloween Arts & Crafts @ Palisades FSC

Different Perspectives of Success



Grand Opening @ Meadowlands FSC



Statewide FSC Conference



International Music & Food Night



Season of Service @ Meadowlands FSC

Hallmarks of Successful FSCs

- Shared leadership with the community,
- Thriving Parent Advisory Board,
- Robust volunteer network,
- Warm, welcoming and homelike atmosphere with a separate identity and location from the managing agency.

Hallmarks of Successful FSCs

- Recognition that true primary and secondary prevention can only occur if families choose to come to the center and are excited to get involved.
- Caring and committed staff that treat all people with respect and dignity and see the strength and potential in everyone.

Hallmarks of Successful FSCs

- Provide opportunities for growth on the families' terms,
- Valued, respected and trusted by the community,
- Strong collaborative relationships with all the sectors that make up a community: schools, faith-based organizations, health centers, local businesses, etc.



FAMILY & COMMUNITY PARTNERSHIPS
OFFICE OF FAMILY SUPPORT SERVICES
LOGIC MODEL FOR FAMILY SUCCESS CENTERS

Vision: Children, youth, families and communities have the capacity to achieve and promote family success that respects their culture, values and aspirations.					
Name of Initiative: State-funded network of Family Success Centers.					
Target Population: All New Jersey families.					
RESOURCES	ACTIVITIES / OUTPUTS	SHORT TERM OUTCOMES	MID TERM OUTCOMES	DCF LONG TERM OUTCOMES	
Key resources of your program	Tangible things done by program staff that reach participants or targeted people – including frequency, duration, etc.	Learning connected to Activities, resulting in changed awareness, knowledge, attitudes, skills, opinions, aspirations, and motivations; these are the first set of outcomes that might be observed	Effects connected to Activities or Short-term Outcomes, including changes in behavior, practice, decision making, policies or social action; these are a bridge between short term and long term outcomes	Ultimate impact on social, economic, civic or environmental conditions; these are the last set of outcomes that might be observed	
<p>52 FSC throughout NJ</p> <p>Staffing:</p> <ul style="list-style-type: none"> ● DCF OFSS - 4FTE ● FSCs - 3.5 FTE Bachelor Level <ul style="list-style-type: none"> ○ Director ○ Family Partners ○ Volunteer Coordinator <p>Funding:</p> <ul style="list-style-type: none"> ● State ● CBCAP ● SSBG <p>Community Partners</p> <ul style="list-style-type: none"> ● Local service providers (mental health, evidence-based home visiting, etc.) ● Schools ● Hospitals ● Local businesses ● County Human Services ● Financial institutions ● Universities ● Faith based organizations ● Private Organizations <p>Research Base:</p>	<p><u>Family Success Center Organizational/Operational</u></p> <ol style="list-style-type: none"> 1. Provide facilities that are accessible and have a warm, friendly and homelike setting that reflects local community. 2. Develop written policies, procedures and tools 3. FSC Leaders and Staff Training: <ol style="list-style-type: none"> a. All FSC leaders and staff receive NJ Standards of Prevention training (Webinar) b. Family Development Credential (FDC) Training: (offered every other week for a period of eight months) provides FSC staff with the skills and competencies to work with families to attain a healthy self-reliance and interdependence with their communities. The FSC staff are "credentialed" once they complete this training. c. Protective Factors (DCF) 4. Ongoing Training: Staff will receive coaching and mentoring 	<p><u>Process</u></p> <ol style="list-style-type: none"> 1. Participants report the FSC is welcoming and home-like. 2. FSC leaders and staff achieve the NJ Standards for Prevention Programs 3. Staff report feeling competent and well trained <p><u>Impact</u></p> <ol style="list-style-type: none"> 1. Individuals and families rate the Center's family support practices highly. 2. 80% of individuals and families, who come to the Center for the first time, feel welcome to participate in the life of the Center. 	<p>NOTE: These 6 midterm outcomes are a combined result of all FSC activities.</p> <ol style="list-style-type: none"> 1. 70% of participants improve access to concrete supports through successful linkages to formal and informal resources. 2. 70% of participants increase social connections 3. 70% of participants demonstrate increased resilience 4. 70% of parents demonstrate improved parenting skills 5. 70% of parents report increased nurturing and attachment in relationships with their children 6. 70% of participants report increased social emotional competence 	<ul style="list-style-type: none"> ● Safety ● Permanency ● Well-Being ● Continuous Improvement <ol style="list-style-type: none"> 1. NJ's families are strengthened and experience greater safety, permanency and well-being. 2. Improved structural and parenting norms in NJ communities. 3. Community surveys show high level of awareness about FSC activities 4. The FSC network demonstrates impact and uses data to continually improve. 	
	<p><u>FSC - Service Related Activities</u></p> <p>Individual, Group and Community</p>	All FSCs will serve at least 250 registered community participants per year.			
	<p><u>Individual Activities:</u></p> <ol style="list-style-type: none"> 1. Intentional Engagement Process: Structured 1:1 greeting process that includes a welcome packet, a tour, an invitation to contribute to the life of the FSC, and focuses on building an ongoing relationship. 	<p><u>Process</u></p> <ol style="list-style-type: none"> 1. All FSC participants receive a welcome packet and tour. 2. Resource Guide is available and updated bi-annually 3. 80% of participants that felt they needed advocacy received it. 			

<p>California Family Resource Center Learning Circle. (2000). Family Resource Center: Vehicles for Change. Retrieved from www.familyresourcecenters.net</p>	<p>2. Information and Referral (I&R): Provide every individual or family (as requested) with assistance identifying and connecting with concrete resources</p> <ol style="list-style-type: none"> Develop process to regularly obtain information from individuals about new community resources Develop user friendly systems that allow individuals to look up and utilize resources on their own. Provide mentoring and referral facilitation; focusing on empowerment <p>3. Advocacy: Assist families in making connection to referred services, advocating for them as needed</p>	<p>4. 80% of the participants seeking a referred service receive assistance making a connection.</p> <p>5. Participants report feeling empowered to meet concrete needs and advocate for themselves</p> <p>6. Participants assist one another in becoming informed about resources</p> <p>Impact</p> <ol style="list-style-type: none"> 80% of participants feel satisfied with the activities at the Center and are connected with the activity they were looking for: concrete resources, parenting, employment support, etc. 80% of participants involved in I&R services will receive information and referrals requested.
<p>Layzer, J.I., Goodson, B., Bernstein, L., & Price, C. (2001). National evaluation of family support programs final report: Volume A. ABT Associates Inc. Cambridge, Mass. Available at www.acf.hhs.gov/programs/opre/abuse_neglect</p>	<p>Group Activities:</p> <ol style="list-style-type: none"> FSCs incorporate evidence based/ informed programming into their regular calendars Use culturally appropriate programming to address community barriers to positive family functioning. Provide opportunities to build social connections Topics in the following areas are strengths-based and focus on protective factors: <ol style="list-style-type: none"> Parent Education (PE) / Parent Child Activity (PCA): FSC staff to provide at least 2 PE/PCA per month. At least 4 PE/PCA per year are focused on fathers (1 quarterly). Life skills (LS): FSC staff provides at least 2 LS activities per month. Family Health: FSC staff provides at least 2 family health activities per month. Housing Related Services (HRS): FSC staff provides at least 2 HRS activities per month. Employment Related Activities (ERA): FSC staff provides at least 2 ERA activities per month. 	<p>Process</p> <ol style="list-style-type: none"> At least one evidence based group program per calendar year Group topics, languages and materials match demographic populations Participants report topics are appropriate for their culture 80% of seminars/groups provide discussion time and/or interactive group activity 100% of group topics address at least 1 protective/promotive factor <p>Impact</p> <ol style="list-style-type: none"> 80% of parents involved in PE/PCA activities report gaining information and opportunities that support their relationship with their child and sense of competence/satisfaction. 80% of parents involved in PE/PCA demonstrate increased knowledge of parenting and child development 80% of participants involved in LS activities
<p>Volunteers</p> <ul style="list-style-type: none"> Neighbors helping neighbors: time and talent provided by community individuals to contribute to the life of the FSC 		
<p>Evaluation: Rutgers Institute for Families, Rutgers School of Social Work</p>		

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<p>f. Strengthening Families Event: All FSCs will organize at least 1 child abuse prevention awareness event in the month of April.</p> <p>g. Caregiver and Senior Outreach: All FSCs will collaborate and/or actively participate in at least 1 event hosted by their regional Kinship Navigator Provider.</p>	<p>learn new or improve existing life skills</p> <ol style="list-style-type: none"> 4. 70% of the participants receiving advocacy advance their cause in dealings with private and public entities 5. 80% of families involved in family health services increase knowledge of health behavior or resources available in their community. 6. 80% of families involved in housing related services increase knowledge of housing related services available in their community. 7. 80% of participants involved in employment related services increase knowledge of employment-related skills (resume, job interview, etc.) and employment resources 	
<p>Community Activities:</p> <ol style="list-style-type: none"> 1. Outreach: <ol style="list-style-type: none"> a. FSC staff and trained Board Members go out into the community to establish a well-known, positive presence in the community neighborhoods b. Assertive efforts to engage and establish relationships with formal and informal partners from the broader community 2. Volunteers and sponsors/mentors: <ol style="list-style-type: none"> a. Develop effective assessment process to identify best fit for everyone to make a contribution b. Provide coaching / mentoring to volunteers c. Volunteers contribute to center activities such as groups, mentoring, donations, etc. 3. Networking: <ol style="list-style-type: none"> a. Work with other community services to improve access and coordination of services b. Formal partners contribute services to FSC 4. Family Success Center Advisory Board (FSCAB): 	<p>Process</p> <ol style="list-style-type: none"> 1. Center follows an outreach plan that is revised annually 2. FSC provides at least 1 outreach visits in community per month 3. Volunteers are matched to areas of interest and FSC needs 4. Volunteers are well trained in standards and PFs. 5. FSCs establish relationships with local community agencies for services 6. FSCs reach out to community partners (local government, faith based organizations, universities, businesses, etc.) to work on community change <p>Impact</p> <ol style="list-style-type: none"> 1. FSC has collaboration agreements with other services in place 2. Increase number of participants engage in volunteer activities each year 	<ol style="list-style-type: none"> 1. Programming is designed collaboratively with input of an active FSC advisory board. 2. FSC maintains a broad network of community services for a seamless system of care. 3. Formal partners contribute services on a monthly basis. 4. FSC contributes to efforts to address structural and parenting norms in their neighborhoods /communities

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	<p>All FSCs will hold at least 1 FSCAB meeting per month. FSCAB is composed of at least: 6 board members; 51% FSC parent participants, and additional community members</p> <p>5. Leadership: All FSCs will provide at least at least 4 opportunities per year for participants to take on leadership roles.</p> <p>6. Community Context: FSC contributes to efforts to study, plan, and implement strategies to address aspects of the community (i.e. structural and parenting norms) that promote or undermine family functioning.</p>			
	<p><u>DCF Operational and Support Activities</u></p> <ol style="list-style-type: none"> Training: OFSS will provide 1-4 training opportunities per year on specific topics related to FSC work Technical Assistance: OFSS staff will provide a minimum of 2 technical assistance sessions per month by phone, email or in person to support the growth of the network. Statewide Directors Meeting: OFSS staff will hold 3 meetings per year. Site Visits: Regional Coordinators will provide at least 1 site visit to all of the FSCs under their oversight. Reporting: Regional Coordinators will review monthly reports and other evaluation data then disseminate it for continual improvement 	<p><u>Process</u></p> <ol style="list-style-type: none"> FSC Staff report feeling competent and well trained FSC staff regularly receive performance feedback <p><u>Impact</u></p> <ol style="list-style-type: none"> FSCs continually improve 	<ol style="list-style-type: none"> FSCs achieve the advanced five pillars of success 	
<p>Assumption 1: Increasing protective factors for individuals and families in New Jersey will reduce child abuse.</p>				
<p>Assumption 2: Non-stigmatizing, one-stop centers offering free primary prevention services will increase social connections and strengthen New Jersey neighborhoods.</p>				

“Today, I can only say thank God for giving me the opportunity to reach the Family Success Center. Thanks to these wonderful people who are in your office always with a smile and the best attitude. They supported and advocated for me, they made me feel part of your center. Thank you as well to the founders of this program for all the impact this program has had in the community and above all for believing in us.”

- Anonymous FSC participant

“How has the Meadowlands Family Success Center impacted my life?

That is a good question and I could give you many answers, but the best one by far is that it has given me a place at which I can offer a bit of myself to the community. I am an introvert by nature and I am content with watching the world go by. So it was a bright day for me when I first came in contact with the center and all the wonderful people that work and volunteer there. Their mission to help bring everyone together in the community , to help everyone feel a little less alone and more like family, that spoke to me very profoundly. I hope that I will be able to help others as much as they have helped me. I've been blessed!”

-Anonymous FSC participant

Office of Family Support Services

50 E. State Street Trenton, NJ

- Antonio R. Lopez, Administrator
- Jose Baldarrago, Supervisor FSC & KNP
- Claudia Forte, FSC Coordinator
- Ben Magnussen, FSC Coordinator
- Alp T. Dogus, FSC Coordinator
- Sakinah Williams, Kinship Navigator Program
- Megan Harding, Administrative Support

Thank You!

Antonio R. Lopez, LSW, MSW
Office of Family Support Services
(609) 888-7401

Antonio.lopez@dcf.state.nj.us