



San Francisco's Coordinated Family Resource System:

A Collaborative Approach to Implementing and Evaluating Family Strengthening and Child Abuse Prevention Strategies

Prepared by:

Theresa Zighera, Evaluation Officer

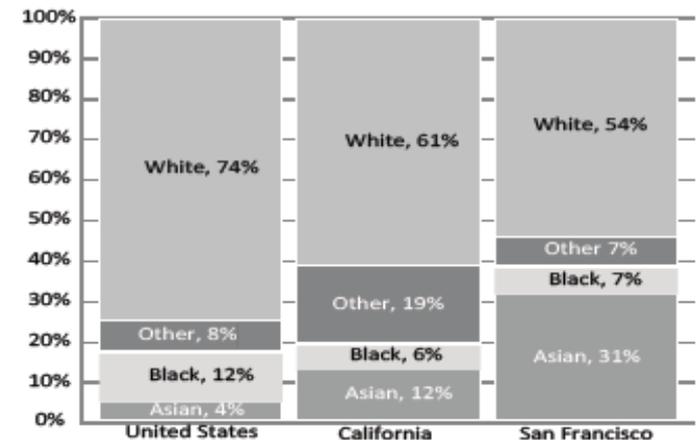
Helen Hale, Program Officer



San Francisco is:

- A city with a single county and a single school district
- In the top 3 major cities with the fewest children, but 1 in 3 birth to five year-olds lives in a very low income household
- Comprised of 36 neighborhoods that are diverse in composition and character
- Distinguished by a non-profit sector integral to the life and functioning of the city

Racial Distribution,
San Francisco - California -United States, 2010



Three Departments with a Vision for San Francisco Families

- **San Francisco Human Services Agency, Family and Children's Services (HSA)**
 - Administers federal, state, and local dollars with a focus on achieving safety, permanency, and well-being
- **First 5 San Francisco Children and Families Commission (First 5)**
 - Administers state tobacco tax revenue and local dollars with a focus on improved health, child development, family strengthening and systems of care for children birth - 5 and their families
- **Department of Children Youth and Their Families (DCYF)**
 - Administers city general fund dollars focused on improving the well-being of children and youth birth - 24 and their families



Inter-departmental Alignment: How it Worked

- **Dedicated time and resources**
- **Focus on areas of commonality, rather than areas of difference**
- **Use of existing data to explore and build upon what works**

Result 1: Five Goals

- **Families build their own capacity to improve family functioning** (Early/Intensive Intervention)
- **Parents have the knowledge, skills, strategies, and support to parent effectively** (Prevention/Intervention)
- **Children and youth are nurtured, safe, and supported for school success** (Prevention/Intervention)
- **Families receive adequate services to meet their basic needs** (Prevention)
- **Communities are family-focused and responsive** (Prevention)

Result 2: Braided Funding Model

Service Intensity Increases with Neighborhood Need

\$100k - \$700k

Neighborhood FRC: Basic Service Level

- Community Building
- Access to Resources
- Parenting Education and Support

50% DCYF

50% First 5

Neighborhood FRC: Comprehensive Service Level

- Basic Service
- Supports for School Readiness and Success
- Case Management
- Linkage with CWS for Coordinated Support

25% DCYF

25% First 5

50% HSA

Neighborhood FRC: Intensive Service Level

- Basic Service
- Comprehensive Service
- Intensive Linkage with CWS for Coordinated Support

25% DCYF

25% First 5

50% HSA

Citywide Special Population FRCs

Serve families with identifiable need (pregnant/parenting teens, homeless families)

16% First 5

27% HSA

57% DCYF

Funding Increases with Service Intensity

Result 3: Centralized Oversight

- **One funding application released**
- **One agency oversees all contract set-up, billing, reporting, and monitoring site visits**
- **One central, web-based data system**
- **Continued support from leadership team and inter-departmental workgroups**

Implementation: How it Worked

Three Key Elements

- **Focus on Quality**
- **Essential Service Framework**
- **Standardized Evaluation Plan**



Evaluation Measures

- **Process Measures**

- Contract Management System Database
- Participant Program Assessment Survey (Satisfaction/Quality Section)

- **Outcome Measures**

- Participant Program Assessment Survey (Sources of Coping and Social Support)
- Parenting Scale
- Keys to Interactive Parenting Scale (KIPS)
- Family Development Matrix (FDM)
- Child Welfare Services Case Management System

What We Learned Year 1

- **Who was served?**

- Approximately 8,000 parents and 3,500 children
- A majority where Hispanic or Asian and one in three were not fluent in English
- 1,600 participants had a history of child welfare involvement
- 650 had been referred by child welfare or had an active child welfare case

- **What was their engagement?**

- Average parent had 9 visits during the year
- Large majority were involved in 1 – 2 types of Essential Services
- High satisfaction among participants

What We Learned Year 1

- **What changed?**
 - Participants less likely to be “In Crisis” or “At Risk” at last assessment of the Family Development Matrix
 - Ineffective parenting practices decreased between first and last assessment for parents participating in parent education
 - Grantees are becoming more engaged in data collection and evaluation
 - Funders are better able to describe achievements for families and make programmatic shifts
 - Funding to FRCs has been sustained even during times of budget cuts
 - Other city/county departments are drawn to the FRC model

Next Steps

Refinement and Expansion

Questions

Helen Hale, Program Officer

First 5 San Francisco

hhale@first5sf.org

Theresa Zighera, Evaluation Officer

First 5 San Francisco

theresa@first5sf.org

