

FAMILY RESOURCE CENTER ACCOMPLISHMENTS REPORT 2023



PARTNERSHIP FOR
**STRONG
FAMILIES**



LIBRARY
**PARTNERSHIP
RESOURCE CENTER**



FAMILY RESOURCE CENTER



NORTHSTAR
FAMILY RESOURCE CENTER

IMPACT STATEMENT

With 15 years of experience operating a network of Family Resource Centers (FRC), Partnership for Strong Families (PSF) has become a leader in the provision of primary and secondary prevention services. Relying upon the support of community partners, without whom this work would not be possible, our FRCs provide easily accessible and safe places for families and community members to seek support prior to the need for formal child welfare involvement. It is our goal to strengthen families so they may keep their children safe and thriving at home.

2023 YEAR IN NUMBERS

38,859 SERVICES REQUESTED

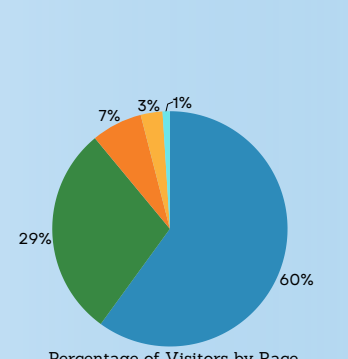
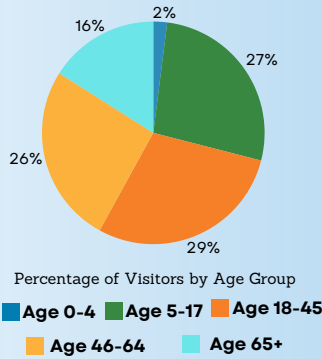
33,384 PATRON VISITS

1,333 HOURS VOLUNTEERED

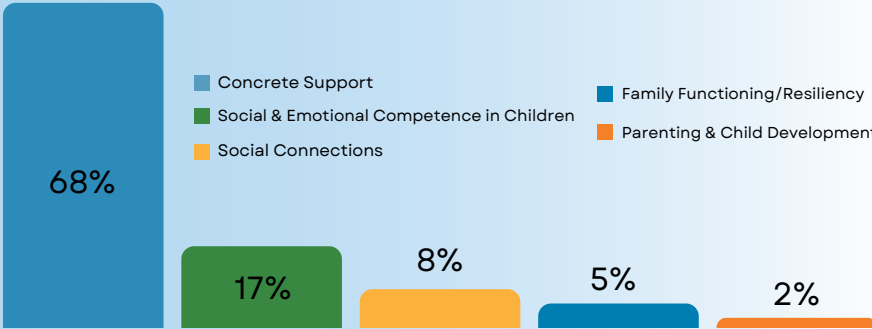
100+ COMMUNITY PARTNERS

\$167,407 CASH/IN-KIND DONATIONS

\$1,556,766 GRANTS AWARDED



Services Requested by Protective Factor



Assisting with concrete supports can decrease poverty and increase access to resources, resulting in a decreased likelihood of maltreatment.

Protective Factors Framework – Center for the Study of Social Policy (www.cssp.org/our-work/projects/protective-factors-framework)
The data included in this report was collected from January 2023 to December 2023.

SATISFACTION & OUTCOMES



We received **447** responses from **Patrons** to our Satisfaction Survey.

- **99%** said they were pleased with the services received at the Resource Centers.
- **99%** said they would recommend the Resource Centers to others.
- **98%** said they would return to the Resource Center for additional services.

“Every time I’ve come over the years, I have been treated with nothing but respect and kindness.”



“Honestly speechless! The kindness given to us has been amazing. Very welcoming and very helpful with lots of resources.”

“I love the resource center. Wonderful team of employees working hard for our community.”



We received **76** responses from **Partners** to our Partner Network Survey.

- **97%** were satisfied with the FRC Network’s services, programs, and interactions.
- **94%** were satisfied with our team’s ability to resolve problems quickly and efficiently.
- **96%** were satisfied with the team’s level of professionalism.

“The FRC Network is actively listening to their community for the needs and providing resources to meet those needs.”



“Friendly, professional customer service, providing vital services and resources.”

“The Family Resource Centers are positioned in areas where the services are most needed. The staff serves the community with genuine care, respect, patience, and excellence.”

COMMUNITY SUPPORT

Thank you to the following community grantors and donors who make this work possible:

Alachua County CAPP

Capital City Bank

Children's Bureau

Children's Trust of Alachua County

Florida Blue Foundation

Lester & Ann Scaff Foundation

Southwest Advocacy Group

Suncoast Bank

Sunshine Health

Tri-County Community Resources, Inc.

United Way of North Central Florida

United Way of Suwannee Valley

Walmart

Women's Giving Circle



Our Alachua County Family Resource Centers are partially funded in partnership with the Children's Trust of Alachua County.



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NorthStar Family Resource Center
Youth Advisory Council

EXAMPLES OF OUR PROGRAMS

ACADEMIC & ENRICHMENT ACTIVITIES

Each of the Resource Centers offer a variety of academic and enrichment activities for students in grades K-12. One of the most popular is Homework Help, where students are provided after-school assistance with their homework, additional help with challenging subjects, and tutoring focused on literacy. Some examples of enrichment programming also include social-emotional groups, Girls Scouts, Cade in the Classroom, African Drum, and more.

COMMUNITY RESOURCE NAVIGATION PROGRAM

As an extension of our FRC Network, PSF in partnership with the Children's Trust of Alachua County, launched our Community Resource Navigation Program in January 2023. Through this program family support services (e.g., concrete supports, employability skills, community referrals, special events) are being provided within Alachua County communities not reached by our Family Resource Centers. We are extremely appreciative of our partners including the Alachua County Library District, who are providing us with space in Alachua and High Springs, and the Willie Mae Stokes Community Center, who has welcomed us in Micanopy.

CONCRETE SUPPORTS/BASIC NEEDS

Concrete supports are our most frequently accessed services and are used to build trust, reduce stressors, and help families reach a place where they can take next steps towards self-sufficiency. These supports are either provided on-site or referral-based and include emergency food pantries, food distributions, clothing closets, baby bags with child safety information, diapers, hygiene items, and more.

FINANCIAL LITERACY/FIGHT FOR YOUR MONEY

Financial literacy classes hosted in partnership with local businesses and other financial experts teach participants skills such as budgeting, banking, saving, and credit repair. Participants build a portfolio of financial lessons that can be used to create their own plan for financial stability and increased self-sufficiency. During 2023, Fight for Your Money was provided virtually and in-person. We have hosted financial literacy programming for 13 years.

SUCCESS STORIES

LIBRARY PARTNERSHIP RESOURCE CENTER (LPRC) GAINESVILLE, FL (NORTHEAST)

During a visit to Library Partnership, a distressed patron shared struggles with a recent relapse after 13 years of sobriety, leading to job loss and personal challenges. Staff referred the patron to Meridian Behavioral Healthcare for services and provided clothing, hygiene products, and housing resources. During the patron's next visit, they were visibly happier and expressed gratitude for the support received. They are back to work, drug-free, and undergoing treatment to address anxiety. The patron plans to continue accessing the Resource Center services and updating staff on their progress.

NORTHSTAR FAMILY RESOURCE CENTER (NSFRC) LAKE CITY, FL

A young father came to the center with his six-year-old son after moving to Lake City from Atlanta for a chef job that did not work out. He found work at a local auto parts store. Over Christmas break, the child's mother asked him to take full custody. Feeling uncertain but determined, he sought support from DCF and was referred to NorthStar Family Resource Center. With mentoring, guidance, and support, the family thrived. They secured an apartment and received help with furnishings from agencies and faith organizations. The child is now enrolled in the Homework Help program and is adjusting well to school. Recently, the father acquired a full-time job with a local food truck. Despite past challenges, he remains hopeful about their future.



Library Partnership Resource Center
Youth Activity



Tri-County
Hurricane Idalia Outreach

SWAG FAMILY RESOURCE CENTER (SWAG FRC) GAINESVILLE, FL (SOUTHWEST)

A single mother and her teenager sought assistance at SWAG FRC. As they appeared hungry, FRC staff provided them with a snack from the emergency food pantry. The mother eventually opened up about her lack of income and being displaced from their home. Over time, the family continued to seek support, building trust and sharing more about their needs. They received assistance ranging from food stamps to job searches and assistance with completing housing applications. The mother also returned to SWAG FRC to celebrate a job offer resulting from her hard work. She reported she felt a sense of community at the Resource Center, and she was grateful for the emotional and concrete supports received. She described SWAG FRC and the staff as “essential in her journey.”

TRI-COUNTY COMMUNITY RESOURCE CENTER (TCCRC) CHIEFLAND, FL

TCCRC was contacted by a single mother of a toddler, who was also 8 months pregnant. She and her child had been living in the local domestic violence shelter and then relocated to a friend’s home, where they were sleeping on the floor. The family was awarded an apartment through public housing but had to quickly produce funds necessary to take possession of the apartment or risk losing it. Using grant funds, TCCRC assisted the mother with paying the required move-in costs. Additionally, TCCRC helped connect the mother to prenatal support through the local Department of Health, sign up for the WIC program, and obtain a car seat and other safety items for the new baby. TCCRC staff also provided daycare resources and other supports for when the mother is ready to return to work.


COMMUNITY RESOURCE NAVIGATION PROGRAM (CRN Program)

A patron approached the CRN staff seeking food assistance while facing homelessness, disability, and mental health challenges. He received assistance setting up an email, applying for food stamps, and connecting with Grace Marketplace’s Street Outreach Team. With the support of the CRN Program and partner agencies, the patron now receives SNAP benefits, has access to medical care, and is a positive advocate for the CRN Program. He will continue to receive program support as he works towards permanent housing and a healthier lifestyle.

Accomplishments
2023
Report

Headquarters

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www.pfsf.org/resourcecenters



SWAG Family Resource Center
Community Event