

FOCUSING ON ACTION:

STRENGTHENING FAMILIES SELF-ASSESSMENT (SFSA) PROCESS FOR THE NORTHSTAR FAMILY RESOURCE CENTER (NSFRC)

Christen Lancaster

The NSFRC SFSA Process

The purpose of the SFSA process was to evaluate NorthStar Family Resource Center (NSFRC) practices, programs, and services based on the Strengthening Families Protective Factors Framework. The NSFRC's SFSA team consisted of 2 direct service staff members, 1 volunteer, 2 community collaborators from partner organizations, and 3 Community Ambassadors who utilize services and programs at the NSFRC. Team members completed a survey with questions related to the implementation of each protective factor at the NSFRC. The SFSA team came together for critical discussion and dialog to assess each item and develop action items to address any gaps in programs, services, or Family Resource Center practices for three sessions between November and December of 2022. NSFRC staff and volunteers will work hard to implement action items with the allotted resources and staff capacities and report back to the SFSA team with updates in six months. Action items and plans were determined by the NSFRC SFSA team and categorized into four key themes teams. The key themes are:



- **Theme One:** Develop new FRC programs to provide additional services to patrons.
- **Theme Two:** Expand and strengthen community relationships to address community issues and access helpers for the FRC.
- **Theme Three:** Increase engagement with and supports for caregivers, with a targeted focus on fathers, single mothers, and youth experiencing difficulties.
- **Theme Four:** Build capacity to connect with non-English speaking and marginalized groups through accessing local resources, staff training, and connecting with local churches.

NSFRC staff will focus on enhancing services and supports for all themes and report back to the SFSA team in six months with updates. Action items will be connected with the protective factor from the SFSA report from which they were developed. It is important to recognize that the attainment of select action items may be impacted given staff capacities and/or available resources. However, NSFRC staff, community partners, and community ambassadors have and will continue to work collaboratively to try to achieve the best solution for each action item.

Core Meanings of the Center for the Study of Social Policy's Protective Factors¹

1. Concrete Support in Times of Need

Access to concrete support and services that address a family's needs and help minimize stress caused by challenges.

2. Social Connections

Positive relationships that provide emotional, informational, and spiritual support.

3. Social and Emotional Competence of Children

Family and child interactions that help children develop the ability to communicate clearly, recognize and regulate their emotions, and establish and maintain relationships.

4. Knowledge of Parenting and Child Development

Understanding child development and parenting strategies that support physical, cognitive, language, social, and emotional development.

5. Parental Resilience

Managing stress and functioning well when faced with challenges, adversity, and trauma.

¹ Center for the Study of Social Policy. (2015). Core Meanings of the Strengthening Families Protective Factors. The contents of this project are funded by the Children's Bureau, under grant #90CA1868.

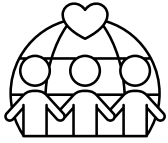
The contents of this project do not necessarily represent the official views of the Children's Bureau.

NSFRC SFSA QUOTES



THEME ONE: DEVELOP NEW FRC PROGRAMS TO PROVIDE ADDITIONAL SERVICES TO PATRONS.

"There is a need to build upon NSFRC strengths and focus on community-based change, first by building trusting relationships and collaborations with and between parents and community partners...more formal efforts a community-based advocacy could be done that supported families and family leadership in said efforts."³



THEME TWO: EXPAND AND STRENGTHEN COMMUNITY RELATIONSHIPS TO ADDRESS COMMUNITY ISSUES AND ACCESS HELPERS FOR THE FRC.

"Getting the resources out into the community is a good start. Providing needed resources (e.g., concrete resources and parenting supports) helps "build trust in the community" and with families that may eventually contribute to a foundation for enhancing mutual support among families."²



THEME THREE: INCREASE ENGAGEMENT WITH AND SUPPORTS FOR CAREGIVERS, WITH A TARGETED FOCUS ON FATHERS, SINGLE MOTHERS, AND YOUTH EXPERIENCING DIFFICULTIES.

"...NorthStar FRC is (as noted by one member and agreed to by others) "...a caring place to be...people here truly care..." Additionally, supports and services are distributed without stigma, and staff are proactive in responding to patron and family needs in a confidential manner."³



THEME FOUR: BUILD CAPACITY TO CONNECT WITH NON-ENGLISH SPEAKING AND MARGINALIZED GROUPS THROUGH ACCESSING LOCAL RESOURCES, STAFF TRAINING, AND CONNECTING WITH LOCAL CHURCHES.

"On October 30th, 2022, the NorthStar FRC manager (Phil Mobley) met with local religious leaders to discuss issues of crime, drugs, and other issues affecting the community. There was an expanded discussion regarding these efforts that were supported by the SFSA Team. These efforts were considered a good start, but it was thought that more could be done to connect with these faithbased organizations that provide supports and services to marginalized populations."²

THE NORTHSTAR FAMILY RESOURCE CENTER

255 NE COACH ANDERS LN, LAKE CITY, FL 32055 | (386) 758-3319 | [HTTPS://WWW.PFSF.ORG/RESOURCECENTERS/NSFRC/](https://www.pfsf.org/resourcecenters/nsfrc/)

Suggested citation: Lancaster, C. (2023) Focusing on Action: Strengthening Families Self-Assessment (SFSA) Updates for the NorthStar Family Resource Center. Tallahassee: Institute for Child and Family Services Research

² Lancaster, C., Perry, R., Evans, K., Harden, S., Jones, K., Mobley, P., O'Neal, B., Pope, A., Smith, N., Perry, P. & Spoliansky, T. (2022). The NorthStar Family Resource Center (NSFRC) Strengthening Families Self-Assessment (SFSA) Team's Findings and Recommendations/Action Items Associated with Supporting Families by Promoting Social Connections. Tallahassee: Institute for Child and Family Services Research.

³ Perry, R., Lancaster, C., Evans, K., Harden, S., Jones, K., Mobley, P., O'Neal, B., Pope, A., Smith, N., Perry, P. & Spoliansky, T. (2022). The NorthStar Family Resource Center (NSFRC) Strengthening Families Self-Assessment (SFSA) Team's Findings and Recommendations/Action Items Associated with Supporting Families by Providing Concrete Support in Times of Need. Tallahassee: Institute for Child and Family Services Research.