



## Colorado's Family Resource Center (FRC) Program

### *Summary*

- Family Resource Centers are **family-friendly access points to help families recover from adversity and achieve goals to become more self-reliant**. FRCs use a Two-Generation approach to focus on the needs of both children and parents. Centers use **coordinated case management service delivery** tailored to the culture and needs of the community, with a focus on building on the strengths of each family.
- As Colorado families dealt with setbacks caused by COVID-19, FRCs met the demand for the drastically increasing numbers of families requesting services. **FRCs helped laid-off and pandemic-affected families recover from these setbacks and become more self-reliant**, moving from crisis to stability.
- FRCA supports statewide cooperation between the Office of Early Childhood, FRCs, Early Childhood Councils, and other agencies to avoid duplication of services and support families.

### *Background*

- Family Resource Centers (FRCs) are statutorily defined as a “unified single point of entry where vulnerable families, individuals, children, and youth in communities...can obtain information, assessment of needs, and referral to delivery of family services.”
- There are 33 FRCs serving 54 urban, rural, and mountain counties throughout Colorado. Services include: comprehensive Family Support case management, system navigation, healthcare referral, emergency services, food assistance, financial literacy, adult education, child care and early childhood education, parenting skills, and workforce development.
- Colorado's 33 **Family Resource Centers received drastically increased demand for services during the COVID-19 pandemic**. While other providers in the community had to severely curtail services, FRCs **stepped in to offer food bank, financial, housing, utility assistance and other emergency services to families affected by the pandemic**. A few examples:
  - The Family Intercultural Resource Center (FIRC) in Summit County handled a tidal wave of furloughed resort industry workers. FIRC's food pantry which normally serves about 4,000 people a year increased to up to 1,800 people per week. The demand for financial and rental assistance grew from around 10 per week to almost 200 per week.
  - Mountain Resource Center (MRC) in Jackson/Grand County reported that 70-80% of the families they served prior to the pandemic have had at least one parent laid off as a result of COVID-19.

### *Impact of Family Resource Centers*

- Family Resource Centers measure the impact of Family Support case management with a data system provided by the Family Resource Center Association (FRCA). **Outcomes show the impact on families is positive and favorable, leading to improved family self-reliance and reduced child maltreatment.**
- Families served by FRCs are moving towards greater self-sufficiency. Families are assessed in 14 self-sufficiency categories such as income, employment, child care, children's education, adult education, debt management, health coverage, cash savings, physical and mental health, and housing. An independent research firm annually analyzes the data, showing **statistically significant improved family outcomes in economic self-sufficiency, health, and parenting skills.**
- An evaluation in FY 2019-20 showed provision of 166,737 distinct services to 13,221 families. 2,989 of these families received comprehensive, coordinated case management. Those **families significantly increased all five protective factors known to prevent child maltreatment, as well as improved economic self-sufficiency** and family functioning in areas like health and parenting skills. The majority of families served had household income below 100% of the federal poverty level, demonstrating that **FRC's serve some of Colorado's most vulnerable families.** Centers are serving increasing numbers of families facing financial hardship for the first time as a result of the COVID-19 pandemic.

### *Funding*

- FRCs play a key role ensuring Two-Generation success towards family self-reliance and reducing intergenerational poverty. The **state receives a strong ROI** because state funds are leveraged with other funding to achieve favorable outcomes. FRC funding sources include: government (42%); foundations (31%); earned income (10%); individual donations (9%); other (5%); and events (3%).
- State funding supports statutory-mandated Family Support case management services in 23 of 33 FRCs. Centers currently receiving state funding have an average award of less than \$60,000. 10 FRCs lack state funding for these services. **Funding from the community cannot make up the entire difference.**
- Maintaining FRC funding will **preserve the statewide network of Family Resource Centers as they help families become more resilient and self-reliant, helping communities recover from COVID-19.**

**PLEASE SUPPORT THE FAMILY RESOURCE CENTERS!**