

Family Resource Center Discussion Series  
**Session 3: Evaluation**

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April 29<sup>th</sup>, 2024



## How to Participate in Today's Discussion Session



Participant audio will be muted. Participants will be encouraged to unmute their lines to participate in discussion throughout the session.

We will also be monitoring questions through the Chat box and answering them at designated times during the discussion.

This session is being recorded and will be available for viewing once it has been archived. We will notify everyone by e-mail when it is available.

**Family Resource  
Center 4-Part  
Discussion Series**

**Session 1** – An Introduction to FRCs and FRC Networks  
*December 2022 – available in Media Library*

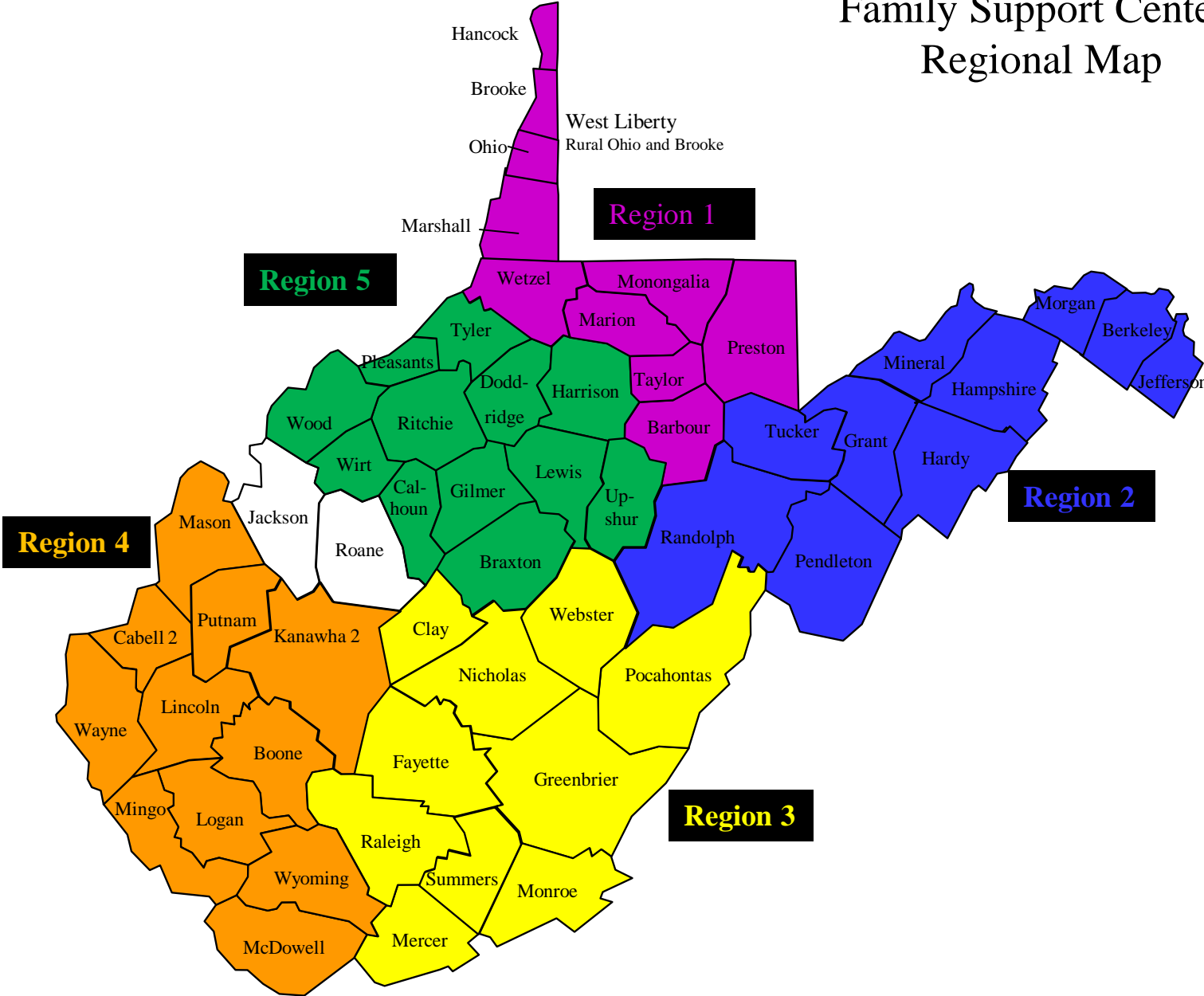
**Session 2** – Collaboration & Expansion  
*June 2023 – available in Media Library*

**Session 4** - Sustaining Family Resource Centers  
*Late Summer 2024*



# WV Family Support Centers

# Family Support Centers Regional Map



WV Family Support Center Association

By-Laws

Approved Oct 20-24

Became a 501(c)3 in 2021

## Purpose - 2023

The purpose of the WV Family Support Center Association is to facilitate the strengthening and coordination of Family Support Centers across the state of West Virginia.

## **Mission**

Working together in a unified effort to  
advance West Virginia's Family Support  
Centers.



# **Vision**

**WV Children and Families  
are safe, healthy and self-sufficient.**

**2024 - West Virginia Family Support Center Association** is committed to exemplary service delivered with trustworthiness, integrity and compassion. Our centers for families are distinguished by warm, secure and friendly environments. We work with all families regardless of income, race, religion or gender.

### Values:

**Peer Support and Networking** – Increasing connectedness, mutual support, and information sharing with a commitment to advancing and strengthening the FSCA network.

**Promotion of Best Practice** – Dedicated to raising awareness of quality Family Support through the use of evidenced based curriculum, peer learning, parent involvement, and community engagement.

**Evidence based program designs  
have been and continue to be the blueprint  
for Success**

**What are evidence-based  
programs?**

**Evidence-based programs  
are programs that have  
been standardized,  
systematized and  
rigorously evaluated.**

# STRENGTHENING FAMILIES

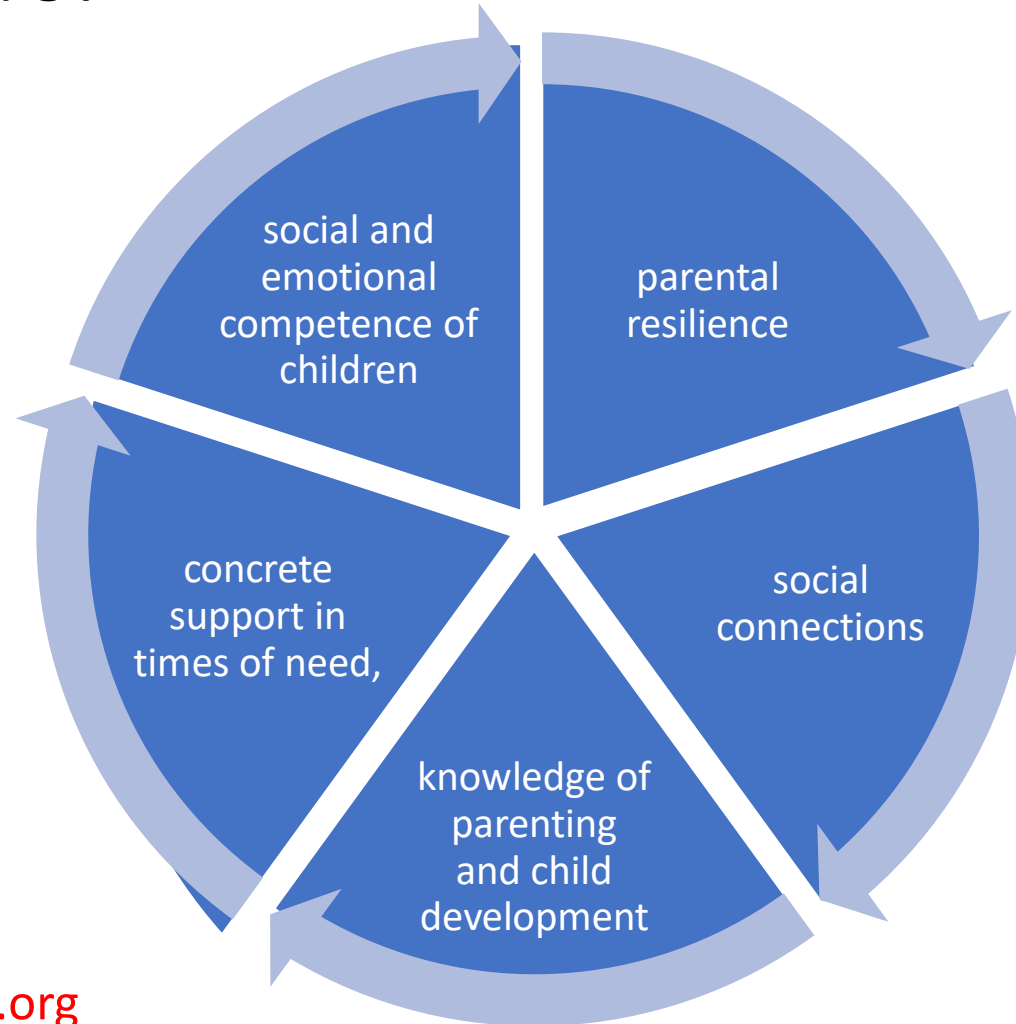
WAS FIRST INTRODUCED IN WV IN 2007

IT IS NOW USED IN 31 STATES



**The Strengthening Families Program (SFP) is an evidence-based family skills training program for high-risk and general population families that is recognized both nationally and internationally.**

Strengthening Families is based on engaging families and communities in building five key protective factors:



PARENTAL RESILIENCE	SOCIAL CONNECTIONS	KNOWLEDGE OF PARENTING AND CHILD DEVELOPMENT	CONCRETE SUPPORT IN TIMES OF NEED	SOCIAL AND EMOTIONAL COMPETENCE IN CHILDREN
Nurturing Parenting Curriculum	Playgroup	Nurturing Parenting Curriculum	Meal Time Community Kitchen	Bonding with Books
Recovery and Life Coaching	Fun Fridays / Magic Mondays	Playgroup	Baby Pantry	Gardens for the People
Resume Writing	Cheap Eats	Healthy Grandfamilies	Back Pack Program	Playgroup
Budgeting	Community Baby Showers	Community Baby Showers	Holiday Helpers	Nurturing Parenting Curriculum
Healthy Grandfamilies	Healthy Grandfamilies	ACEs Education – Project Build	Gas Vouchers	Fun Fridays / Magic Mondays
Parent Resource Navigator	Community Yoga	In Home Family Education	Emergency Food Boxes	
ACEs Education – Project Build	Empower U	Early Childhood Screenings	Information and Referral	Circle of Parent Groups
Client Encounters	Circle of Parents Groups	Family/Community Events	Emergency Household Assistance	Second Step Botvin Life Skills
Life Skills	Nutrition Education			
Social Media	Social Media	Social Media	Social Media	Social Media

Family Supports Centers at work!

First ever playgroup at Pleasants  
County FSC was a success!!





# The Monarch Family Support Center for Berkeley County





# Mercer FSC Bunny Bash!



# Brooke County Family Support Center

Navigating [#fatherhood](#) is a journey that brings people together.





# “How to Talk So Your Kids Will Listen”



# The Marshall County Family Support Center (FSC) hosted a Circle of Parents activity.





“Blessing Bags” sent home with EVERY child EVERY week at our Center ~ around 60 kiddos! This includes, PreK, Preschool Playgroup, and Daycare (Tiny Tots) Busy Bees and Kidz Lounge Afterschool Program.



## Ohio County Family Support Center

We had a delightful family event today at the Highlands Sports Complex!

Parents and their kids showed off climbing skills and arcade game talents.





# Nicholas County Starting Points Family Support Center enjoying yoga.





Homeschool/toddler monthly party!!!  
We had an older youth read to the younger, book bingo,  
number games and a taco bar.



# Playgroup Spring field trip. Fun times!!

## Preston County Family Support Center





The Tucker County Family Support Center Hosted an Event with a Local Author. Families enjoyed a family style meal and activities centered around the book *The ABC's of WV* by Dena Beckner.





Webster County Starting Points Family Support Center Tot Spot playgroup loves to get messy!!



**Tyler County Family Support Center** hosted “My Sweetheart Tea Party” at our center.





We had a Parents Night Out this past Friday!!  
The kiddos got to come in and have a spaghetti dinner with meatballs and garlic bread. They got to play in our sensory bins, paint valentines, play games and even got to decorate their own heart cookie.



Community Fall Festival, all activities are free for the children, games and door prizes for children.





## Calhoun FSC

We built a bench with mission boxes on the sides. The mission boxes are stocked with a couple of the following: hygiene kits, books for kids, blanket, shelf stable food, Narcan, test strips and we will continue to add things!

We hope this helps with those that allow stigma to prevent them from receiving help.





# Lunch at playgroup Kanawha SPFSC





## Big Creek People In Action, FSC.

- Pizza W/ Parents was such a fun time! Our parents took a moment for themselves to do some journaling.



# Wetzel and Tyler Counties paint class.





Had a wonderful time visiting Ritchie Co FSC ornament painting and cookie decorating.



We are so blessed to have a member of Healthy Grandfamilies volunteer her time and talent to teach others how to make beautiful pieces of their own.





That's a wrap on the 3rd Annual Taylor County Monster Hunt!  
Thank you to everyone who participated & took the time to find all the monsters!  
We will be contacting all the winners soon to come pick up all your prizes!





We had a great turnout for our Kids Pop-Up Farmers' Market! Kiddos were able to "shop" for fresh produce items and talk to the farmers who grew it, "rethink" healthy drink options, and go home with a recipe that can be made from the produce they gathered today. Lewis County Family Support Center.





# Back to school donations! Hancock County Family Support Center.





## Morgan County Starting Points

Thank you to @knit wits of Berkeley springs for taking the time to show additional love to some of our youngest community members here in Playgroup this Christmas season.



# FSC Centers were trained in Strengthening Families and Circle of Parents





# FSCA Hosted a statewide Nurturing Parenting Train the Trainer.



# FAMILY SUPPORT CENTERS FALL CONFERENCE





















































# West Virginia Family Survey

April 29, 2024



# Agenda

- About Us
- Family Survey Development
- Data System Development
- Telling the Story



# Evaluation Staff



**Kim Magoon**  
Pronouns - She, her, hers  
Evaluation Supervisor, PCG



**Jill Johnson**  
Pronouns - She, her, hers  
Evaluation Analyst, PCG





# About Public Consulting Group

PCG is a management consulting firm that helps public sector agencies better serve their targeted populations.

- Founded in **1986**
- Headquartered in **Boston**
- Operates from **35 offices across the United States, Canada, and the European Union**
- **1,900+** employees
- **4** practice areas
- Primary mission: **to provide public agencies with solutions that matter**



# West Virginia Family Survey



# History of West Virginia Family Survey

- Contracted with West Virginia in 2010 to evaluate four prevention programs
- Partnered with FRIENDS National Resource Center and the University of Kansas
- Created an adaptable tool to be used across all state CBCAP-funded agencies
- Designed to measure the degree of change in protective factors of program participants



# West Virginia Family Survey

The West Virginia Family Survey serves to:

- ❖ Describe of families served
- ❖ Examine protective factors across five domains, particularly those domains targeted by the program
- ❖ Review and understand families' perceptions and satisfaction of services, including playgroups and home visiting services, if applicable
- ❖ Consider the protective factors domains and areas of programming that need more focus

**West Virginia Family Survey: Home Visiting & Multi-Session**

The survey contains questions about you, your experiences as a parent, and your opinion of the program.  
All the information you share will be kept confidential.

If you prefer, you may complete this survey online at [WWW.WVFAMILYSURVEY.ORG](http://WWW.WVFAMILYSURVEY.ORG)

Participant's enrollment date: \_\_\_/\_\_\_/\_\_\_      Participant's Initials: \_\_\_\_\_  
Date survey completed: \_\_\_/\_\_\_/\_\_\_

1. Which program do you work with? \_\_\_\_\_

2. Which program did you participate in? (choose which program you are rating today)

- In-home family education (like Parents as Teachers (PAT), Health Families America (HFA), or Maternal Infant Health Outreach Workers (MIHOW))
- Multi-session program (like another parenting workshop or class, playgroup, fatherhood program, etc.)

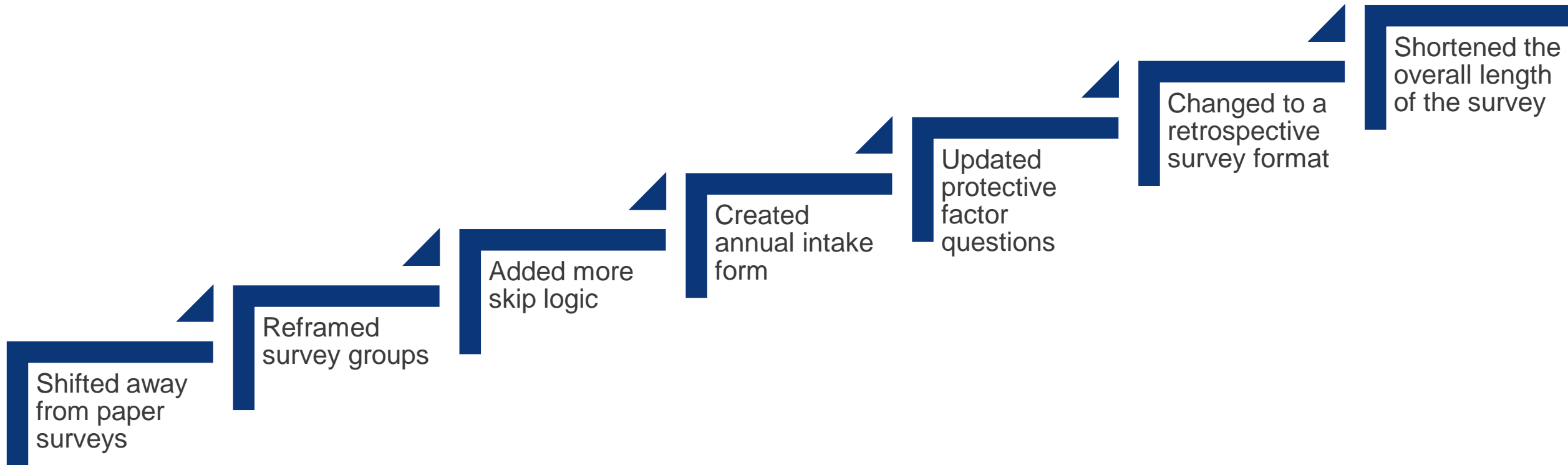
Please think back to when you started the program. Beginning with the row labeled "Before," please tell us how you felt or what you were experiencing BEFORE you started the program. On the next row, let us know how you feel or what you are experiencing NOW.

Protective Factors		Not at all	Not much	Somewhat	Quite a lot	Just like my
		like my life	like my life	like my life	like my life	life
3. The future looks good for our family.	Before					
	Now					
4. In my family, we take time to listen to each other.	Before					
	Now					
5. There are things we do as a family that are special to us.	Before					
	Now					
6. My child misbehaves just to upset me.	Before					
	Now					
7. I feel like I'm always telling my kids "no" or "stop."	Before					
	Now					





# Evolution of the Survey



# PCG's Role

Data system management

Annual program evaluation

Continuous quality improvement

## How We Do It

West Virginia Family Survey

Grantee Activity Data





# West Virginia Data System

# Goals for the Database

1. Upgrade data collection from grantees
2. Provide platform to show data in real time
3. Give grantees access to their own reports
4. Give timely access to the state to better facilitate opportunities for training and technical assistance

West Virginia Data System

Family or Staff Survey

Download Resources

Grantee Data Entry





# West Virginia Data System

[CCR&R Login](#)

Grantee Login

Log In

User Name:  \*

Password:  \*

Remember me next time.

Log In



# West Virginia Data System

[Logout](#)

Grantee Data Entry

Family Intake Forms

Activity Counts

Reports





# Family Intake Forms

## Household Information

Last Name:\*

Address:\*

County:\*

**Average Monthly Family Income:\***

- \$0 to \$1000
- \$1001 to \$2000
- \$2001 to \$3000
- \$3001 to \$4000
- \$4001 to \$5000
- \$5001 or more
- Prefer not to say

**Is this family's income 300% or less of the federal poverty level (FPL)?\***

- Yes
- No
- Prefer not to say

**Notes:**

First Name:\*

City:\*

Phone:\*

**Family Housing:\***

- Rent
- Own
- Temporary (shelter, with relatives/friends)
- Share with relatives/friends
- Homeless
- Prefer not to say

DOB:\*

ZIP Code\*

**Do any of the following circumstances apply? (check all that apply):\***

- The applicant is a grandparent
- The applicant is a teen parent
- The applicant has been diagnosed with a cognitive or physical disability
- The applicant has limited English proficiency
- None of the above
- Prefer not to say



# Activity Counts

## Activity Counts

TOTAL ACTIVITIES	Count of Participants	Count of Activities
Parenting Education Activities	18	3
Parent-Child Activities	5	5
Life Skills Training Activities	13	8
Food, Clothing, and Supplies Assistance	2	2
Linkages to Child Care/ Respite, Transportation	12	12
Playgroups, Afterschool, and Summer Activities	5	5
Communities are Caring and Responsive	0	0
Developmental Screenings/ Referrals	7	6
Substance Abuse and Mental Health Addressed	1	1





# Reports

## West Virginia Data System

Grantee Reporting

Choose Report Type:

-Please Select- ▼

- Please Select-
- Activity Participation Report
- Family Contact Info Report
- Family Intake Report
- Family Services Report

Generate Report

# Reports

## Activity Participation Report by Month

Download Report

Month	Parenting Education		Parent-child		Life Skills Training		Food, Clothing, and Supplies Assistance		Linkages to Child Care/Respite, Transportation		Playgroups, Afterschool, and Summer Activities		Communities are Caring and Responsive		Developmental Screenings/Referrals		Subs Ment Addr
	activities	participants	activities	participants	activities	participants	activities	participants	activities	participants	activities	participants	activities	participants	activities	participants	activ
July	3	18	5	9	2	12	5	75	2	8	2	2	0	0	1	4	3
August	3	30	4	38	2	12	6	65	4	30	8	25	1	5	2	15	2
September	4	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
January	15	15	7	10	22	22	8	27	23	28	2	2	4	4	1	1	10





# Using Data to Tell the Story

# Provision of Service

From October 1, 2022 to September 30, 2023...

- WV CAPP providers served 35,674 families and 35,445 children.
- Grantees provided activities ranging from career readiness to parent education to playgroups to emergency assistance and public awareness.
- The most heavily utilized services by far were food, clothing, and supply assistance with over **232,981 individuals receiving food, clothing, baby, or household pantry assistance.**

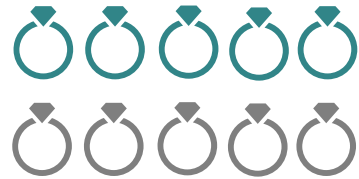
This is more than a 50% increase over FY2022 utilization!



# Who is Served

Of 344 surveys collected across 40 organizations

48%  
Were married



91%  
Had high school diploma or GED

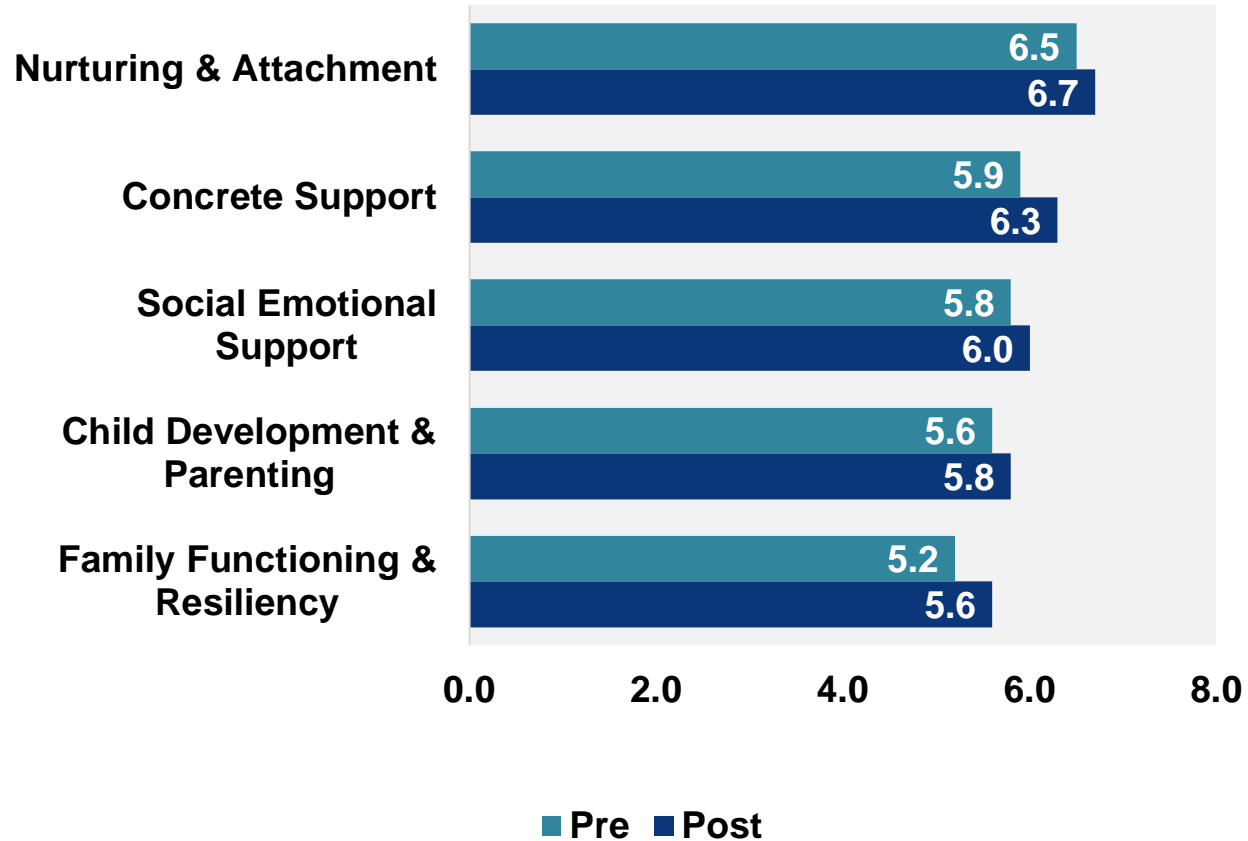


48%  
Owned a home



Nearly 75 percent of families served were at or below 150 percent of the Federal Poverty Level (FPL).

# Impact

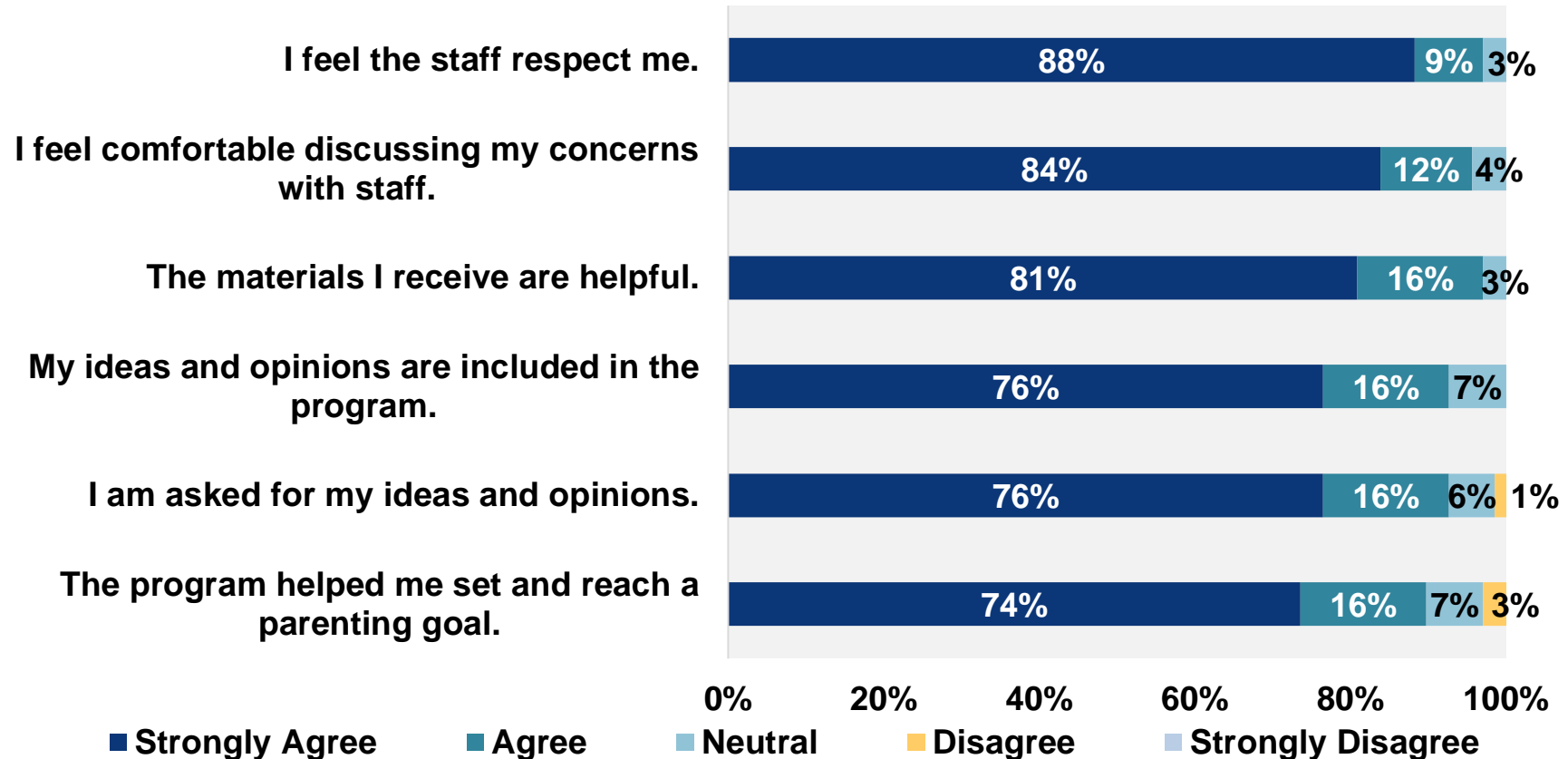


Protective Factor	Definition
<b>Nurturing and Attachment</b>	Emotional ties and a pattern of positive interaction between the parent and child that develops over time.
<b>Concrete Support</b>	Access to tangible goods and services to help families cope with stress, particularly in times of crisis or intensified need.
<b>Social Support</b>	Informal support (from family, friends and neighbors) that helps provide for emotional needs.
<b>Child Development and Knowledge of Parenting</b>	Effective child management techniques and age-appropriate expectations for children's abilities.
<b>Family Functioning and Resiliency</b>	Adaptive skills and strategies to persevere in times of crisis. Family's ability to openly share positive and negative experiences and mobilize to accept, solve and manage problems.





# Satisfaction



# Information Dissemination

## Annual Composite Report

West Virginia Family Survey  
Families Served by Family Support Services

ANNUAL EVALUATION REPORT  
Fiscal Year 2023

Produced by  
Public Consulting Group LLC

November 2023

## Individual Grantee Reports

West Virginia Family Survey Results

Monongalia County Family Support Center  
PROGRAM DATA REPORT  
Fiscal Year 2023

Produced for  
West Virginia Community-Based Child Abuse Prevention Grantees

by  
Public Consulting Group LLC  
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For more information about the West Virginia Family Survey  
or for assistance with data interpretation or sharing please contact:  
Kim Magoon, M.S., at Public Consulting Group LLC  
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## Report One-Pager

West Virginia Family Support Services  
Annual Evaluation Fiscal Year 2023 Findings

The West Virginia Department of Health and Human Resources (DHHR) offers grant funding for family support services to provide evidence-based programs in communities to prevent abuse and neglect of children and promote family preservation. Grants are funded via a combination of federal support from the Community-Based Child Abuse Prevention (CBCAP) program, the Maternal Infant Early Childhood (MIECHV) program, Temporary Assistance for Needy Families (TANF), Safe & Sound, West Virginia Children's Trust Fund, and state appropriated dollars. Between October 1, 2022 and September 30, 2023 (FY2023), 40 agencies received grants to fund four types of programs:

In-Home Family Education	Family Support Centers	Partners in Prevention	Circle of Parents
<p>Family support agencies served</p> <p><b>35,674</b></p> <p>families.</p> <p>They provided career readiness, parenting education, peer groups, play groups, life skills training, health and nutrition services, as well as referrals to childcare and respite care.</p>	<p>To evaluate grant funded services, the state uses the West Virginia Family Survey. The survey collects information from families about participant satisfaction, program perception, program impact, and family protective factors.</p> <p>FY2023 findings reflect survey data from 344 families and composite information collected from grantees.</p>	<p>Agencies provided concrete services in the form of food, clothing, baby supplies, and household pantry assistance serving</p> <p><b>232,981</b></p> <p>individuals.</p>	

More than 90% of families agreed or strongly agreed that program staff treated them with respect; they were comfortable sharing their concerns, ideas, or opinions; and materials were helpful.

Protective Factor	Definition
Family Functioning and Resiliency	Adaptive skills and strategies to persevere in times of crisis. Family's ability to openly share positive and negative experiences and mobilize to accept, solve and manage problems.
Social Support	Informal support (from family, friends and neighbors) that helps provide for emotional needs.
Concrete Support	Access to tangible goods and services to help families cope with stress, particularly in times of crisis or intensified need.
Child Development and Knowledge of Parenting	Effective child management techniques and age-appropriate expectations for children's abilities.
Nurturing and Attachment	Emotional ties and a pattern of positive interaction between the parent and child that develops over time.

About 75% of families served by grantees met state TANF eligibility requirements, and less than 10% of individuals reported current involvement with child protection services. In other words, the program has done well to reach and serve individuals and families most in need.

Produced by  
Public Consulting Group LLC





**Questions?**



**PUBLIC**  
**CONSULTING GROUP**

**Solutions that Matter**



# FISHBOWL DISCUSSION





# QUESTIONS



## PRESENTER CONTACT INFORMATION

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Jill Johnson

<https://www.publicconsultinggroup.com/>

## Opportunity to Provide Feedback



**Please take a moment to scan the QR code and fill out our short evaluation.**

**Your participation in the evaluation will help us to improve our future Discussion Series Sessions.**





Family Resource Center Discussion Series  
**Session 3: Evaluation**

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**Thank you!**

