

Assessing FRC Outcomes: Findings from the FRC Family Member Surveys

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Focus of the FRC Surveys

- How family members served by FRCs are doing in six key area
 - Getting Help with Housing
 - Getting Mental Health Counseling
 - Getting Parenting Support
 - Getting Help for Your Child with School
 - Getting Help with Your Child's Behavior (CRA)
 - Being a Parent to Your Child (DCF-involved parents)
- How helpful the FRC has been in assisting in these area



Methods

- Used FRC (CRM) Database
 - Identified family members receiving FRC services in the six areas
 - Served between January 2019 and June 2020, with multiple service days
 - Adults age 18 and over
 - Complete addresses and phone numbers
 - Deduplicated sample so that family members were selected for only one survey
 - 1,908 adult family members met criteria
- Surveys administered by the Office of Survey Research
 - Administered between June and August 2020
 - All family members mailed print versions of surveys in English and Spanish
 - Telephone interviewers contacted family members who did not respond by mail; Spanish speaking interviewers available as needed

Family Members Responding to Surveys

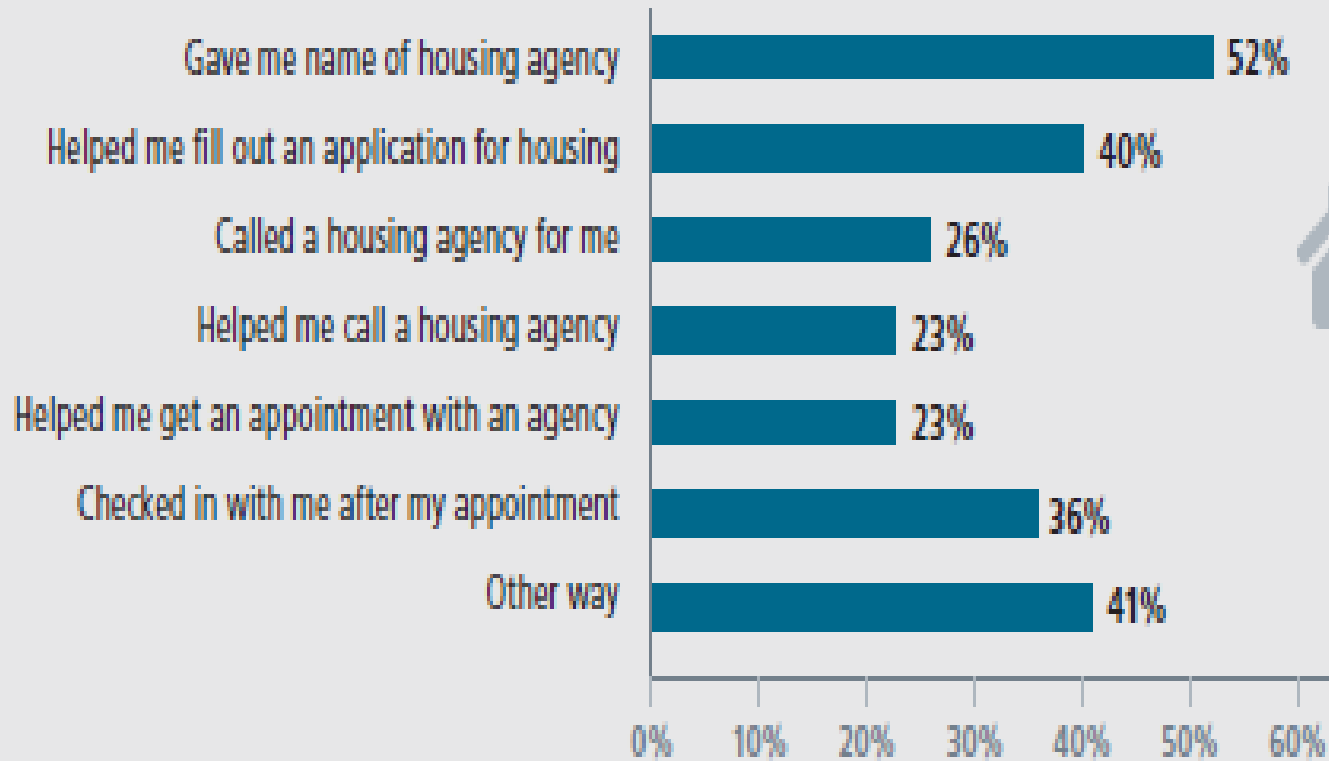
- 688 family members responded
 - Across all 35% response rate, some higher than others
- 77% female; 53% age 18-40; 76% White and 23% African American; 48% Latinx

FAMILY MEMBER RESPONSES TO SURVEYS

How did the FRC Help You With...?

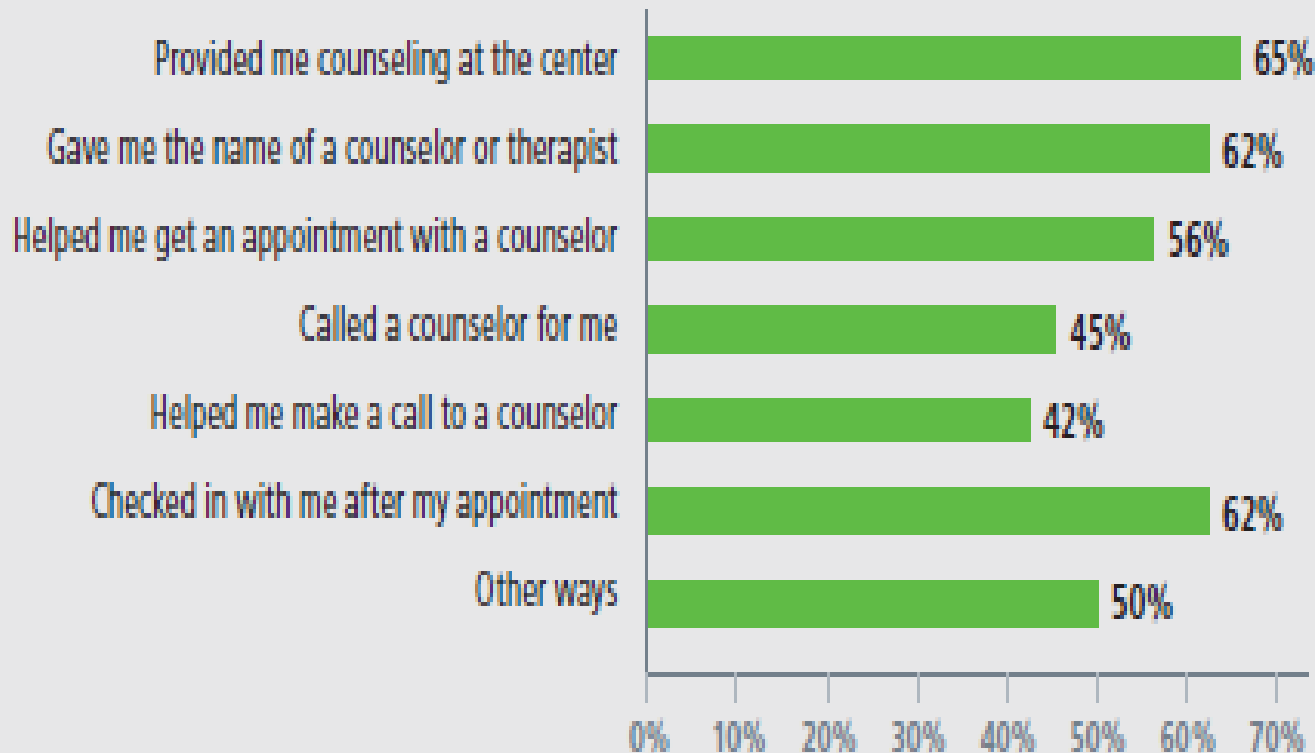
Getting Help With Housing

Figure 1. How Did the FRC Staff Help You with Housing?



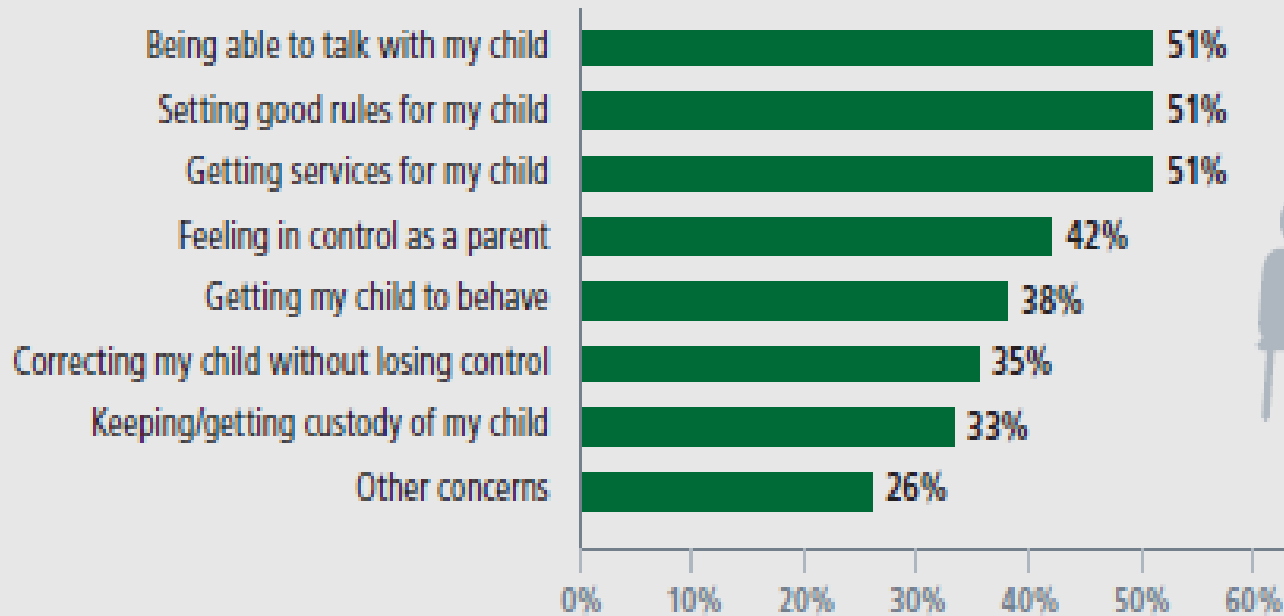
Getting Mental Health Counseling

Figure 4. How Did FRC Staff Help You with Mental Health Counseling?



Getting Parenting Support

Figure 7. Before Coming to the FRC, What Were Your Main Concerns as a Parent?

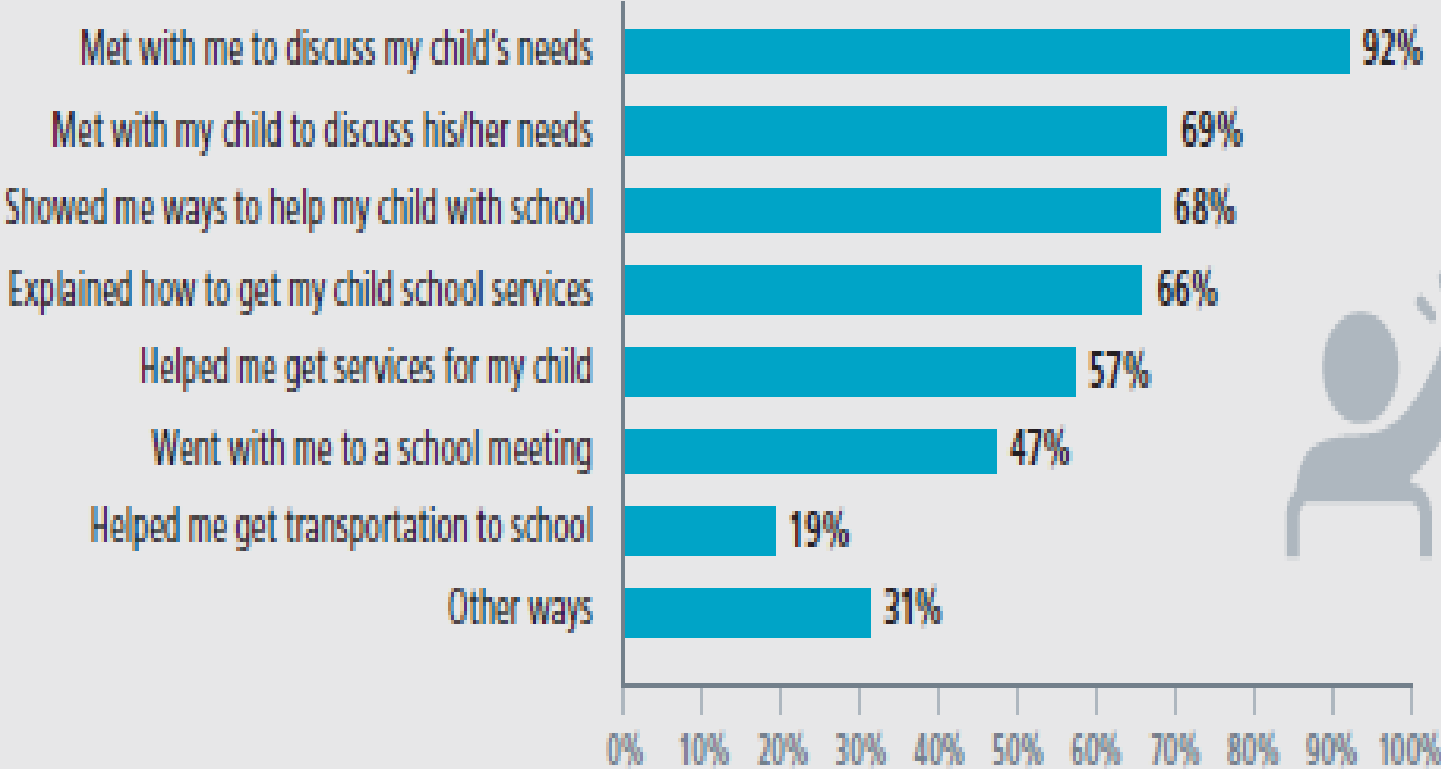


97% attended parenting classes or groups

- Parent Support Group (48%); Parenting Journey (42%); Nurturing Parents (31%); Active Parenting (27%); Grandparents Support Group (25%)

Getting Help for Your Child with School

Figure 10. How Did FRC Staff Help You and Your Child with School Needs?



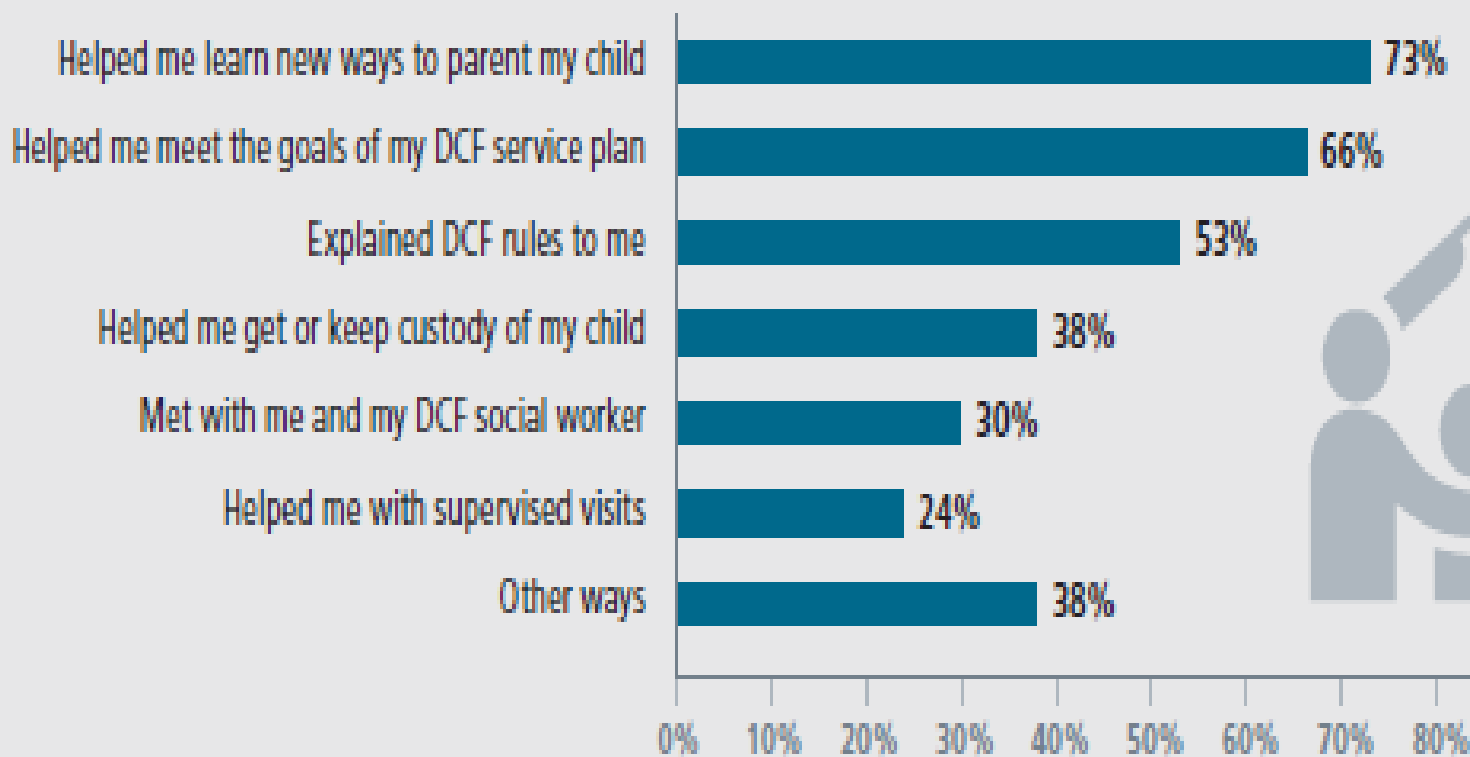
Getting Help with Your Child's Behavior

Figure 13. What Did the FRC Staff do to Help You with Your Child's Behavior?



Being a Parent to Your Child

Figure 16. How Did the FRC Staff Help You with Parenting?

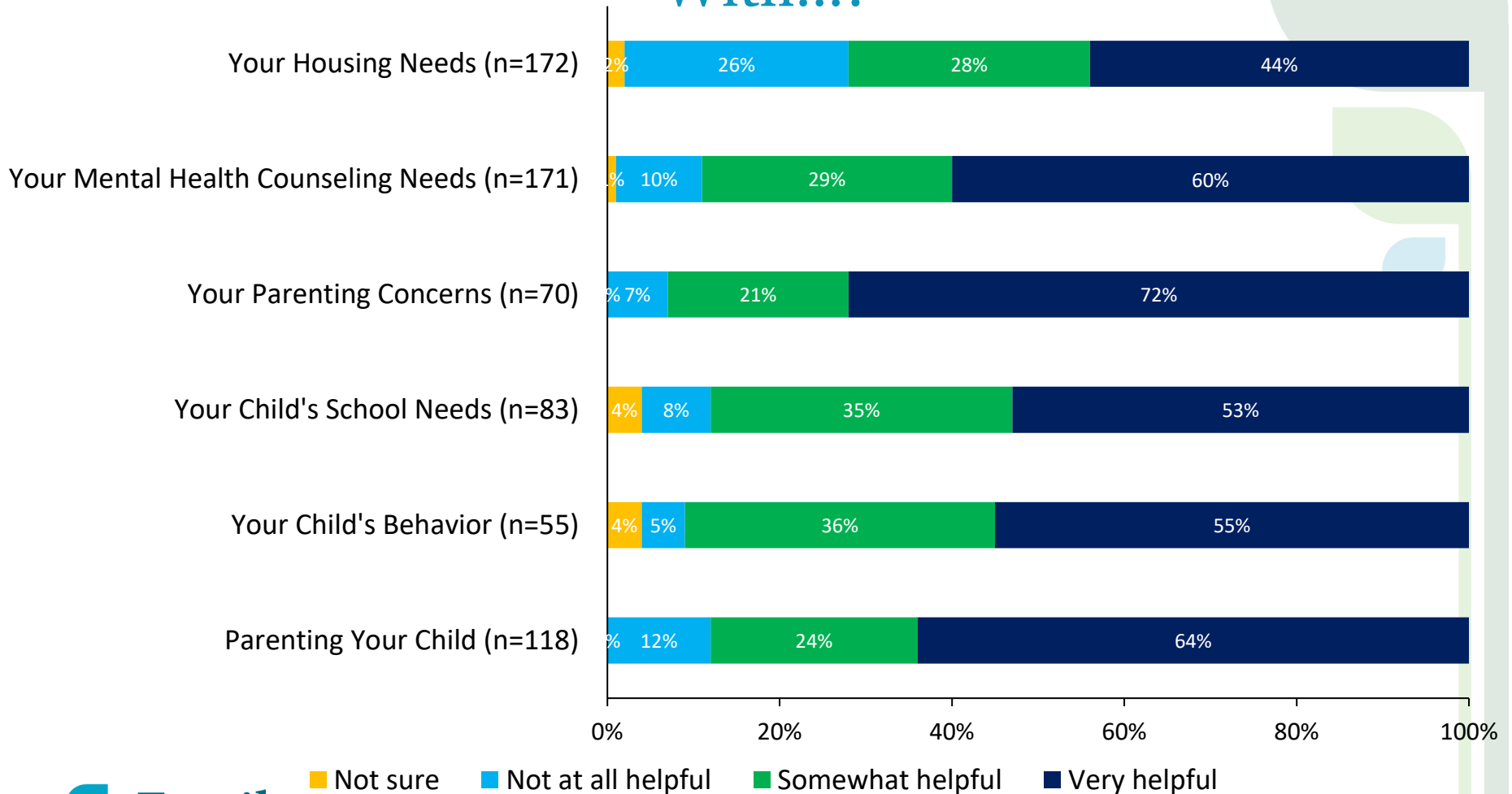


FAMILY MEMBER RESPONSES TO SURVEYS

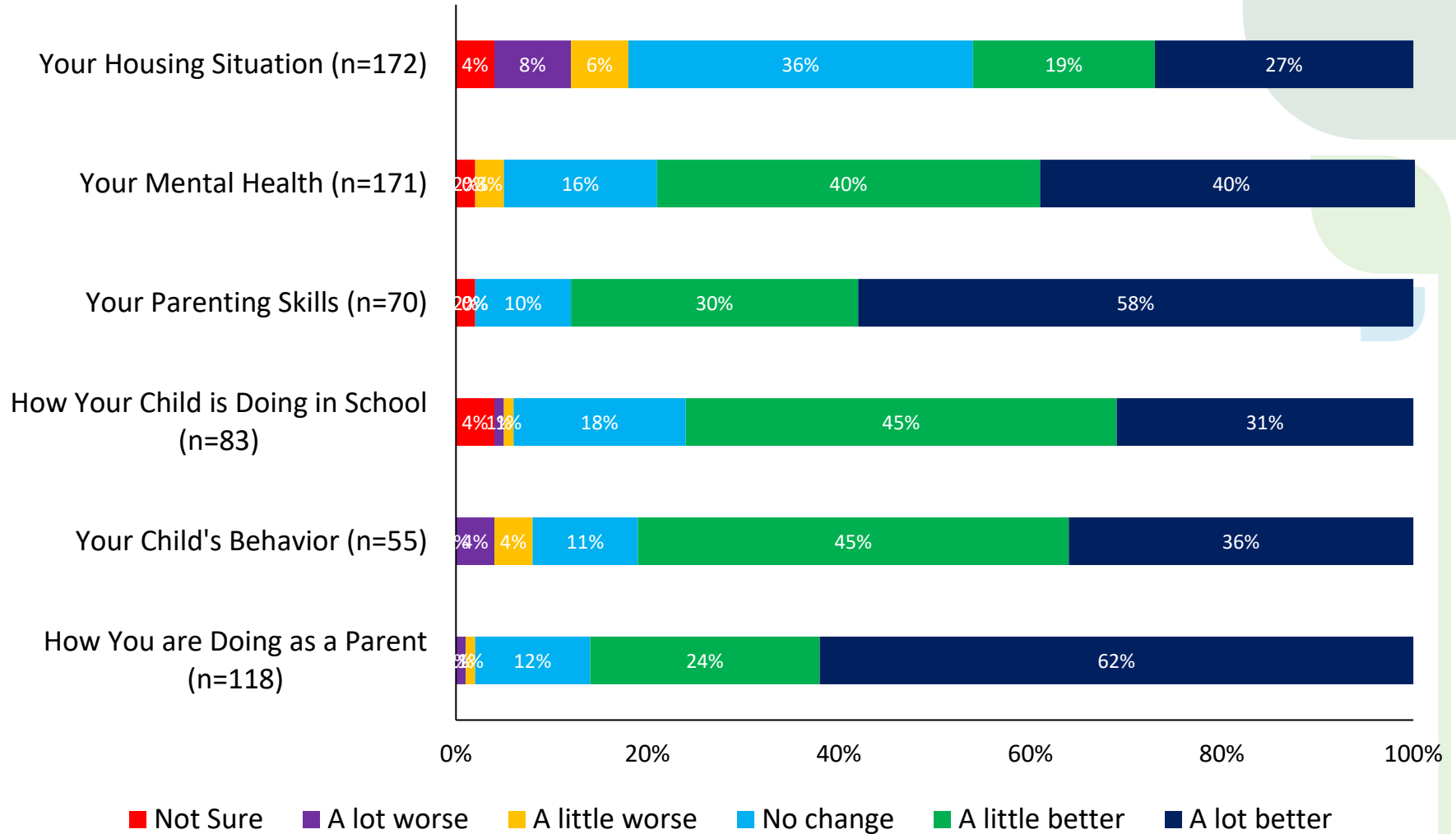
Since Coming to the FRC, How Would You Describe...?

Overall, How Helpful has the FRC Been in Helping You With...?

How Helpful has the FRC Been in Helping You With...?



Since Coming to the FRC How Would You Describe...?



Overall Summary Across All Surveys

- On Average
 - 70% of family members described their situation as “a lot” or “a little” better since coming to the FRC
 - Only 8% described their situation as “a little” or “a lot” worse
 - 85% of family members described the FRC as “very” or “somewhat” helpful
- Many family members commented that the FRC made them feel supported, cared for, and that they were “not alone”.

Questions?

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