



*A Trusted Partnership*

# HIGHLIGHTS & ACHIEVEMENTS

Prepared for the Children's Trust of Alachua County

Presented By:

**Stacy Merritt, Director of Resource Centers**

**Chyna Miller, Prevention Consultant**

(352) 244-1500 

[www.pfsf.org](http://www.pfsf.org) 

# Program Overview

As the lead community-based care agency responsible for providing child welfare services in 13 North Central Florida counties, Partnership for Strong Families' (PSF) mission is to enhance the community's ability to protect and nurture children by building, maintaining and constantly improving a network of family support services.

## Funded Programs:

- ▶ **Family Resource Centers**
- ▶ **Community Resource Navigation**
- ▶ **Family Resource Center Consulting**
- ▶ **Help Me Grow Alachua (Coming April 2025)**





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# Family Resource Centers

PSF's network of Family Resource Centers offer place-based and community-driven services to families who may have experienced historically limited access to resources. Thanks to more than 100 community partners, all services are free of charge to the community and are tied to one of five protective factors research has shown decrease the risk of abuse and neglect.

## FRC Locations

- Library Partnership Resource Center, Gainesville
- SWAG Family Resource Center, Gainesville
- Tri-County Community Resource Center, Chiefland
- NorthStar Family Resource Center, Lake City

## NATIONALLY RECOGNIZED FRC MODEL



Place-Based  
Service Delivery



Community-Driven  
Service Array



Community  
Colaborative



Relational vs.  
Transactional  
Customer Service  
Approach



Protective Factors  
Framework

# Strengthening Families Protective Factors Framework



## Concrete Supports

“ ———  
*The Resource Center was an integral part of getting out of the homeless shelter because I was able to use the computer and apply for housing and EBT [electronic benefit transfer].*



## Knowledge of Parenting and Child Development

“ ———  
*I've picked up on cues that my son's quietness means he had a bad day ... and I remember, okay pay attention to the non-verbal communication as well as verbal communication.*



## Parental Resilience

“ ———  
*You may still feel overwhelmed at times, but you feel better, and you feel capable.*



## Social Connections

“ ———  
*[The FRC] has a welcoming feel, like a family, like you belong. Like it's not a 'you can't get this because of this', everybody's welcome and there's no turning anyone around.*



## Social and Emotional Competence of Children

“ ———  
*In reference to their child's Homework Help participation: That's a huge de-stressor for us, I can tell you right now because it's tough... It takes so much off of us when they can come here, and they can help so we can move on to something else.*

**For more information visit: [www.cssp.org](http://www.cssp.org)**



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# Community Resource Navigation

The Community Resource Navigation (CRN) Program delivers essential family support services, such as concrete supports, employability skills, community referrals, and special events, to families residing throughout Alachua County, with a focus on reaching those in rural communities.

## Co-located Sites

- Alachua Branch Library
- Hawthorne Area Resource Center
- High Springs Branch Library
- Porters Community Center
- Waldo City Square
- Willie Mae Stokes Family Resource Center (Micanopy)

*\*\*Coming in 2025: Newberry Branch Library\*\**



# FRC and CRN Outcomes

**99%** Patron Satisfaction

**98%** Partner Satisfaction

**93%** Successful Service Delivery

**21,441**

PATRON VISITS

**23,691**

SERVICE NEEDS  
ADDRESSED

**1,718**

PARENTS/CAREGIVERS  
SUPPORTED

**635**

ATTENDANCE AT PARENTING &  
CHILD DEVELOPMENT ACTIVITIES



“

*I love this program and what it is doing for the community.” - FRC Partner Agency*

## Of participating families...

**67%** INCREASED IN ONE OR MORE PROTECTIVE FACTOR

**76%** MET AT LEAST ONE SELF-IDENTIFIED GOAL

**77%** REPORTED IMPROVEMENT IN ONE OF FIVE AREAS



“ ———  
[SWAG FRC staff] don't just give you something, they show you how to be your own hero.  
- SWAG FRC Patron

## Family Success

One of our Family Resource Centers assisted a mother and her children after they left a family violence situation. With the assistance of multiple partners, the family was able to successfully move into a new home. The mother shared these words of appreciation with the Resource Center staff: *“We made it out. We're safe... We are moving forward, and I want to thank you for everything that you've done to help us out and get us connected to [community support]... You saved our lives.”*

# FRC Consulting

The FRC Consulting Program was designed to assist public groups and organizations who are interested in developing or enhancing a Family Resource center within their own municipality. With the support of the Children's Trust of Alachua County, Partnership for Strong Families (PSF) has provided training, coaching, and consultation to two organizations in 2024, assisting with start-up and capacity building.

## Two Consulting Partners:

**One Community  
Family Resource  
Center**

**Willie Mae Stokes  
Family Resource  
Center**





# Consulting Outcomes

- ▶ **2 Newly Opened Family Resource Centers:** Serving East Gainesville and Micanopy
- ▶ **29 Consulting Meetings:** Hiring, Community Needs Assessment, Service Array, Collaborations, Data Collection, Sustainability, Customer Service, and More
- ▶ **3 Formal Trainings:** PSF Family Resource Center Model, Bringing the Protective Factors to Life In Your Work, Standards of Quality for Family Resource Centers



“ [This program] has been an asset to our development. The progress we have made is in part due to training and guidance provided by the consulting team. - Bishop Christopher Stokes ”

# What's Next?

## Expanding Our Reach

**New Community Resource Navigation Sites**  
Newberry Branch Library - January 2025

**Incorporation of Help Me Grow Alachua**  
Rolling out in April 2025, focusing on families with children ages 0-8

**Additional Consulting Partners**  
Two new sites being identified by April 2025

