



The New York State Family Resource Center Network is comprised of family resource centers, located throughout New York State, responding to the needs of their local communities.

...strengthening New York's families

For more information, contact:
Judy Richards at 518-474-9613



State of New York

Pursuant to the Americans with Disabilities Act, the New York State Office of Children and Family Services will make this material available in large print or on audiotape upon request.

Pub. 5071 (09/08)



New York State
Family Resource Center
Network

Guidelines for New York State Family Resource Centers



supported by:



Guidelines for New York State Family Resource Centers

CONTENTS

What are Family Resource Centers?	1
Who is served at FRCs?	1
Where should FRCs be located?	2
What do FRCs look like?	2
What services to FRCs provide?	3
What are some creative outreach approaches used by FRCs?	4
What staffing levels and qualifications are recommended for FRCs?	5
Members of the Family Resource Center Network	7

Ontario and Yates Counties

Child and Family Resources, Inc.

Julie McCoy, Executive Director
100 East Main, Suite 5
Penn Yan, NY 14527
315-536-1134

◆ Geneva Resource Center
41 Lewis Street
Geneva, NY 14456
315-781-1491
Dawn Waite, Coordinator

Steuben and Yates Counties

ProAction of Steuben & Yates, Inc.

Steuben Family Enrichment Collaborative
117 E. Steuben Street, Suite 11
Bath, NY 14898
607-776-2125
Wendy Robords, Supervisor

◆ Woodhull Resource Center
PO Box 116
Woodhull Town Hall
Woodhull, NY 14898
607-458-5164
Krystal Watkins, Coordinator

◆ Jennie Mose Family Resource Center
7 Cleveland Drive
Addison, NY 14801
607-359-3839
Karen Sweeney, Coordinator

◆ Nonnie Hood Parent Resource Center
300 Civic Center Plaza, Suite 200
Corning, NY 14830
607-936-3837
Jennifer Edger, Coordinator

Suffolk County

Family Service League of Suffolk

90 East 5th Street
Huntington Station, NY 11746
631-427-3700 x247
Peggy Boyd

◆ Manor Field Family Center
90 East 5th Street
Huntington Station, NY 11746
631-425-9694
Penny Antonio

Tioga County

Cornell Cooperative Extension of Tioga County

◆ Family Resource Centers of Tioga County
56 Main Street
Owego, NY 13827
607-687-4020
Judith Rae Wolf

◆ Owego Family Resource Center
First Baptist Church of Owego
228 Main Street
Owego, NY 13827
607-687-1571
Jackie Spencer, Coordinator

◆ Waverly Family Resource Center
374 Broad Street
Waverly, NY 14892
607-565-2374
Joan Shultz, Coordinator



Fulton and Montgomery Counties

Catholic Charities of Fulton and Montgomery Counties

- ◆ The Family Room/Un Centro Para Familias
1 Kimball Street
Amsterdam, NY 12010
518-842-4202
Amy Courtoies, Coordinator
Jessica Whelly, Assistant

Jefferson and St. Lawrence Counties

North Country Prenatal/Perinatal Council

200 Washington Street, Suite 300
Watertown, NY 13601
315-788-8533, x231
Tina Cobb, Youth Services Director

- ◆ Gouverneur Activity and Learning Center
68 West Main Street
Gouverneur, NY 13642
315-287-1315
Shannon Streeter, Coordinator

Monroe County

Crestwood Children's Center (Hillside Family of Agencies)

- ◆ Southwest Family Resource Center
89 Genesee Street
Bishop Kearney Building – 2nd Floor
Rochester, NY 14611
585-436-0370
Mary Jo Brach, Service Director
April Baker, Family Development Coordinator
- ◆ Peter Castle Family Resource Center
555 Avenue D
Rochester, NY 14621
585-339-3200
Sicily Mitchell, Family Development Coordinator

- ◆ Lakeside Child and Family Services
75 Stutson Street
Rochester, NY 14612
585-663-2930
Wyn Frechette, Center Coordinator

New York City

Association to Benefit Children

- ◆ ABC Family Resource Center
1841 Park Avenue
New York, NY 10035
646-459-6001
LaTanya Givins, Coordinator

Chinese-American Planning Council

- ◆ CPC Family Resource Center
165 Eldridge Street
New York, NY 10002
Central Office: 212-941-0920
FRC: 212-941-0030 x271
Tsz (Veronica) Chow, Coordinator
Ling Li

Phipps Community Development Corporation

- ◆ FRC-The Family Room
3125 3rd Avenue
Main Floor
Bronx, NY 10451
347-329-3929
Socoro Cordoca, Coordinator

Niagara County

Niagara Falls School District Niagara Family Resource Center Network

- 4455 Porter Road
Niagara Falls, NY 14305
716-286-0745
Meg Pietras, Director
Terri Hickey, Field Coordinator

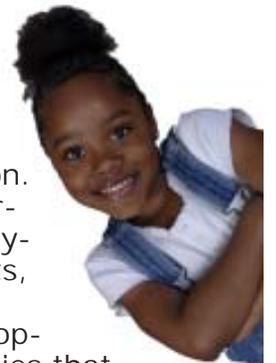
What are Family Resource Centers?

Family Resource Centers are easily accessible, strength-based programs that support families in communities across New York State. Family Resource Centers (FRCs) are flexible, family-focused, and culturally sensitive. Services and programs are based on local needs, building on existing planning processes with community and interdisciplinary participation.

The Centers work in partnership with other community agencies and parents. FRC programs assist families in their caregiving roles, strengthen informal support among families, offer needed resources either directly or through community referrals and promote community investment. Services build on protective factors that research shows can reduce child abuse and maltreatment. These factors include parental resiliency, social connections, knowledge of parenting and child development, concrete support in time of need, and social and emotional competence in children.

Who is served at FRCs?

- ◆ All families are welcome. The diversity of families participating in FRCs strengthens opportunities for caregivers to learn from each other and reduces the stigma sometimes sensed in service organizations.
- ◆ Services are open to families with children of any age with an emphasis on high need families with children ages 0-5.
- ◆ High need families are those who need extra help due to isolation, lack sufficient personal, social or community supports or who can benefit from support related to their family situation. Examples include: teen and single parents, families without sufficient employment/income, grandparents as parents, caregivers with mental health issues, families with children who have developmental needs or disabilities, and families that have come together through adoption or foster care.



Where should FRCs be located?

- ◆ The location of services should be based on a community assessment to determine the location of the most high-need populations and where there is a lack of similar services.
- ◆ Due to resource limitations, services may be targeted to specific high need areas, as opposed to the entire county for example.
- ◆ Consideration should be given to the accessibility of the site. This includes both transportation and handicap accessibility.
- ◆ The center should be in a highly visible location.
- ◆ Satellite sites, program events and home visits can be used to reach more isolated, hard-to-engage families.



What do FRCs look like?

- ◆ Signage reflects a welcoming, child and family centered program.
- ◆ Space for adults is arranged so they can see and interact with their children.
- ◆ Play area allows for large motor activities, small group activities and reading area developmentally appropriate for pre-school age children.
- ◆ Adult-size furniture for informal conversation with space large enough to conduct parenting workshops.
- ◆ Inviting outdoor space for parent and child interaction and social events if possible.
- ◆ Area set aside for brochures, resources, books, videos and other materials for parents to view and select.
- ◆ Kitchen is available for preparing snacks and potluck meals for workshops and parenting programs.
- ◆ Office space is available for private conversations, administrative duties, and data entry.
- ◆ Décor reflects diverse cultures.

For more information about Family Resource Centers in New York State

Contact Judy Richards, at the New York State Office of Children and Family Services (518) 474-9613 or at info@ocfs.state.ny.us.

Members of the Family Resource Center Network

Through the Family Resource Center Network, FRCs from across New York strengthen families by working together to share ideas and collaborate on initiatives. Members of the FRC Network include:

Broome County

Mothers & Babies Perinatal Network of South Central New York

Sharon Chesna, Executive Director
Linda Ruffo, Director of Family Resource Centers

◆ Parents As Leaders (PAL) Family Resource Center
457 State Street
Binghamton, NY 13901
607-771-6334
Sadie Purdy, Coordinator
Mary Kelly, Coordinator

◆ Endicott Family Resource Center
St. Paul's Episcopal Church
200 Jefferson Avenue
Endicott, NY 13760
607-785-4331
Deborah Zapotocky, Coordinator

Clinton, Essex, and Franklin Counties

Child Care Coordinating Council of the North Country

Jamie Basiliere, Executive Director

◆ Family Connections
PO Box 2640
Plattsburgh, NY 12901
518-561-4999, 800-540-2273
Juliette Lynch, Coordinator

◆ Family Matters
Holy Ghost Elementary School
40 Marion Street
Tupper Lake, NY 12986
518-359-8167, 800-540-2273
Cindy Powers, Coordinator

◆ Families First, Inc.
Box 565
Elizabethtown, NY 12932
800-894-7504, 518-873-9544
Robin Nelson, Coordinator

◆ Families R Us Resource Center
24 Fourth Street
Malone, NY 12953
518-481-7281
Diana Grant, Coordinator

Cortland County

Cornell Cooperative Extension of Cortland County

60 Central Avenue
Cortland, NY 13045
607-753-5077

◆ Family Fun & Resource Center
29 Main Street
Cortland, NY 13045
607-753-1351
Nancy Faist Hart, Coordinator



- ◆ Culturally competent. As defined by the Child Welfare League of America, cultural competence is the ability of individuals and systems to respond respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faith or religions in a manner that recognizes, affirms and values the worth of individuals, families, tribes, and communities, and protects and preserves the dignity of each.



- ◆ Flexible schedule to work outside normal business hours.
- ◆ Passes background checks with any fees paid by agency.
- ◆ Health history approved (due to contact with children).

What services do FRCs provide?

All programs provide services, minimally 25 hours a week, including:

- ◆ Structured, curriculum-based, parenting education.
- ◆ Informal parenting education and support such as family support and child development activities.
- ◆ Caregiver-child interaction activities like drop-in playgroups and family outings.
- ◆ Information and referral, including sharing resource materials.
- ◆ Health related programs.
- ◆ Parent leadership development and peer support.



Additional strength based services and resources are provided based on the unique needs of the community. Services are offered by staff of the FRC and/or through other service providers. Optional services include, but are not limited to:

- ◆ Early childhood education.
- ◆ Early intervention services.
- ◆ Supervised visitation.
- ◆ Respite care.
- ◆ Family enrichment programs such as life skills, adult education and job readiness.
- ◆ Basic needs/resources like a food pantry or lending library.

In the context of child, family and community characteristics, culture and preferences, FRCs embrace the trend toward use of evidence-based and evidence-informed programs and practices, leading to measurable results for families.

What are some creative outreach approaches used by FRCs?

- ◆ Outreach activities are targeted to places where hard to reach families are typically located.
- ◆ Location and hours are established based on needs of the target population. Evening hours are important in light of working families.
- ◆ Linkages with providers typically serving the target population for referral purposes (i.e. mental health providers, domestic violence programs, social services districts, substance abuse programs).
- ◆ Offer services and resources that support high need populations (i.e. early childhood activities, fatherhood programs, GED programs).
- ◆ Provide transportation (particularly in rural areas), pending resources.
- ◆ Staff should be representative of culture/ethnicity/language of the community served.
- ◆ Provide or link with home visiting services which are more accessible for isolated families.
- ◆ Consider satellite sites in underserved areas to outstation needed services and/or host events.
- ◆ Hire an outreach coordinator to focus on reaching high need families.
- ◆ Provide tangible support to encourage participation from the hardest to reach families, such as meals, child care, clothing closets, etc.



What staffing levels and qualifications are recommended for FRCs?

Optimal staffing patterns, pending resources:

- ◆ 1 Program Coordinator for marketing, community assessments, outreach/linkages with other providers, community building, etc.
- ◆ 1 full-time staff member to focus on child development activities.



- ◆ 1 full-time staff member to focus on parenting activities.
- ◆ Volunteers/parent leaders to assist with outreach/engagement.
- ◆ Outreach coordinator.
- ◆ Data collection staff.

Optimal staffing qualifications, pending resources:

- ◆ Staff working with children should have a Child Development Associate (CDA) either when hired or begin to earn it within one year. Hiring agency provides resources to staff members working on their CDA.
- ◆ Staff working with parents should have a Family Development Credential (FDC) either when hired or begin to earn it within one year. Hiring agency provides resources to staff members working on their FDC.
- ◆ Staff may need additional certificates depending on model of parenting education provided.
- ◆ Bachelors degree preferred or 3 years of experience in early childhood and/or family systems background.
- ◆ Representative of language/ethnicity of community served.