



*When the Family Resource Center Association (FRCA) adopted the Standards of Quality for Family Strengthening and Support, one of the standards FRCA strives to practice at high quality is Evaluation. FRCA continuously looks at areas of program strength, as well as areas for further development, in order to guide quality improvement and achieve positive results for families.*

## The purpose of the evaluation report is to present information on:

Families, served by FRCA-member Family Resource Centers (FRCs) through the Colorado Family Resource Center Family Pathways Framework, including their demographic characteristics and services received; and, Family outcomes following Family Development Services, including gains in areas vital for well-being and protective factors that prevent child maltreatment.



## Conclusions

Over the course of the year\*, Member Centers provided 166,737 services to over 13,000 families, most frequently in the areas of basic needs and parenting. 33% of individuals served were children and, of those, almost half (46%) were ages five or younger. Families come equipped with many strengths, but barriers to economic security exist, this year exacerbated by COVID-19. 75% of families screened with at least one unmet need before COVID-19 that number increased to 92% during the pandemic onset. Notably, 2,989 families (23% of families served) received Family Development Services, which includes one-on-one relationship building, strengths-based assessment (Colorado Family Support Assessment 2.0, CFSA2.0) and goal-setting with a trained Family Development worker. Of these families, 61% had at least one follow-up CFSA 2.0 assessment recorded. \*July 1, 2019 - May 15, 2020

## Findings

## Results

In an average month, individuals received more services during COVID-19 than they did before COVID-19, with increases in service delivery rates ranging from 30% to 255% across service types.



Centers played an essential role in helping their communities in response to the COVID-19 pandemic that began to affect Colorado in earnest in March 2020.

Families had significantly higher scores, and significantly more families were above the prevention line in six domains, including cash savings, debt management, housing, food security, child education, and transportation. These changes were seen among all families.



Suggesting that Family Resource Centers provided resources and support to buffer families through the hardships of the global pandemic and corresponding shock-waves that communities experienced.

From baseline to the most recent follow-up, families significantly increased their scores on both subscales of the CFSA 2.0: Economic Self-Sufficiency and Health before and during COVID-19.



Suggesting that families are increasing economic self-sufficiency and improving health outcomes after receiving Family Development Services.