

#85

COMPLETE

**Collector:** Gimbel Foundat...nd Evaluation (Web Link)  
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Page 1

**Q1** Name of your organization.

Friendly Center, Inc.

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**Q2** Grant #

20150636

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**Q3** Grant Period

10/1/2015 to 9/30/2016

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**Q4** Location of your organization

City	Orange
State	CA

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**Q5** Name and Title of person completing evaluation.

Karen Tyson

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**Q6** Phone Number:

7147715300

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**Q7** Email address.

karen@friendlycenter.org

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Page 2: Key Outcomes and Results

**Q8** Total number of clients served through this grant funding:

142 clients completed first and second assessments during the grant period.

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**Q9** Describe the project's key outcomes and results based on the goals and objectives. Use the following format: State the Goal: State Objective 1: Describe the Activities, Results and Outcomes for Objective 1: State Objective 2 (if applicable): Describe the Activities, Results and Outcomes for Objective 2: State Objective 3 (if applicable): Describe the Activities, Results and Outcomes for Objective 3:

The goal of the project supported by the grant from S.L. Gimbel Foundation is to connect families at risk of domestic violence with wrap-around services, enabling them to acquire concrete support, social support and education, moving them out of danger and into safety and self-sufficiency. This was accomplished through our Family Support Specialist program which linked families in crisis to domestic violence intervention programs, emergency assistance, mental health counseling, parenting classes and other free services. The family's needs and strengths are assessed using the Family Development Matrix assessment tool. The family receives ongoing support from the Family Support Specialist who continues to work directly with the client through case management team (CMT), a multi-disciplinary group of professionals that ensures all available resources are provided. Based on the results of the assessment, a case plan is designed and the Family Support Specialist makes recommendations, referrals and follows up with the client to be sure that all necessary resources have been provided. A second FDM assessment is given at the end of the client's participation in the case management process. The results for the two indicators for domestic violence risk factors are shown below:

1st indicator - Domestic Violence/Family Conflict :

First assessment - 2 crisis level, 34 at-risk level, 47 safe level, 50 stable level, 9 n/a

Second assessment - 2 crisis level, 19 at-risk level, 55 safe level, 56 stable level, 10 n/a

2nd indicator - Emotional well-being/Sense of Life Value

First assessment - 11 crisis level, 64 at-risk level, 59 safe level, 6 stable level, 2 n/a

Second assessment - 5 crisis level, 31 at-risk level, 88 safe level, 16 stable level, 2 n/a

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**Q10** Please describe any challenges/obstacles the organization encountered (if any) in attaining goals & objectives.

It is always a challenge to keep families engaged and committed to the process of family strengthening. We have many families drop out of the program for various reasons in spite of the efforts of the Family Support Specialists to follow up and offer support. Families can easily become overwhelmed with relationship issues, parenting concerns, financial worries, giving up rather than putting in the time and effort to make changes.

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**Q11** How did you overcome and/or address the challenges and obstacles?

We addressed this challenge by following up with clients through e-mail and phone reminder calls as well as follow-up calls after receiving services. Families are encouraged to work on one area of need at a time to avoid being overwhelmed by the challenge of working on multiple issues. Once one issue was resolved, the family would choose the next issue to work on.

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**Q12** Describe any unintended positive outcomes as a result of the efforts supported by this grant.

Positive changes in the children's behavior was noted by several parents even when the issues being addressed were not specifically child behavior issues.

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**Q13** Briefly describe the impact this grant has had on the organization and community served.

Women make up a disproportionate number of Domestic violence victims and their children are often overlooked casualties of these incidents. Studies have established links between the children of DV victims with higher levels of fear, social withdrawal, low self-esteem, anger, hostility, difficulties in school and lower scores on verbal, motor and cognitive assessments. Helping the victims of domestic violence is a very important part of the work that Friendly Center has been doing for 92 years and thanks to the support of S. L. Gimbel Foundation, we are able to continue providing services to vulnerable members of the community who are experiencing or are at risk of experiencing domestic violence.

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### Page 3: Budget

**Q14** Please provide a budget expenditure report of the approved line items. Include a brief narrative on how the funds were used to fulfill grant objectives.

100% of the funds from the S. L. Gimbel Foundation were used for a bilingual Family Support Specialist, who works directly with families in crisis, providing case management, support and resources.

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### Page 4: Success Stories

**Q15** Please relate a success story:

In the fall of 2015, a client came into one of our sites and told the Family Support Specialist that she had recently separated from her spouse, an abusive drug addict who coerced her into taking drugs as well. She has three children between the ages of 2 and 10 and her children were often witnesses to the abuse she suffered from her husband. When she came to us, she had moved into a relative's home with her children, but was struggling financially and was being threatened by her husband who was extremely jealous and controlling.

The Family Support Specialist was able to connect her with one of our domestic violence intervention partners and she was enrolled in a Personal Empowerment program. She was connected with Narcotics Anonymous, mental health counseling, and a women's support group.

She and her children were adopted by one of our generous donors at Christmas and received food, toys and clothes for her children and gifts for their home. The client was persistent in her efforts to succeed and with ongoing support from the Family Support Specialist, she completed the Personal Empowerment program, is drug-free and finished her counseling sessions. As of March, 2016 she and her children were stable and moving forward to self-sufficiency.

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**Q16** Please relate a success story here:

In the spring of 2016 a 27 year old client came into one of sites. She was 5 months pregnant and had two children, a five-year-old and an eight month old. She was referred to our agency after a domestic violence incident where Child Protective Services were involved. After agreeing to participate in parenting classes, she told the Family Support Specialist (FSS) that she was open to receiving counseling and Personal Empowerment classes to help her struggles with domestic violence. The client was also in need of food, diapers and hygiene products which she was given by the FSS.

In spite of her willingness to pursue the case plan designed by the FSS, the client had many barriers to receiving services. She said that she did not know how to make phone calls to make appointments, and had never requested services from anyone. The FSS helped her make the phone calls, but the client still struggled to make the appointments. She had no transportation and had never taken a bus. The FSS provided her with bus passes, bus routes, directions, encouragement and reminders. She was given gift cards to help her with food, baby formula, diapers and hygiene items.

After 10 years of being isolated in an abusive relationship, the client is now taking the bus, getting to her appointments and receiving counseling from one of our partner domestic violence intervention agencies. She has received help with getting prenatal care for herself and immunizations for her children.

Because she had to move out of her abusive living situation, she needed housing for herself and her children. The FSS linked her with Victim Witness Compensation program, who is helping her with rental assistance. The FSS also was able to help her enroll her 5 year old in school by informing her of the McKinney Vento Homeless program for school children. The client has a long way to go, but she and her children are no longer living in an abusive situation and she is becoming a stronger and more stable mother for her children.

**Q17** Please relate a success story here:

**Respondent skipped this question**

Page 5: Organizational Information

**Q18** Which category best describes the organization. Please choose only one.

Other (please specify):  
Family Resource Center

**Q19** What is the organization's primary program area of interest?

**Children & Families**

**Q20** Percentage of clients served through grant in each ethnic group category. Total must equal 100%

African American	1
Asian/Pacific Islander	1
Caucasian	5
Hispanic Latino	91
Other	2

**Q21** Approximate percentage of clients served from grant funds in each age category.

Children Birth-05 years of age	9
Children ages 06-12 years of age	23
Youth ages 13-18	15
Young Adults (18-24)	8
Adults	43
Senior Citizens	2

S.L. Gimbel Foundation Fund

<b>Q22</b> Approximate percentage of clients served with disabilities from grant funds.	Other Disability	<b>100</b>
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<b>Q23</b> Approximate percentage of clients served in each economic group.	At/Below Poverty Level	<b>88</b>
	Homeless/Indigent	<b>2</b>
	Working Poor	<b>10</b>

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<b>Q24</b> Approximate percentage of clients served from grant funds in each population category.	Single Adults	<b>2</b>
	Families	<b>74</b>
	Single Parent Families	<b>11</b>
	Abused Women/Children	<b>9</b>
	Homeless/Indigent	<b>2</b>
	Elderly	<b>2</b>

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