FRRC’s Signature Events

Children & Youth Day 2015

- Family Resource & Referral Center sponsored the 26th Annual Children & Youth Day at Pixie Woods on May 16, 2015, with over 4,000 children and families in attendance.
- This free event is designed to increase community awareness of services and opportunities available for children, from infants through teens, and their families.
- This well-attended event features live entertainment, hands-on activities, parenting information, displays for all ages, and education and training opportunities provided by over 40 family-focused agencies and businesses serving San Joaquin County.

ABC Awards 2014

The Action on Behalf of Children (ABC) Awards are presented in special recognition to those who care about children in San Joaquin County. The recipients honored at the 27th Annual ABC Awards were:

Child Advocate: Joseph Chelli
Children’s Health: Bill Mitchell
Child Care Provider: Mary Helen Ayala
Media: Sass! Public Relations / Carrie Sass
Business: Iacopi, Lenz and Company
Non-Profit Organization: Case for Kids / Lori Souza
Agency/School: Local Child Care Planning Council / Preschool for All Sub-Committee
Kids Helping Kids: Summer Book Buddies Teen Volunteers / Stockton-SJC Public Library

Years of Service to Families & Children

Annual Report 2014-15
Family Resource & Referral Center provides child and youth development services that promote family well-being.

**Letter from the Executive Director**

Family Resource and Referral Center (FRRC) turned 35 years old during this fiscal year. Connecting parents to quality child care that meets the needs of the family remains at the core of FRRC’s mission. FRRC continues to play a vital role in San Joaquin County’s economic health. The $25.5 million in child care payments dispersed into the community by the organization enables parents to work while their children learn and local businesses to thrive.

Major accomplishments for the 2014-15 Fiscal Year included: integrating programs from the newly-merged Charterhouse Center for Families (CalWORK’s Employment Service and Home Visitation); launching the 211 San Joaquin Information and Referral Services; securing an Early Head Start Child Care Partnership Grant with Stanislaus County Office of Education; securing a California State Pre-School Contract and preparing to be an educational partner with Head Start San Joaquin.

On behalf of the Board of Directors and the organization, thank you to our community partners for continued collaborations that result in positive outcomes for the children and families we have mutually served for 35 years.

In partnership, Kay G. Ruhstaller

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### 2014-15 Board of Directors

<table>
<thead>
<tr>
<th>President</th>
<th>Member</th>
<th>Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tena Carr</td>
<td>Ann Johnston</td>
<td>Michele Marta</td>
</tr>
<tr>
<td>Lester Patrick</td>
<td>Dylan George</td>
<td>Rod Place</td>
</tr>
<tr>
<td>Sam Hatch</td>
<td>Eleassia Davis</td>
<td>Shani Richards</td>
</tr>
<tr>
<td>Eric Sotelo</td>
<td>Katherine Lind</td>
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</tbody>
</table>

Family Resource & Referral Center

509 W Weber Avenue, Suite 101, Stockton, CA 95203

209.948.1553  1.800.526.1555

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In August 2014, the California Public Utilities Commission approved FRRC to be the provider of 211 Information and Referral Services for San Joaquin County. Beginning April 1, 2015, residents have been able to connect quickly and effectively to existing health and human services programs in the community by dialing 2-1-1 for a live operator 24 hours a day, 365 days a year, with access to over 200 languages. The resources are also available online at 211sj.org. This free, confidential resource helps people seeking training, employment, food pantries, shelter, affordable housing options, health care, domestic violence counseling, child care, assistance with aging parents, and many other services.

- **Call count for April - June 2015: 1,550**

- **Compelling stories:**
  - A senior gentleman was looking for help with caring for his wife who could no longer walk, as well as with running errands and completing chores around the house. He was referred to the Senior & Elderly Services Program through Catholic Charities, the Interfaith Caregivers Program through St. Joseph’s Medical Center, and In-Home Supportive Services through SJC Human Services Agency. He stated that had 2-1-1 not been available to him, he would not have known about these programs.
  - A Spanish-speaking mother called with concerns about her 4-year-old son who was not very social when around other children and would stare at things without any reaction. She asked for help in getting an evaluation of his behavior and development. She was referred to FRRC’s Help Me Grow Call Center for developmental screening. A follow-up call determined that she was very pleased with the services she received. Her son’s behavior has improved, he is receiving speech therapy, and he is socializing better when around other children.
Podesto Teen Impact Center

Jordan Mitchell attended the Teen Impact Center all four years of high school and was accepted to UC Santa Barbara on a music scholarship. Using the Center’s recording studio to his advantage, he learned how to operate digital workstations for recording and editing music. Jordan learned how to work with microphones and proper mic placement when recording all types of instruments. With this knowledge, he was able to structure, compose and engineer his musical performance audition. Jordan has stayed in contact with Teen Center staff and has shared that his first year of college has been amazing!! The Center’s recording studio has been a valuable tool for many Stockton youth to find their passion and possible career path through music and digital media, steering them towards a better life filled with endless opportunities.

• 10, 561 youth visited/accessed the programs at the Teen Impact Center.

California State Preschool Program

After securing the contract from the California Department of Education, preparations began for an interactive preschool program for children ages three to five years. The program planning included preparing morning, afternoon, and full-day State Preschool programs in a safe, educational, and nurturing environment. FRRC secured a lease at 321 Barbados Circle, began preparations to license the facility, and the vision to create the Joan Richards Learning Village (JRLV) was underway. FRRC’s main goal for JRLV is to prepare children in the program for kindergarten, both socially and academically.

Early Head Start Child Care Partnership

The Stanislaus County Office of Education Early Head Start Program and Family Resource & Referral Center’s family child care home providers have partnered to provide free child care services for children six weeks of age to three years. The program provides free nutrition, education, health, disability, social, dental, and literacy services for the family, with additional support systems for children with disabilities. In order to participate in this program, parents have to meet Subsidized Child Care criteria, as well as Early Head Start criteria.

Financials

SUMMARY OF REVENUE & EXPENDITURES

For the Fiscal Year Ended June 30, 2015

REVENUE:

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue</th>
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<tbody>
<tr>
<td>Federal/State Funds</td>
<td>$27,952,632</td>
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<tr>
<td>San Joaquin County</td>
<td>$6,730,647</td>
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<tr>
<td>Parent Fees</td>
<td>$714,550</td>
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<tr>
<td>Private/Other</td>
<td>$350,360</td>
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<tr>
<td>Total Revenue</td>
<td>$35,747,989</td>
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EXPENDITURES:

<table>
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<tr>
<th>Category</th>
<th>Spend</th>
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<tbody>
<tr>
<td>Child Care Programs</td>
<td>$25,561,261</td>
</tr>
<tr>
<td>General &amp; Administrative Expenses</td>
<td>$1,293,287</td>
</tr>
<tr>
<td>Nutrition Services</td>
<td>$6,226,962</td>
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<tr>
<td>Center-Based/Head Start Programs</td>
<td>$544,695</td>
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<tr>
<td>First Five Programs</td>
<td>$1,511,258</td>
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<tr>
<td>Resource &amp; Referral/2-5-1</td>
<td>$454,097</td>
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<tr>
<td>Teen/Youth Services</td>
<td>$148,247</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$35,739,807</td>
</tr>
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</table>

Corporate, Foundation, Business & Community Supporters

99-Cent Stores
Ballonery, Inc.
Bank of Stockton
Best Buy
Balloonery, Inc.
California Water Service
Central United Methodist Church
Darrell L. Baumback
Dignity Health/St. Joseph’s Medical Center
Discount School Supply
Dohrman Insurance Agency
Elkhorn Golf & Country Club
Financial Center Credit Union
Grpoe Commercial Company
Head Waters Kayak Shop
Healing Touch Massage/Jai Turner
Health Plan of San Joaquin
Home Depot
Jacopi, Lenz & Company
In Shape Health Clubs
Interwest Insurance Services, Inc.
Judith Bathey Communications
Kulansky/Paul & Beth Miller
Lakeshore Learning Materials
Moss Adams LLP
Nena’s Mexican Restaurant
Neumiller & Beardslee
PetSmart Store #118
Pre-Sort Center of Stockton, Inc.
Raley’s
RTS Packaging LLC
Safeway Stores
San Joaquin Commission on the Status of Women
San Joaquin Delta College
San Joaquin County Worknet
SJC Human Services Agency
Southern Exposure
Stockton Perls
Stockton Thunder
Target Stores
University of the Pacific
Walmart Stores
Wells Fargo Bank

Donors

Mary Aubrey
Tena Carr
Joyce Fischer
Susan & Sam Hatch
Diane Krammer
Don & Susan Lenz
Michelle Marta
Erin Melton
Judy Murray
Oletha Mury
Veronica Naranjio
Frank Navalta
Leslie Reece
Shanti Richards
Larry & Kathleen Solari
Families who participate in the Subsidized Child Care Programs receive financial assistance with child care costs and are encouraged to choose the best quality child care setting for their child.

- 6,375 families received financial assistance.
- 11,356 children received child care through these programs.

The Family Child Care Home Education Network thrived in its efforts to enhance the learning experience for each child on the program. Staff made an extensive effort to enhance program protocol, revise procedures, and provide more individual time to support the providers - a local network of participating family child care homes. Immense efforts resulted in improved program compliance and positive collaboration with the provider group and the parents on the program. Appreciation is given to the Family Child Care Home Education Network Providers for their care and focus to provide a safe and quality experience for the children in their care.

**Subsidized Child Care**

**CalWORK's Employment Services**

- Two graduates from the Welfare-to-Work Vocational Training programs were hired by FRRC to work in a clerical capacity at one of the agency's office sites.
- The 2014-15 fiscal year programmatic audit was 100% error free with all verifications found.
- 660 clients are being served at all times, with about 144 returning clients per month.

**Home Visitation Initiative**

- 364 families were served through the Parents as Teachers, Child Wellness, and Raising a Reader Programs funded by First 5 San Joaquin.
- 52 parent education workshops were offered throughout the county with over 500 parents in attendance.

**Technology**

FRRC is proud of a technology team that continues to help propel the agency forward in implementing new and changing technologies that allow FRRC staff and clients to realize more effective support. Some significant projects accomplished include:

- Getting 2-1-1 San Joaquin operable and online
- Developing and implementing mobile support options to improve service capacity
- Start-up of FRRC's new Joan Richards Learning Village
- Start-up of FRRC's CalWORKS office site on Pershing Avenue

**Child and Adult Care Food Program**

The Child and Adult Care Food Program provided services and recruitment in the following counties:

- Amador
- Butte
- Calaveras
- Los Angeles
- Orange
- Placer
- Riverside
- Sacramento
- San Bernardino
- San Joaquin
- Stanislaus
- Yolo

- $5,290,444 in reimbursement payments were made to 882 child care providers for 3,378,356 meals and snacks served to 8,013 children in both Northern and Southern California.

Agency staff conducted 2,646 monitoring visits to child care sites, as well as provided technical assistance, mandated annual program training, and resources and nutrition education materials from numerous sources to all participants. Program managers have also been active members of the Child Care Food Program Roundtable - dedicated to improving the health and well-being of our nation's children - and serve on the group's Advisory Committee.

**Child Care Resource & Referral**

- Total child care referrals for 2014-2015: 2,343
- Community Resource Specialists presented 16 workshops and facilitated 32 workshops with guest presenters
- 1,883 providers, parents, educators, and community-based organization staff visited the Resource Center for assistance
- 10 child care licensing orientations were held at FRRC with staff from Community Care Licensing
- 68 family child care home providers were recruited for the First 5 Race to the Top Raising Quality! Program
- The Child Care Initiative Project (CCIP) focuses on infants and toddlers and provides educational activities, technical assistance, and ongoing support for individuals who are interested in becoming licensed family child care providers, as well as those with years of experience. 25 individuals were assisted in becoming licensed family child care providers and were provided over 57 hours of training

**Parent Voices**

Parent Voices is a parent-led organization fighting to make quality child care accessible and affordable to all families. Combining leadership development, advocacy, and community awareness, Parent Voices works to increase funding and improve access to child care through trainings, regular meetings, special events, the media, and participation in the political processes. Parents are a vital part in the planning and executing of everything that's done. There are 18 chapters statewide, and San Joaquin County's chapter has 35 current members.