

DRAFT FIRST 5 BUTTE COUNTY FAMILY CENTERS

EXECUTIVE SUMMARY

First 5 Butte County Family Centers Operating Overview

First 5 Butte County has established an intentionally designed, countywide system of Family Resource Centers, referred to as Family Centers, to ensure that families with young children have equitable access to high-quality, evidence-based family strengthening and child abuse prevention services regardless of where they live or which provider they engage.

Purpose and Approach

The Family Center system functions as a primary prevention strategy for child abuse and neglect, grounded in research demonstrating that strengthening protective factors, reducing caregiver stress, and promoting safe, stable, and nurturing relationships are among the most effective ways to prevent maltreatment before it occurs. The system is rooted in nationally recognized frameworks, including the Strengthening Families Protective Factors Framework™ and the Healthy Outcomes of Positive Experiences™ Framework, and reflects best practices in trauma-informed, relationship-based prevention.

A Professional Field of Practice

Family Strengthening is a defined professional discipline requiring specialized training, supervision, and ongoing quality improvement. Family Center staff are trained in evidence-based and evidence-informed models, ethical family engagement, trauma-informed care, reflective supervision, and coordinated systems of care. Services are delivered intentionally, with fidelity to program models and responsiveness to the cultural strengths and needs of families.

A System, Not a Collection of Programs

The Family Center Network operates as a franchise-style system supported by shared standards, branding, data infrastructure, and accountability. While partner agencies retain their organizational identity and community connections, families experience consistent quality, values, and evidence-based practice across all Family Centers. From a family's perspective, the Network functions as one coordinated system.

Data-Driven and Accountable

Data informs all aspects of Family Center operations. Using a shared data system and a Results-Based Accountability™ (RBA) approach, partners, and First 5 Butte County plan services, monitor quality, assess outcomes, and continuously improve practice. Quantitative performance data is integrated with caregiver voice and satisfaction feedback to ensure services remain effective, equitable, and responsive.

Shared Responsibility and Stewardship

First 5 Butte County serves as the funder, convener, and backbone organization, providing system leadership, data infrastructure, training, and funding coordination. Partner agencies bring deep community relationships, professional expertise, and service delivery capacity. Together, the Network shares talent, resources, and accountability to ensure that public and philanthropic investments translate into meaningful, measurable outcomes for children and families.

INTRODUCTION AND OVERVIEW

For young children and families to thrive, communities need a strong family strengthening and caregiver support system grounded in a whole child/whole family framework that centers on families' goals, promotes self-determination, and builds confidence. The system must be universally accessible, offering support to all families while recognizing and responding to diverse strengths, needs, and experiences. The First 5 Butte County Children and Families Commission engages with community agencies that share a commitment to scaling a family strengthening system rooted in the [Strengthening Families Protective Factors Framework™](#) (Center for the Study of Social Policy) and the [Healthy Outcomes From Positive Experiences Framework™](#) (Tufts Medical Center). Collectively, this system functions as a primary prevention strategy for child abuse and neglect, grounded in research demonstrating that strengthening protective factors, reducing caregiver stress, and promoting safe, stable, and nurturing relationships are among the most effective ways to prevent maltreatment before it occurs.

As a leader and funder of early childhood and family strengthening for over 25 years, First 5 Butte County asserts that ensuring effective, high-quality family strengthening and child abuse prevention services in all communities requires an intentionally designed system of Family Resource Centers, referred to as Family Centers. This system-based, franchise-style model supports consistency, quality, and equitable access while allowing for responsiveness to local community needs. Building and sustaining this system requires significant time, coordination, and resources, and all shareholders are expected to actively use and continuously build their skills, assets, and agency capacity to strengthen and sustain the system over time.

Field of Practice

The Family Strengthening field of practice is supported by a well-established body of frameworks, evidence-based models, and structured curricula that collectively define it as a professional expertise requiring specialized training, supervision, and ongoing professional development. These frameworks provide a shared language, competencies, and standards that guide practice across Family Centers, home visiting, early childhood, and prevention systems. At the core is the Strengthening Families Protective Factors Framework™, a nationally recognized framework that identifies core protective factors that families need to thrive. Another central framework is [Adverse Childhood Experiences](#) and [Trauma Informed Care](#), supported by the Healthy Outcomes of Positive Experiences™. These models require staff to understand the neurobiological impacts of trauma, apply principles of safety, trust, choice, collaboration, and empowerment, and avoid traumatization.

Family Strengthening expertise is further defined through evidence-based and data informed parenting and caregiver education curricula that requires certification or formal training. Examples include [Healthy Families America™](#), [Triple P- Positive Parenting Program®](#), [Make Parenting a Pleasure®](#), and [Parent Cafe®](#). These curricula have structured content, fidelity requirements, and outcome measures, and practitioners must be trained to deliver them effectively and adapt them appropriately for diverse populations.

Family Centers utilize quality metrics such as the [Standards of Quality for Family Strengthening and Support](#), articulate core competencies including [Zero to Three™](#) Infant and Toddler Core Competencies, [Brazleton Touchpoints™](#), strengths-based practices, voluntary participation, cultural responsiveness, peer leadership, and community-based prevention. Staff are trained in motivational interviewing, reflective practice, ethical family engagement, mandated child abuse reporting within a prevention context, and coordinated care systems- competencies that distinguish family strengthening as a professional discipline rather than an informal service.

The Family Strengthening field of practice is a prevention-oriented approach that focuses on building protective factors and capacities of families so that children are safe, healthy, and able to thrive. Rather than responding only after harm occurs, family strengthening emphasizes early and voluntary supports that reduce stressors, increase resilience, and promote positive parent-child relationships. The field is grounded in research demonstrating that strong social connections, knowledge of parenting and child development, concrete supports in times of need, parental resilience, and the social and emotional competence of children are key conditions for preventing child abuse and neglect. Effective family strengthening and child abuse prevention work requires more than goodwill or general social service experience. Without mastery of evidence-based frameworks, ethical engagement practices, trauma-informed approaches, and reflective supervision, services risk being ineffective or unintentionally harmful. For this reason, Family Centers operate within a defined professional field of practice with clear competencies, training requirements, and expectations for continuous learning and quality improvement.

Family Center Brand

First 5 Butte County has developed a branded Family Center strategy, like a franchise model, where families can experience predictable and high-quality services regardless of where they reside or with which Family Center they are engaged.

The Family Center model maintains the unique flair of partner agencies and communities, while offering standardized and evidence-based programming and services across the system. With all partners participating as members in an integrated Network, families can engage in programming and services anywhere in the county and be confident that they are interacting with providers who have the required knowledge, experience, and education, and who are specifically trained to provide family strengthening support.

All partners who receive funds will be expected to maintain the visual brand, including using the First 5 Butte County logo and Family Center logo for all signage, materials, collateral and documents. Partners will be expected to uphold standards of quality in their outreach design and will be provided with technical assistance as needed from First 5 staff.

Network of Family Centers

First 5 Butte County serves as the funder, convener, and backbone organization of the Butte County Network of Family Centers, of which each contracted Family Center is a participating member. While individual agencies hold separate contracts and employ their own staff, all Network partners share responsibility for serving families countywide, regardless of a family's primary or physical Center of participation. From a family's perspective, the Network functions as a **single, coordinated system**, not a collection of individual agencies. Families can expect consistent quality, shared values, and evidence-based practices regardless of which Family Center they access, where they live, or which partner agency employs the staff delivering services.

To maximize resources and ensure equitable access to services, partners may be asked to share staff expertise and capacity, collaborate across agencies, and provide services to families who do not attend their own physical location. The Network functions to standardize practices and partnerships, share knowledge and expertise, enhance, and develop programming, coordinate training, and establish shared policies and procedures. Network members meet at least monthly, with additional meetings as needed during periods of transition. The Network also participates in the [California Family Resource Association](#) (CFRA), which provides technical assistance, capacity building, policy advocacy, and peer learning opportunities with Family Resource Center professionals statewide.

OPERATION SPECIFICATIONS

Family Center Model Overview

Family Center programming is intentionally designed, implemented, and continuously refined using data, caregiver feedback, and evidence-based frameworks to strengthen the caregiver–child relationship and promote protective factors known to prevent child abuse and neglect. Family Center programming is comprised of four core service areas: **Caregiver Education; Early Learning and Literacy; Early Relational Health; and Family Navigation & Care Coordination**, delivered through a variety of programs, services and events for families. Family Center services and activities are provided at the Family Center, telephonically and through home visiting, and all services aim to strengthen the bond between caregiver and children, improve families’ lives and build community. Based on the availability of space, funds and partner capacity, Family Centers may expand their offerings to include programming for caregivers and their elementary school age or older children. Older siblings and extended family are invited to participate in early childhood programming when safe and appropriate. All Family Center programming is intentionally designed and implemented to strengthen the caregiver–child bond and promote healthy attachment, caregiver attunement, and children’s social and emotional competence.

Family Centers provide a safe and supportive learning environment that emphasizes quality interactions and experiences while uplifting caregiver contributions and voice. Family Centers work collaboratively with community partners and families in a mutually respectful partnership to provide learning opportunities that are relevant and responsive to the diverse cultural needs and interests of the community. Respect for the beliefs, values, traditions and culture of families includes recognizing caregivers as experts in their children. Feedback from families is actively solicited, valued, and used to improve program quality and family satisfaction. Families are invited to participate in periodic satisfaction surveys and may provide confidential feedback or suggestions at any time. Family Centers are uniquely positioned to adapt and be responsive to the emerging needs of the community.

Population to Engage

Family Center services are voluntary and offered free of charge to any pregnant or parenting caregiver actively raising a child prenatal to five years old who resides in Butte County, with emphasis on families who may be experiencing stress, poverty, isolation, effects of trauma, or limited access to resources. Other family members, friends and caregivers that play a role in a child’s life are encouraged to attend and participate as appropriate. After a solid foundation of early childhood programming is established, and based on the availability of

space, funds and partner capacity, programming may be expanded to include caregivers with their older children. Caregiver Education, Family Navigation and Special Events may be provided to be inclusive of caregivers with children of all ages.

Facilities

The physical location is a critical component of inclusive and welcoming Family Center services. Partners will consult with First 5 Butte County staff to ensure that the facility meets the following qualifications, including but not limited to:

- ADA compliant
- Well-maintained, safe and welcoming environment, including trauma-informed and inclusive furnishing, décor, etc.
- Developmentally appropriate furnishing, toys and educational materials
- Furniture and equipment to provide refreshments, groups, special events, private consultation, child-watch, concrete supports, technology access, and, when appropriate, itinerant workspace for partners.
- Accessible for daytime, evening and weekend programming

Family Center partners will cooperate with First 5 Butte County to address facility needs and maintain an inventory of contents. As applicable, the contents of the Family Center remain the property of First 5 Butte County.

CORE SERVICES AND PROGRAMMING

Family Centers shall provide a coordinated continuum of evidence-based family strengthening and child abuse prevention services throughout Butte County through multiple service delivery methods, including in-person services at Family Center locations, home visiting, and Help Me Grow Butte services provided in person, through home visits, and telephonically. Services are planned with intentionality to promote protective factors, strengthen caregiver–child attachment, and respond to family-identified needs. Family Centers are required to implement a minimum number of program hours and services across the Core Service Areas. The specific number, type and service delivery strategy in each Core Service Area will be based on staffing, budget, target population, facility capacity, and will be established during contract negotiations. These requirements will be tracked as performance measures throughout the term of the contract.

Participation in the Family Center Network requires partner agencies to have, or be prepared to build, internal infrastructure that supports high-quality implementation, including reflective supervision, staff training and development, fidelity monitoring, data management, and compliance with evidence-based models and contract requirements. The Operating Plan serves as a shared planning and management tool for Family Center and First 5 Butte County staff. The Operating Plan documents roles and responsibilities, programming objectives and goals, key activities and timelines for the quarter, anticipated use of programming funds and other resources, data collection and reporting requirements, and risk management planning. All programming and services shall be reflected in the Operating Plan, and staff activities and program expenditures shall align with the approved plan. Family Centers will use the Operating Plan to develop and maintain a program activity calendar hosted on the First 5 Butte County website.

Caregiver Education

Caregiver education programming aligns with the Strengthening Families Protective Factors Framework™ and may address a wide variety of topics relevant for pregnant and parenting individuals. Topics include but are not limited to: parenting, early childhood development, child health and nutrition, child safety, mental health and wellness, prenatal/postpartum education, child advocacy, child abuse prevention, and community/civic engagement. Learning and peer support opportunities for parenting/caregiving adults include workshops, evidence-based classes and series, and peer support groups designed to be informative, interactive, reflective, and fun. Classes and workshops shall be offered at Family Centers and require a well-supported curriculum with identified goals and outcomes that can be evaluated and incorporate different adult learning styles, family beliefs, values, and customs.

First 5 Butte County supports the Family Centers in developing the capacity to offer evidence-based caregiver support and programming by funding and coordinating the purchase of materials, curriculum, staff training, and supporting evaluation and fidelity requirements to include data collection and analysis. All evidence-based programming should be defined as an Evidence Based Practice on the [California Evidence Based Clearinghouse for Child Welfare](#), or established as a Community Defined Evidence Based Practice. Family Centers partners are encouraged to work together across the Network to provide and share staff who are subject matter practitioners as class instructors or group leaders.

Early Learning & Literacy

Early Learning and Literacy programming for children and their caregivers are offered as playgroups or delivered through home visiting and are designed to support young children's development while also engaging caregivers. They promote early childhood development through structured play, songs, stories, and hands-on activities, and children can practice problem-solving, communication and cooperation. Early Learning and Literacy opportunities model strategies for caregivers to read, sing and talk with children, and groups provide an opportunity for caregivers to connect with one another, reducing isolation and building community. Family Centers may develop their own curriculum and lessons plans, and they may purchase curriculum kits and sets to support quality programming.

Early Relational Health

Early Relational Health programming for children and their caregivers are offered as playgroups or delivered through home visiting, and are designed to be a welcoming, relationship-focused experience where infants, young children, and their caregivers build connection, confidence, and emotional security through everyday interactions. Early Relational Health opportunities model and support responsive caregiving and are designed to emphasize serve-and-return moments. Caregivers are encouraged to observe and respond to their child's cues, and groups provide opportunities to connect with other caregivers and build social support, while staff normalize child behavior and offer strengths-based guidance.

Family Navigation and Care Coordination

Navigation and care coordination services support families in accessing resources and services through in-person assistance at the Family Center, home visiting, and telephone-based support through Help Me Grow and [Mothers Strong](#). Services include Ages and Stages Questionnaire developmental screenings (ASQ3, ASQ SE 2), Edinburgh Postnatal Depression Screener (EDPS), access to books and educational materials, individual consultation, and eligibility screening and application assistance to inform and facilitate

connections to community resources. Referrals address common family-identified needs such as food, housing, clothing, health care, mental health care, early intervention, childcare, preschool, and immigration supports. For families who meet eligibility criteria and require more intensive or longer-term support, care coordination may be delivered through an approved evidence-based home visiting model, with services provided in the home and/or at the Family Center based on caregiver preference. Family Centers also provide Diaper Bank services and are encouraged to offer additional on-site concrete supports, such as food, infant care and hygiene supplies, home safety items, and clothing.

Community Events

Community events, holiday celebrations, festivals, and gatherings support positive childhood experiences and build protective factors for families by strengthening social connections among the Family Center staff, families, and community. Family Centers plan and host several events each year for the purpose of celebrating cultural holidays and events, acknowledging important annual milestones and promoting healthy celebrations.

FAMILY CENTER STAFF

Family Center staff are both generalists and specialists. They aim to be proficient in the knowledge and skills necessary to operate a family resource center and uphold the family support principles in an early childhood context. Family Centers employ diverse staff who share the language and cultural identities of the community. Staffing may include a mix of full-time and part-time staff that fall into two basic classifications: Supervisor/Coordinator and Program/Teaching staff. Full Time Equivalent (FTE) requirements will vary depending on the programmatic goals of the Family Center and will be established during contract negotiations. As appropriate, Family Centers may combine roles and duties within the same staff position. While the partner agency job titles may differ, the following are examples of the types of education, experience, roles and responsibilities expected for Family Center staff positions. Partners may also assign .1FTE or less to an agency leader for the purpose of staff supervision and support as well as contract and fiscal oversight. Family Center partners will develop or utilize agency job descriptions and pay scales to meet the qualifications and align with their unique personnel structures.

Family Center Supervisor/ Coordinator

Center Supervisor qualifications – BA degree in a social service-related field or equivalent; early childhood expertise and experience preferred; Center Supervisor/Coordinator will have at least 1 year of management or supervisory experience. This position requires an effective supervisor to coordinate the Family Center and oversee the Center’s day-to-day operations, including program planning and implementation, staff supervision and development, interfacing with the community, evaluation and data entry, direct service provision (as applicable), maintaining program quality and facility management. The Family Center Supervisor/Coordinator does their work in collaboration with families, other Family Centers, First 5 Butte County, community partners, and their agency to develop and maintain the Center’s capacity to meet the expectations outlined in the contract while maintaining the integrity of the program.

Family Support Specialist

Family Support Specialist qualifications- BA or AA in social services or early childhood education, related work and lived experience. The Family Support Specialist (FSS) helps families successfully navigate systems and access community resources and services

available to them. The FSS also provides oversight of the Center’s universal developmental screening efforts including Help Me Grow Butte and facilitates evidence-based caregiver education. This position maintains key relationships with organizations and service providers throughout the County by participating in community collaborative efforts that address a variety of issues relevant to families with young children. This position requires extensive knowledge of community resources, initial and ongoing training in a wide range of topic areas. The FSS works in collaboration with other Family Center staff and may have cross-over duties with the Early Childhood Educators.

Early Childhood Educators

Program/Teaching Staff qualifications - BA or AA in early childhood education or equivalent that includes a minimum of 12 Early Childhood Education units, related work experience, early childhood specialized training and/or certifications, teaching or group facilitation experience. Staff in this category are responsible for most of the Family Center programming to include lesson planning, teaching and/or facilitating groups, soliciting feedback, and administering evaluation tools. Early Childhood Educator works in collaboration with other Family Center staff and may have cross-over duties with the Family Support Specialist.

FIRST 5 BUTTE COUNTY AND FAMILY CENTER PARTNER RELATIONSHIP

First 5 Butte County Responsibilities

First 5 Butte County staff support Family Center partners to achieve high-quality implementation of the Family Center service delivery model by collecting meaningful data, coordinating blended funding, providing frequent training and professional development opportunities, and advocating for Family Centers as key community partners for a wide variety of opportunities and initiatives that support families.

First 5 Butte County funds and maintains the customized data system and evaluation tools. User seats in the data system are assigned as appropriate to partner staff for required data uses, including participant registration and management, performance reporting, invoicing, and document submission. Licensed user seats have a total cost to the Commission of \$7500 each and are provided on an as-needed basis. All partner agencies are required to sign a Business Associate Agreement and a User Agreement, and individually attest to accuracy and security of data.

First 5 Butte County applies for grants and leverages local, state, federal, and other funding to support and sustain the Family Center Network and utilizes diversified funding to supplement declining Prop 10 tobacco tax funds that pay for Family Center partner contracts and serves as the lead agency on all awards. Examples of secured funding includes philanthropy, CA Department of Health Care Services, Medi-Cal Managed Care, Child Abuse Prevention and other state and federal funds. First 5 Butte County staff provide training and guidance about funding eligibility requirements, and Family Center partners provide the programming and accurate programmatic and fiscal data to ensure First 5 Butte County is eligible to submit for reimbursement on all awarded funds. Funding sources and contract requirements may change over time.

Family Center Partner Responsibilities

Family Center partners have a strong working relationship with First 5 Butte County. This includes maintaining prompt and regular communication with First 5 Butte County staff, attending appropriate Network and contract meetings, ensuring staff and program

accountability to contract requirements, volunteering to lead tasks to advance the Network, participating in specialized training, responding to First 5 Butte County requests for information and seeking out guidance and/or assistance when needed. All staff and volunteers conduct services according to professional standards including, but not limited to:

Family Centered Practice

Treat families with dignity, respect and cultural humility, and recognize families as experts in their own lives. Use approaches that build on family strengths and promote protective factors. Recognize the impact of trauma and avoid re-traumatization in service delivery.

Confidentiality, Ethics and Safety

Protect family information, follow applicable privacy laws and ethical guidelines, use informed consent. Understand and follow child abuse and neglect reporting laws and safety protocols. Develop and implement policies for staff and family safety.

Professional Boundaries

Maintain appropriate, respectful boundaries with participants always. Communicate clearly and respectfully with families and partners. Promote reasonable workloads, secondary trauma awareness and a supportive work environment. Address staff performance issues fairly, consistently, and in alignment with agency policies.

Reliability and Accountability

Arrive on time, meet due dates, follow through on commitments, and communicate proactively. Complete timely, objective, accurate and compliant data entry, screenings, referrals and reports. Deliver evidence-based models with fidelity, while remaining family-centered.

Continuous Learning and Support

Participate in trainings, supervision and professional development. Provide regular, [reflective and trauma informed supervision](#) to staff. Monitor service quality, documentation and fidelity to program models and contracts, and foster a culture of continuous quality improvement and growth mindset.

Safety

Adhere to all federal, state, and local laws and regulations, early childhood industry standards, and best practices to protect families and staff. Ensure the Family Center site is maintained and free from hazards that can be harmful to staff and families by conducting frequent inspections.

DATA COLLECTION

Family Center Data

Data collection is a core component of Family Center practice and is used to guide service planning, strengthen quality, ensure accountability, and continuously improve how services support caregivers and children. Data is not collected for compliance alone, but to inform intentional decision-making at the staff, program, partner, and system levels. Family Center staff will utilize the Commission's data system to register and enroll families and document engagement. Registration materials are produced by First 5 Butte County and standardized across all Family Centers to minimize the burden for families.

The Commission relies on a comprehensive data technology strategy to ensure data is collected, integrated, reported and used to measure productivity, effectiveness, and engagement. Partners exclusively input and store family information in the First 5 Butte County Apricot 360 system, including creating Participant Profiles, taking class Attendance, recording Assistance Activity Logs, collecting evaluation, survey, and family satisfaction information, and managing referrals and concrete supports. Partner staff will be provided with a user seat with permissions and access relevant to their role. Other technology strategies may be incorporated to meet the specific needs of a program or initiative.

Apricot 360

Apricot 360 is a cloud-based data management and reporting system designed to help First 5 Butte County efficiently collect, organize, analyze, and report on participant and program information. It supports case management workflows by allowing staff to track services, outcomes, and referrals over time, while also offering flexible form-building tools that can be tailored to specific program needs. Apricot 360 enables centralized data entry and retrieval across Family Center partners, improves data consistency through configurable validation and required fields, and provides reporting dashboards that helps the partners and First 5 Butte County monitor performance, meet grant requirements, and make data-informed decisions.

Apricot 360 is built to support strong confidential information protection and system security, aligning with common industry expectations for safeguarding sensitive client data. Apricot 360 is compliant with the following certifications: HIPPA, SOC 2 FERPA, HUD Domestic Violence Standards, HMIS and FedRAMP. The platform incorporates secure user authentication, role-based access controls, and permission settings so that staff can only view or edit information appropriate to their job responsibilities. Data transmission is protected using encryption methods, and the system is designed to support audit logs and activity tracking to help administrators monitor access and changes. In addition, Apricot 360's hosted infrastructure includes security measures intended to protect against unauthorized access, data loss, or service disruption, helping organizations meet privacy obligations and maintain trust when managing confidential client records.

First 5 Butte County staff work with data experts to create integrations and process enhancements to continuously improve the functionality and ease-of-use of the system for the purpose of increasing data quality and minimizing partner staff time spent on data entry. Partners should dedicate sufficient time to data input and have internal systems in place to ensure data entry timeliness and accuracy.

EVALUATION

First 5 Butte County uses a [Results-Based Accountability™](#) (RBA) approach to guide planning, funding, implementation, and continuous improvement across the Family Center system. Through this approach, First 5 Butte County and Family Center partners use data to understand not only how many families are served, but how services contribute to reduced stress, strengthened relationships, increased protective factors, and improved conditions for preventing child abuse and neglect. RBA ensures that programs and services remain focused on the results that matter most to children,

caregivers, and communities, while using data in a practical, learning-oriented way to strengthen quality and equity over time.

Program, Service, and Grantee Performance Metrics

Family Center partners collect data that reflects both the reach and quality of services. Metrics may include but are not limited to numbers of caregivers and children served; demographics and geographic reach; service dosage and engagement; timeliness of support; and progress toward identified outcomes aligned with the contract milestones and Family Center Operating Plan.

Grantee performance metrics are reviewed regularly to assess whether services are being delivered as intended, reaching priority populations, and contributing to desired outcomes. Data is used collaboratively with partners to identify strengths, address gaps, and inform technical assistance, capacity building, and system-level improvements across the Family Center network.

Caregiver Voice, Satisfaction, and Experience

Caregiver voice is a critical component of First 5 Butte County's RBA approach. Caregiver satisfaction and experience data is collected through automated surveys and other feedback tools to understand how families experience services, whether they feel respected and supported, and whether services are responsive to their goals, cultures, and needs. Caregiver feedback is used alongside quantitative performance data to guide program improvements, ensure services are family-centered and trauma-informed, and strengthen trust and accountability between Family Centers and the communities they serve.

Evidence-Based Models and Evaluation Tools

When Family Centers implement evidence-based or evidence-informed models, partners are expected to use approved evaluation tools associated with those models to monitor fidelity and outcomes. This may include standardized assessments, pre- and post-measures, and other validated tools required by the model developer. First 5 Butte County uses these evaluation findings, in combination with RBA performance data and caregiver feedback, to understand what is working, for whom, and under what conditions. This integrated approach supports continuous quality improvement, informed decision-making, and responsible stewardship of public funds while strengthening the overall Family Center system.

CONCLUSION

The Family Center system is designed to ensure that public and philanthropic investments translate into consistent, high-quality, evidence-based prevention services for families. By sharing talent, resources, data, and accountability across partners, the Network ensures that families receive meaningful support regardless of vendor, location, or entry point into the system.

RESEARCH AND RESOURCES

[Early Relational Health: Building Foundations for Child, Family, and Community Well-Being](#) National Academy of Sciences, October 2025.

[Returns on Investment of a Family Resource Center to the Child Welfare System](#) Family Justice Journal, Winter 2025.

[A Longitudinal Analysis of a Rural Family Resource Center and the Cost Benefits to the County-Based Welfare System](#) Family Justice Journal, Summer 2025, pp 12.

The Senate Labor, Health, and Human Services (LHHS) Appropriations Committee has officially included language supporting FRCs in its Fiscal Year 2026 Committee Report, reflecting growing federal recognition of the value of localized, family-centered support systems. 📄 The full report is available [here](#), with the FRC language found on page 216. “The Committee recognizes that Family Resource Centers provide direct assistance to families... The Committee supports States that choose to use a portion of their SSBG funding to support services and programs at school and community-based Family Resource Centers...”

[Parent Stress Is a Serious Public Health Concern](#) Psychology Today, September 6, 2024.

[Strengths and Limitations of Home Visiting to Prevent Child Maltreatment by Teen Parents](#), University of Chicago, 2023.

[Family Resource Centers: The Value to Our Community](#) One More Child, December 2022.

[Home Visiting Models: Reviewing Evidence of Effectiveness](#) HOMVEE 2019.



Family Centers

Place based caregiver support.

Developmental screening & resource linkages

Case Management & Connection to resources

Mothers Strong: Maternal Mental Health resources



Help Me Grow Butte
Brief intervention and care coordination

Caregiver Education & Support

Community Celebrations

The Village: Home Visiting referrals



Early Care & Education

Home Visiting, Infant & Early Childhood Mental Health, Early Relational Health