

**FRC WORK PLAN January 1st, 2025 to December 31st, 2025**

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| **FRC Name:** | **Agency:** |

**Person submitting the workplan:**  **Initial Submission Date:**

Please use this worksheet to review the required elements and to provide details on programs, services, and activities that will be delivered within the community. Outline goals /activities, action steps, estimated timeline and outcome measures on the worksheet below.

*Guidance for completing your work plan:*

1. Work as a Team with your PM, PD, and Supervisor. Involve other people in your organization familiar with workplans.
2. Make additions as you see necessary to fully describe your plan.
3. Insert rows as you see necessary to identify all goals / activities.
4. **Please do not duplicate goals and/or activities in multiple sections (e.g., do not identify the same activity under both mutual self-help groups and life skills workshops).**
5. **All plans should address food, childcare, and transportation when appropriate.**

**Consider the protective factors framework:** parental resiliency, social connections, concrete supports in time of need, parenting and child development and social emotional competency in children/youth as you develop your goals.

**Network average:** It is the network 3-year average (2021, 2022, 2023) for selected indicators.

**Budgets and Financial Reports follow the Fiscal Year timetable.**

Please submit your completed CY25 Workplan by **March 3, 2025**.

**Reporting Schedule**

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|  | **Period Covered**  | **Reporting Submission Deadline**  |
| **Q1** | **January 1st – March 30th 2025** | **April 30th, 2025** |
|  | **CSM Feedback to FRC by**  | **May 30th, 2025** |
|  | **FY26 12-month Budget**  | **May 30th, 2025** |
| **Q2**  | **April 1 – June 30th 2025** | **July 31st**, **2025** |
|  | **FY25 Financial Report July1, 2024 -June 30, 2025**  | **August 29th**, **2025** |
|  | **CSM Feedback to FRC by** | **August 29th, 2025** |
| **Q3** | **July 1st – September 30th 2025** | **October 31st, 2025** |
|  | **CSM Feedback to FRC by**  | **November 28th, 2025** |
| **Q4 - Final** | **October 1st – December 31st, 2025 Workplan Final Report**  | **January 30th, 2026** |
|  | **CSM Feedback to FRC by**  | **February 27th, 2026** |

**Initial Submission Signature**

CY25 Workplan

FRC Program Director Signature PD Supervisor Signature

Community Support Manager:

DCF/FRC Network Program Manager

**Final Report Signature**

CY25 Workplan

FRC Program Director Signature PD Supervisor Signature

Community Support Manager:

DCF/FRC Network Program Manager

**Quarterly Report Summary Guidance. Please respond to the following questions when completing your quarterly report**

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| **Q1**Due April 30, 2025 Overview Challenges Successes Adjustments for next quarter  | **Q1 Data:**Include your data on the indicators for each section.  |

**EMBRACING DIVERSITY**

**DEI System Improvement Practice: Program engages in ongoing reflection and adaptation to advance diversity equity and inclusion within the organization and FRC. Program reviews the National Family Support Network, Embracing Diversity Standards.[[1]](#footnote-2)**

**and identify measures to accomplish in CY25.**

**National Family Support Network Standards of Quality for Family Strengthening & Support**

[ec0538\_2c96cbb636ed4374adfe2eb5accfb4ac.pdf (nationalfamilysupportnetwork.org)](https://www.nationalfamilysupportnetwork.org/_files/ugd/ec0538_2c96cbb636ed4374adfe2eb5accfb4ac.pdf) **(pg. 26-31)**

**Office of Minority Health Resources**

[**Home Page - Office of Minority Health (OMH)**](https://minorityhealth.hhs.gov/)

**When developing activities for CY25 workplan please integrate these standards in your programming**

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| **Goal/Target Audience:** |
| **Supervisor:** |
| **Person responsible for completing the activity name and title:**  |
| **Activity Name** | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| **Review NFSN Embracing Diversity Standards**  | Program Manager and Director Review the Embracing Diversity Standards  | **XX** | Completed Review (date)  |

**Consider the following standards as you develop you workplan goals and objectives**

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| **Standard 1. Program acknowledges and respects the diversity of families, including their cultural traditions, languages, values, socio-economic status, family structures, sexual orientation, religion, individual abilities, and other aspects** |

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| **Standard 2. Program enhances the ability of families and staff to participate in a diverse society and to navigate the dynamics of difference** |

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| **Standard 3. Program engages in ongoing learning and adaptation of its practices to address diversity** |

### I OUTREACH AND ENGAGEMENT ACTIVITIES

**Goal:** To effectively outreach, provide information about programs and services through a variety of methods and outlets to all families with children prenatal/birth – eighteen years old. Please include plans to expand efforts to reach new, minority or “hard to reach” populations in your community. Describe virtual and in person activities. Currently the CRM does not have a specific measure for outreach activities. Your site will need to create a process to gather this information.

**1.1 Outreach and Families Engagement [[2]](#footnote-3)**

**How is your site conducting outreach to youth and families? Include efforts to reach diverse communities in your area.**

**1.2a. Total New Families served yearly: Network Average: 405 new families served yearly**

* This data point can be found in Tableau in the Monthly Report. It is the first data point on the Tableau Monthly Report called “*Unduplicated Number of New Families…*”. You can filter for the year and months to include the correct months for the quarter. Do not manually add the months together, Tableau will calculate the Unduplicated Grand Total for that time period for you.

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| **Program Baseline 2024:**  |
| **Goal/Target Audience:**  |
| **DEI objectives:** |
| **Supervisor:**  |
| **Person responsible for completing the activity, name, and title: All staff**  |
| **Activity Name**(Virtual or in Person) | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal?Manual Count  |
| Engage families through a variety of **virtual** outreach strategies  | Monthly Newsletter Social Media outreach e- blast Email list Magazine  | Monthly  | Total # families reached. # of newsletters distributed # of hits in social media pages #of virtual/ outreach events created # of families who register to follow up activities #of new families who request monthly calendar/sign up for mailing list |
| Engage families through a variety of **in person** activities | Collaborative events in person |  | # families reached at community event using contact log  |
| New intakes completed  | Intakes completed by all staff.  |  | **# of new intakes completed during quarter (Tableau report)**  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Sections I Outreach and Engagement Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026 | **Q4 Data:** |
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| **CY25 Summary** and Final Due January 30, 2026 | **CY25 Final Data:** |

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| **CSM Comments Sections I Outreach and Engagement Q4 February 27, 2026:** |

**1.2.b. Total Families Served**

**BENCHMARK: Number of Total Families Served in a Calendar Year: Full Sites annually serve an average of 575 families.**

***ADDITIONAL BENCHMARK:* 25% of adult family members served in the year have more than 5 unique days of service (service intensity indicator).**

* The total number of families served can be found in Tableau in your benchmarks under “*Total Families YTD by Quarter by FRC”.* Select the quarter that you are reporting on.
* Service intensity can be found in Tableau on the “*v24 FRC Name Workplan Quarterly Report*” Section 1. Select the quarter that you are reporting on.

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| **Program Baseline 2024:**  |
| **Goal/Target Audience:**  |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name**  | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| Review your total number of families served and your service intensity indicator.  | **Complete**  | Quarterly | **Total # unduplicated families served quarterly.** **Total number and percentage of adult family members with more than 5 days of service per quarter.**  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Sections I Outreach and Engagement Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2025  | **Q4 Data:** |
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| **CY25 Summary** Final Due January 30, 2026 | **CY25 Final Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q4 February 27th, 2026:** |

**I.3 Adult Screenings and Child screenings[[3]](#footnote-4)**

**I.3.a. Adult Screenings**

Following the intake process, FRC staff complete the adult and child screening to identify individuals/family’s needs, describe if virtual or in person.

**BENCHMARKS:** **60% of new adult screenings completed.**

**ADDITIONAL BENCHMARK: 65% of new adult screenings have been completed within 30 days of intake.**

* This data point can be found in Tableau by clicking the “*24 FRC\_Name\_FRC Adult Screening Benchmark*”. Select the “*New Adult Screening YTD by FRC by Quarter*” and filter for the correct year and quarter.The top graph will give you the % of New Adult Screening by quarter. The lower graph will give you the % of New Adult Screening completed within 30 days of their Initial Contact Date.in the top graph*.*
* Hover the mouse over the bar for the quarter you are looking at, here you will find the number and percent. “New Adult” is the denominator and “New Adult Screeded” is the numerator. You will notice that the numerator for Adults screened and Adults screened within 30 days may or may not be the same.

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| **Program Baseline 2024:**  |
| **Goal/Target Audience:**  |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name****Virtual or in Person**  | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|   |  |  | **# of new adult screenings completed during the quarter** **% of new adult screenings per quarter****# of new adult screenings completed within 30 days of intake**  |
|  |  |  |  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Sections I Outreach and Engagement Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q3 November 28th, 2025:** |

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| **Q4** and Final Due January 30, 2026 | **Q4 Data:** |
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| **CY25 Summary** Final Due January 30, 2026 | **CY25 Final Data:** |

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| **CSM Comments Sections I Outreach and Engagement Q4 February 27, 2026:** |

**I.3.b. Child Screenings**

Following the intake process, FRC staff complete the adult and child screening to identify individuals/family’s needs, describe if virtual or in person.

**BENCHMARKS: 50% of new child 6-17 screenings completed.**

**ADDITIONAL BENCHMARK:** **65% of child screenings have been completed within 30 days of intake.**

* This data point can be found in Tableau by clicking the “*v24 FRC\_Name\_FRC Child Screening Benchmark*”. Select the “*New Child Screening YTD by FRC by Quarter*” and filter for the correct year and quarter.The top graph will give you the % of New Child Screening by quarter. The lower graph will give you the % of New Child Screening completed within 30 days of their Initial Contact Date.in the top graph*.*
* Hover the mouse over the bar for the quarter you are looking at, here you will find the number and percent. “*New Child*” is the denominator and “*New Child Screeded*” is the numerator. You will notice that the numerator for “*Child screened*” and “*Child screened within 30 days*” may or may not be the same.

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| **Program Baseline 2024:** |
| **Goal/Target Audience:**  |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name****Virtual or in Person**  | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|   |  |  | # of new child screenings completed during the quarter% of new child screenings per quarter# of new child screening completed within 30 days  |
| Staff supervision  | Review data with staff during monthly meetings and individual supervision  | Monthly | Data entered in supervision log. Staff meeting agendas on file  |
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| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Sections I Outreach and Engagement Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q3 November 28th, 2025:** |

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| **Q4** and Final Due January 30, 2026 | **Q4 Data:** |

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| **CY25 Summary** Final Due January 30, 2026 | **CY25 Final Data:** |

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| **CSM Comments Sections I Outreach and Engagement Q4 February 27, 2026:** |

**II SERVICES TO CHILDREN REQUIRING ASSISTANCE (CRA) AND THEIR FAMILIES**

The FRC shall provide services for Children and Families Requiring Assistance (CRA), including support for children experiencing sexual exploitation. The services shall include standardized intake, screening, assessment, (family Strengths and Needs Assessment-FSNA), service planning and referral, and shall be provided by a licensed Clinician and a Family Partner affiliated with a Licensed Mental Health Clinic

**Goal: To provide a network of services and supports to Children Requiring Assistance and their families**

**II.1. Family Strengths and Needs Assessments[[4]](#footnote-5)**

Clinician and Family Partner complete the FSNA.

**BENCHMARK: 70% of all CRA youth completed the FSNA**

* This data point can be found in Tableau in the “*Monthly Report”.*  You will find the # of youth identified as at-risk or have a CRA filed and the # and % of FSNA completed. You will also find the breakdown of the # of youth that have the Child portion of the FSNA completed, # of youth with the Family portion completed, and the # and % that declined the FSNA.

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| **Program Baseline 2024:** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name** **Virtual or in Person**  | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  **Review data entry** **Analyze trends**  | PD and PM review data with staff  | Monthly  | # of youth identified as CRA # of youth identified or at risk for CRA# and % of FSNA completed Number of family FSNA completed. Number of children FSNA completedNumber and a % of families declined  |
|  | **Complete other activities as necessary**  |  |  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section II Services for CRA youth Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section II Services for CRA youth Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Sections I Outreach and Engagement Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026  | **Q4 Data:** |

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| **CY25 Summary** Final Due January 30, 2026 | **CY25 Final Data:** |

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| **CSM Comments Section II Services for CRA youth Q4 February 27, 2026:** |

**II.2. Development of Family Support Plans[[5]](#footnote-6) (FSP)**

The **Clinician and Family Partner** develop an FSP with the family, they may include other FRC staff. **All** families who are designated as a **CRA family** should have an **FSNA** and an **FSP**. (100%). If programs are using FSP’s with other families, please describe.

* This should be tracked by the FRC on a monthly basis.
* The FSP data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 5 “*II.2. Development of Family Support Plans*”.

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| **CY24 Baseline:**  |
| **Goal/Target Audience: Complete FSP for families involved in CRA services**  |
| **DEI objectives:** |
| **Program Baseline 2024:**  |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name** **Virtual or in Person**  | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| PM and PD review FSPs  | Monthly meetings with clinician and FP to review FSPs.  | Monthly  | # of Family Support Plans completed  # of Family Support Plans uploaded into CRM# of declined or not completed  |
|  |  |  |  |
| **Outcome: All families involved in CRA services will have their needs identified and met through the implementation and review of a FSP**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section II Services for CRA youth Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section II Services for CRA youth Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section II Services for CRA youth Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026 | **Q4 Data:** |
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| **CY25 Summary** Final Due January 30, 2026 | **CY25 Final Data:** |

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| **CSM Comments Section II Services for CRA youth Q4 February 27, 2026:** |

### III BASIC SERVICES

The minimum services each Family Resource Center shall be expected to provide, including information and referral services; peer to peer support groups for youth and adults; parent education groups using evidence-based curricula; networking and mentoring support; cultural, social, recreational and community service activities for Family Members. How are your programs tailoring activities to meet the needs of your local multicultural, multilingual community?

**Goal: To provide strength-based, family- centered programs and services based on contract expectations and the needs of the families and the community.**

**III.1. Parenting Education Classes[[6]](#footnote-7) (Evidence Based- EB)**

**Network Average: 249 families members attending EB parenting education programs in a 12-month period.**

Please address specific activities for all three models. Describe in person and virtual activities. All parenting education classes should use the AAPI.

**III.1.a. Nurturing Programs:** FRC’s can alternate Nurturing Programs curricula to meet the requirement. **Minimum required two cycles per year.** Please include Pre and Post AAPI and family meeting activities. Describe your efforts to plan and implement programs in multiple languages that reflect your community.

**Programs available:** Nurturing Families, Nurturing Fathers, Nurturing Families in Recovery, Nurturing Birth, Foster, and Kinship Families, Nurturing Young Fathers.

* The Nurturing Programs data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 6 “*III.1.a Nurturing Programs*”. Reporting on enrolled, graduated, and AAPIs can be found here.

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| **Program Baseline 2024:** |
| **Goal/Target Audience:**  |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name****Nurturing Programs** | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  |  | # cycles completed yearly#unduplicated participants enrolled per cycle (manual count) # of participants graduating # of parents completing AAPI - A# of parents completing AAPI - B# of completed AAPI feedback family meeting |
| **AAPI consistently documented in CRM.** | PD and PM Review AAPI data with staff monthly Review and correct discrepancies  | Monthly ReviewsMonthly | **100 % compliance with documentation of AAPI in AAPI data base and CRM** **Reduce the discrepancies between AAPI data base and CRM**  |
| **Review staff AAPI training needs**  |  | Quarterly | **# of staff trained in AAPI**  |
| **Use of AAPI to improve EB group activities**  | **AAPI activities to inform group facilitation** | End of each cycle | **# families that show improvement in AAPI form B per cycle**  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section III Basic Services Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section III Basic Services Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section III Basic Services Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026 | **Q4 Data:** |
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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.1.b. Parenting Journey: Minimum required two cycles per year.** Please include Pre and Post AAPI and family meeting activities. Describe your efforts to plan and implement programs in multiple languages that reflect your community.

**Programs available:** PJ1, PJ2, Parenting in America, Parenting in Recovery, Parenting Journey Fathers

* The Parenting Journey data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 7 “*III.1.b Parenting Journey*”. Reporting on enrolled, graduated, and AAPIs can be found here.

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| **Program Baseline 2024:** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:**  |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name****Parenting Journey**  | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  |  | **# cycles completed****#unduplicated participants enrolled per cycle** **# of participants graduating****# of parents completing AAPI - A****# of parents completing AAPI - B****# of completed AAPI feedback meeting**  |
| **AAPI consistently documented in CRM** | PD and PM Review AAPI data with staff monthly Review and correct discrepancies  | Monthly ReviewsQuarterly  | **100 % documentation of AAPI in AAPI data base and CRM** **Reduce the discrepancies between AAPI database and CRM.** |
| **Use of AAPI to enhance EB group activities**  | AAPI activities to inform group facilitation | End of each cycle | **# families that show improvement in AAPI form B per cycle**  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section III Basic Services Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section III Basic Services Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section III Basic Services Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026  | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.1.c. Evidence Based Parenting Education Program.** Using an evidence-based program of your choice (from the approved list) Minimum requirement 4 times per year. Please include Pre and Post AAPI and family meeting activities. Describe your efforts to plan and implement programs in multiple languages that reflect your community.

**Active Parenting programs available:** 4rth Edition, First Five Years, Teens, Teens: Families in Action, Cooperative Parenting and Divorce

* The Active Parenting data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 8 “*III.1.c Nurturing Programs*”. Reporting on enrolled, graduated, and AAPIs can be found here.

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| **Program Baseline 2024:**  |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name****Active Parenting Other** | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  |  | **# cycles completed (manual count)****#unduplicated participants enrolled per cycle** **# of participants graduating****# of parents completing AAPI - A****# of parents completing AAPI - B****# of completed AAPI feedback meeting**  |
| **AAPI consistently documented in CRM** | PD and PM Review AAPI data with staff monthly Review and correct discrepancies  | Monthly ReviewsMonthly | **100 % documentation of AAPI in AAPI data base and CRM** **Reduce the discrepancies between AAPI data base and CRM** |
| **Use of AAPI to enhance EB group activities**  | **AAPI activities to inform group facilitation** | End of each cycle  | **# families that show improvement in AAPI form B per cycle**  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section III Basic Services Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section III Basic Services Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section III Basic Services Q3 November 28th, 2025:** |

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| **Q4** and Final Due January 30, 2026 | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.2. Fathers Involvement/Programming: Please describe your fathers programming in addition to attending training outlined below.**

**How is your program meeting the needs of fathers? What activities have you designed to meet their needs?**

**Trainings are available at the Children’s Trust**

[Family Support Training – Fatherhood (childrenstrustma.org)](https://childrenstrustma.org/training-center/training-topics/fatherhood)

<https://familynurturing.org/>

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| **Program Baseline 2024:** |
| **Goal/Target Audience:**  |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity name and title:** |
| **Activity Name** | **Action Steps**How will you implement your goal? | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| **MA Fatherhood Collaborative Sumit**  | Staff attend the FC summit  | Summer 2026Date TBD  | **# of staff who attended the summit**  |
| **FRC activities to engage fathers**  |  |  | **# of unduplicated fathers engaged in group services quarterly (manual count)** |
|  |  |  |  |
| **Outcome: Fathers will be more engaged with their children/family as a result of participating in FRC activities**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section III Basic Services Q1 May 30, 2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section III Basic Services Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section III Basic Services Q3 November 28th, 2025:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.3. Mutual Self-help Groups:[[7]](#footnote-8)**

Mutual Self-help groups are weekly groups typically open ended with the purpose of building support among members, may have an educational component. **Describe your efforts to plan and implement programs in multiple languages that reflect your community.**

Describe in person and virtual activities. Do not duplicate activities in other sections. Include workshops for adults, youth, and young adults. Please create a row for each workshop you are planning to provide.

**Network Average: 193 family members attending mutual self-help groups in a 12-month period.**

* The Mutual Self-help Groups data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 10 “*III.3. Mutual Self-help Groups*”. This data point does not include Youth/Young Adults or Grandparents, those are reported as their own data point further down in the report.

**Add a table** for each type of Mutual Self-help Group you intend to implement **for families/adults.**

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| **Program Baseline 2024:**  |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name**Virtual or in Person | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  |  | # cycles/workshops offered (manual count)# of unduplicated participants attending in Tableau  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.3. Other Mutual Self-help Groups for Youth/Young Adults; Required once per week, per program offered**

Please create a table for each support group you are planning to implement.Describe in person and virtual activities. Do not duplicate activities in other sections.

* The Youth/Young Adults Mutual Self-help Groups data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 11 “*III.3. Mutual Self-help Groups*”. This data point is exclusively Youth/Young Adults groups.

**Add a table** for each type of Mutual Self-help Group you intend to implement for **youth and young adults.**

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| **Program Baseline 2024:**  |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name** (virtual or in person)  | **Action Steps**How will you implement your goal? | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|   |  |  | # of groups per quarter (manual count)# of unduplicated participants attending  |
|  |  |  |  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q4** Due January 30, 2026 | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Engagement Q4 February 27, 2026:** |

**III.3.b. Grand Parents Support Group: Required at least twice per month.**

All FRCs shall offer at least one grandparents support group. Grandparent support groups shall meet at least twice per month and be informed by the efforts of the **MA Commission on the Status of Grandparents Raising Grandchildren**.

* The Grand Parents Support Groups data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 12 “*III.3. Mutual Self-help Groups*”. This data point is exclusively Grand Parents Support Groups.

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| **Program Baseline 2024:** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name** Virtual or in Person | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|   |  |  | # of groups per quarter (manual count)# of unduplicated participants attending  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section III Basic Services Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026  | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

#### III.4 Life Skills Workshops[[8]](#footnote-9) Required once per month.

**Life Skills Workshops** are typically short in duration with a specific focus on topics like financial literacy, nutrition, and budgeting leadership development. **Describe your efforts to plan and implement programs in multiple languages that reflect your community.**

Describe in person and virtual activities. Do not duplicate activities in other sections. Include workshops for adults, youth, and young adults. Please create a row for each workshop you are planning to provide.

**Child Safety Content:** Provide activities that will support parents’ information on child safety including young children as well as youth. These activities should be in addition to what is normally offered as part of the EB curricula. If you have teen groups, you may want to add specific activities for that age group.Describe in person and virtual activities. Do not duplicate activities in other sections Please create a row for each activity you are planning to provide or a new chart to separate activities according to the youth’s age.

**Network Average: 94 family members attending mutual Life Skills workshop in a 12-month period.**

* The Life Skills Workshop data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 12 “*III.4. Life Skills Workshops*”.

**Add a table** for each type of Life Skills Workshop you intend to implement.

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| **Program Baseline 2024:**  |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name**(virtual or in person)(indicate frequency) | **Action Steps**How will you implement your goal? | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  |  | # of groups per quarter (manual count)# of unduplicated participants receiving a life skills workshop service provision# of attendances to a workshop event |
|  |  |  |  |
| **Child Safety Content**  |  |  | # of activities created (manual count)# of parents taking part in child safety activities (manual count)# of youth participating in child safety activities (manual count) |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section III Basic Services Q1 May 30,2025:**  |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.5. Concrete Supports in Time of Need[[9]](#footnote-10)**

Parents must have access to the type of concrete supports and services that can minimize the stress of demanding situations. May include basic needs such as food, clothing, and shelter. Food pantry activities can be included in this section.

* The Concrete Supports in Time of Need data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 14 “*III.5. Concrete Supports in Time of Need*”. Here you will find data for # of Services provided and # of family members receiving services.

**Network Average: 498 family members receiving concrete supports in a 12-month period.**

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| **Program Baseline 2024:** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name** | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| **Analyze data review and report on trends** | Review Tableau to monitor number of supports provided to families  | **Quarterly**  | Total # of services provided each quarter Total # of family members receiving services |
|  |  |  |  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.6. On-site Educational Programs [[10]](#footnote-11)** **Required once per quarter**

Educational programs may include computer literacy, ESL, HiSET, college preparation. It could be through a collaboration and delivered on site. **Describe your efforts to plan and implement programs in multiple languages that reflect your community.**

#### Please create a row for each on-site group you are planning to provide. Describe in person and virtual activities. Do not duplicate activities in other sections.

* The On-site Educational Programs data can be found in Tableau in the “*v24 FRC Name Workplan Quarterly Report*” in section 15 “*III.7. On-site Education Programs*”. Here you will find the data for # unduplicated family members receiving services.

**Network Average: 103 family members attending educational groups in a 12-month period.**

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| **Program Baseline 2024:** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name**(virtual or in person)(in partnership with) | **Action Steps**How will you implement your goal? | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  |  | # of workshops/groups created # of unduplicated participants attending # of unduplicated participants completing the program (manual count) |
|  |  |  |  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

#### III.7. Parent/Child Activities[[11]](#footnote-12)

Activities that provide opportunities for parents to interact directly with their child(ren) and encourage building strong parent/child relationships. **Describe your efforts to plan and implement programs in multiple languages that reflect your community.**

Describe in person and virtual activities. Offer weekly parent child groups run by FRC or in collaboration with other agencies, Monthly activities at FRC. Do not duplicate activities in other sections. Please create a row for each parent-child group you are planning to provide.

* Parent/Child Activity **Service Provision data** can be found in Tableau on the “*Monthly Report*”.
	+ Go to Category B “*Mutual Self-help Groups*” and then to the service provision for “*Playgroup*”
	+ Go to Category D “*Family & Individual Support*” and then to the service provision for “*Parent-Child Activity*”.

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| **Program Baseline 2024:** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name**Virtual or in Person | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  | **Quarterly**  | # of playgroups per quarter # of unduplicated family members attending playgroups per quarter # of unduplicated family members who received a Parent-Child Activities service provision  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.8. Special Family Events[[12]](#footnote-13) cultural, social, recreational and community service activities for families and youth.**

**Required for Full FRC every 2 months (6 events per year)**

**Network Average: 811 family members attending recreational events in a 12-month period.**

Special Family events and activities are designed to provide fun, relaxation, build healthy informal support systems, and foster a sense of communityDescribe your efforts to create opportunities for families from multicultural backgrounds.Please create a row for each activity you want to accomplish this year. Describe in person and virtual activities. Do not duplicate activities in other sections.

* Special Family **Events data** can be found on the “*Monthly Report*” under “*Event/Activity”* under “*Event Category A: Arts/Cultural/Social Events”*. The data points under this category can be used for reporting on this data point.

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| **Program Baseline 2024:** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name** | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  |  | # of events created quarterly (Tableau)# of participants attending events quarterly (Tableau) |
|  |  |  |  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section III Basic Services Q4 February 27, 2026:** |

**III.9. Hours of Operation[[13]](#footnote-14)**

**Designated times for families to access a variety of in-person services at the FRC including weekend hours. Please describe the activities that take place only during these hours. In this section we are going to focus on activities offered during evening and weekend hours.**

#### Requirement: RFR Section 2.13.4: Full-service FRCs shall be open at least 40 hrs. per week which includes extended hours and availability by appointment. The FRC shall be open at least three evenings per week, and a minimum of two weekend days per month, it should include drop-in time and scheduled activities.

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| **Program Baseline 2024:** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **FRC Schedule: Please list your FRC schedule in this section. XX** |
| **Activity Name****Define day and time**  | **Action Steps****Describe activities provided during evening and weekend hours**  | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| **Evening 1** **Tue 5:00-7:00**  |  | Weekly | # of participants attending evening hrs. quarterly (manual count)  |
| **Evening 2**  |  | Weekly  | # of participants attending evening hrs. quarterly (manual count)  |
| **Evening 3**  |  | Weekly | # of participants attending evening hrs. quarterly (manual count)  |
| **Weekend 1 and 2**  |  | Monthly | # of participants attending weekend hrs. quarterly (manual count)  |
| **Full Schedule displayed in monthly Calendar**  | Review monthly calendar to include full schedule and all group activities  | Monthly  | Calendar shows all active groups and full schedule including evening hours. |
| Complete google doc.Link: Classes and Workshops doc.[<https://docs.google.com/spreadsheets/d/1tpyxNUHkFMCJ3XWeNKNCTBdrVXIV2Pt3/edit?usp=sharing&ouid=113881929021562405135&rtpof=true&sd=true>](https://docs.google.com/spreadsheets/d/1tpyxNUHkFMCJ3XWeNKNCTBdrVXIV2Pt3/edit?usp=sharing&ouid=113881929021562405135&rtpof=true&sd=true) | Assign staff to update group information in **google doc** document  | Monthly |  |
|  |  |  |  |
| **Outcome: Families will have increase access to the FRC**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals. If there are schedule changes throughout the year, note your schedule changes in your quarterly report.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section III Basic Services Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section III Basic Services Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026 | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section III Basic Services SeQ4 February 27, 2026:** |

### IV COMMUNITY COLLABORATIONS

**Goal: To develop collaborative working relationships with local businesses and organizations** **to effectively link families to community services and resources.**

**IV.1. Community Collaborations[[14]](#footnote-15)**

FRCs follow a community-based approach, with the focus of services as well as system management resting within a supportive, adaptive infrastructure of structures, processes, and relationships at the community level. For Calendar Year 2026 FRCs should focus on strengthening your existing collaborations and developing agreements for your most important relationships. In CY26 **Describe your plan to develop or strengthen your relationship with Early Intervention** [**https://www.mass.gov/info-details/ei-program-contact-information**](https://www.mass.gov/info-details/ei-program-contact-information) **and the Coordinated Family and Community Engagement (CFCE)** [**https://www.mass.gov/info-details/coordinated-family-and-community-engagement-cfce-network**](https://www.mass.gov/info-details/coordinated-family-and-community-engagement-cfce-network)

**or other MA Home Visiting Initiative (MHVI) programs in your area.**

[About Massachusetts Home Visiting Initiative (MHVI) | Mass.gov](https://www.mass.gov/info-details/about-massachusetts-home-visiting-initiative-mhvi)

[Early Intervention Parenting Partnerships (EIPP) resources | Mass.gov](https://www.mass.gov/info-details/early-intervention-parenting-partnerships-eipp-resources)

[Healthy Families - A Children's Trust Program](https://healthyfamiliesma.org/)

[Welcome Family information for providers | Mass.gov](https://www.mass.gov/info-details/welcome-family-information-for-providers)

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| **Program Baseline 2024:** |
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| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity name and title:** |
| **Organizations to develop agreements in CY25**  | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| Local Courts  |  |  |  |
| Local Schools  |  |  |  |
| DCF Area Office  |  |  |  |
| CFCE programs  |  |  | Agreement completed – provided copy to CSM (date) Provided copy to CSM (date)  |
| MAHVI Programs |  |  | Agreement completed – provided copy to CSM (date) |
| Early Intervention  |  |  | Agreement completed – provided copy to CSM (date) |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section IV Community Collaborations Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section IV Community Collaborations Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section IV Community Collaborations Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026 | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section IV Community Collaborations Q4 February 27, 2026:** |

**V PARENT INVOLVEMENT & LEADERSHIP**

Section V

Goal: To expand opportunities for meaningful involvement of parents and youth-as –consumers in the planning, implementation, and evaluation of FRC programs and services.

**Describe how your program enhances the ability of families to navigate a diverse society and to advance equity and inclusion[[15]](#footnote-16)**

This activity can be accomplished in partnership with your local Community Connection Coalition or other programs in your area like Head Start Advisory Councils, CFCE local Councils. Attend training and select either Phase I or Phase II activities.

**Youth and Family Involvement[[16]](#footnote-17)**

### Design and implement an explicit strategy for involving Family Members served by the FRC in all aspects of program planning, operations, and evaluation. It may include development of advisory boards, joining existing advisory boards, partner with community connection coalitions, parents volunteering in a variety of capacities at the FRC – childcare, outreach, managing distribution of basic needs, parents creating and leading their own groups. Please describe specific efforts towards implementing these activities.

**Training Resources.**

**Children’s Trust Fund Alliance** [**https://ctfalliance.org/**](https://ctfalliance.org/)

**National Family Support Network** [**https://www.nationalfamilysupportnetwork.org/**](https://www.nationalfamilysupportnetwork.org/)

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| **Goal/Target Audience: Program Manager and Program Director will implement an FRC advisory board**  |
| **Supervisor:**  |
| **DEI objectives:** |
| **Person responsible for completing the activity, name, and title: PM and PD**  |
| **Activity Name** | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| **Advisory Board implementation Phase I**  | PM and PD develop procedures to implement the FRC Advisory BoardPM and PD will develop 2 focus groups to engage families and youth in the developing an advisory board  |  | FRC Advisory Board procedures completed.# of focus groups held to request feedback# of youth participating in focus groups   |
| **Advisory Board implementation Phase II**  | **Develop your own activities here**  |  | # of parents taking part in FRC Advisory Board (manual counts) # of youth taking part in FRC Advisory Board (manual counts) # of meetings held (notes on file) |
| **Outcome: Parents and youth will have a voice in the FRC program**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:**  |

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| **CSM Comments Section V Parent Involvement and Leadership Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025  | **Q2 Data:** |
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| **CSM Comments Section V Parent Involvement and Leadership Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section V Parent Involvement and Leadership Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026  | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section V Parent Involvement and Leadership Q4 February 27, 2026:** |

**VI STAFF TRAINING**

**This section describes your yearly training plan for all new and existing staff.**

Please include all essential trainings; FRC staff Orientation, Managers orientation, **Evidence Based curriculum** **(Parenting Journey, Nurturing Families/Fathers/other, Active Parenting)**, **AAPI**, Positive Youth Development, Trauma informed Care, 51A Mandated Reporter, CPR, and CRM trainings. Include activities that will enhance the ability of both staff members and families to navigate a diverse society and to advance equity and inclusion.

* Evidence Based Parenting Education training requires that 2 staff be trained per model offered.

**CY25 January – December staff training plan**

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| --- |
| **Goal/Target Audience: All FRC staff**  |
| **DEI objectives:** |
| **Supervisor: PD and PM**  |
| **Person responsible for completing the activity, name, and title: All FRC staff**  |
| **Activities**  | Action Steps  | **Estimated Timeline****Quarterly** | **Indicator/Measurement** |
| **Review training report provided by the ASO**  |  |  |  |
| **Develop a quarterly training plan for your staff**  |  |  | **Date/staff completed trainings** |
|  |  |  |  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section VI Staff Training Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section VI Staff Training Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section VI Staff Training Q3 November 28th, 2025:** |

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| **Q4** and Final Due January 30, 2026  | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section VI Staff Training Q4 February 27, 2026:** |

**VII SATISFACTON SURVEYS**

**Goal: To implement evaluation processes throughout your FRC program activities to ensure that services are based on the most promising practices of family support and are meeting the needs of the families served.**

**VII.1 Complete satisfaction surveys**

**New Benchmark: All FRCs complete a minimum of 100 Satisfaction Surveys** **annually.**

* To get the count of satisfaction surveys, go to Tableau and open the report called “Satisfaction\_Survey\_Count\_Benchmark”. This report is updated monthly.

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| **Baseline** |
| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity name and title:** |
| **Activity Name** | **Action Steps**How will you implement your goal? | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
|  |  |  | **# of surveys completed quarterly**  |
| Analyze survey results  |  |  | Describe changes you implemented as a result of the surveys  |
| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section VII Satisfaction Surveys Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section VII Satisfaction Surveys Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section VII Satisfaction Surveys Q3 November 28th, 2025:** |

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| **Q4** Due January 30, 2026 | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** |  **CY25 Final Data:** |

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| **CSM Comments Section VII Satisfaction Surveys Q4 February 27, 2026:** |

**VIII FAMILY RESOURCE CENTER OPERATIONS**

**Lead Agency Section**

### Goal: To implement a well-run efficient, financially sound program that incorporates well trained staff who represent the community they serve.

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| **Name and Title person responsible for this section:** |

**VIII.1. Staff Recruitment (Staff vacancies and recruitment will continue in the monthly report)**

Please describe your recruitment and hiring efforts for each vacant position. The FRC shall reflect the cultural, linguistic, and socio-economic backgrounds, values and beliefs of the Family Members served. **Identify staff’s bilingual/bicultural capacity.**

Please continue to update this section in your monthly report.

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| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name** | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| **Utilization of staff retention funds**  |  |  |  |
| **Monitor Vacancies and recruitment**  |  | **Quarterly** | **# of vacancies each quarter** **# new hires each quarter**  |
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| Outcome:  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section VIII FRC Operations Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section VIII FRC Operations Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section VIII FRC Operations Q3 November 28th, 2025:** |

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| **Q4** and Final Due January 30, 2026 | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section VIII FRC Operations Q4 February 27, 2026:** |

**VIII.2. Staff Retention**

Please describe your agency’s staff retention efforts for your existing positions. How do you promote a positive and supportive work environment? What activities do you have/create to support staff retention?

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| **Goal/Target Audience:** |
| **DEI objectives:** |
| **Supervisor:** |
| **Person responsible for completing the activity, name, and title:** |
| **Activity Name** | **Action Steps** | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| **Utilization of staff retention funds** |  |  |  |
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| Outcome:  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section VIII FRC Operations Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section VIII FRC Operations Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section VIII FRC Operations Q3 November 28th, 2025:** |

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| **Q4** and Final Due January 30, 2026 | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments - Section VIII FRC Operations Q4 February 27, 2026:** |

**VIII.3** **Fiscal Management**

Please describe your efforts to monitor your program expenses and modify your budget accordingly to ensure that your organization maximizes the funds available towards meeting the needs of the families, staff, and program.

**Deadlines:**

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| FY25 12-month Budget  | **May 30th, 2025** |
| FY24 Financial Report July1, 2023-June 30, 2025.  | **August 29th**, **2025** |

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| **Goal/Target Audience:** |
| **Supervisor:** |
| **Person responsible for completing the activity name and title:** |
| **Activity Name** | **Action Steps**How will you implement your goal? | **Estimated Timeline**When do you expect achieving your goal? | **Indicator/Measurement**How will you know you have achieved your goal? |
| **Fiscal Monitoring**  | PD and Fiscal Manager discuss utilization of funds regularly  | At least quarterly  | # of meetings between PD and Fiscal Manager  |
| **Review the impact of staff vacancies and reallocation of funds**  | PD and Fiscal Manager discuss utilization of funds regularly | At least quarterly | Fiscal Manager to provide update quarterly in section below  |
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| **Outcome:**  |

**Progress Reports:** Please provide a detailed description of your activities, including your successes and challenges towards achieving your goals.

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| **Q1**Due April 30, 2025  | **Q1 Data:** |

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| **CSM Comments Section VIII FRC Operations Q1 May 30,2025:**  |

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| **Q2** Due July 30, 2025 | **Q2 Data:** |
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| **CSM Comments Section VIII FRC Operations Q2 August 29, 2025:**  |

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| **Q3** Due October 31, 2025 | **Q3 Data:** |
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| **CSM Comments Section VIII FRC Operations Q3 November 28th, 2025:** |

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| **Q4** and Final Due January 30, 2026  | **Q4 Data:** |

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| **CY25 Summary Final Due January 30, 2026** | **CY25 Final Data:** |

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| **CSM Comments Section VIII FRC Operations Q4 February 27, 2026:** |

**CSM Additional (optional) Final Comments Section to include summary of relevant information for the year. Due Q4 February 27, 2026:**

1. National Standard of Quality for Family Strengthening and Support from the National Family Support Network Program Self-Assessment [↑](#footnote-ref-2)
2. **Outreach to Families** – formal and informal outreach to potential families and individuals to engage in FRC programs and services. Activities include disseminating information about programs and services, to families with children birth to 18 yrs. at community festivities, during street outreach, networking activities, churches. Services are provided at the center, via phone or through virtual platforms.

2 **Family Engagement** – Any FRC staff involves families in services, through in person or phone conversations, completing the front desk log, family intake, consent forms and additional family information. Family Intake should be completed within 48 hrs. of initial call requesting information or services. [↑](#footnote-ref-3)
3. Adult and child screenings to identify needs, supports and referrals needed. Completed by any member of the FRC team within the first 30 days of engagement. [↑](#footnote-ref-4)
4. Completion of the Family Strengths and Needs Assessments to identify needs, supports and services needed by CRA families. Completed by an experienced clinician with the support of the family partner. [↑](#footnote-ref-5)
5. Family Service Plans completed by clinician and family partner, follow up completed at 2 weeks, 30 and 60 days. It may include other members of the team based on the family’s needs. [↑](#footnote-ref-6)
6. Parenting Educational classes are structures, sequential, group-based parenting education courses using evidence-based practice including the Nurturing Families and Parenting Journey series and, one additional curriculum from a list of approved programs. Groups are designed to meet the needs of a diverse group of families. Families should be screened to determine which group is best suited to meet their needs. [↑](#footnote-ref-7)
7. Mutual Self-help groups are weekly groups typically open ended with the purpose of building support among members, may have an educational component or focus on topics such as family and parent support groups, peer support groups, recovery groups, including Alanon/Alateen, and other groups for assisting children with behavioral health and/or substance abuse issues these workshops may occur at the Family Resource Center. [↑](#footnote-ref-8)
8. **Life Skills Workshops** are typically short in duration with a specific focus on topics like financial literacy, nutrition, and budgeting leadership development. May be part of a series; these workshops may occur at the Family Resource Center and could be delivered in partnership with other organizations but available on site. Include virtual and in person activities.

The FRC shall **integrate child safety content** including safe sleeping practices and shaken baby syndrome prevention lead poisoning prevention, fire safety, car seat safety, internet safety, medicine storage in all aspects of its programming as appropriate. May be part of a series; these workshops may occur at the Family Resource Center and could be delivered in partnership with other organizations but available on site. Include virtual and in person activities. [↑](#footnote-ref-9)
9. Concrete supports in time of need, parents must have access to the type of concrete supports and services that can minimize the stress of demanding situations, such as a family crisis, a condition (substance abuse), or stress associated with lack of resources. Concrete supports help to ensure a family’s basic needs are met, such as food, clothing, and shelter. [↑](#footnote-ref-10)
10. On site educational programs. Can be accomplished in partnership with other organizations, may include computer literacy, ESL, HiSET, college preparation delivered on site for FRC participants. Delivered in partnership with other organizations but available on site, include virtual activities. [↑](#footnote-ref-11)
11. Parent/Child Activities provide opportunities for parents to interact directly with their child(ren) and encourage building strong parent/child relationships. For example, a weekly drop-in program may offer parent and child craft, play, music and art activities, virtual activities, drop in materials for parents to engage in activities with their children lead virtually. Activities include all events that facilitate and encourage developmentally appropriate interactions between parents and children. [↑](#footnote-ref-12)
12. Special Family events and activities designed to provide fun, relaxation, build healthy informal support systems, and foster a sense of community. Examples include recreation programs, special celebrations, and field trips and virtual gatherings. [↑](#footnote-ref-13)
13. Extended hours for families to access the center outside of traditional working hours. [↑](#footnote-ref-14)
14. Collaborations: through a local community-based network of service providers that families can access through on-site staff placement or referral. Network Services providers include any Collaborations to provide supplemental FRC services community, municipal, state, federal, non-profit, for-profit, or private sector organization that provides services or opportunities for children and families. [↑](#footnote-ref-15)
15. National Standard of Quality for Family Strengthening and Support from the National Family Support Network Program Self-Assessment. [↑](#footnote-ref-16)
16. The FRC leadership shall obtain ongoing and consistent feedback from youth and families participating in the program by designing and implementing an explicit strategy for involving Youth and Family Members served by the FRC in all aspects of program planning, operations, and evaluation. FRC shall develop innovative ideas and approaches to meet the challenges inherent in keeping Family Members engaged and actively involved. [↑](#footnote-ref-17)