

# A. Introduction

Family Resource Networks (FRNs) are organizations that understand and are responsive to the needs and opportunities in West Virginia (WV) communities. Partnering with citizens and local organizations, the FRNs develop, coordinate, and administer innovative projects and provide needed resources.

In WV State Code, FRNs are described as a local community organization charged with service coordination, needs and resource assessment, planning, community mobilization and evaluation to improve service systems for children and families. FRNs provide indirect services, including managing, supervising, and coordinating a variety of programs and initiatives in their respective community. FRNs provide services to those dealing directly with children and families, specifically organizations and groups.

FRNs were established by the West Virginia Legislature in 1990, in order to: achieve the coordination of programs and services to children and families; nurture a flexible system for the comprehensive, unified, effective and efficient administration of programs and services to children and families; avoid fragmentation and duplication of programs and services; promote cooperation among local, regional, and state agencies and organizations; emphasize preventive services to children and families in order to avoid the human and financial costs of individual and family instability, and to benefit the county, state, and society as a whole; support a service delivery system that is driven by the needs and preferences of the child and family; encourage diversity and regional, cultural, and ethnic sensitivity in the development of programs and services for children and families.

## **The following outcomes serve as guiding principles for WV Family Resource Networks:**

1. Citizens have the opportunity to achieve and maintain good physical and mental health
2. Children will be ready to succeed in school
3. Citizens will possess marketable skills and have access to good jobs
4. Parents will have adequate resources to protect, nurture, and educate their children
5. Children will live in permanent, stable homes
6. Citizens will be safe in their home and their communities

# B. Performance Objectives

1. Review existing services and identify service gaps in the community through the Service Array process
2. Provide opportunities for community groups to work together to identify and address local issues

3. Provide opportunities for local partners to work together to maximize community investments and coordinate existing services to benefit families
4. Provide and promote opportunities for families to be involved with community collaborative, regional summits, and other local initiatives
5. Ensure resources are available to families through paper resource guides and the maintenance of resources on WV 211
6. Promote awareness of the state's Medicaid Program, Children's Health Insurance Program (CHIP) and the Affordable Care Act
7. Promote visibility and accessibility in the community
8. Promote continuous quality improvement
9. Promote transparency in funding and programs

## **C. Activities:**

The Grantee will engage in the following activities during the grant period:

1. Hold monthly FRN meetings to provide opportunities for local partners to work together to maximize community investments and coordinate existing services to benefit families
2. Attend and participate in the multi-county collaborative and regional summits to share community resources
3. Collaborate and coordinate with direct service providers, agencies, and entities to mobilize the community to identify emerging needs/issues and build the capacity to respond to those needs/issues
4. Attend regional and/or state training sessions and meetings as required by the Department
5. Maintain and enter resources into WV 211
6. Develop and distribute paper resource guide
7. Complete the annual data sheet for the community collaborative
8. Attend and direct other community meetings relevant to local county issues
9. Assist the Collaborative chair with service development activities and promoting family involvement
10. Work with community partners to develop community plans, implement programs and activities, and monitor evaluate, sustain, improve or replace programs as needed

11. Promote and distribute brochures and information about the Affordable Care Act, Medicaid and the Children's Health Insurance Program (CHIP) at public events
12. Maintain office hours in a local agency open to the public
13. Notify the Department of changes in office/work hours when they occur
14. Participate in Department's continuous quality improvement survey
15. Report other grant sources, amounts, and their purpose
16. Complete FRN Director's annual evaluation

## **D. Performance Measures:**

1. Narrative detailing monthly meetings and participation in the Collaborative and Summit
2. Narrative describing collaborative efforts and family involvement activities including information on promotion of CHIPs, Medicaid, and the Affordable Care Act
3. Narrative detailing quarterly review of WV 211 and the communication with WV 211 partners assigned for the FRN area
4. Submit paper resource guide with final report
5. Submission of the community collaborative data sheet
6. Narrative describing assistance provided to the community collaborative around service development and family involvement
7. Submission of FRN contact list for participation in the DHHR Continuous Quality Improvement Survey
8. Submission of FRN Director's annual evaluation completed by the Board of Directors