**Family Resource Network (FRN)**

**QUARTERLY PROGRAM ACTIVITY REPORT**

**State Fiscal Year (SFY) 2025**

**Program Name: Family Resource Network of Roane County**

**Grant Number: G250323**

**Counties Served: Roane County**

**Report Period:** (check one)

\_\_\_\_\_\_ First Quarter(July – September 2024)

 **Due: October 30, 2024**

**\_\_\_\_\_\_** Second Quarter (October – December 2024)

 **Due: January 30, 2025**

**\_\_\_X\_** Third Quarter (January – March 2025)

 **Due: April 30, 2025**

**\_\_\_\_\_\_** Fourth Quarter/Final Report (April – June 2025)

**Due: July 30, 2025**

*Program activity reports should be submitted ELECTRONICALLY, via email, when possible. Please include the grant number, program name and the quarter for which you are submitting in the e-mail subject line.*

**Submit the original program activity report and expenditure report to:**

West Virginia Department of Human Services

Bureau of Family Assistance, Office of Finance and Administration

Division of Grants and Contracts

350 Capitol Street, Room 730

Charleston, West Virginia 25301-3711

**bfagrants@wv.gov**

**Submit a copy of this program activity report and Expenditure Report to:**

West Virginia Department of Health and Human Resources

Bureau of Family Assistance, Division of Family Support

350 Capitol Street, B-18

Charleston, West Virginia 25301-3711

**dohsdfs@wv.gov**

**Section I: Services Provided**

**For the first three quarters of the fiscal year, provide the following information for the quarter only. Please provide data totals on this form** [**https://forms.gle/qSoqqGNVNaS6LYoD6**](https://forms.gle/qSoqqGNVNaS6LYoD6) **and detailed information in the table below.**

**The final quarter should have information for that quarter and a cumulative count.**

**Services/Resources Currently Available:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Total Number of Services Available in your County(ies) | Childcare[[1]](#footnote-1) | Transportation[[2]](#footnote-2) | Health[[3]](#footnote-3) | Housing[[4]](#footnote-4) | Food[[5]](#footnote-5) | Social Service Agencies[[6]](#footnote-6) | Other (Specify)[[7]](#footnote-7) |
|  | 2 Childcare Centers | 1 Public Bus Line (Little Kanawha Bus) | 1 hospital | 100 public housing units | 2 Food Pantries | 1 DoHS | 5 Community Centers for event hosting |
|  | 2 Afterschool Childcare Providers | 1 medical transportation service | 2 FQHC | 14 HUD approved landlords | 1 Backpack Program | 1 FRN/FSC | 1 Committee on Aging providing senior services |
|  |  |  | 3 rural medical clinics |  | 2 Baby Supply Pantries | 1 Adult Education Center | 5 Public Parks/Campgrounds |
|  |  |  | 3 mental health providers |  | 1 Free Weekly Meal Service | 1 CRI | 1 Public Pool1 Seasonal Farmer’s Market |

Number of new services developed for families this quarter (Specify):

**Services/Resources Developed in your community**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Target group for new Services | Children | Adults | Both Children & Adults | Persons with Disabilities | Limited English Proficiency | Other (Specify) |
|  | 1.New Management of local Backpack Program |  |  |  |  |  |
|  |  |  | 2.Community Baby Shower Committee  |  |  |  |
|  |  |  | 3. EdVenture Partnership for Roane County |  |  |  |
|  |  |  |  |  |  |  |

(Add additional rows if needed)

Did you make any updates to Find Help?

 After learning about the Find Help database on the state FRN call with DoHS on 4/14/25, FRN director accessed the database to ensure that agency information was reflected and up to date. Roane FRN will be highlighting this database during our April membership meeting on 4/22/25 and encouraging our community partners to check that their data is accurately reflected as well.

Describe your efforts to develop services and address gaps through grant applications, coordination efforts, etc.

1. New Management of Local Backpack Program: Due to the unexpected passing of FRN partner and board member Phil McNemar, Roane County FRN has stepped in as the managing body of the Roane County Backpack Program. This free feeding program provides supplemental weekend food bags to approximately 276 Roane County students weekly. Any student can be served by this program, regardless of socioeconomic status. FRN director underwent training through Mountaineer Food Bank and worked with Memorial Methodist Church to ensure packing site met all program specifications and passed inspection. Using funds acquired from the Parkersburg Area Community Foundation, Roane FRN and Roane FSC worked collaboratively to ensure items for food bags were available through the month of April and planning in anticipation for the May MFB delivery was implemented. Roane FRN is in the process of assuming leadership of the remaining program funds and will be responsible for all grant seeking and management of the program moving forward. While this is a tremendous undertaking for our small program, we deeply value this outreach service and the children it impacts every week. We are honored to continue to coordinate services in memory of our friend Phil, who is greatly missed by not only our organization, but our entire community.
2. Community Baby Shower Committee Formation: This quarter, our Roane Partners in Prevention group (which is lead by Roane FRN) developed a committee dedicated to the planning, budgeting, and implementation of our Roane County Community Baby Shower. The group met several times this quarter in anticipation of the event on April 26, 2025. The event will serve approximately twenty-five local families. The committee includes representatives from Roane FRN, Roane FSC, Aetna Better Health, The Health Plan, Mid-Ohio Valley Regional Council, and local community parents and grandparents. At the time of writing this report, the event has not taken place yet but will be expanded upon in later documentation.
3. EdVenture Partnership with Roane FRN: Through service to the Roane County Prevention Coalition, Roane FRN was able to establish a professional partnership with the EdVenture Group. Through our collaborations, we were able to assist in developing family engagement kits to be used by local families for the purpose of encouraging family bonding and strengthening protective factors against child abuse. We were also able to connect EdVenture to a local school who would be prime candidate for a Lego STEM pilot program. We continue to collaborate with the agency as we plan summer family engagement and prevention activities, such as a summer block party.

**number of MOUs Initiated/signed this quarter[[8]](#footnote-8):**

Describe the efforts made to establish MOUs with other family support programs.

Roane FRN has been working extensively to establish a ‘MOU Library” binder that reflects current MOUs with all agencies we have active partnerships, collaborations, or data sharing relationships with. Formalizing these supports has been helpful to our agency in tracking our resources and exploring possibilities for expanded partnerships. All MOUs are organized by the month in which the MOU is set to expire in the upcoming calendar year, which allows us to ensure there are no lapses in professional documentation.

Describe activities undertaken to fulfill those MOUs.

As an organization, Roane FRN prioritizes providing data-driven information, referral/linkage of services, and concrete methods of support to all of our partners, including those with which we share MOUs. We strive to include these partners in all FRN functions and value their unique input in planning programs/interventions within the community. We are also dedicated to being steadfast supporters of local agencies and service providers in the region, whether that be via resource linkage, grant-seeking collaboration, sharing their information with our clientele, or simply showing up to support their initiatives.

List the partners with whom you have established MOUs.

This quarter, we were able to formalize MOUs with the following agencies:

Roane County Department of Human Services

Mid-Ohio Valley Regional Council

EdVenture Group

TEAMWV Partners in Prevention

Our pre-existing MOUs are with:

Roane County Family Support Center

Westbrook Health Services

WVU Extension Services- Roane County

What went as planned or worked well?

This quarter, we received a very prompt and enthusiastic response to requests to enter formal partnerships via MOU with the agencies previously identified. We are proud to report excellent collaboration and working partnerships with the agencies above, which has served to help us grow our agency, implement new ideas, and contact new clientele in the region that had not been previously served.

What did not work well?

There are no barriers or challenges to report at this time.

What improvements might you want to consider?

As we move forward into the new quarter, we would like to increase the number of specifically state-funded partnering agencies we collaborate with.

**Section II: Program Management**

**Service Gaps in your community (Specify):**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *What are the existing Service Gaps* | *Childcare* | *Transportation* | *Health* | *Housing* | *Food* | *Social Service Agencies* | *Other (Specify)* |
|  | There are only2 childcarecenters inRoane County.Families whodo not meetfinancialqualificationsfor assistancemay find theseinaccessible. | There are notaxis,rideshareservices, ornon-appointmentpublictransportationservices. | Ruralhealthclinicsoften donot havesomehost ofservicesas countyseat. | There aremorepeopleseekinghousingthanthere isavailablehousing | Manyrely onschoolmealsandextendedbreaksare notalwayssupplemented. | Communitymembershaveexpressedinterest insupportgroups,none/fewarecurrentlyactivepost-Covid 19 | Continued lack of active AA/NA/ Peer Recovery groups in the area |
|  | Childcarecenters oftenhave waitlistsand/or tuitionfees thatcreate barrierto accesschildcare. | Inability to maintain winter roads created transportation barriers for some of our service area | NoOBGYNservicesincounty/Noprenatalservices. | Limited HUDApproved housing options | MonthlyMFBdeliverytruck hasbeencancelledin pastdue tolack ofvolunteers | Some findaccessingservicesavailableintimidating. Somedon’twant toask forhelp due to rural pride or social stigma | Lack of activities/ familyengagement programs in ruralareas of the county |
|  | Many eventstargeted forparents do notoffer childcareon site duringthe event. | Residents of rural parts ofthe county often express feelings of isolation and neglect fromresourceslocated in thecounty seat | Highrates ofcomorbidity andchronicdisease | Landlordlist is notalwayseasy tofind forallcitizens.Therehavebeenseveralattemptstodevelop acomprehensivelist. | Local food banks are reporting a decrease in available resources  |  | Income-based restrictions onhelping services often leave out“middle of the road” consumerswho are struggling but do notmeet program criteria. |
|  | Many in the service area have limited information on registered home childcare providers | Rural isolationand lack oftransportationnegativelyimpactscommunityengagementandconnectedness | Many forms of outdoor exercise and recreation become inaccessible in the winter | Tenants often struggle to afford both rent and utilities in winter months | County has limited grocery options and diminished access to freshly sourced whole foods |  | Inconsistency in some servicesoften leave families unable to confidently access services or worried aboutstability of necessary basic needsservices. Some established agencies/boards in the region have lost the trust of the public due to lack of transparency in operations |

How were these determined?

The data, reflections, and inferences made above are compiled from a variety of sources, including: FRN annual needs assessment data, townhall forums, state health department data, and the feedback from our partnering agencies, local institutions, and contributing community/family partners. Roane FRN and Roane FSC also have the unique experience of having all members on staff being from (and currently raising children in) Roane County and having experienced life here over numerous years, which impacts how we view the region and its unique strengths and challenges.

What is being done to address the service gaps in your community?

Roane FRN is continually striving to use community feedback and statistical data to create accurate reflections of the strengths and weaknesses of the community we serve. Once we develop a comprehensive picture of the challenges and service gaps evident in the region, we work collaboratively with other community stakeholders to tackle the issues through prevention, intervention, and advocacy for resources. For example, Roane FRN has worked collaboratively with partners like the WVU Food Justice Lab, Mountaineer Food Bank, and Prescription for Your Health to proactively address food access and nutrition disparities in our county. Through sharing data/literature, hosting town halls, and acquiring funding for feeding programs, we are able to make lasting impacts on the generational issue of hunger for our community. Additionally, we, as an organization, ensure we do frequent and thorough reviews of regional service gaps and actively pursue new solutions, programs, and funding avenues to increase the quality of resources available to our clientele.

Do you have a Bureau for Family Assistance or other Department of Human Services, Behavioral Health, local County Health Department and local County Board of Education representative on your FRN as required?

At this time, all agencies listed above are represented on our board, with the exception of the county Board of Education. Our representative resigned during this quarter to pursue employment out of the county. We will be seeking to fill this board position by our May membership meeting.

Has there been a change in your director this quarter? If yes, who is the new director and their contact information.

There has been no change in director this quarter.

**Section III: Progress Narrative-Work plan**

**Meetings/Events/Activities**

How many meetings or events did you coordinate with community partners this quarter? A minimum of nine events/activities must be coordinated/planned/participated in. List and describe:

1. January FRN Meeting- Led informational meeting to share resources and plan programmatic support with community partners. I also perform all secretarial duties, including minutes, agendas, reports, and sign-in logs.
2. February FRN Meeting- Led informational meeting to share resources and plan programmatic supports with community partners. I also perform all secretarial duties, including minutes, agendas, reports, and sign-in logs.
3. March FRN Meeting- Led informational meeting to share resources and plan programmatic supports with community partners. I also perform all secretarial duties, including minutes, agendas, reports, and sign-in logs.
4. January Roane County Prevention Coalition Meeting- Served as organizational secretary and developed minutes, agendas, and social media presence and resources to reflect coalition activity.
5. February Roane County Prevention Coalition Meeting- Served as organizational secretary and developed minutes, agendas, and social media presence and resources to reflect coalition activity.
6. March Roane County Prevention Coalition Meeting- Served as organizational secretary and developed minutes, agendas, and social media presence and resources to reflect coalition activity.
7. January Roane FSC Advisory Council Meeting- Served as advisory council secretary, which includes developing agendas, minutes, reports, and providing feedback in agency policy and procedures.
8. February Roane FSC Advisory Council Meeting- Served as advisory council secretary, which includes developing agendas, minutes, reports, and providing feedback in agency policy and procedures.
9. March Roane FSC Advisory Council Meeting- Served as advisory council secretary, which includes developing agendas, minutes, reports, and providing feedback in agency policy and procedures.
10. January Little Kanawha Collaborative Meeting- Attended monthly regional collaboration meetings to share resources, address service gaps, and recruit new resources for the county.
11. February Little Kanawha Collaborative Meeting- Attended monthly regional collaboration meetings to share resources, address service gaps, and recruit new resources for the county.
12. February REACH Re-Entry Council Meeting- Attended to represent Roane County and gain information/ resources for those seeking re-entry into the community.
13. Roane County Prevention Coalition Statement of Work Follow-Up Meeting- Met with statement of work development team to ensure coalition followed standards developed by fiscal agent.
14. Youth Mental Health First Aid Training with Westbook and Roane FSC-Facilitated and organized event, recruited attendees, and was trained in YMFA with Westbrook Health
15. Statewide Partners in Prevention Team Call- Met with grantor to do program review and receive information concerning child abuse prevention month.
16. Statewide FRN Calls- Attended monthly statewide calls to ensure program compliance and stay up to date with DoHS activity.
17. Emergency Backpack Program Leadership Meeting- Met with UMMC Backpack Team to ensure services continue after unexpected staffing emergency.
18. GrowThis Challenge Distribution Site- Facilitated pick-up of free seeds through WVU Grow This Challenge.
19. Roane FSC Open House- Attended Roane FSC Open House and was on-hand to provide information concerning FRN resources and programmatic support.

**Trainings[[9]](#footnote-9):**

|  |  |  |  |
| --- | --- | --- | --- |
| Number of trainings conducted this quarter | Name of Training | Target Audience | Number of Attendees |
| *1* | *Youth Mental Health First Aid* | *General Public/Service Providers* | *15* |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Describe the training this quarter.

This quarter, Roane FRN partnered with Westbook Health Services and Roane FSC to provide Youth Mental Health First Aid Training in our region. This training is designed to help individuals identify, assess, and appropriately respond to a youth experiencing a mental health crisis.

What went as planned or worked well?

Training was well attended and participants were engaged. Trainers provided informative curriculum in an approachable format.

What did not? What improvements might you want to consider?

Inclement weather required the training into two sessions, which made it challenging for some to complete the training.

**Healthcare Activities:**

|  |  |  |  |
| --- | --- | --- | --- |
| The number of activities to increase families’ access to healthcare | Name of Activity | Target Audience | Number of Attendees |
| 0 | 0 | 0 | 0 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Section IV: Progress Narrative- OUTCOME ACCOUNTABILITY/DATA**

Provide a current Resource Guide during the grant year. (by Fourth quarter, attached as part of the report)

Copy of current resource guide will be provided and is available via our website, roanefrn.org. New resources guides are posted every July at the start of the new fiscal year.

How do you coordinate with WV 211?

We coordinate with WV 211 by ensuring they are supplied the most up-to-date information concerning not only our organization, but other local organizations in the Roane County service area.

How many referrals[[10]](#footnote-10) did you give to families for services/resources this quarter?

We were able to log 25 referrals to outside services/organizations this quarter. If an appropriate local service could not be identified, Roane FRN provided out of county resources to help meet client needs.

What type of referrals were made and to what community partners?

Many of the referrals we receive concern how to access local food pantries, baby pantries, utility support, and other basic needs requests. A large number of the requests we have received can be successfully met by a referral to the newly established Roane County Family Support Center. We are proud to be able to direct citizens to this local resource and assist them in engaging their families in the available services. We have also made referrals to agencies such as Helping Hands Food Pantry, Mountaineer Food Bank, Roane County Baby Connection, RGH Prescription for your Health, Community Resources INC. (CRI), WIC, Department of Human Services, and Westbrook Health Services.

What’s your social media presence?

Roane FRN strives to post frequently on our active Facebook page and group to ensure citizens receive relevant, timely, and helpful information concerning resources available in Roane County. We pride ourselves on the ability to research and create evidence-based infographics, flyers, and brochures via Canva to share resources and data tailored to our citizens and the questions we commonly receive. We also incorporate monthly prevention/awareness themes and recognize key holidays/culturally significant events. We also make efforts to share events, information, and important updates from partnering agencies on our platforms. Utilization of social media also allows us to field client questions with ease and document our interactions. At the time of this report, our Roane FRN Facebook page has 328 followers with 235 page likes. Our FRN Facebook group (which allows partnering agencies to post events and followers to ask questions) currently has 212 members. In addition to our social media presence, we have an active website, roanefrn.org, that we frequently upload resources, agency documents, blog posts, and meeting information to.

**Section V: Stories/MISC**

How do you involve families in the work of your FRN?

Families are the cornerstone of our work at Roane FRN. In order to best meet the needs and be of service to the families in our region, we strive to seek frequent feedback from our parent/grandparent participants. Our FRN board is comprised of parents, grandparents, and other caregivers who each provide a unique perspective that informs our program development and grant-seeking. We also actively seek feedback on our support materials/resources, planned events, trainings, and educational initiatives to ensure that families are being served in ways that are meaningful and impactful to them. We enjoy looking to the populations we serve to measure effectiveness and ensure quality outcomes from our agency.

How do you use social media to engage families?

At Roane FRN, we believe social media can be a powerful tool to open the door for meaningful conversations and engagement. We use our social media to not only show the public what we do in the community, but also to present information in a way that is accessible and digestible. We particularly enjoy taking expansive or challenging topics and presenting them in ways that challenges stigma and sparks further thought/education. We also love using our social media platforms to keep our followers updated on local resources, events, and “hidden gems.” In a rural community, it can be easy to say that nothing fun or interesting ever happens. We like to share all the great work and fun opportunities available in Roane County to empower our citizens to get involved, find community, and celebrate the region they live in. Social media is also the primary channel we receive questions about resources in the community from. We strive to ensure timely, friendly, and helpful interactions with those who reach out to us. In turn, we are often able to make meaningful referrals or direct them to answers on our own website.

Are there any de-identified stories or newspaper clippings you want to share for this quarter?

This quarter has been as big planning quarter for us as we move into spring/summer events. The formation of the Roane County Partners in Prevention Team has been an exciting undertaking for us to lead as we bring previously lost services, such as the community baby shower, back to our county. The enthusiasm that both our team and prospective attendees have shown for this new initiative has been encouraging and inspiring. We have 25 new parents registered to attend and 13 vendors confirmed to come provide resources.

What did you do this quarter that made the most community impact?

This quarter, we experienced the devastating loss of our friend and board member, Phillip McNemar. Phil was the leader of the local backpack program, which serves 276 families in Roane County Schools weekly. In the wake of his untimely passing, responsibility for the backpack program has fallen to Roane FRN, as we partnered with Phil to ensure the program was funded. This has been a tremendous undertaking to assume responsibility for, but we are committed to continuing the good work of providing support for Roane County children through supplemental food bags and combating food insecurity. We are now registered Mountaineer Food Bank partners.

1. Childcare includes centers, private providers and family homes that are licensed by DoHS and accept subsidies. Please include child care facilities who do not accept DoHS subsidy in the service gaps.. [↑](#footnote-ref-1)
2. Transportation should be counted as public bus transit systems, transportation providers such as Link, Uber, taxis and Lyft and geographic areas not covered by the services can be included in the service gaps. [↑](#footnote-ref-2)
3. Health services includes Federally Qualified Health Centers (FQHCs), Hospitals, Street Outreach services by the local Health Department, and private providers. Please count mental health services separately from primary and emergency care. [↑](#footnote-ref-3)
4. Housing resources include publicly funded/subsidized housing; privately owned apartments and homes available for rent; and emergency shelters such as homeless shelters or temporary housing. [↑](#footnote-ref-4)
5. Food services/resources include programs that provide over the weekend services to children and families; pantries that serve children and families; and organizations that provide emergency food/meals. [↑](#footnote-ref-5)
6. Social service agencies are resources and services that provide financial assistance or some other service based on a marginalized population such as disabilities, ethnicity, or disadvantaged status. [↑](#footnote-ref-6)
7. Other services can include things you have worked on to improve your community such as tourism, youth activities, or other things you think are important to include related to children and families. [↑](#footnote-ref-7)
8. MOUs are required with the other family support programs funded by the Division of Family Support. They include Good News Mountaineer Garage, Legal Aid of WV, KISRA, Department of Education SPOKES, Earned Income Tax Credit Coalitions, Community and Technical College TANF Programs, Partners in Prevention teams, and state funded In Home Family Education Grants. [↑](#footnote-ref-8)
9. Training is not required. This is included to capture the FRNs who do provide training related to children and families. [↑](#footnote-ref-9)
10. The FRN grant is a planning and coordination grant but many FRNs provide resources and referrals to families, and this counts for those efforts. [↑](#footnote-ref-10)