**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**

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

**Due: January 30, 2025**

**\_\_\_\_\_\_** 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.**

**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 Center | 1 public bus line | 1 hospital | 100 public housing units | 1 backpack program | 1 DoHS | 5 Community Centers that host events for community |
|  | 2 Afterschool childcare Providers | 1 medical transportation service | 2 FQHC | 14 HUD approved landlords | 1 food pantry | 1 FRN/FSC | 1 Committee on Aging that provides programming |
|  |  |  | 3 medical clinics |  | 1 baby formula pantry | 1 Adult Education Center | 5 Public Parks/Campgrounds that host events |
|  |  |  | 3 Mental Health Providers |  | 1 free weekly church meal |  | 1 Public Pool that hosts events |

Total number of services plotted on Geographic Information System (GIS) map: : 0 - no information provided about this initiative yet.

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

1. FRN has served as fiscal agent and partner for the continued development of the Roane County Family Support Center. FRN has worked collaboratively with Roane FSC to assist them in the development of an employee handbook, board bylaws, and facility policies and procedures. Additionally, Roane FRN has spearheaded the re-establishment of a Student Resource Closet in collaboration with Communities in Schools at Geary Elementary Middle School. Roane FRN secured a $5,000 donation pledge from Hope Gas Foundation to purchase all necessary supplies to stock clothing, toiletries, and other non-perishables for the rural school, which is historically underserved in our community. 3. Roane FRN partnered with the Team WV Partners in Prevention to secure funding for the re-establishment of the Roane County Community Baby Shower, which is slated for April 2025. This grant program will also fund a Child Development Block Party in early June. Committees for both events have been established. 4. Roane FRN continues to recruit meaningful training opportunities to the area. In November, we hosted Calhoun FRN as they presented trainings in both Adverse Childhood Experiences and Child Sexual Abuse Awareness trainings for the public. We had excellent attendance in-person and online for this event. We have booked a budgeting/debt reduction seminar for February 2025. We have also assisted Roane FSC in developing promotional and registration materials for their Youth Mental Health First Aid Training in collaboration with Westbrook Health Services.

**Services/Resources Developed in your community**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Target group for new Services | Children | Adults | Both Children & Adults | Persons with Disabilities | Limited English Proficiency | Other (Specify) |
|  | GEMS Student Resource Pantry | ACES/D2L Trainings | FSC advisory | FSC advisory |  |  |
|  | Backpack Program Monetary Support  (continued) | Service Linkage/Basic Needs Donation | Community Baby Shower development | GEMS Student Resource Pantry |  |  |
|  |  |  | Prevention Coalition SOW/Logic Models | Service Linkage |  |  |
|  |  |  | Service Linkage |  |  |  |

(Add additional rows if needed) \*Ensure these are plotted on your GIS.

How many Governor’s Joint Interagency Task Force were held this quarter? 0 - No information provided about this.

How many Governor’s Joint Interagency Task Force meetings did you attend this quarter? 0- See above.

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

This quarter, we were contact by a Communities in Schools representative from Geary Elementary/Middle School seeking assistance in establishing a student resource closet for students in need of basic needs. Roane FRN worked with Communities in Schools to assess student needs and identify service gaps created due to lack of funding and a school counselor (one was fortunately hired in December). Roane FRN applied to the Hope Gas Foundation with this need and was awarded a $5,000 monetary donation to assist this underserved school in our county. We are continuing to work collaboratively with Communities in Schools, Hope Gas Foundation, and GEMS to budget this funding and ensure that as many student needs as possible can be met via this donation.

Additionally, Roane FRN made inquiries with Operation Warm to seek coats and shoes for families in need as the winter months begin to impact the area. Our request was ultimately denied due to lack of available funds, be we continue to seek grants to address this need. We also have active grant applications for prevention based projects with Sister’s Health Foundation, Parkersburg Area Community Foundation, and numerous other funding foundations to meet identified service gaps in our region. We continue to use PACF funds to support our local Backpack Program in resource purchasing.

We have entered the purchasing and planning stages of our events with Partners in Prevention, which are the Community Baby Shower and Child Development Block Party. Committees for both events have met virtually and should be progressing quickly now that funds were received in December.

We continue to work collaboratively with our partners, Roane Family Support Center, Roane DoHS, Westbrook Health Services, Communities in Schools, Roane County Prevention Coalition, Roane County Extension Office, and many more to ensure service gaps are identified and addressed effectively in our county.

**number of MOUs Initiated/signed this quarter:**

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

Roane FRN has received signed MOUS this quarter from Westbrook Health Services, the Department of Human Services, Roane County Family Support Center, and WVU Extension-Roane County Office. We are proud to partner with these agencies in providing quality assistance to children and families in Roane County.

Describe activities undertaken to fulfill those MOUs.

Roane FRN has worked collaboratively with each of the above listed agencies to identify service gaps, plan appropriate intervention strategies, and implement meaningful program delivery to support our common service populations. Roane FRN also exchanges education, data, and resources with these agencies to ensure we are all able to best meet the needs of children and families in Roane County.

List the partners with whom you have established MOUs.

Westbrook Health Services

Roane County Family Support Center

WVU Extension- Roane County Office

WV Department of Human Services- Roane County Office

What went as planned or worked well?

Roane FRN continues to be met with overwhelming support from our community partners. The agencies listed above, as well as others, are always eager partners in research, planning, and implementation of meaningful community outreach and engagement. Westbrook Health Services has worked closely with our agency to share pertinent information, plan educational opportunities, and streamline referrals for our service population. We work collaboratively with Roane County Family Support Center in many aspects of our service delivery and stay in close communication to ensure all family needs can be met between our two unique entities. Roane DoHS are ardent supporters of our agency and are always present to provide programmatic delivery guidance or lend support through information sharing and other means of collaboration. WVU Extension are excellent collaborative partners who champion our mission to help children and families thrive in our community through education, engagement, and healthy living initiatives.

What did not work well?

As we receive MOUs from other agencies, it has made us aware our own document could benefit from revision. Our MOU is a bit broad and non-specific, so further development of this document for the next fiscal year may be necessary.

What improvements might you want to consider?

In the future, we will be comparing our MOU to that of larger, more established agencies to ensure our verbiage and specifications are most appropriate and reflective of the working partnerships we have established in the community.

**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 only 2 childcare centers in Roane County. Families who do not meet financial qualifications for assistance may find these inaccessible. | There are no taxis, rideshare services, or non-appointment public transportation services. | Rural health clinics often do not have some host of services as county seat. | There are more people seeking housing than there is available housing | Currently only have one income-based food pantry. Hours have been reduced to once a month and are canceled if inclement weather occurs. | FSC waiting on clearance from MFB to open food bank and move forward in providing expanded services | Lack of active AA/NA/ Peer Recovery groups in the area |
|  | Childcare centers often have waitlists and/or tuition fees that create barrier to accessing childcare. | Rural parts of the county feel isolated from resources located in the county seat | No OBGYN services in county/ No prenatal services. | Not all housing options are HUD approved | One baby pantry is only open twice a month at hours that are not always accessible for working families. | Community members have expressed interest in support groups, none/few are currently active post-Covid 19 | Lack of activities/ family engagement programs in rural areas of the county |
|  | Many events targeted for parents do not offer childcare on site during the event | Inclement weather can make some rural roads inaccessible or hazardous | High rates of comorbidity and chronic disease | Landlord list is not always easy to find for all citizens. There have been several attempts to develop a comprehensive list. | Many rely on school meals and extended breaks are not always supplemented. | Some find accessing services available intimidating. Some don’t want to ask for help | Income-based restrictions on helping services often leave out “middle of the road” consumers who are struggling but do not meet program criteria. |
|  |  | Rural isolation and lack of transportation negatively impacts community engagement and connectedness |  |  | Monthly MFB delivery truck has been cancelled in past due to lack of volunteers | Social stigma concerning needing social service support still prevalent in service area | Inconsistency in some services often leave families unable to access services or worried about stability of necessary basic needs services. |

How were these determined?

Roane FRN releases a Needs Assessment Survey annually that allows community members to provide us with feedback on service gaps. This data is paired with discussion from our monthly meetings, input from partnering agencies, and townhall discussions to create a snapshot of needs present in our community. A copy of our most recent needs assessment (published November 2024) is available with this report.

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

Roane FRN uses the data described above to tailor grant-seeking efforts, professional collaborations, program development, and educational initiatives coordinated by our office. We regularly evaluate our service gaps and assess what is working well, and what needs additional intervention. This is done through data collection/analysis, consumer feedback, mindful partnerships, and continually listening and responding to the needs of our community. We pride ourselves in being engaged members of our community and understanding the complex needs of those who live here. We address service gaps through program development, monetary/volunteer support for service projects, promoting education/data-driven outcomes, and partnering with other difference-makers to ensure needs are identified and met in thoughtful ways.

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?

Yes, our board is comprised of a diverse array of professionals who serve our community in various capacities and provide invaluable perspective on how we conduct our services. Representatives from our county DoHS office regularly attend meetings, as well as representatives from Roane County Schools, MOVRC, and other key stakeholders in the region.

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 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.

* October FRN Meeting-Coordinator
* November FRN Meeting-Coordinator
* December FRN Meeting-Coordinator
* July Prevention Coalition Meeting
* October Prevention Coalition Meeting-Board Secretary
* November Prevention Coalition Meeting-Board Secretary
* December Prevention Coalition Meeting-Board Secretary
* Roane County Prevention Coalition Logic Model/S.O.W Development Meeting
* FSC Advisory Council October Meeting-Board Secretary
* FSC Advisory Council November Meeting-Board Secretary
* FSC Advisory Council December Meeting-Board Secretary
* October Little Kanawha Collaborative Meeting-Collaborator
* November Little Kanawha Collaborative Meeting-Collaborator
* December Little Kanawha Collaborative Meeting-Collaborator
* Roane Partners in Prevention Launch/Planning Meeting
* State FRN Monthly Zoom Calls
* State FSC Monthly Zoom Calls
* Westbrook Health Services Data Collection Survey-community partnership
* Roane FSC Gingerbread House Event
* Hosted ACES/Darkness to Light Training for Community
* Roane FSC Handbook/Policy Development Meetings
* Roane FRN/FSC meeting with USDA Rural Partners Network-collaboration planning
* Roane FRN/FSC meeting with Sister’s Health Foundation- grant seeking guidance

**Trainings[[8]](#footnote-8):**

|  |  |  |  |
| --- | --- | --- | --- |
| Number of trainings conducted this quarter | Name of Training | Target Audience | Number of Attendees |
| *2* | *ACES- Adverse Childhood Experiences* | *General public/local service providers* | *23* |
|  | *Darkness to Light: Childhood Sexual Abuse Awareness* | *General public/local service providers* | *23* |
|  |  |  |  |
|  |  |  |  |

Describe the training this quarter:

Roane FRN hosted two trainings this quarter, which were provided by Tina Persinger of Calhoun FRN. We presented both Adverse Childhood Experiences and Darkness to Light to a very engaged crowd in person and online via Zoom.

What went as planned or worked well?

The training was very informative, and attendees were attentive and engaged. We had a good turnout for our first training. Roane FSC had enough space to comfortable accommodate those in attendance.

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

Some technical difficulties made video and sound quality less than optimal. We have since learned how to fix these issues with our new technology in place.

**Healthcare Activities:**

|  |  |  |  |
| --- | --- | --- | --- |
| The number of activities to increase families’ access to healthcare | Name of Activity | Target Audience | Number of Attendees |
| 1 | FRN Social Media Health/Safety Tips | Families/Parents | 472 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**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)

A copy of the Roane FRN Resource Guide that was made public on our website, social media, and listserv in July of 2024 will be attached to this email.

How do you coordinate with WV 211?

Roane FRN readily provides information we compile concerning Roane County to WV 211, including our annual Resource Guide and Needs Assessment Data.

How do you coordinate with no wrong door?

Roane FRN has moved into the new Roane FSC space and will be spearheading implementation of No Wrong Door within our joint facility. It is paramount to both entities that clients can be served by whoever they make initial contact with when entering our building.

How many referrals[[9]](#footnote-9) did you make for services this quarter?

We made a total of 20 referrals to outside services/agencies this quarter.

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

We received multiple inquiries concerning basic needs services this quarter, and those clients were directed to appropriate providers for these needs within the county, based on their unique financial circumstances. Additionally, we had inquiries concerning Christmas support for families, which were directed to the appropriate avenues. We were able to partner with Roane FSC to support several families in transitioning children into more permanent living arrangements and providing basic needs to families in need of appropriate sleep spaces for infants.

What’s your social media presence?

Roane FRN has a very active and engaged social media presence. We currently have 289 followers on our public Facebook page and 183 Facebook group members. This is a growth in both avenues from the previous quarter. We use our social media platform to share information about local events, education concerning health, prevention, and child development, and keep our followers updated on FRN happenings. We also post our educational literature on this platform, including our resource guide, monthly newsletter, resource one page flyers, and other materials developed by our director for sharing information in accessible formats. We also have an active website, roanefrn.org, that houses all the aforementioned information, as well as meeting dates/times, photos from events, grant information, and how to contact us. We pride ourselves on providing quality digital services for our community and adapting well to alternate means of sharing resources and education. We have recently received positive feedback from our new “holiday roundups” that detail all happenings in the county concerning holiday events in one accessible document, listed chronologically. We have been asked by citizens and service providers to continue this service, as well as our informational one-pagers.

**Section V: Stories/MISC**

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

Families are the driving force of FRN services and programming. We use diverse means of data and feedback from local families to identify needs, seek grant funding, and respond to concerns in meaningful and appropriate ways. Our resource sharing/development is tailored to the specific needs of children and families in Roane County. We strive to implement programs and initiatives that make Roane County a safer, more inclusive, and more enriching place to raise a family. We strive to ensure our physical location is family-friendly and our services are conscientious of the needs of working families. Our FRN board is partially comprised of parents, grandparents, and members of grandfamilies.

How do you use social media to engage families?

As described above, we extensively use social media to engage families by providing information, sharing resources/education, and providing opportunities for community feedback to inform our practices. We design our posts to be visually appealing, frequent, and encouraging to response/engagement. Many of our posts are shared in other groups, which in turn increases our scope and engagement with families. We frequently monitor our Facebook direct messages, which families often use to ask questions or seek clarification concerning events.

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

There are no newspaper clippings to share this quarter.

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

Roane FRN experienced significant growth this quarter in both how we meaningfully collect and share information, as well as increasing our efforts to secure monetary support for our initiatives. Through collection and sharing of needs assessment data, we have provided a more comprehensive, up-to-date view of the service gaps in Roane County and have developed actionable plans with our partnering agencies to impact them. Additionally, the education we share online and through print resources continues to grow and we delight in receiving feedback from others stating that they were helpful. It has also been our extreme pleasure to lend our knowledge, experiences, and time to the development of Roane County Family Support Center both as their fiscal agent and consulting board member. Our mutual growth and development makes me optimistic for the future progression of our agencies.

Finally, Roane FRN has made a concerted effort to refine our grant writing skills and move more boldly in the grant seeking space. This increased advocacy and programmatic planning for our community has paid off, as many foundations are investing into Roane FRN initiatives, and ultimately, children and families in Roane County. We are eager to implement these programs in quarter three and share the results of these efforts with our stakeholders.

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. Training is not required. This is included to capture the FRNs who do provide training related to children and families. [↑](#footnote-ref-8)
9. 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-9)