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Family Resource Centers Annual Report

Tennessee Department of Education | 2021-22



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Overview

Recognizing the barriers to school success facing many students, the Tennessee General Assembly authorized the establishment of Family Resource Centers (FRCs) in Tenn. Code Ann. § 49-2-115. This gave FRCs the power to: “maximize the potential learning capacity of the child by ensuring that school environments and neighborhoods are safe and socially enriching, that families are strong and able to protect children and meet their foundational needs, and that children are physically healthy, emotionally stable, socially well-adjusted, and able to connect with enriching opportunities and experiences in their schools and communities. To enable children to reach the most benefit possible from the time they spend in educational settings, the family resource centers shall focus on providing information to families about resources, support, and benefits available in the community and on developing a coordinated system of care for children in the community to effectuate this.”

For twenty-nine years, Tennessee Family Resource Centers (FRCs) have served as welcoming hubs for social service and mental health support within their local education agencies (LEAs) and communities. Tennessee Family Resource Centers engage schools and community stakeholders to identify barriers hindering the social, personal, physical, and academic well-being of students. FRCs then empower students and families by providing high-quality services through a coordinated system of support. Over the years, FRCs have served as a conduit between their respective LEA and community. This approach has allowed FRCs to lead efforts to increase access to essential support in real-time, address chronically out of school, and empower families through early intervention. FRCs have served hundreds of thousands of students and families and remain steadfast in their commitment to being a critical bridge between school districts and families.

Funding

In the 2021-22 school year, the Tennessee Department of Education (department) allocated \$3.05 million to fund FRCs in 78 districts representing 53% of Tennessee public schools. FRC sites receive an annual fixed award of \$29,611.65. They must provide a minimum match of \$20,388.35. FRC guidelines also require each FRC to collaborate with community partners in the planning, development, and support of a coordinated service delivery to strengthen families' ability to support the academic and life success of children.

Infrastructure

The FRC director is responsible for the overall operation of the programs, services, and activities of the FRC. The director also leads the supervision of staff, interns, and/or volunteers helping with day-to-day operations. They are strategic in their approach to ensure measurable goals are established to direct the operation of FRCs. The goals are related to the needs and challenges identified by the FRC advisory council and endorsed by the district.

Each FRC is required to have an advisory council that assists the FRC director in setting program and service priorities each year. Advisory councils are often composed of parents who are potential consumers, representatives of state agencies that serve children and families, local non-profit social service organizations, philanthropic groups, and family support service providers whose focus is service provision within the community served by the FRC. FRC advisory councils operate with the authority and responsibility to develop and maintain a needs-based plan of operation relevant to the schools and community it serves.

Mission

Tennessee Family Resource Centers **unlock potential**.

Vision

Tennessee Family Resource Centers unlock potential by serving as a resource and support hub. FRC's proactively **engage** with their communities to **empower** students and families, bridging gaps to ensure they **evolve** together through connected systems of support unique to each community.

Impact Summary

Since 1993, Family Resource Centers across Tennessee have served as welcoming hubs for social service and mental health support. FRCs are the conduit to connect families with a coordinated system of support through direct and referred services fueled by community partnerships and contributions.

Statewide Reach:
*100 site locations in
78 school districts
965 schools
64 counties*

*53% of public-school districts represented
519,705 of Tennessee's students with
access to an FRC.*



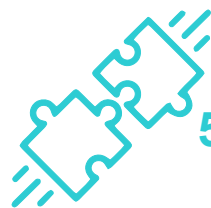
92,328 Students Served



60,147 Families Served

FRCs share a unified goal: to assist families through information and training. Additionally, FRCs help families learn to resolve problems through the collaborative efforts of many disciplines within the community—education, social services, business, mental and physical health.

FRC programs respect and recognize the strengths of families – focused on empowerment and sustainability.



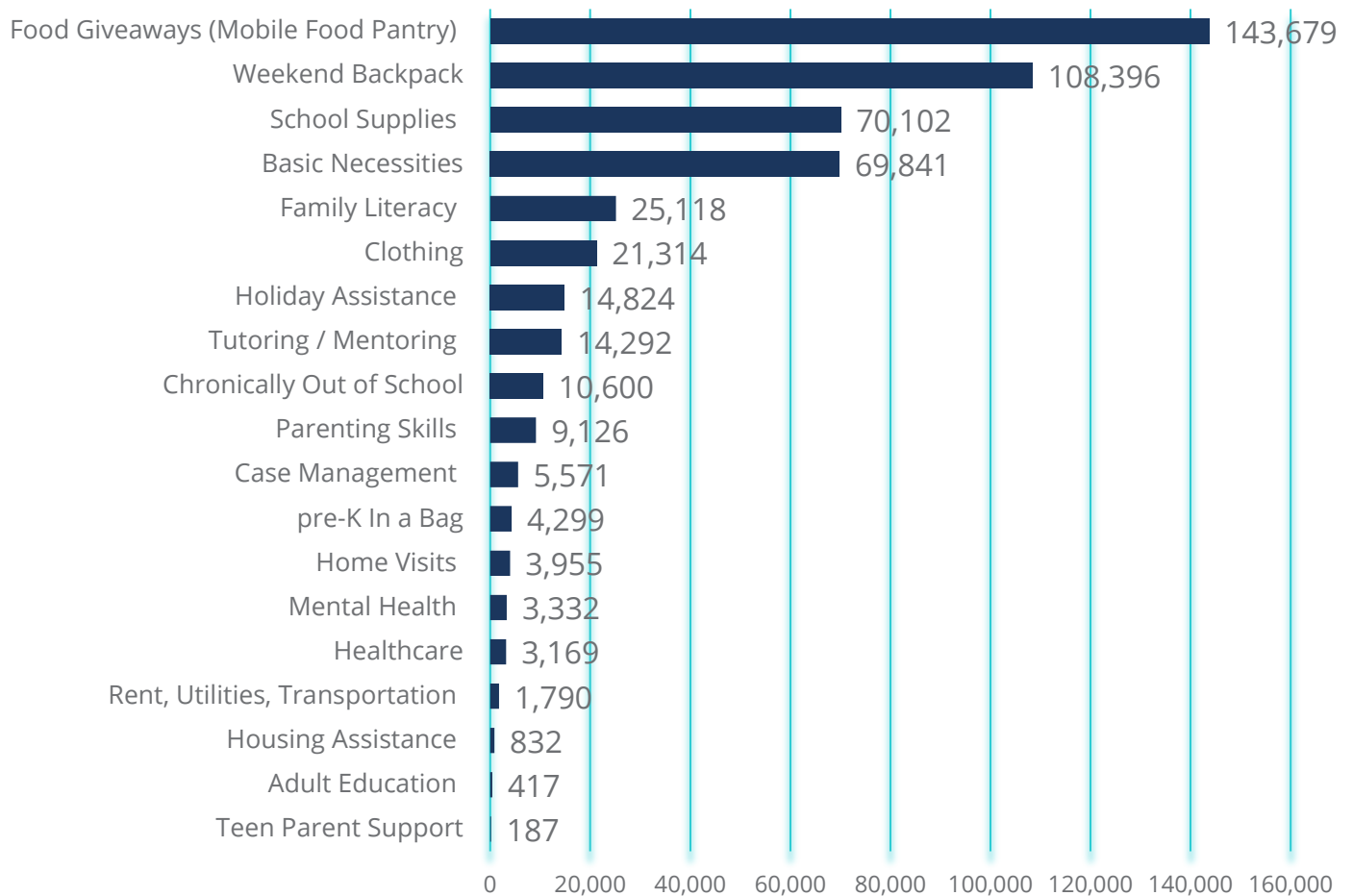
510,824 Direct Services Provided



89,225 Referrals Made

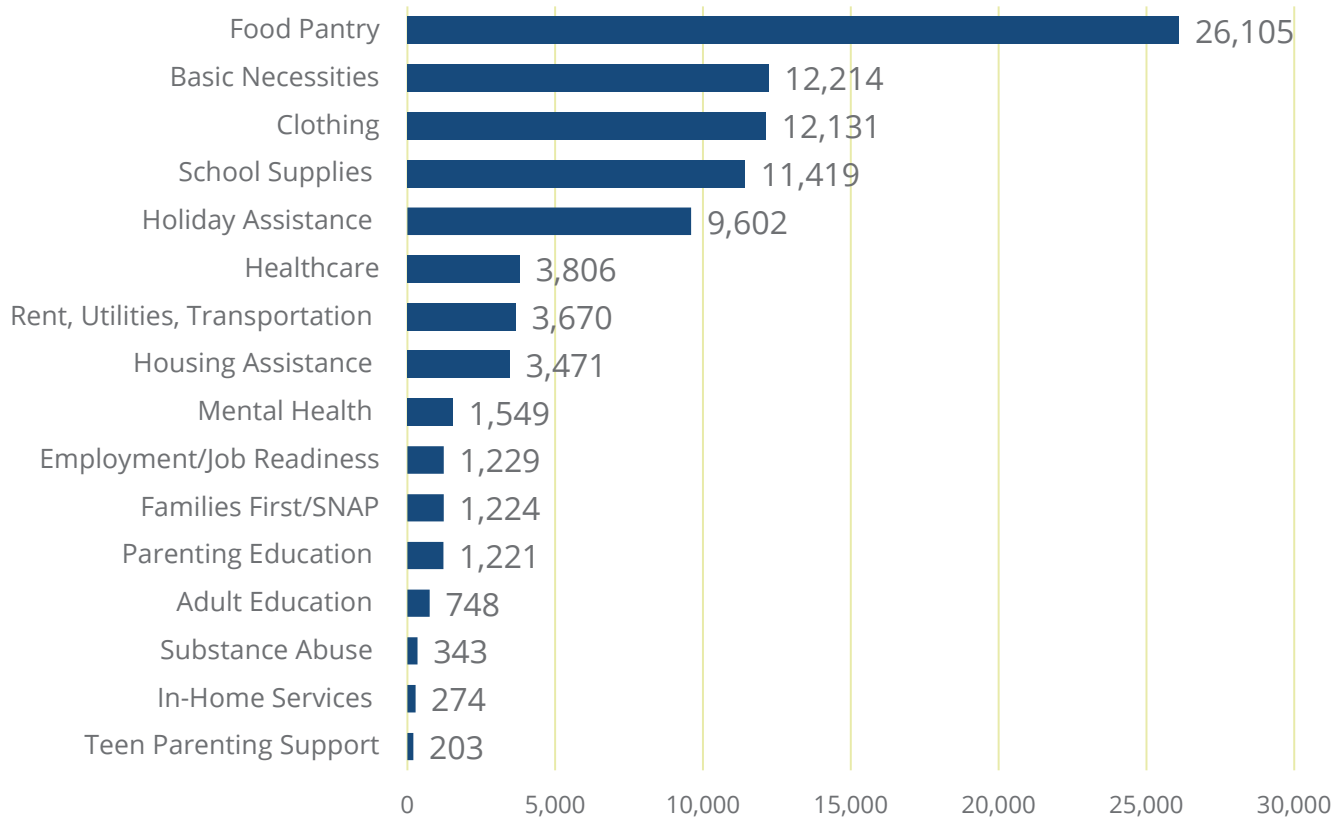
Direct Services

FRCs tailor their support and services to the specific needs of the students and families in their community. When possible, services are provided directly by the FRC to remove access barriers for families receiving those services. While each FRC's direct service offerings are unique and aligned with community-specific programmatic goals, the 19 services represented in the chart below are the most common provided and represent some of the most significant needs of Tennessee students.



Referrals

FRCs work in unison with community providers to provide a consistent continuum of wrap-around support for families through referrals for services. This tailored approach ensures families receive access to essential support that cannot be provided directly by the FRC. During the 2021-22 academic year, over 89,000 referrals were made for students and families to external partners.



Partnerships and Contributions

FRCs work directly with key community stakeholders to identify needs and increase access to social services and mental health support to meet those needs. Each FRC advisory council maintains a

diverse membership to encourage strong relationship and awareness building across the community and identify where partnerships and resources are most needed. The work of each FRC is accomplished in tandem with these stakeholders to identify specific ways organizations can offer direct support (through services and both monetary and in-kind contributions) and ensure an effective continuum of services are provided to students and families.



Statewide Impact:

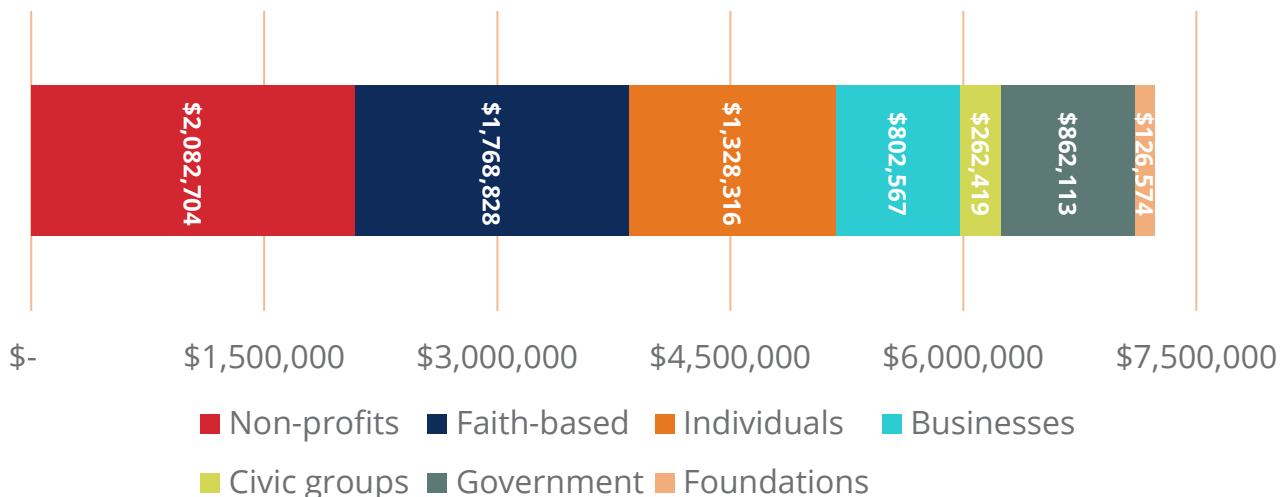
\$7,233,543 In-Kind Contributions

\$2,182,408 Monetary Contributions

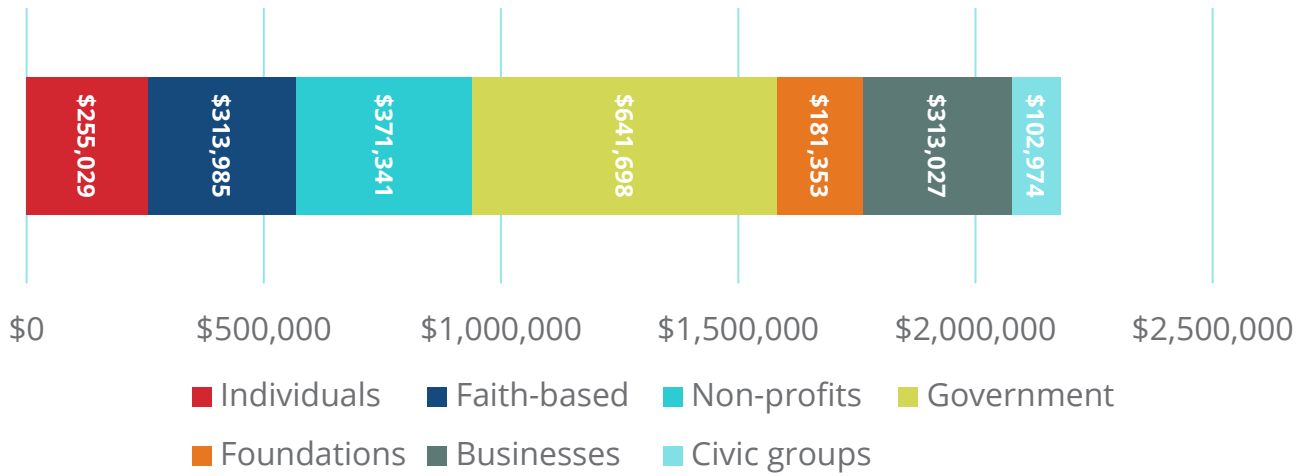
3,324 Community Partnerships

The funds awarded to each FRC by the department represent only a fraction of the total budget of each center. Budgets are determined based on local need and the remainder of needed operating funds are raised by each FRC director through solicitation of grants, contributions, and in-kind donations.

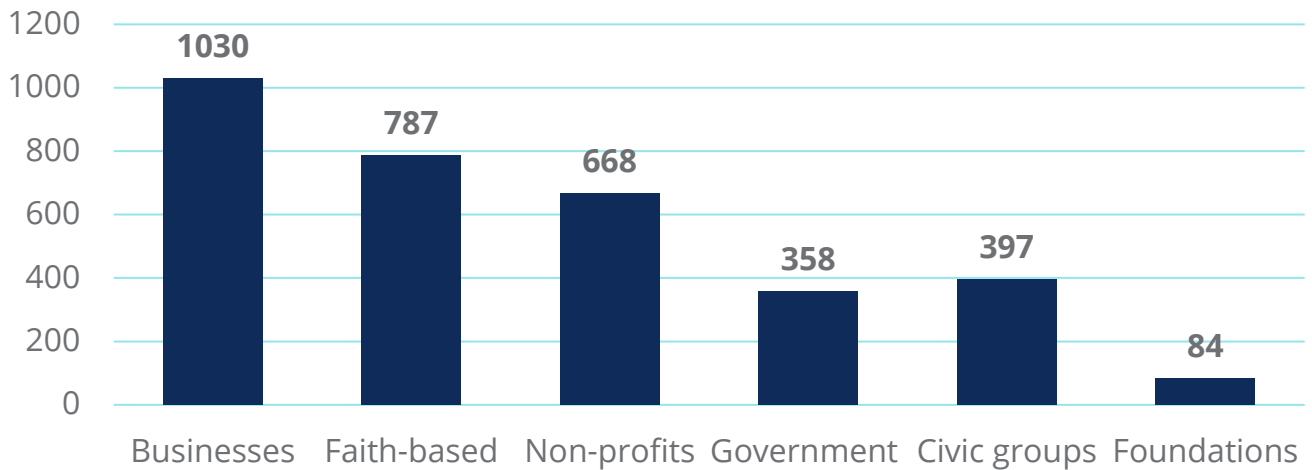
Local In-Kind Contributions



Local Monetary Contributions



Number of Partnerships



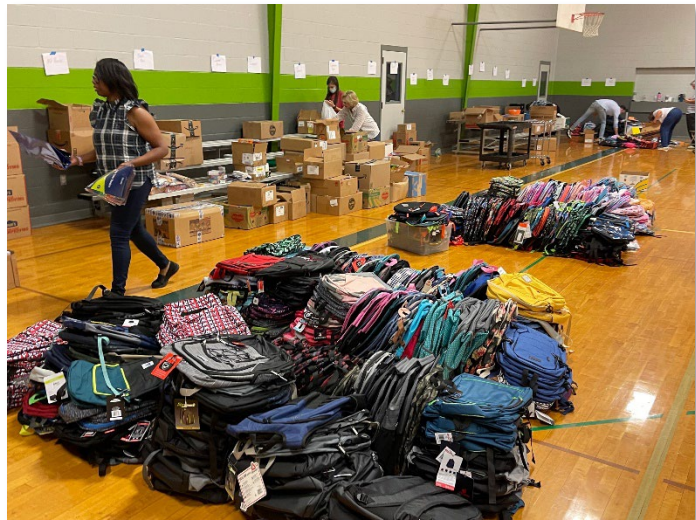
FRC Highlight: Humphreys County Flood Relief



Family
Resource
Centers across
the state
served as
community
hubs to collect
specific school



items for students affected by the devastating flood in Humphreys County in August of 2021. During this one-week event, FRCs from as far west in Brownsville, Tennessee to as far east in Mountain City, Tennessee collected truck loads filled full school supply items to help alleviate a burden for students and their families upon return to school. This unified effort showed the Volunteer State in action to serve neighbors, no matter the distance. Because of the support of FRCs and Tennesseans, three school buses filled



of

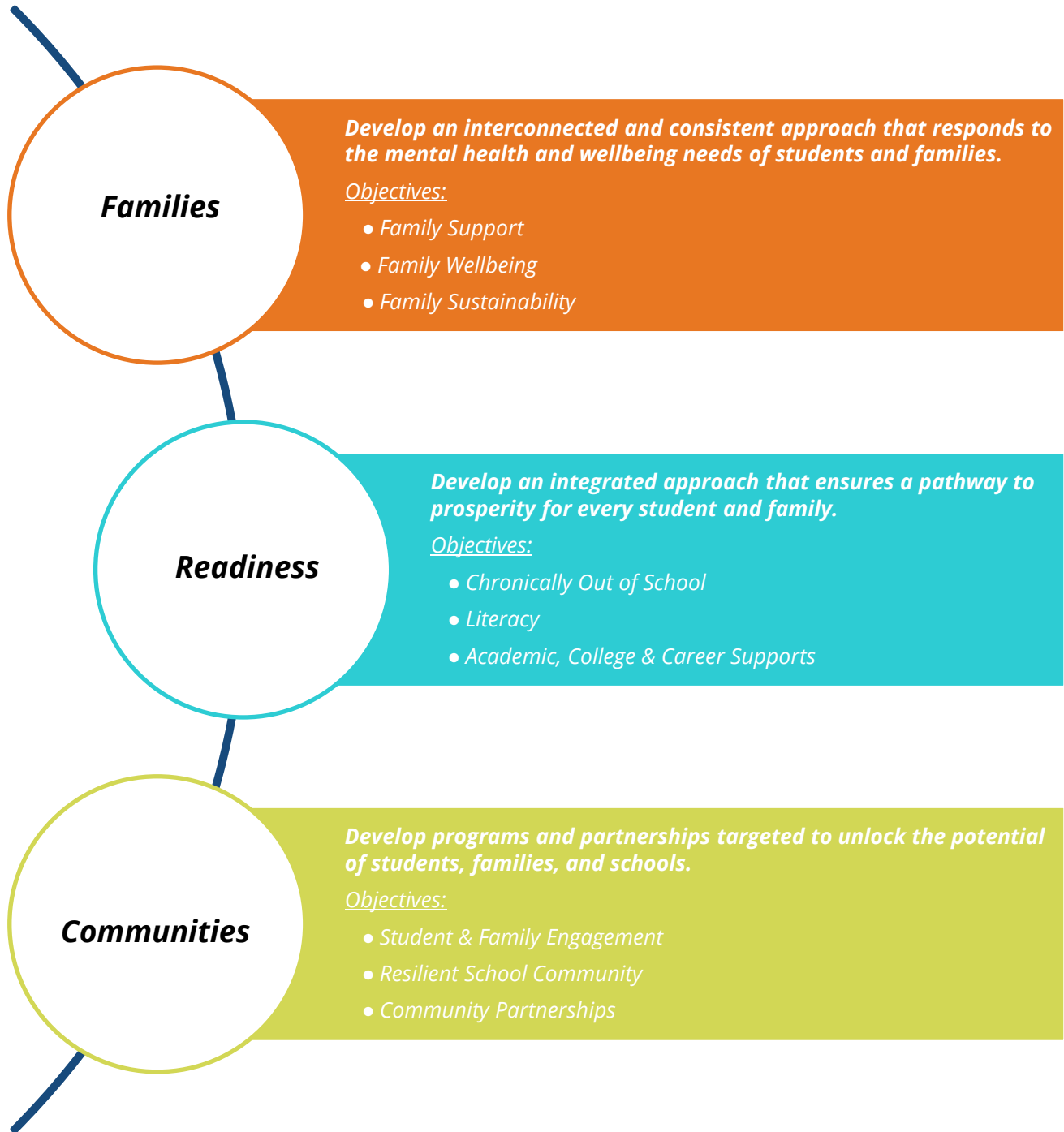


full of supplies were delivered to Humphreys County Schools – providing every single student within the district with a backpack and necessary supplies.



Framework

In April 2021, the department released revised FRC guidelines which included a strategic framework focused on three tenants: Families, Readiness, and Communities. FRCs develop an action plan with measurable objectives around each of the three tenants.



Families

As a part of program administration guidelines, FRCs develop and submit an Action Plan with measurable goals for two of the three objectives within each respective priority based on needs in their community. Each May, FRCs provide an evaluation of their progress and outcomes toward each goal to the department and highlights are detailed below.

Family Resource Centers develop an interconnected and consistent approach that responds to the mental health and wellbeing needs of students and families.

Family Support: *Focused on supporting students' and families' basic needs.*

Family Resource Centers offer a variety of opportunities that support both students and their families. Direct services, referrals, and collaborative programs with community partners are responsive to the specific needs of each community and include supports such as rent and utility assistance, provision of clothing, school supplies, and hygiene items, and partnerships to offer eye exams and dental care. Additionally, it includes summer feeding and weekend backpack programs.

Through the implementation of a targeted referral pathway to ensure awareness and access, Family Resource Centers observed an increase in services provided to students and families:

- **Anderson County** increased by 75%
- **Bristol City** increased by 24%
- **Hamilton County** increased by 52%
- **Humboldt City** increased by 71%
- **Sumner County** increased by 41%
- **Trenton Special** increased by 10%



Family Wellbeing: Focused on addressing the social and mental well-being of students and families.

Family Resource Centers offer a variety of services to address the mental health needs of students and families such as case management, school-based mental health services, and early intervention programs.

- **Henry County** observed an 89% decrease in behavior infractions from students receiving mental health support.
- **Metro-Nashville Hattie Cotton** observed an increase in engagement for 59% of students receiving mental health support through their lunch buddy program.
- **Wayne County** observed an increase in academics for 80% of students who received mental health support.
- **White County** provided *Best Group* sessions focused on grief, loss, and separation to 80 students.

Family Sustainability: Focused on empowerment, opportunity, and stability for families.

Family Resource Centers offer opportunities for families to strengthen their parent support network and learn additional tools to support their child academically, socially, and personally. FRCs develop their training and education programs tailored to specific community needs.

Union County – Personalized Case Management

Union County Schools' Family Resource Center worked diligently alongside the Booker family to ensure a successful adoption process for Union County student, Haley. They hosted an adoption party for Haley and her family, and Union County's mayor proclaimed the day "Haley Booker Day." FRC Director, Martha Warwick, and Union County Director of Schools, Dr. Jimmy Carter, beam with pride for Haley and her family.



"It was an honor to support the Booker family in their pursuit to ensure Haley's needs are forever taken care of by becoming a part of their family," said Dr. Jimmy Carter, Director of Union County Schools

Readiness

Chronically Out of School: Focused on reducing the number of students who miss 10 percent or more of school days. *All FRCs have a goal to address chronically out of school absence rates.

Family Resource Centers develop an integrated approach that ensures a pathway to prosperity for every student and family.

Family Resource Centers serve as a critical partner with the school and family to support consistent school attendance. FRCs provide many services to address or eliminate barriers to consistent attendance including provision of basic needs, referral coordination for social services, mental health, and/or health care, employment assistance, and case management. FRCs also support district awareness efforts about the importance of daily attendance

- **Blount County Schools** instituted *Important, Meaningful, Parent, and Child Training* (IMPACT) classes, allowing a family-focused approach to address barriers hindering attendance. 65% of students attending decreased their chronic out of school absence rate by 5%.
- **Hamblen County Schools** observed a 5% decrease in chronically out of school absences for students at Heights Elementary who missed 20% or more of the previous academic year through proactive wraparound support team meetings.
- **Kingsport City Schools** launched a *Show Up to Grow Up* campaign geared to spreading the importance of being present for elementary schools resulting in a 95% average daily attendance rate.
- **Metro- Nashville Tusculum Elementary** observed a decrease in chronically out of school students by 4% through targeted, proactive wraparound and intervention supports.
- **Wayne County Schools** implemented an attendance awareness campaign and early-intervention wraparound supports with 55 students displaying improvement in their overall attendance.

Literacy: Focused on ensuring families are equipped with materials, trainings, and opportunities that help families thrive and improve their overall fluency in literacy.

Family Resource Centers offer a plethora of opportunities focused on increasing literacy for families. In partnership with schools, FRCs host literacy events, support adult education activities, facilitate family financial literacy classes, and disseminate resources.

- **Bristol City Schools** observed a 24% increase in literacy supports with the launch of their newest book bus and *Reading Buddies* program.
- **Haywood County Schools** offers family classes, lending libraries, and hosts its annual *Book Jam*, geared toward inspiring their youngest learners to love reading and equip families with tools to support their children in partnership with schools resulting increased literacy proficiency for kindergarten through second grade students.
- **Johnson County Schools** supplied monthly literacy bags to students in kindergarten through second grade. This partnership aided in the overall result of literacy proficiency increasing by 22% from semester one to semester two.
- **Manchester City Schools** established a program to support their English Language Learners (ELL) population by offering classes teaching English to families while simultaneously providing their children literacy tutoring, which all students demonstrated an increase proficiency.

Family Resource Centers Celebrate Literacy Month

In March of 2021, the department announced the state is celebrating Tennessee Literacy Month, highlighting how Tennessee's families, community partners, and educators are focusing on improving literacy experiences for early learners. The department's academics team celebrated statewide work of Reading 360 and partnered with FRCs in Bristol City, Decatur County, Hamilton County, Lauderdale County, Tipton County, and Washington County to host family literacy events. The family literacy events provided the opportunity for families, community communities to celebrate the importance of reading while resources.



partners, and school
supplying free at-home

"The celebration enhanced our literacy strategy. Families learned valuable information and the students loved seeing Riley the Raccoon and getting their Ready to Read backpacks."
- Amy Crenshaw, FRC Director for Decatur County



"The materials reinforce our Reading 360 early literacy initiative by providing families with an additional resource they can use at home to engage their child in a fun and exciting literacy experience."

- Kay Ward, FRC Director for Bristol City

Academic, College, and Career: Focused on addressing student, family, and community actions and knowledge necessary to expand opportunities for life success.

Family Resource Centers work in tandem with their school and/or district to develop programmatic efforts to support academics. The educational strategies provided by FRCs include facilitating tutoring sessions, summer learning experiences, after-school programs, mentorship programs, and other additional experiences to further enhance opportunity around college and career readiness.

- **Franklin County Schools** provided after-school tutoring. 50% of students who attended consistently demonstrated improvement by five points in two or more subject areas.
- **Loudon County Schools** launched *Ready, Set, Go* pre-K learning at-home kits for families to support their child’s development for 152 learners.
- **Maryville City Schools** provided one-on-one support for students who were not on track to being ready to graduate. 100% of students supported through tutoring and case management received their high school diploma and earned an industry credential or entered post-secondary education.
- **White County Schools** established a mentoring program that supported 42 students with one-on-one goal setting, college/career exploration, and financial literacy.

Family Resource Centers Lead Civics Learning



Family Resource Centers lead statewide programs and initiatives that expose youth to civics learning. Lebanon Special Schools applied for and received the Governor’s Civics Seal grant and instituted multiple opportunities such as civics clubs, mentor programs, and a community civics strategy that promotes opportunities for students to actively explore career options.

In February of 2021, the Coles Ferry

Elementary School Civics Club met with Governor Bill Lee to talk about the importance of civics. During the meeting in his office, students presented the Governor with a scrapbook and special civics bookmarks and asked him about his journey to be elected Tennessee’s 50th Governor.



Communities

Family Resource Centers are uniquely positioned to effectively meet the needs of students and families by serving as the unifying component between school and community.

Family Resource Centers develop programs and partnerships targeted to unlock the potential of students, families, and schools.

Student and Family Engagement: Focused on encouraging positive relationships between families and school communities.

- **Alcoa City Schools** partnered with the district to strengthen engagement with English Language Learners (ELL) families through focus groups, personalized messaging, and outreaching resulting in a 10% increase of families actively taking part in events.
- **Scott County Schools** provided sessions on family conflict, substance abuse, and behavior to 93 families where they gained knowledge in one or more new topics as measured by post surveys.
- **Robertson County Schools** observed an increase of families served through the FRC and actively taking part in school-level opportunities by 40%.

Resilient School Community: Focused on ensuring a safe, stable, and nurturing school environment.

- **Franklin County Schools** facilitated life skills sessions throughout the year to students noting an 84% increase in topics covered on pre/post survey assessment.
- **Morgan County Schools** facilitated professional development on zone regulation and trauma informed practices that resulted in 83% of teachers indicating they plan to continue practices within their classroom on a regular basis.
- **Oak Ridge City Schools** facilitated quarterly family workshops focused on mental health, academics, and other support opportunities. 100% of families noted through pre/post surveys learning new information from each of the workshops.
- **Tipton County Schools** increased awareness around suicide prevention, bullying, and mental health support through facilitated trainings that reached 250 students.
- **Wilson County Schools** launched *Wilson Cares* focused on unifying community partners to bring awareness and to support students and families who have been affected by trauma. During the academic year, eight sessions were held with 206 participants.
- **White County Schools** provided on-going professional development opportunities for district/school staff to support social and personal competencies instruction for students.

Community Partnerships: Focused on building alliances that improve the outcomes of FRC programmatic initiatives and strategy.

- **Coffee County Schools** increased partnerships for their *Invest in the Best* initiative by 69%.
- **Hickman County Schools** worked with the community to ensure all classrooms were supported through their *Adopt a Classroom* program.
- **Lawrence County Schools** addressed food insecurity on a quarterly basis, increasing their in-kind donation by 32%.
- **McNairy County Schools** added six new community partners to support basic needs through their referral pathway.
- **Oneida Special School District** increased their partnerships focused to expand support of basic needs for students and families through four new partners.
- **Sevier County Schools** implemented *Together We Care*, where community agencies come together once a month and offer two hours of assistance/wraparound support coordination for families increasing community partners from two to 12.
- **Warren County Schools** ensured every student who needed a bed had received one due to the support from their 30+ member advisory council. Members fully funded the program by collectively contributing over \$13,000.



The Path Forward: *Opportunity for All*

Family Resource Centers serve as a strong partner to families and communities for local education agencies. Serving as a welcoming hub of support(s) tailored to district and

community needs, FRCs have proven repeatedly their strategic and supportive strategies enhance an

LEAs overall mission. Moving forward, LEAs have the unique opportunity to ensure FRCs are interwoven as a fundamental component of their work. The

Tennessee Investment in Student Achievement (TISA) Act,

Tennessee's student-based funding formula, includes FRCs as an operational strategy within the base component. FRCs being a part of TISA paves the path forward to ensuring opportunity for all LEAs to

sustain and implement this work if they choose. During the 2022-23 academic year, the department will be working with LEAs to assure a seamless transition to the new funding formula effective fiscal year 2024. LEAs that want to learn more about FRC and the process to implement will have the opportunity

to learn through interest webinars. Intent to implement information and interest webinars will be communicated through the department's communications methods.



Tennessee Investment in Student Achievement

*“Manchester City Schools' Family Resource Center is a vital component of our district's overall mission. Through community, innovation, and relationships, MCS' FRC offers an array of services that **strengthens engagement with families and empowers students' overall academic and social well-being.**”*

-Dr. Joey Vaughn, Director of Schools

*“The Henry County Schools Family Resource Center **provides a tremendous service** in our community. From preparing weekend backpack meals, to partnering in providing over 1,000 students supplies for the new year, they are irreplaceable in our county. In addition to these services, they also assist with our homeless population, supporting literacy in preschools, and support families struggling to pay their electric bill, they step up when our students are in need. **They truly help our system and community to remove barriers to learning.**”*

-Dr. Leah Watkins, Director of Schools

Appendix

Program Descriptions
Site Map

Tennessee Family Resource Centers

Program Descriptions

Action Plan: Supports programmatic implementation and ensures alignment with the FRC strategic framework identified in the guidelines. School districts provide measurable objectives and mid/end of year outcomes to the department through the action plan on a recurring basis throughout the year.

Annual Report: LEAs are required by T.C.A. § 49-2-115 to submit an Annual Performance Report (APR) to the department outlining the outcomes of programmatic efforts. During the 2020-21 school year, the department worked in conjunction with the Advisory Council to revise the APR, ensuring the work of FRCs is effectively captured through appropriate data collection.

Guidelines: Revision of FRC Guidelines is required at least every three years by T.C.A. § 49-2-115. The revised guidelines established a vision and mission for Family Resource Centers in Tennessee.

Needs Assessment: A needs assessment is conducted biennially as required by the guidelines to provide critical feedback through the identification of key strengths and areas of deficiency related to the strategic framework. In partnership with the Advisory Council, a universal needs assessment optional tool was released in fall 2021.

New FRC Director Boot Camp: Launched in 2020, these virtual, one-hour monthly meetings provide new FRC Directors with the strategies, tools, and best practices needed to ensure their pathway to success during the critical first three months of the school year.

Professional Learning Series: Monthly professional development opportunity for all FRC personnel to broaden knowledge and establish a strong community of practice. This series equips attendees with best practices and strategies to support students and families and fosters connection among FRCs.

Regional Meetings: Provide a space of collaborative learning and networking across Centers of Regional Excellence regions.

Virtual Community Platform: The FRC Community Channel was launched in Microsoft Teams to be a one-stop-shop for FRC directors to network, share resources, and access all relevant FRC resources from the department.

Virtual Office Hours: Monthly opportunity to provide continued technical assistance support and other guidance related to FRC programs.

Direct Services and Referrals Program Descriptions

Adult Education: Offer/provide access for individuals interested in completing their High School Equivalency Diploma (HiSET).

Basic Necessities: Collect and make available basic care items such as soap, shampoo, toothbrush, toothpaste, deodorant and feminine products to eliminate the lack of resource barrier.

Case Management: Provide intensive follow-up and care coordination for families and students.

Chronically Out of School: Coordinate intensive support(s) to address chronic absenteeism (e.g., wraparound services, truancy board).

Clothing: Collect and make clothing available to students and families.

Employment/Job Readiness: Assisting and connecting individuals with employment skills and opportunities.

Families First/SNAP: Assisting and referring families to access families first benefits.

Family Literacy: Facilitate trainings opportunities for families that empower overall literacy efforts (e.g., financial literacy, family/child literacy).

Food Giveaways: Facilitate/host large food giveaways such as a mobile food pantry on a consistent basis to reduce food insecurity.

Healthcare: Provide access to healthcare opportunities for students and families (e.g., TennCare support, dental care coordination, partnership with Coordinated School Health).

Holiday Assistance: Facilitate and make available specific assistance for families during the holiday season.

Home Visits: Facilitate home visits to provide services as needed.

Housing, Rent, Utilities, Transportation: Provide access to opportunities to support families in need of rent, utilities, transportation (e.g., rental assistance, housing application assistance, utility assistance, transportation coordination).

In-Home Services: Referring families to external, coordinated wraparound supports as requested.

Mental Health: Provide access to mental health for students and families (e.g., telemental health, counseling).

Parenting Skills: Facilitate trainings tailored to empower parent/guardians to support their child(ren).

Pre-K in a Bag: Facilitate learning opportunities for families tailored to support and enhance motor skills and overall growth.

School Supplies: Collect and provide school supplies to classrooms, schools, students, and families to eliminate the lack of resource barrier.

Substance Abuse: Connecting individuals to necessary supports as requested.

Teen Parent Support: Facilitate trainings and provide access to opportunities that empower families.

Tutoring/Mentoring: Develop/lead tutoring and mentoring efforts for students and families.

Weekend Backpack: Facilitate/operationalize sending non-perishable food items to support meals for the weekend made available to students.

In-Kind and Monetary Contributions Descriptions

Businesses, Civic Groups, Faith-Based, Foundations, Government, Individuals, and Non-Profits: Support FRCs through volunteer hours, tangible items such as food, clothing, basic need supports, or monetary contributions.

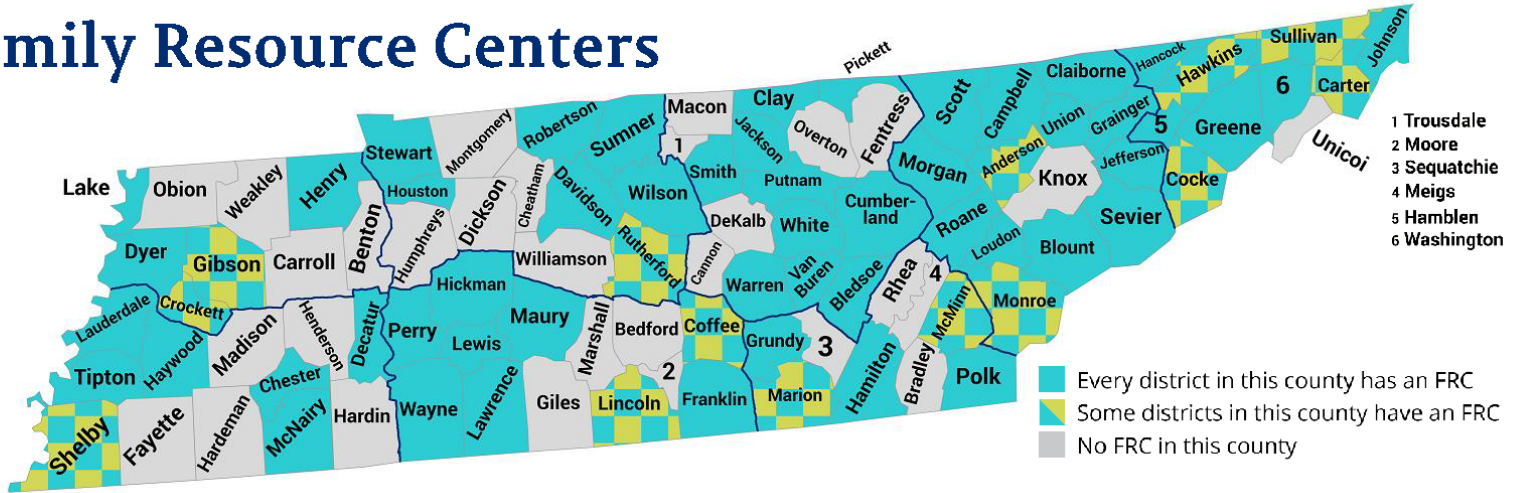
**All services and support are developed and executed based on local need and decision making.*

References

ⁱ All graphs: Compiled from annual report data supplied by Family Resource Centers, May 2022.

Appendix B: FRC Location Map

Family Resource Centers



Northwest

- Crockett Co.
- Dyer Co.
- Dyersburg City (Dyer)
- Henry Co.
- Humboldt City (Gibson)
- Lake Co.
- Paris SSD (Henry)
- Trenton SSD (Gibson)

Southwest

- Chester Co.
- Decatur Co.
- Haywood Co.
- Lauderdale Co.
- McNairy Co.
- Millington Municipal (Shelby)
- Shelby Co.
- Tipton Co.

Mid Cumberland

- Houston Co.
- Lebanon SSD (Wilson)
- Metro-Nashville (Davidson)
- Murfreesboro City (Rutherford)
- Robertson Co.
- Stewart Co.
- Sumner Co.
- Wilson Co.

South Central

- Coffee Co.
- Franklin Co.
- Hickman Co.
- Lawrence Co.
- Lewis Co.
- Lincoln Co.
- Manchester City (Coffee)
- Maury Co.
- Perry Co.
- Wayne Co.

Upper Cumberland

- Bledsoe Co.
- Clay Co.
- Cumberland Co.
- Jackson Co.
- Pickett Co.
- Putnam Co.
- Smith Co.
- Van Buren Co.
- Warren Co.
- White Co.

Southeast

- Athens City (McMinn)
- Grundy Co.
- Hamilton Co.
- Polk Co.
- Richard City (Marion)

East TN

- Alcoa City (Blount)
- Anderson Co.
- Blount Co.
- Campbell Co.
- Claiborne Co.
- Grainger Co.
- Jefferson Co.
- Lenoir City (Loudon)
- Loudon Co.
- Maryville City (Blount)
- Monroe Co.
- Morgan Co.
- Oak Ridge City (Anderson)
- Oneida SSD (Scott)
- Roane Co.
- Scott Co.
- Sevier Co.
- Union Co.

First TN

- Bristol City (Sullivan)
- Carter Co.
- Cocke Co.
- Greene Co.
- Greenville City (Greene)
- Hamblen Co.
- Hancock Co.
- Hawkins Co.
- Johnson City (Washington)
- Johnson Co.
- Kingsport City (Sullivan)
- Washington Co.



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