

Child Abuse Prevention Month

APRIL 2026 WEBINAR SERIES

Presented by:



Webinar 4

Concrete Supports in Action: Meeting Family Needs to Prevent Crisis



Housekeeping

DURING



Access your participant guide now! The link can be found in the chat.



Review interactive features for today's session. Locate the controls on the toolbar at the bottom of your screen.



This presentation is being recorded.



External AI assistants are not allowed in CalTrin trainings due to California privacy laws.

AFTER



Complete the survey at the end of this webinar to receive your Certificate of Attendance.



A follow-up email will be sent to all participants within two days.



STRONG FAMILIES, SAFE FUTURES
When we care together, families thrive

Agenda

- Overview of Concrete Supports as a Protective Factor
- Family Resource Centers & Concrete Supports
- Concrete Supports Panel Discussion
- Breakout Activity: Living The Budget



STRONG FAMILIES, SAFE FUTURES
When we care together, families thrive

Series Overview



State of the State: Programs & Initiatives Transforming Services for Children & Families



If Help Had Come First: Lived Experts on Community Pathways



Reimagining Mandated Reporting: Building Prevention-Focused Pathways for Families



Concrete Supports in Action: Meeting Family Needs to Prevent Crisis



Self-Care Tools for High-Impact Care Teams



STRONG FAMILIES, SAFE FUTURES
When we care together, families thrive

SCAN THE CODE TO LEARN MORE & REGISTER FOR SESSIONS INDIVIDUALLY



Welcome & Series Overview



Hillary Konrad

**Bureau Chief,
Office of Child Abuse Prevention**



STRONG FAMILIES, SAFE FUTURES
When we care together, families thrive


Overview of Concrete Supports as a Protective Factor

Kasey White,
CalTrin Training Coordinator




STRONG FAMILIES, SAFE FUTURES
When we care together, families thrive





What is the Strengthening Families Protective Factors Framework™?



STRENGTHENING FAMILIES PROTECTIVE FACTORS FRAMEWORK™

- Introduced by the **Center for Study of Social Policy (CSSP)** in 2001
- Designed to keep families strong and children safe from abuse and neglect through promotion of **five Protective Factors**
- Provides **everyday strategies** that help families build Protective Factors
- Encourages variety of helping professionals to work with families in a **strengths-based** way





1 Parental Resilience



2 Social Connections



3 Knowledge of Parenting & Child Development



4 Concrete Support ~~in Times of Need~~



**5 Social & Emotional Competence
of Children**





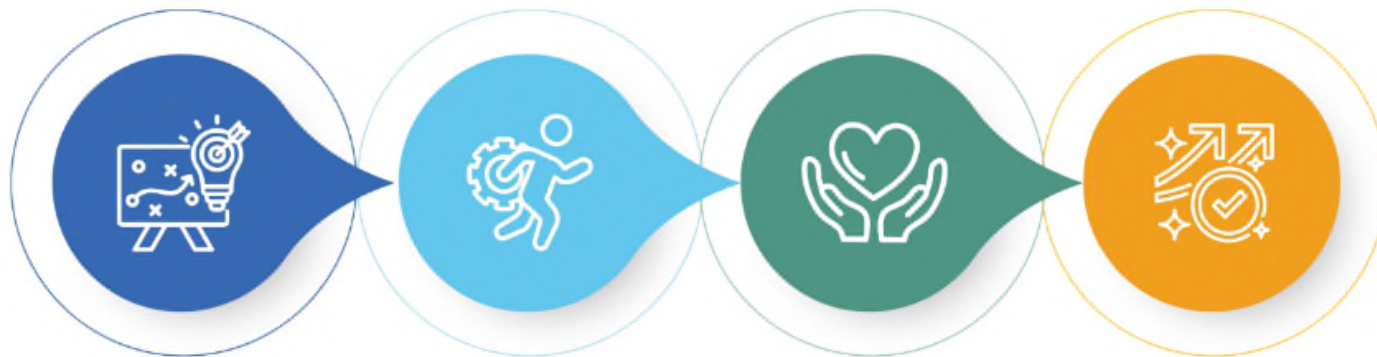
CONCRETE SUPPORT

Identifying, accessing, advocating for, and **receiving** high quality and equitable support including the basic necessities everyone deserves and specialized services to address specific needs.



EVERYDAY ACTIONS

1. Respond immediately when families are in crisis.
2. Provide information and connection to other services in the community.
3. Help families to develop skills and tools they need to identify their needs and connect to supports.



STRATEGIES

- **Link families to services & opportunities**
 - Make & follow through on referrals, maintain relationships with service providers, & share community information with families
- **Observe & respond to early warning signs of child abuse or neglect**
 - Consistently monitor child health & family stress, provide immediate outreach at signs of stress, establish clear protocols for staff response, & develop trusting relationships with social service & mental health agencies

EVERYDAY ACTIONS

- Respond immediately when families are in crisis
- Provide information about & connections to other services in the community
- Help families to develop skills & tools they need to identify their needs & connect to supports

PROTECTIVE FACTORS

- Families are supported to build:**
- Parental resilience
 - Social connections
 - Knowledge of parenting and child development
 - Concrete support in times of need
 - Social and emotional competence of children

RESULTS

- Strengthened families
- Optimal child development
- Reduced likelihood of child abuse and neglect

Adapted from



**Center for the
Study of Social Policy**
Ideas into Action





CONCRETE SUPPORT

- What kind of support/resources might families need help with?
- What hesitation or obstacles might parents or caregivers have when asking for help?
- What does it look like when a parent or caregiver does not access or have access to Concrete Support?
- What is the experience of the child and family?





How does having Concrete Support help keep families strong and prevent child abuse and neglect?



WELL-BEING





How to help build Concrete Support with families in a strength-based way





CONCRETE SUPPORT: WHAT IS YOUR ROLE?

As a professional working with families, your role is not just to provide referrals to needed services but to identify any barriers the families may have in accessing those services. Helping families overcome those barriers is crucial to ensuring that their concrete needs are met.

[Source: CSSP Protective Factors Action Sheet]



CONCRETE SUPPORT: ACTION ITEM #1

Respond immediately when families are in crisis.



What type of crisis situations do families in your program commonly face?

What skills/strengths do you demonstrate when working with families in crisis?

How are you aware that a family is in crisis? What clues might you look for?



CONCRETE SUPPORT: ACTION ITEM #2

Provide information and connection to other services in the community.



What resources are available for common crisis situations?

How are families made aware of the resources/support offered through your organization or agency?

How do you ensure ease of access to resources? When was the last time YOU personally tried to access a service that you recommend to families?



CONCRETE SUPPORT: ACTION ITEM #3

Help families to develop skills and tools they need to identify their needs and connect to supports.



What to do:

- Encourage help-seeking behavior.
- Work with the family to understand their past experience with service systems and any stigma they attach to certain services.
- Help the family to navigate complex systems by explaining eligibility requirements, filling out forms, or making a warm handoff to an individual who can help them negotiate getting access to the services they need.

What to ask:

- What do you need to _____ (stay in your house, keep your job, pay your heating bill, etc.)?

What to look for?

- Is the parent open to accessing and utilizing services?
- Does the parent have specific barriers (literacy, lack of transportation, etc.) that will make it difficult to access services?

Activities to do with parents:

- Ask the parent to identify one concrete need that, if met, would lighten his or her burden. Come up with a list of at least three possible avenues to get that need met (e.g., agencies to approach, people to ask for help, cutting back on other expenses).

Slide 20

PM1 [@White, Kasey] I've updated the corresponding PG # (things got shifted when we added the Warm Transfer handout in)

Platt, Megan, 2025-04-08T19:29:18.592

CONCRETE SUPPORT: THREE COMMON NEEDS

What are three common needs or challenges of the families you partner with?



Challenge/ Need	Recommended Resource	Contact Information

Slide 21

MJ1 [@Hancock, Sheila] New slide to go with the workbook - pg 9
Mattly, Jessica, 2024-10-03T14:52:28.065

HS1 0 [@Mattly, Jessica] Thanks! I spelled out three and changed the font from Calibri to Helvetica in the table
Hancock, Sheila, 2024-10-03T16:02:31.004

CONCRETE SUPPORT WORKSHEET

Concrete Support Worksheet

A Concrete Support spreadsheet or worksheet is designed to help you organize and track the resources you recommend to families facing common challenges in your community.

For each challenge, list the most appropriate resources, ensure the information is up-to-date, and outline the steps families need to take to access the services successfully. Regularly review and update the resources to maintain their relevance and reliability. Use this tool to enhance the support you provide and empower the families you serve.

Common Challenge: (Describe the challenge families face.)

Recommended Resource: (Name the resource you recommend to address this challenge.)

Contact Information: (Provide relevant contact details for the resource.)

Last Verified: (Date when the information was last confirmed as correct.)

Next Quality Check: (Schedule the next date to verify this resource.)

Steps to Access the Service: (What are the steps needed for the family to successfully access.)

- 1. _____
- 2. _____
- 3. _____

Additional Notes or Considerations: (Any other important information or tips for accessing the resource.)

MJ1



Slide 22

- MJ1** [@Hancock, Sheila] New slide to co with pg. 11 of the participant guide
Mattly, Jessica, 2024-10-03T14:53:12.374
- HS1 0** [@Mattly, Jessica] I replaced the original worksheet image with the updated one from the Participant Guide after I fixed the font.
Hancock, Sheila, 2024-10-03T16:17:30.987
- PM1 1** This is now page 13 because we've added in the Warm Transfer handout just before it
Platt, Megan, 2025-04-08T19:26:54.373

THE BIG PICTURE

- You all support parents and/or children, which is a multigeneration approach.
- The way we collaborate between agencies plays a significant role in a family's success.
- Imagine the families you serve and mentally zoom out on their lives to see how the collaboration between agencies builds a family's strength and well-being.



Slide 23

KW1 [@Platt, Megan] Can we add a picture/graphic as a symbol of connectedness. Zoom out? Holding hands?
Community coming together?
White, Kasey, 2025-03-24T17:30:48.843

Connect with **COMMUNITY PROVIDERS**

If you are a Family Resource Center:

- Strengthen collaborative partnerships with your community providers
- Build quality checks into your referral process

If you are not a Family Resource Center:

- Connect with a Community-Based Organization (CBO) and/or a Family Resource Center (FRC)



Family Resource Centers & Concrete Supports

Michael Williams

Child Abuse Prevention Center

California Family Resource Association (CFRA)



What is a Family Resource Center?





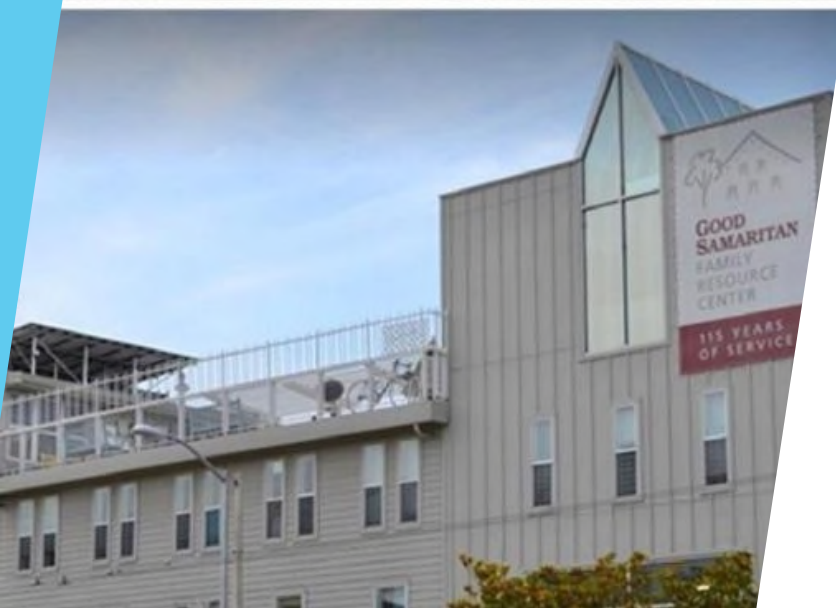
Family Resource Centers: Vehicles for Change, Vol II (2018)

- ▶ Welcoming Environment
- ▶ Family-Centered & Family-Strengthening
- ▶ Embedded in Community, Culturally Sensitive, & Collaborative
- ▶ Community Transformation, Reciprocity, Assed Development
- ▶ Impact-Driven & Evidence-Informed



Family Resource Centers: Vehicles for Change, Vol II (2018)

- ▶ Well-Being Services
 - ▶ referrals, crisis supports, concrete needs
- ▶ Growth & Development
 - ▶ parent education, playgroups, job training
- ▶ Civic Engagement
 - ▶ leadership development, community events
- ▶ Community Development
 - ▶ economics, social action



SB 436 (2019)

...entity providing family-centered and family-strengthening services that are embedded in communities, culturally sensitive, and include cross-system collaboration to assist in transforming families and communities through reciprocity and asset development based on impact-driven and evidence-informed approaches with the goal of preventing child abuse and neglect and strengthening children and families, and, further, specifies that an FRC may be located in or administered by a variety of entities, including, but not limited to, a local education agency, community resource center, or a neighborhood resource center.



HR 9076 (2025)

"Supporting America's Children and Families Act"

...a community or school-based **hub** of support services for families that—

(i) utilizes an approach that is multi-generational, strengths-based, and family-centered;

(ii) reflects, and is responsive to, community needs and interests;

(iii) provides support at **no or low cost** for participants; and

(iv) builds communities of **peer support** for families, including kinship families, to develop social connections that reduce isolation and stress.

How many Family Resource Centers in California?

- ▶ CFRA Members: 95 orgs, 250 FRCs
- ▶ 2022 COVID Relief Grant: 98 grantees, 386 FRCs
- ▶ 2025 Landscape Survey: 95 responses
- ▶ Probably more...
 - ▶ tribes, tribal orgs
 - ▶ churches
 - ▶ grassroots/mutual aid

CFRA Town Halls 2024

Pasadena

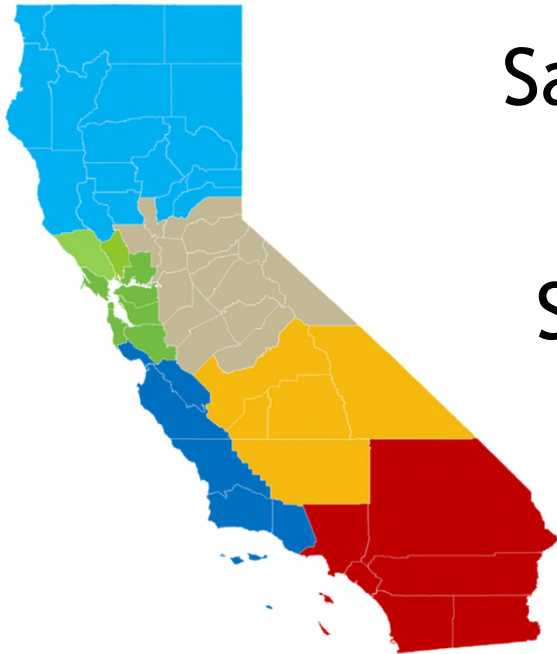
Ceres

Eureka

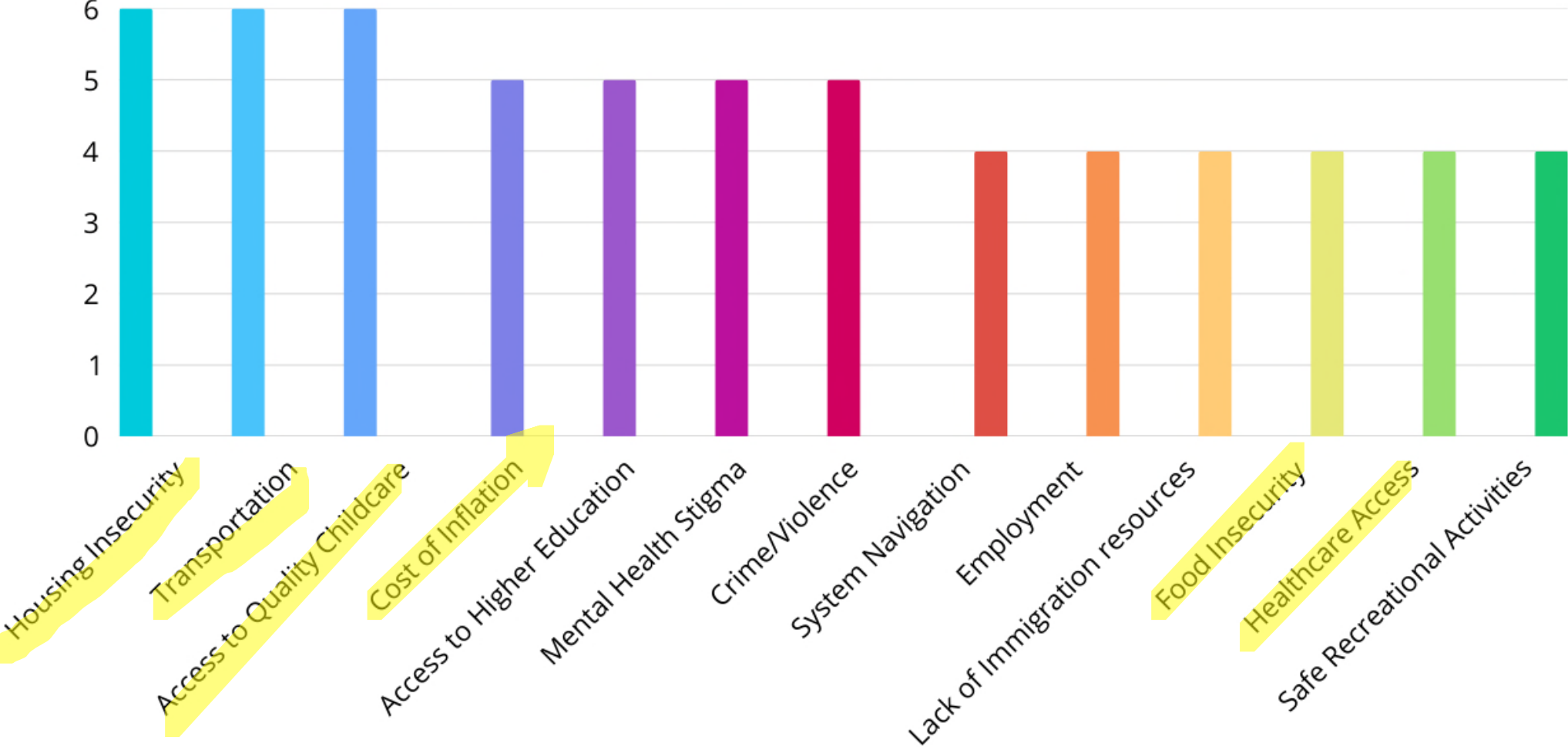
San Luis Obispo

Sacramento

San Francisco



CFRA 2024 Town Halls: Community Needs



CFRA 2025 Landscape Survey: Services



“As a family who has used FRCs, the impact that it has had on my family alone, not to mention the families I have gotten to network with by being here is a huge impact. My children got to get clothes from the clothing closet and not be judged for it. They got to get new backpacks for school and that means a lot because things are very tight. My kids got to do these things and I didn’t have to worry about how it was going to happen or how it was going to set my family back. It is a huge thing to know you have somebody to count on.”

Parent at Jefferson Community Center, Eureka





Thank you!

Concrete Supports Panel Discussion

PANELISTS

Erika Kirsh, Compass

Sarah Hartman, First 5 Yolo



STRONG FAMILIES, SAFE FUTURES
When we care together, families thrive

Concrete Supports Panel Discussion

PANELISTS

**Edgar Chavez &
Jillian Spindle,**
Promise Neighborhoods



STRONG FAMILIES, SAFE FUTURES
When we care together, families thrive

Questions?



Breakout Activity: Living The Budget

Instructions:

- Introduce yourself briefly in your breakout group.
- Review your assigned scenario (the # is in your group name).
- Cover essential expenses first.
 - If money runs out, decide what to prioritize, delay, or skip.
- Identify concrete supports that could assist in each case.
- Answer the discussion questions.
- Be ready to share one key takeaway from your group.



Thanks for joining us!

What's Next?

Register now for the next webinar in this series!



Self-Care Tools for High-Impact Care Teams
11:00 A.M. – 12:30 P.M.

SCAN HERE



STRONG FAMILIES, SAFE FUTURES
When we care together, families thrive