CHULA VISTA COMMUNITY COLLABORATIVE

Family Resource Center Welcome Process

We strive to assist clients with their individual needs. FRCs want to ensure clients have a positive "FRC Experience" so that they are more willing to connect to needed services at the moment or in the future. FRCs operate under a "no wrong door" policy.

Clients may come in to an FRC, as a walk in or may be referred by a school.

FRC Staff • (FES) Family Engagement Specialist • (CRS) Community Referral Specialist • (SC) Service Coordinator

Client walks-in

1

CRS greets client and completes Welcome Packet.

2

Additional needs or referral appointments , CRS will schedule to SC.

2

Client meets with SC if eligible.

3

SC opens case to link to needed services.

The CRS provides services/referrals/ to partners, etc. to client (as needed).

Stabilize & Strengthen family with services.

Referral

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FES receives referral and will contact the referring party within 48 hrs to acknowledged the referral.

FES will contact client, screen, and schedule appointment with CRS or SC, depending on needs.

If client does not show to appt, FES will re-engage with client.

Assigned staff will contact client to remind them of their appointment.

1

Client meets with assigned staff.

After appt, assigned staff will notify the referring party of the status.

Services are provided within FRC or through referrals to partner agencies.

CRS Services

CalFresh • Medi-Cal • Covered CA • Housing Assistance

SDG&E CARE • Assistance with Forms • Advocacy

SC Services

Multiple Needs • Mental Health • Homeless Resources

Domestic Violence • Crisis Intervention • Advocacy

BEACON • New Directions • Fair Winds • Rayo De Esperanza • Open Door

Attachment M
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