



San Leandro Family Resource Center

Stephanie Drago- Program Director
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Our Mission

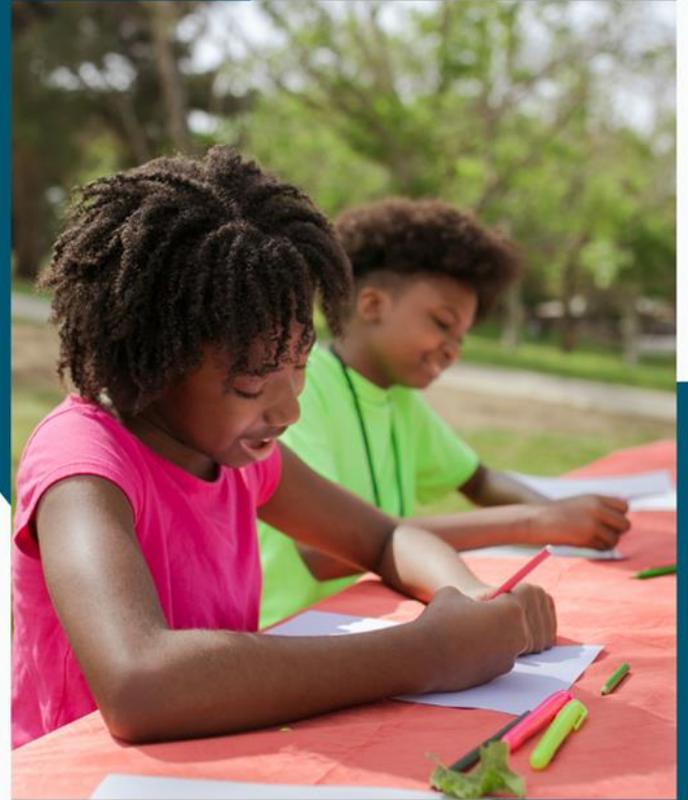
East Bay Agency for Children improves the well-being of children, youth and families by reducing the impact of trauma and social inequities.

EBAC

Our Vision

We are committed to building a comprehensive, place-based continuum of accessible, trauma informed and culturally relevant services that build resiliency, aid in recovery, and, where possible, prevent exposure to adverse childhood experiences.

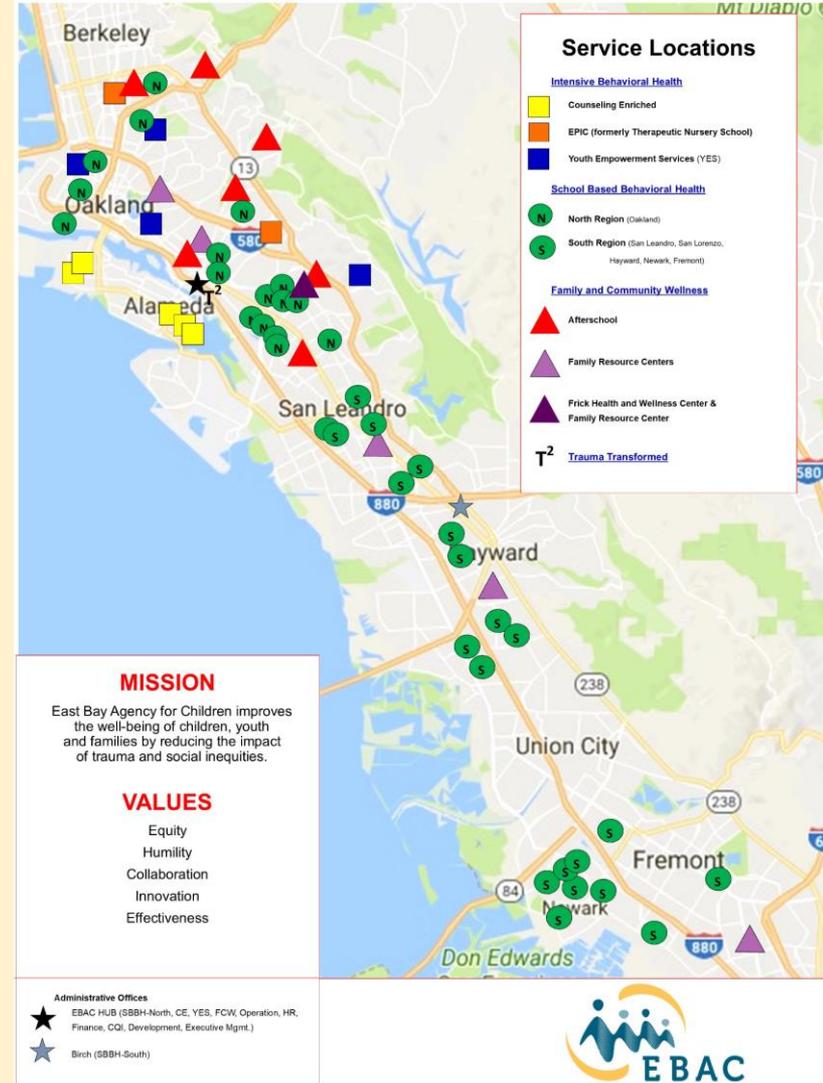
We seek to reduce barriers that contribute to disparities in wellness for socioeconomically disadvantaged and racially marginalized families and to create communities where all children and families have supports to reach their full potential.



Overview of EBAC programs

There are about 275 staff members and different programs throughout the bay area.

- Intensive Behavioral Health:
Counseling Enriched, EPIC, YES
- School Based Behavioral Health
- Family and Community Wellness:
 - After school programs, Wellness Center, and **Family Resource Centers**



Family Resource Center Program Goals

We partner with families and schools/community organizations to:

- increase family access to concrete resources and supports
- build positive relationships and community connectedness;
- increase knowledge of parenting, childhood development, trauma, and positive coping skills;
- help families navigate difficult situations with strength, care, and confidence;

... in order to strengthen family attributes/protective factors, to prevent and protect from trauma.

- Last year alone, EBAC FRCs served 1657 clients and provided light support services to more than 20,000 people

Target Population

Low income Alameda County families of color who disproportionately experience toxic stress and barriers to wellness due to poverty, racism, and unfair policies and laws.

Our Staff

- Long-established presence in the communities served
- FRC staff having over 140 years of FRC experience collectively
- Have a reputation for being trusted providers of services and resources for Alameda County individuals and families
- Have the capacity to serve families in eleven languages and are highly reflective of the populations served
- Most staff are immigrants themselves; some are former clients
- EBAC hiring honors lived experience and community knowledge and relationships

Who we serve

Families who utilize EBAC's FRCs represent rich and diverse cultures and vibrant and resilient communities.

Families experience barriers such as:

- Poverty
- Racism
- Incarceration and family separation
- Violence
- Immigration status
- Food, housing, and employment insecurity

They often include extended family members, particularly in households with disabled children, DACA recipients, and refugees

Core Activities

- Serve as coordination of services lead with schools, districts, and community to develop and run meaningful family engagement centers
- Direct services for/with families hosted at our centers
 - Community level primary prevention, drop in, outreach and workshops
 - Screen families for unmet or unidentified needs
 - Resource navigation including general support, application assistance and crisis intervention
 - Goal-led case management
 - Family education & support groups and cafes

How We Approach the Work

EBAC's Family Resource Centers are embedded in schools, school districts and community settings and partner with county agencies and CBO's to increase access to vulnerable populations and to advocate for families. Families feel welcome, safe, empowered, respected and important

- Our families are central to the success of our students
- We respond effectively to the needs of families with sensitivity and celebration of diverse cultures and languages represented in Alameda County
- Families who do not have legal presence in the U.S. feel included, safe and central
- We create opportunities for family members to take on volunteer leadership roles
- The varied expertise of our partner agencies is central to the effectiveness of our program

Protective Factors

EBAC Family Resource Centers use the Strengthening Families approach to increase family strengths, enhance child development, and reduce the likelihood of child abuse and neglect. This approach is based on engaging families, programs, and communities in building the following five widely accepted Protective Factors:

1. **Parental Resilience:** Be strong and flexible
2. **Social Connections:** Parents need friends
3. **Knowledge of Parenting and Child Development:** Being a parent is part natural and part learned
4. **Concrete Support in Times of Need:** We all need help sometimes
5. **Social and Emotional Competence of Children:** Parents need to help their children learn to communicate

The EBAC Way

Culturally attuned, innovative, evidence-informed programming:

- Coordinators are trained in **Standards of Quality for Family Strengthening and Support** and choose at least 1 quality indicator to improve each year
- Sites are trained in **Father Friendly Principles** and Implementation tools and participate in Alameda County cohort
- Services and documentation are built on the **Strengthening Families Protective Factors** framework
- Staff are trained in **motivational interviewing** and **managing unconscious bias**.

Embed trauma-informed practices:

- Staff are trained in **Trauma Informed Systems** and **trauma reducing strategies** are used by managers in program activities
- Program decision making considers the **impact on families**

Additional Free Educational and Parenting Support

Parent Powered texting program is available free to all of our families

ParentPowered provides year-round, evidence-based support directly to families that is designed to ensure learning continues during the 80% of a child's life when they're not in the classroom.

Each message supports healthy child development with actionable insights, research-based activities, and learning extensions that are:

- Fast and fun to do, for kids and their grownups
- Accessible to everyone — no extra materials required
- Strengths based, building on existing family routines
- Tailored to each child's age, from birth to Grade 12.



The EBAC Way

Impact and Continuous Quality Improvement

We strive to support an environment where staff are continuously learning through training and data review.

We value and honor data collected from families through surveys and focus groups and other feedback loops



San Leandro Family Resource Center

In partnership with San Leandro community since 2014.

Located in the Barbara Lee Center on Bancroft Ave.

1 Coordinator and 1 Family Resource Specialist.



Snapshot of Service/Individuals served thus far (FY 25/26)

- Total Clients: 80 (57 live in San Leandro)
- Parent Cafes: 3 part series in Oct 2025; 14 participants
- Holiday Events:
 - Operation Cranberry Sauce 250 meals and 60 volunteers
 - Toys for Tots 20 families received gifts
- Concrete Support:
 - Clothing Closet and toiletries,
 - Created a food pantry in response to government shutdown on CalFresh,
 - 20k in ARPA funds (ended),
 - Grants for gift cards,
 - Diapers
- Workshops:
 - Workshop- Self Compassion at John Muir MS; 15 participants
- Drop-in: 273
- Outreach: 1,333
- Attend SLUSD COST, SARB, Parent Facilitator meetings

San Leandro FRC Highlights

Partnership examples

Health Insurance Technician and Eligibility Service Technician: on-site in-person public benefit application and retention professionals to help the public with resolving public benefit issues and education on programs

Cross Winds Church (Thanksgiving Meals), Toys for Tots

SLUSD: referrals; providing services to school district families, outreach events to engage with community members and school district families,



Volunteers ready to provide meals at our annual Operation Cranberry Sauce Event

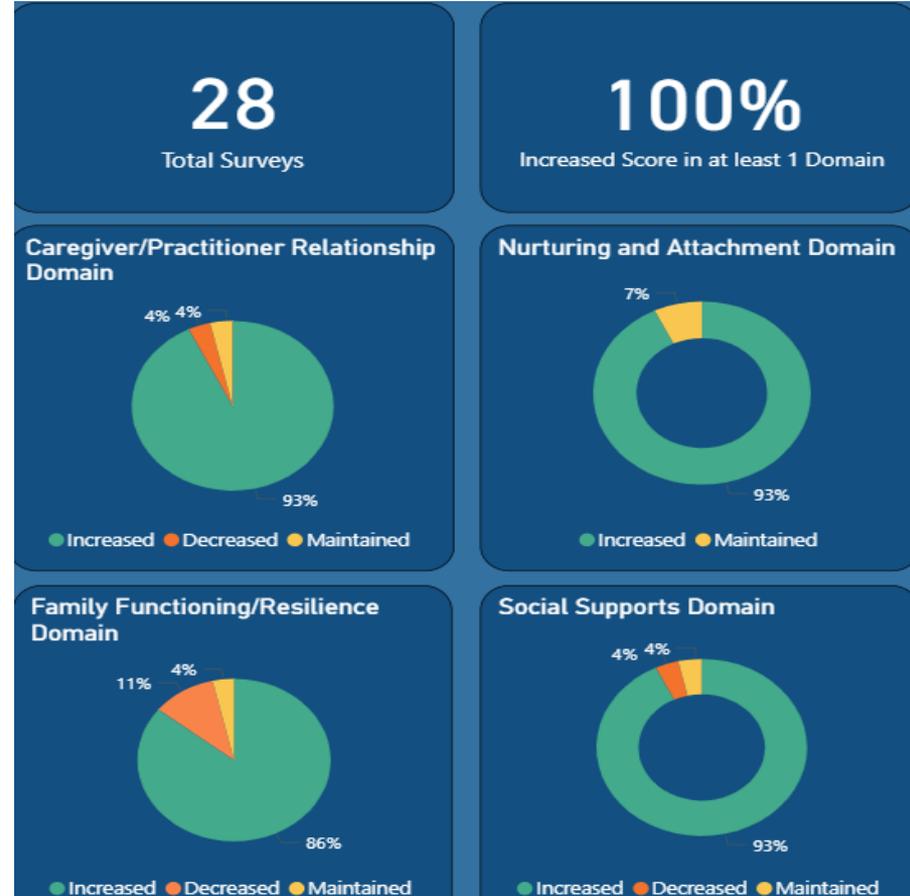
How we make a difference

A woman came in seeking assistance with public benefits. Through our intake, staff discovered she was in need of many more services. She was added as a case management client so staff could work with her on some goals; connected her with the Health Insurance Technician so she can apply for MediCal and CalFresh, paid her outstanding utility bill, applied for free new clothing for children, gave bags of food and donated clothing, connected her to school site staff, invited her to Parent Cafes, and provided Thanksgiving meal and holiday gifts.

San Leandro Outcome Data 24-25

Protective Factors Surveys Showed:

- 100% of participants had an increase in score in at least one domain
- 93% increase in nurturing and attachment
- 86% increase in Family Functioning & Resilience
- 93% increase in Social Supports



San Leandro Customer Satisfaction Surveys

- 100% of families who completed the surveys reported an increased understanding of community resources
- 100% of families reported feeling better prepared to seek support when needed
- 100% of families would refer friends or family members
- 100% of families were satisfied with the services received



EAST BAY AGENCY FOR CHILDREN

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