

Whole Family Approach in Urban Areas: How Were Families Faring in Fall 2021?

Pascale Sykes Foundation

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About the data

Survey:

- Administered October 15 through November 15
- 166 of 184 (90%) of families completed the survey
- Response rates comparable between programs (FA 101/111 or 91%; FFL 65/73 or 89%)
- 56% of surveys completed by adults 1 and 2 together. 39% completed by adult 1 alone; 5% by adult 2 alone.
 - 59 new families (those joining after July 2021) completed the abridged survey
 - 107 long-time families completed the full survey

Interviews:

- Eight one-hour interviews conducted November 2 to 12
- Families interviewed were “super-users” in the programs at least one year

What we looked for

WFA family perspective on:

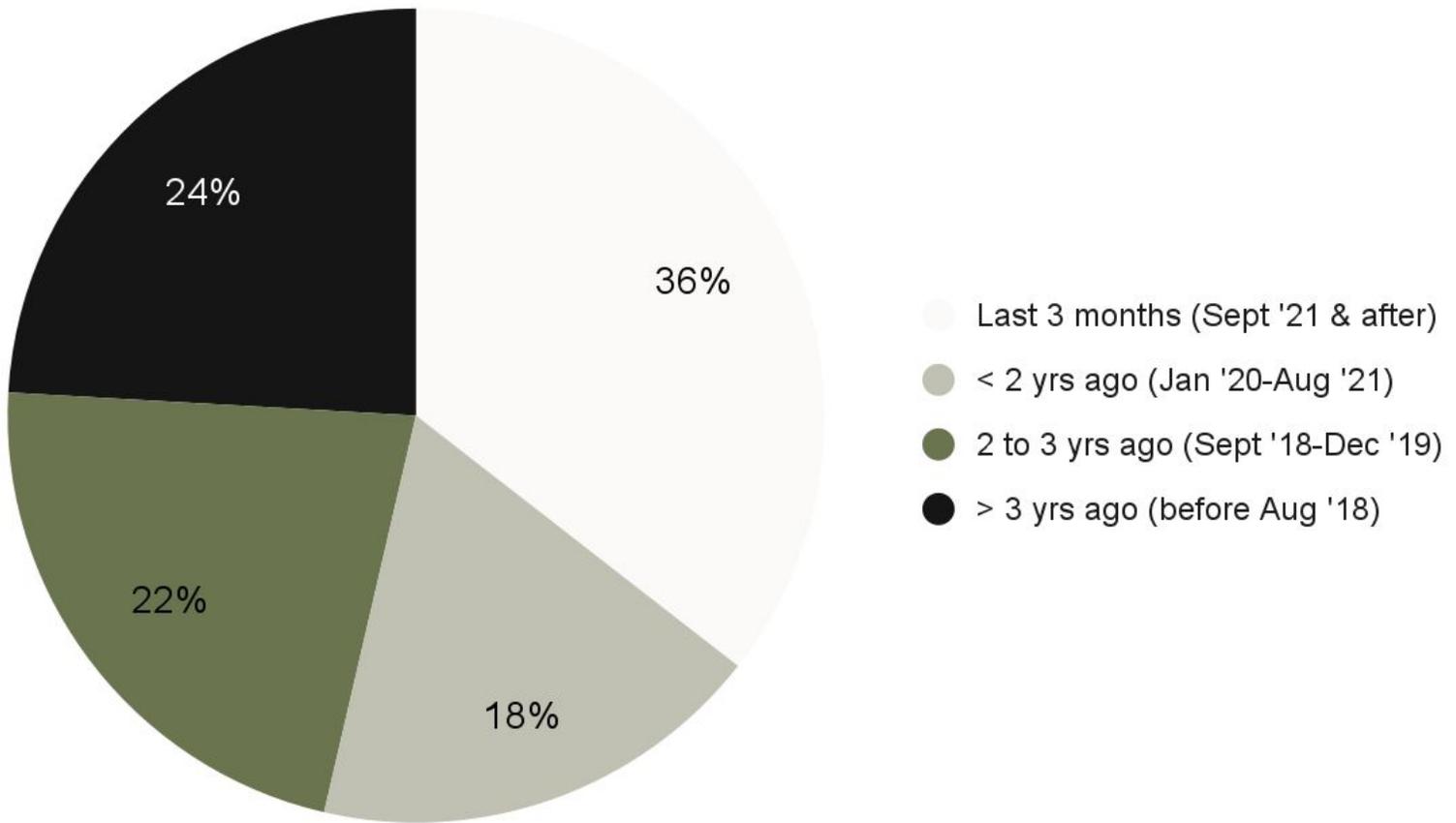
- Progress toward achievement of the outcomes in each of the four domains, and
- In what ways, if at all, WFA has helped with this progress.

Profile of Survey Respondents

Length of Time in Program

54% of respondents joined WFA after January 2020, including 36% who joined in fall 2021, suggesting that most or all of their program experience has been during the COVID-19 pandemic. 24% of respondents are "long-term" families, having joined WFA before August 2018.

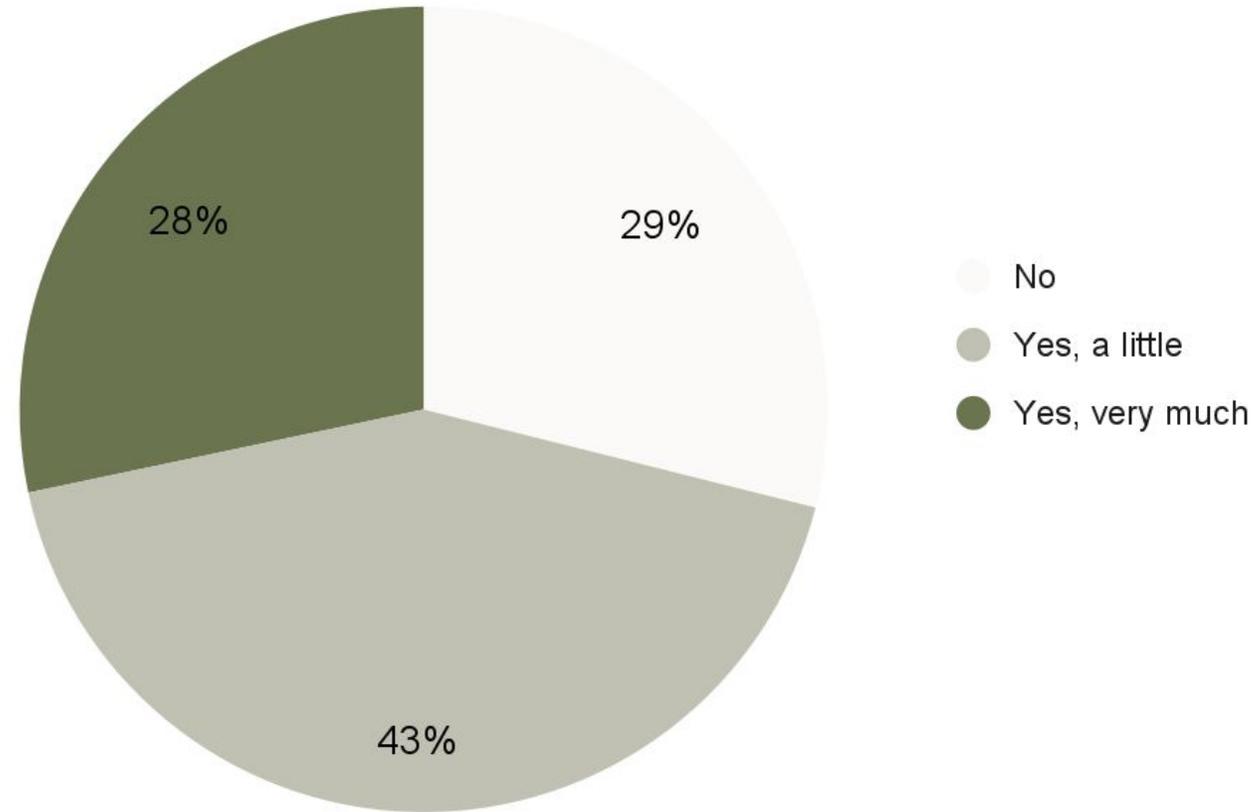
Approximately when did your family join the program? (N=166)



Impact of COVID-19 on Program Participation

Has the pandemic impacted your family's ability to participate in the program?
(N=166)

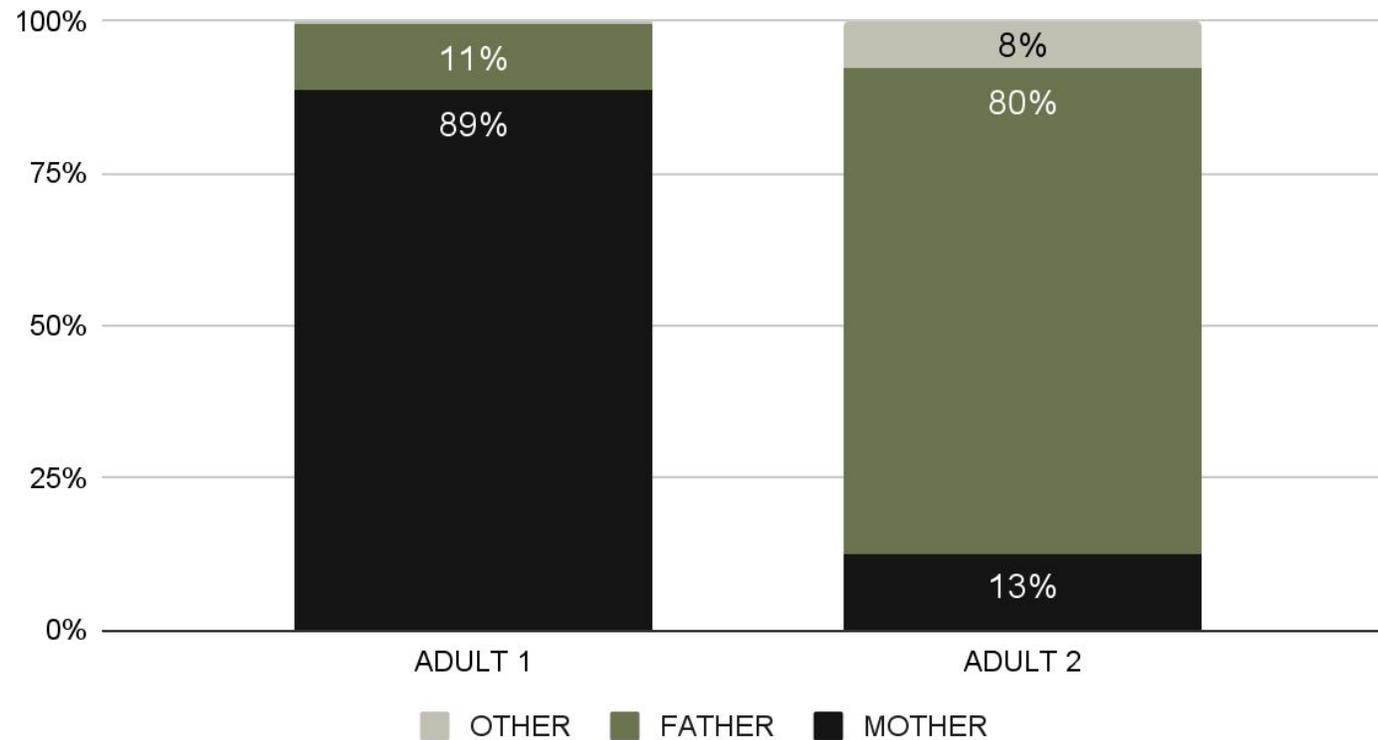
71% of families indicated that the COVID-19 pandemic impacted their participation in the program either "a little" (43%) or "very much" (28%).



Family Role of Respondents

Survey respondents were predominantly mothers and fathers. Mothers typically responded as 'Adult 1' and fathers as 'Adult 2.' Nearly all (89%) of the adult pairs responding indicated that they live in the same household all of the time.

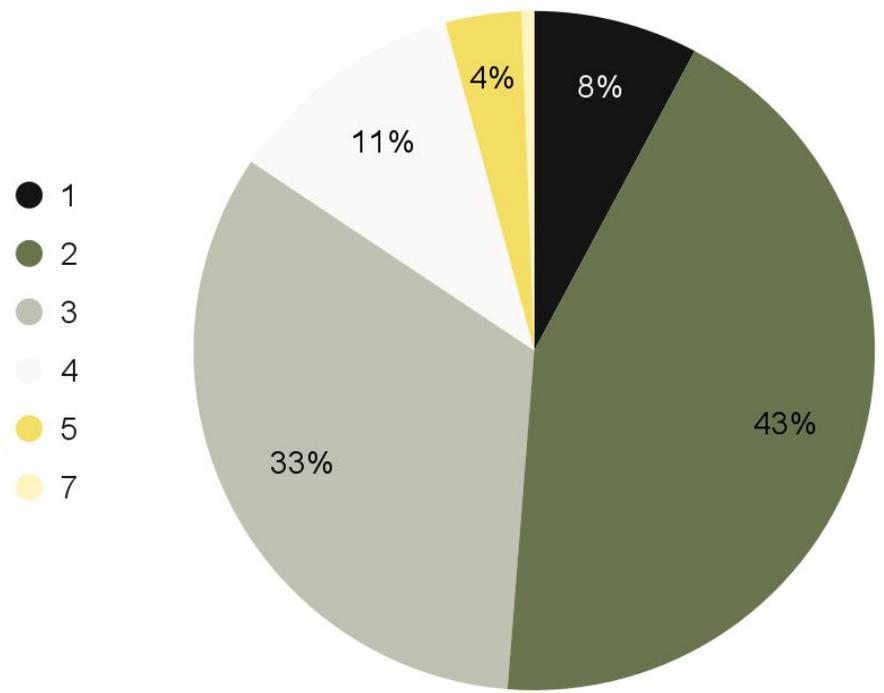
Who are the adults in your family? (N=166)



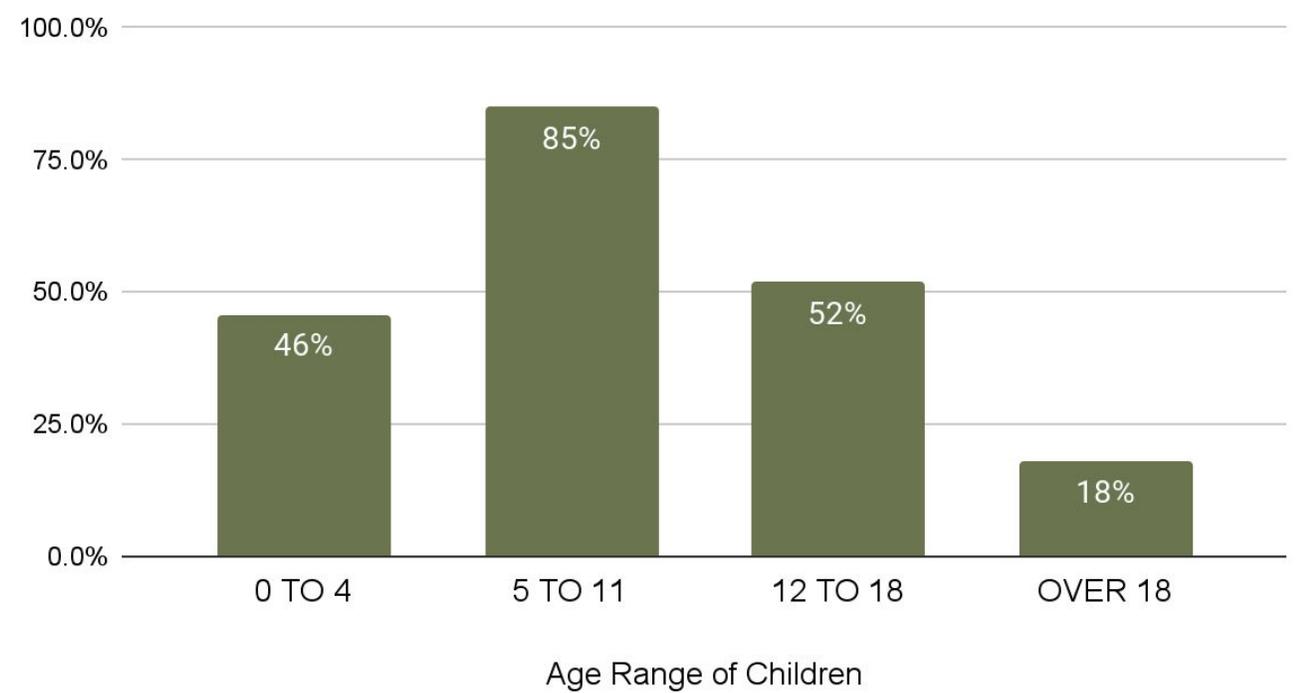
Number and Ages of Children

Families responding to the survey have between 1 and 7 children, with most (77%) having either two or three children. Most families (85%) have children in the 5-11 age range. More than half have children who are between 12 and 18.

How many children do you have? (N=166)



Families with children in each age group (N=166)



Profile of Families Interviewed

Interviewee Profile

For deeper insight into families' experience in the programs we interviewed eight families (four from each site), recommended by programs based on the following criteria:

- Program “super-users”
- Both adults active for at least one year
- Parents of at least one school-age child (ages 5-18)
- Willing to speak to us for up to 1.5 hours via Zoom
- Able to participate in the interview in English or Spanish

For the interviews:

- Both adult caregivers and, when available, at least one child was present
- Confidentiality was promised
- Families were compensated with a \$100 gift card for their time

Outcomes among Long-time Families: Fall 2021

Summary of Findings

- In every domain, participants indicated faring better now than before participating in the program.
- Most participants indicated that the Whole Family Approach contributed to how their family is faring.
- Family members interviewed reinforced the survey findings in very compelling words and further explained how the Whole Family Approach helped and supported them.

1. Financial Stability

Slides 14-26

- 
- A. Basic needs
 - B. Financial management & planning
 - C. Banking
 - D. Employment and Income
 - E. Job training/skills

About the analysis

N=Returning families only (107 or fewer)

All outcome areas were analyzed for differences by:

- Before WFA and “now”
- Length of participation in program
- Extent of program impact
- Impact of COVID-19 on the family

1A. Are families meeting basic needs?

86% of respondents agreed or strongly agreed that they currently had sufficient food, shelter, and basic necessities. 60% agreed or strongly agreed with that statement when reflecting on their family prior to participating in the program.

Percentage of families who agree or strongly agree that...

Our family has sufficient food, shelter, and basic necessities.



N=107

Percentage who "agree" or "strongly agree" that their family is meeting basic needs:	
All Respondents	86%
Program Contribution	
Little to no	61%
Moderate	88%
Major	94%

N=107

In their words...

“Money wasn’t coming in, and we still had to cover our expenses, so we were really in despair. But Familia Adelante helped us with food and with money, and they put us in touch with other organizations that also helped us.”

- Familia Adelante father

“During COVID, they asked me if I wanted help with food, but my husband was working, so we didn’t need it.”

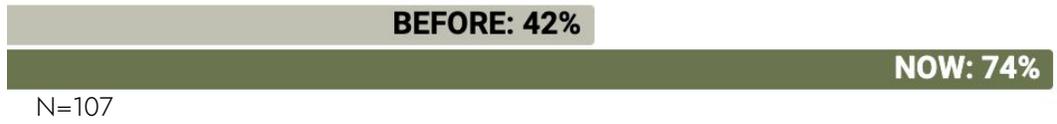
- Families for Literacy mother

1B. Are families managing finances & planning for their financial future?

About three-quarters of families agreed or strongly agreed with statements indicating sound financial management, including budgeting, setting and planning for financial goals, and confidence in one's ability to meet those goals. This was about twice the proportion who agreed or strongly agreed that these statements applied to their families prior to joining the program. Particularly noteworthy was the increase of nearly 2.5x of families agreeing that they currently have a plan to achieve their financial goals and are confident in their ability to achieve these versus before joining the program.

Percentage of families who agree or strongly agree that...

Our family has a household budget to track income and expenses.



Our family has financial goals.



Our family has a plan to achieve our financial goals.



Our family is confident that we will achieve our financial goals.



In their words...

“They helped us with budgeting and savings and how to fix our credit cards and make our credit scores high.”

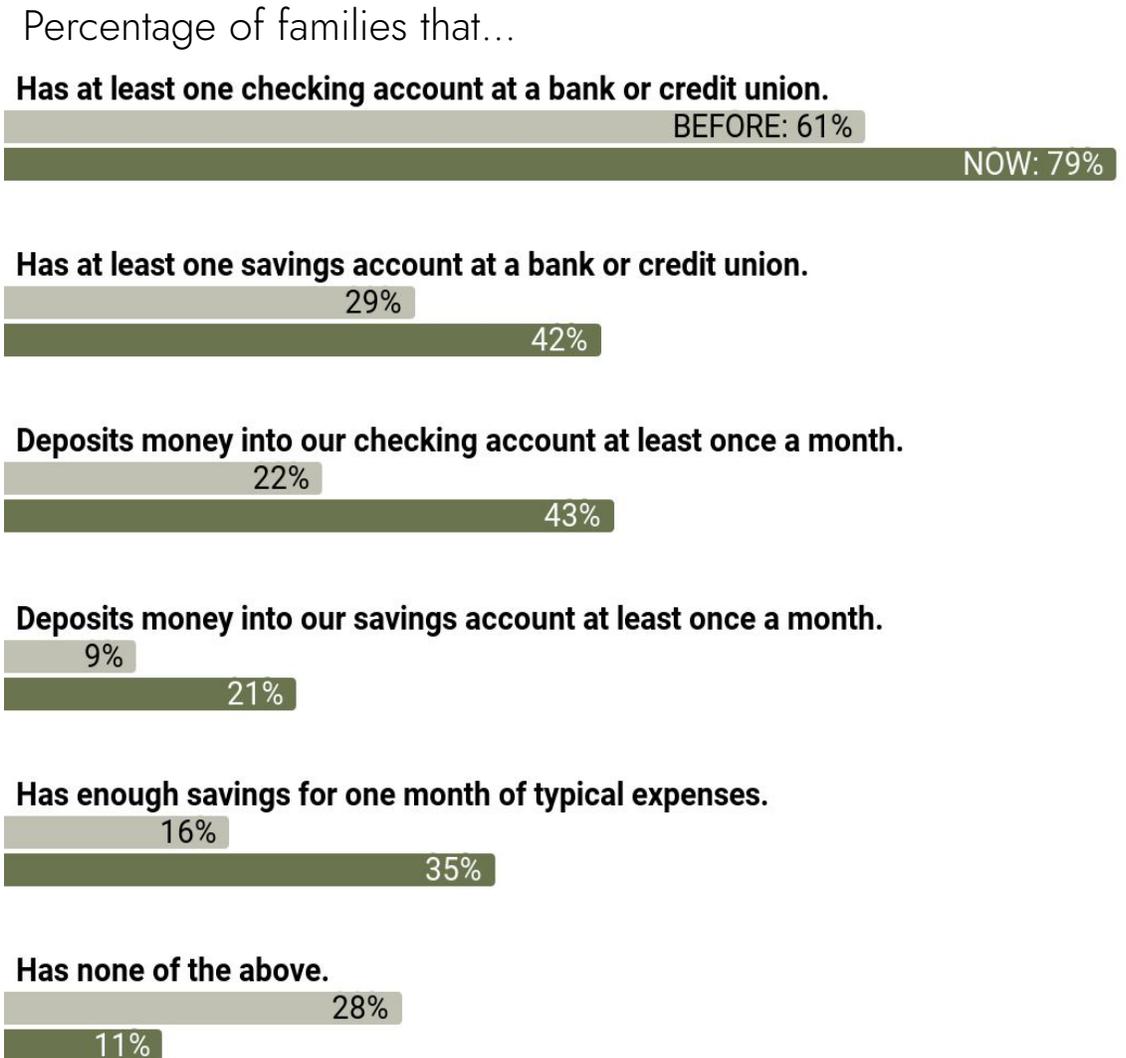
- Families for Literacy mother

“Before, I did not save. I would collect my money and buy things. As soon as money came in, it went out. In and out, in and out. Now I put a little money aside every time I get paid.”

- Familia Adelante father

1C. Are families participating in mainstream banking?

Families reported participating in mainstream banking more now than before joining the program. For example, 79% of families reported having a checking account now versus 61% who had one before participating. Importantly, 35% reported having one month of savings available for emergencies, more than twice the proportion (16%) of families with emergency savings before the program.



N=107

In their words...

"At first, we didn't want to apply for a credit card because we were afraid to spend too much and not be able to pay it. But in the workshop they taught us that if we control our expenses, a credit card is not bad, on the contrary, it has many benefits. So, thanks to Qualitas, we got a credit card, and we know that here in this country what you need most is good credit. They taught us how to manage our small income so that we can save a little. They also offer workshops about how to get scholarships for universities. The workshops are very good. I have learned a lot with Qualitas."

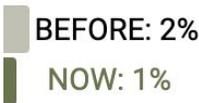
- Familia Adelante mother

1D. Are families employed & bringing in sufficient income?

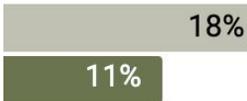
While WFA families have always worked, a larger proportion is now bringing in enough income to set aside some savings than prior to joining the program (24% now vs. 17% prior). Conversely, fewer families reported being unable to meet basic expenses when compared to before joining (11% now vs. 18% prior).

Percentage of families reporting...

No adults in our family work.



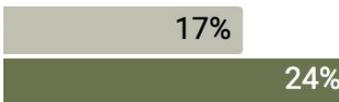
At least one adult has a job but does not earn enough to cover basic expenses.



At least one adult brings in enough income to cover basic expenses.



At least one adult brings in enough income to set some money aside each month.



N=107

1E. Do families have sufficient job training & skills?

Among families reporting not currently having a job that allows for savings, more believed they now have sufficient job training and skills to secure such a job than they did prior to joining the program (73% now vs. 59% prior).

Percentage of families *not currently saving with...*

At least one adult with job training/skills needed to secure better-paying job in the future.



N=79

In their words...

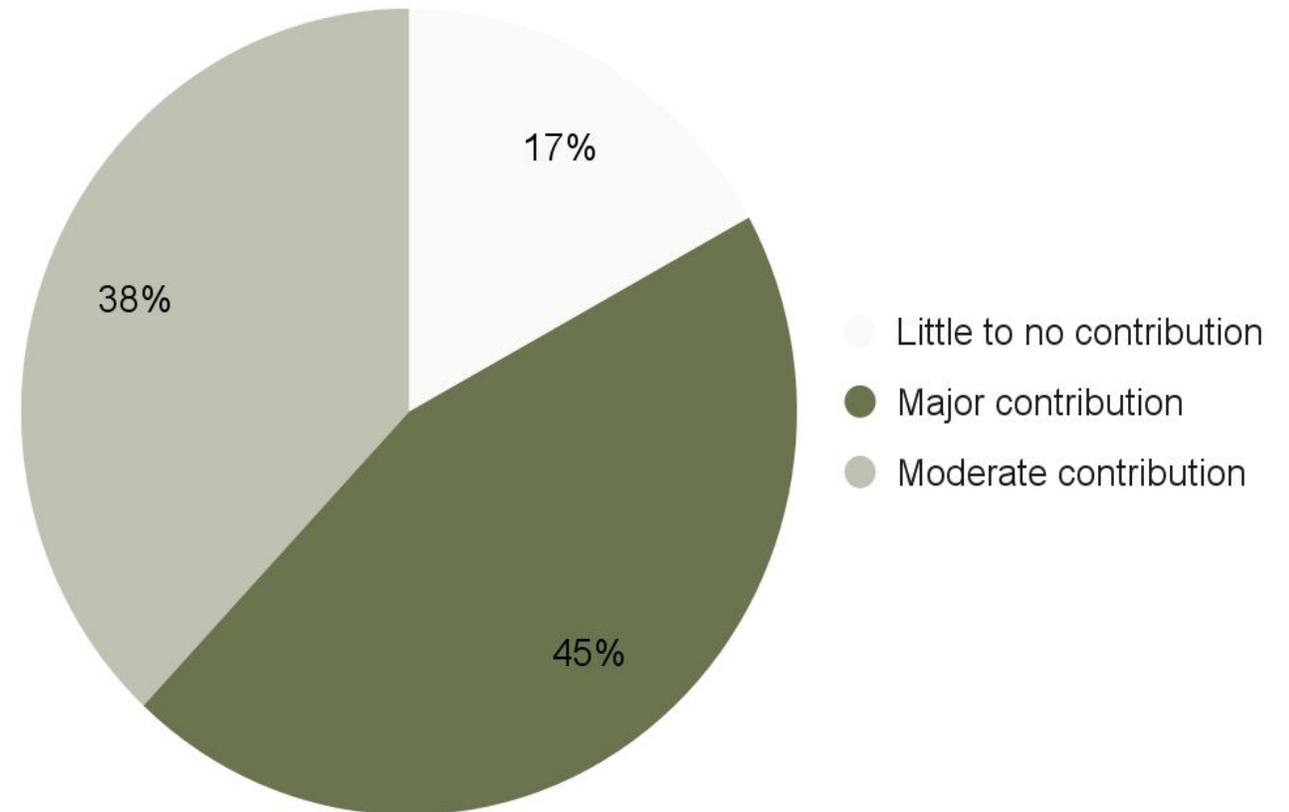
"My dad is already a technician, so he has a gist of most of the technical stuff with appliances. He found out that Women Rising was having a program and he wanted to get his license so he can excel in the job that he already has."

- Families for Literacy teen participant

To what extent did WFA contribute to families' financial stability?

Extent of program contribution on financial outcomes (N=107)

83% of families reported that the Whole Family Approach contributed to their financial wellbeing: 45% indicated the program had a major contribution; 38% indicated a moderate contribution.



Which WFA components contributed to families' financial stability?

Families who indicated some program contribution were asked to indicate which site-specific program components had contributed to their financial outcomes. From a list that included all four program partners and a space for "other," the most frequently selected components for each site are listed below:

Familia Adelante (N=72)

- 74% selected "Activities with Qualitas (financial literacy, financial training, budgeting, individual coaching, etc.)"
- 69% selected "Meetings with our family worker"

Families for Literacy (N=29)

- 89% selected "Activities with New City Kids"
- 89% selected "Meetings with our case manager"

In their words...

"They helped me with what to think about when I am going to open my business and how to manage my own business. Right now, I work as a child caregiver, but I want to open my own business."

- Families for Literacy mother

"When we wanted to buy a new house, they brought somebody to talk to my husband to help him understand how to buy a house, how to get credit, and what amount we would have to meet."

- Families for Literacy mother

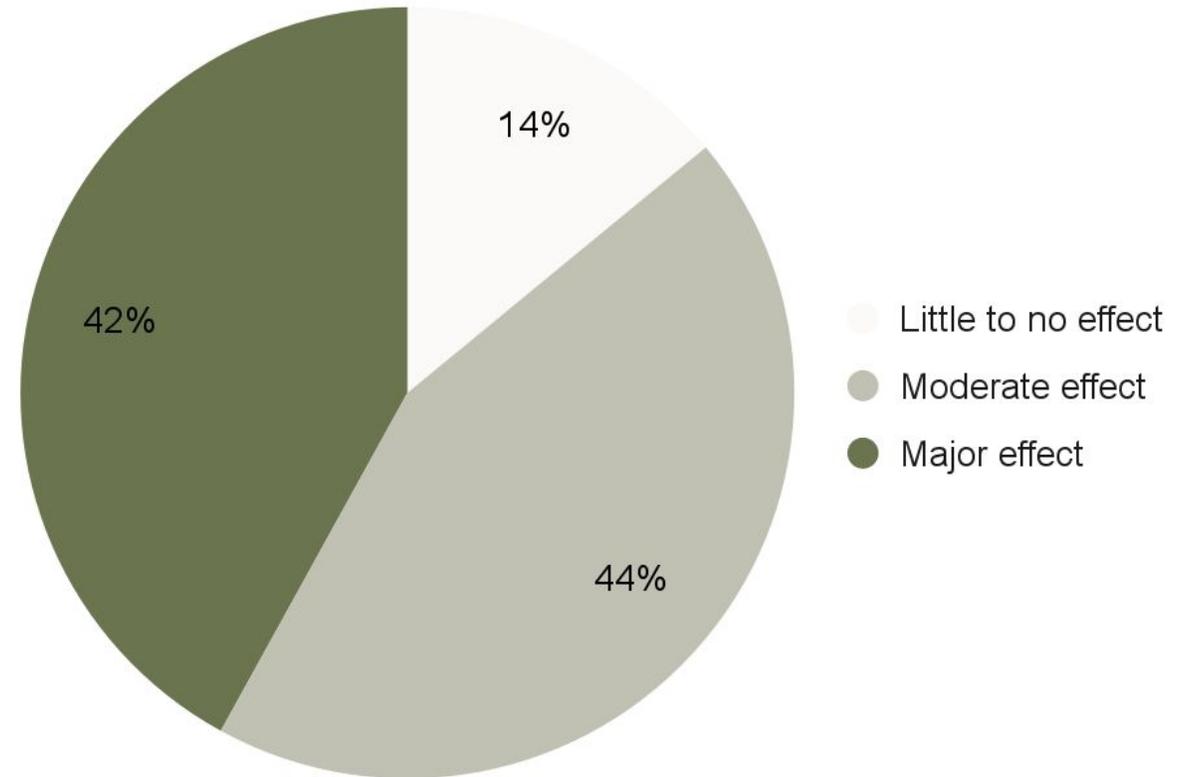
"Qualitas helped us a lot with how to save money; how to put a little away every time we got paid. But more than anything, the pandemic made me reflect on how important it is to save because anything can happen, and if something happens to me, my family will have to survive."

- Familia Adelante father

To what extent did Covid affect families' financial stability?

For most families, the pandemic had a moderate (44%) or major (42%) effect on how they were faring financially. Covid had little to no effect on family financial outcomes for 14% of respondents.

Extent of Covid's effect on financial outcomes (N=107)



In their words...

"I had taken the Qualitas course before the pandemic, and my husband finished it during the pandemic. Thank God that we educated ourselves before this emergency happened because we were able to continue to pay the rent and all the basic things we needed. We didn't have to struggle with anything. I am very grateful for Qualitas because if we hadn't taken those courses, we wouldn't be where we are now."

- Familia Adelante mother

"When the pandemic hit, we were ready. Many people lost everything because there was no work, but we got by. I'm sure we would have struggled more if we hadn't had that financial education."

- Familia Adelante father

2. Adult Well-Being & Healthy Relationships

Slides 28-48

- A. Interpersonal support
- B. Resilience
- C. Emotional well-being
- D. Family communication & support
- E. English skills
- F. Advocacy on behalf of children
- G. Goal orientation
- H. Time-management skills

About the analysis

N=Returning adults (Adults 1 & 2), 161 or lower

All outcome areas were analyzed for differences by:

- Before WFA and “now”
- Length of participation in program
- Extent of program impact
- Impact of COVID-19 on the family
- Adult 1 and Adult 2

2A. Do adults feel supported?

Across all elements of interpersonal support, adults indicated they were faring better now than before participating in the Whole Family Approach. Around half of respondents indicated they definitely had someone they could turn to for advice about handling problems with their family (56% now vs 19% before), knowing who to turn to for suggestions on how to deal with a personal problem (53% now vs 15% before), and having someone to turn to for career advice (47% now vs 12% before).

Percentage of adults responding “definitely”...

There is someone I can turn to for advice about handling problems with my family.



When I need suggestions on how to deal with a personal problem, I know someone I can turn to.



There is someone I could turn to for advice about making career plans or changing my job.



Note: The same pattern emerged when the items were negatively worded.

In their words, staff support...

"What has impressed me most is that whatever problem we have, even if it has nothing to do with one of our goals, we can always turn to someone at Familia Adelante for help and guidance. We feel safe talking to them about anything. They are always, always there to help."

- Familia Adelante father

"When I am stuck in anything or need help, I can come here or call any time. I feel that my case manager is my friend."

- Families for Literacy mother

"Andrew is so helpful. He is a very good teacher. He always pushes me. If I say I can't do it, he says, yes, you can."

- Families for Literacy mother

In their words, peer support...

"It's like a community. If you are not sure about starting one of the programs, you can connect with other families who have already gone through it. That's how we encourage each other to participate."

- Familia Adelante mother

"FFL provides the empowering women's group, and it's such a benefit because I can talk with other women who understand my needs."

- Families for Literacy mother

"The other families are all so friendly. We are one big family."

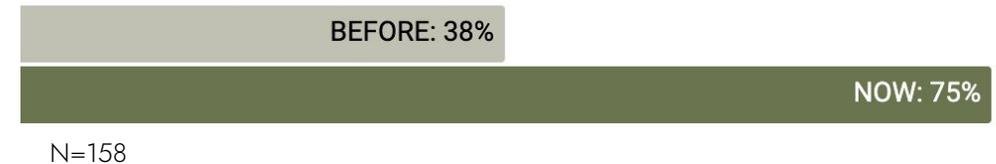
- Families for Literacy mother

2B. Are adults resilient?

Across all elements of resilience, adults indicated faring better now than before the program. Between 60% and 75% agreed or strongly agreed that the resilience statements were currently true; between 38% and 44% agreed or strongly agreed that these statements were true before participating in the program. Bouncing back quickly after hard times, an element of resilience particularly salient in the current context, saw an increase of 37 percentage points, going from 38% to 75% agreeing or strongly agreeing with the statement.

Percentage of adults who agree or strongly agree that...

I tend to bounce back quickly after hard times.



It does not take me long to recover from a stressful event.



I usually come through difficult times with little trouble.



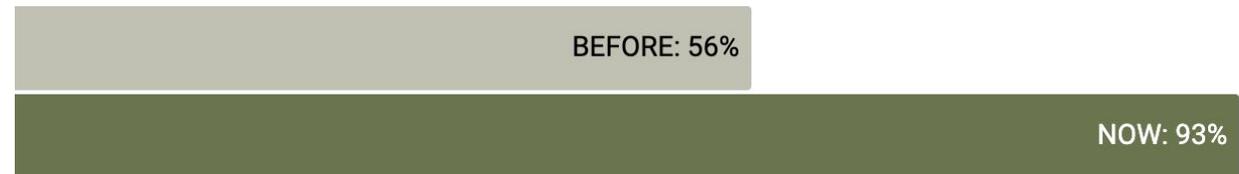
Note: The same pattern emerged when the items were negatively worded.

2C. Do adults have a sense of emotional well-being?

Adults have a strong sense of emotional well-being, with 93% agreeing or strongly agreeing that their overall well-being is good (56% prior to the program) and that they tend to feel positive about their life (61% prior).

Percentage of adults who agree or strongly agree that...

I would rate my overall emotional well-being as good.



N=159

I tend to feel positive about my life.



N=161

2D. Do adults have healthy relationships?

Adults indicated having healthy relationships with family members, with 93% feeling respected, 90% feeling supported, and 92% having good communication with their family members. These are notable increases from before participating in the Whole Family Approach, with family communication seeing the largest change (65% before to 92% now).

Percentage of adults who agree or strongly agree that...

I feel respected by the other members of my family.



N=161

I feel supported by the other members of my family.



N=161

I have good communication with my family.



N=158

In their words...

"The program helped us a lot because before we didn't have much communication. My husband works at night, and there were times that the girls hardly saw him. Then, with the program, we started to adjust things so we could spend more time as a family. It really united us as a couple, and as a family with the girls. It helped us correct mistakes in the way we discipline our children."

- Familia Adelante mother

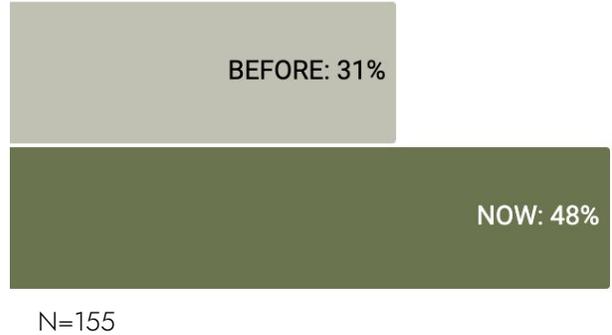
"My husband works a lot, so they told us to take advantage of the little time we have with him and enjoy it to the fullest. They also told him that he has to be involved. The program gave us a good reason to spend more time with him because we had to go to the meetings and family activities they offer."

- Familia Adelante mother

2E. Do families have sufficient English skills?

Fewer than half of adults agreed or strongly agreed that they have sufficient English skills to communicate on behalf of themselves and their families, suggesting this an area to continue working on for WFA. It is, however, an area of progress, as only 31% of adults agreed or strongly agreed that this statement was true prior to program participation.

Percentage of adults who agree or strongly agree that...
I have sufficient English skills to communicate on behalf of myself and my family.



In their words...

"Today I can say that I already speak more English. I understand it, and I can communicate with doctors and teachers, which is what mattered most to me. Sometimes I even help people who don't understand anything, and that's very gratifying."

- Familia Adelante mother

"The biggest benefit from FFL for me is self-confidence, because when you don't know the language, you don't feel comfortable with the people around you. I couldn't speak because I couldn't understand. There is a big difference between me before and me after, so I'm happy."

- Families for Literacy mother

2F. Are adults comfortable advocating on behalf of their children?

92% of adults indicated they are comfortable advocating on behalf of their children; this is a notable increase from 60% prior to the program.

Percentage of adults who agree or strongly agree that...

I feel comfortable asking teachers/administrators for what my child(ren) need at school.



N=158

In their words...

"When my son finished eighth grade, I didn't know that I had to apply for a new school for high school. The program told me and helped me apply to a charter school."

- Families for Literacy mother

"I wanted advice on how to talk to the teacher because sometimes I don't understand what she wanted me to do with my child. So my case manager helped me understand and talk to the teacher."

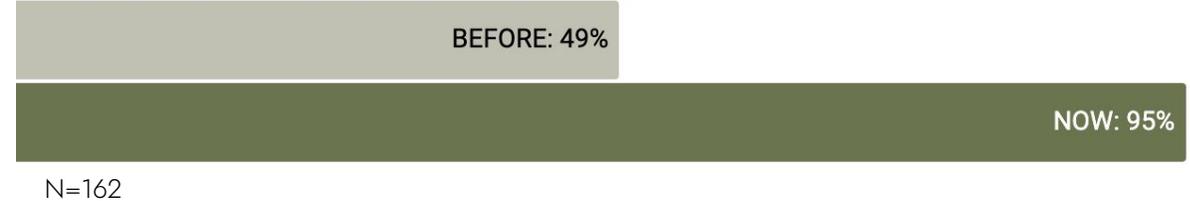
- Families for Literacy mother

2G. Are adults goal-oriented?

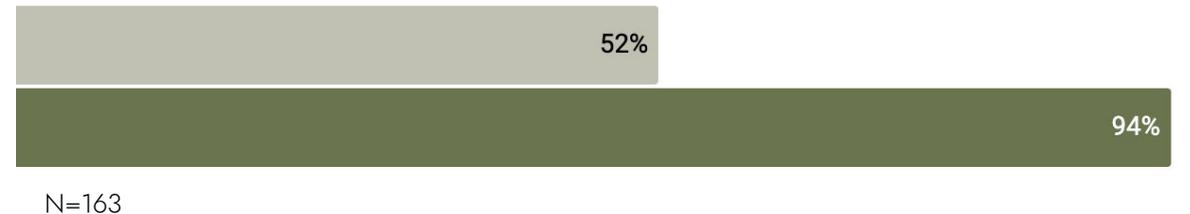
One of the key pillars of the Whole Family Approach is families setting and working toward goals. Therefore it is not surprising that 95% of adults agree or strongly agree that they have set goals for their family and that 94% are regularly working toward achieving them. This is a notable increase from before participating in the program when 49% agreed or strongly agreed that they had set goals and 52% were actively working on them.

Percentage of adults who agree or strongly agree that...

I have set goals for myself or my family.



I regularly work toward achieving goals for myself or my family.



In their words...

"Having goals has helped me a lot because sometimes I start things and don't finish them. So my family worker says, 'Ok, let's do this step by step,' and then checks in with me at each meeting, 'How are you progressing?' And if I get stuck, she says, 'Try this or this to keep moving forward.' So the program has really helped me to stay focused on my goals."

- Familia Adelante mother

"Before, we didn't used to think about the future. We just went along from day to day. Now we think ahead, even about when we are old."

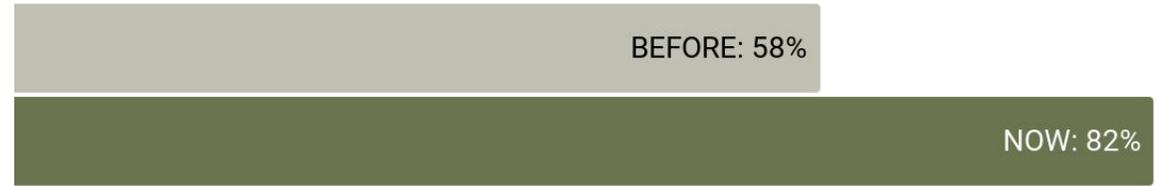
- Familia Adelante mother

2H. Do adults manage time well?

82% of adults agreed or strongly agreed that they accomplish what needs to be done during the day (compared to 58% before the program), and 87% indicated using their time effectively (compared to 55% before the program).

Percentage of adults who agree or strongly agree that...

I accomplish what needs to be done during the day.



N=159

I use my time effectively.



N=155

In their words...

"We spoke about how to manage time because the day is so crowded we were dizzy. They gave us some steps to help us manage time and relieve our pressure. We felt comfortable after that."

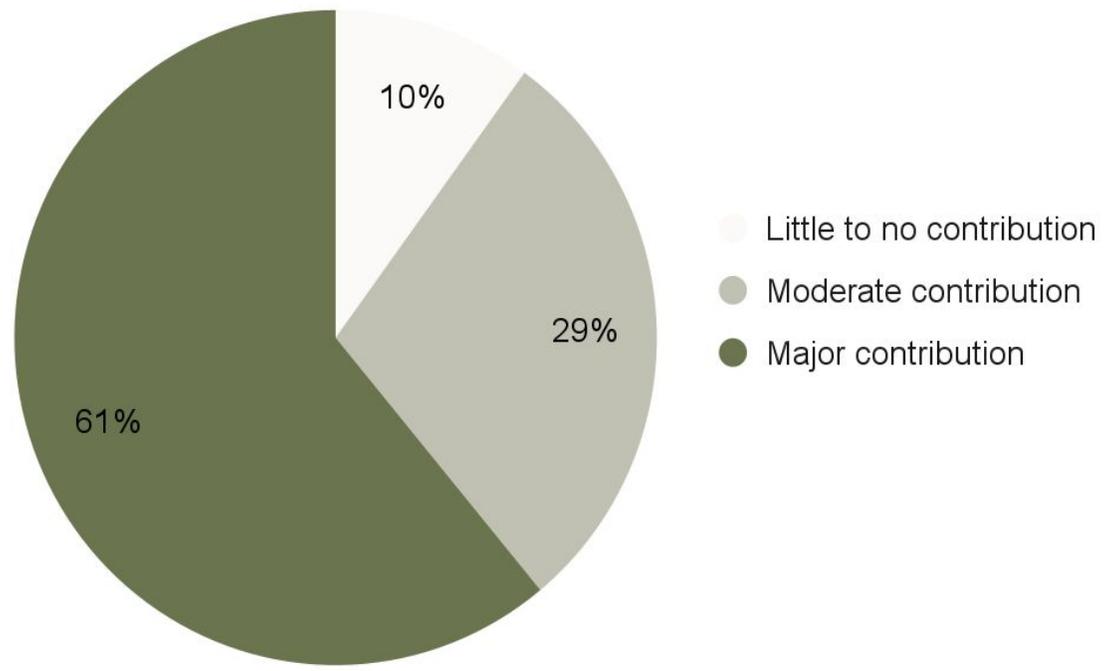
- Families for Literacy mother

To what extent did WFA contribute to adult well-being and healthy relationships?

90% of families reported that the Whole Family Approach contributed to emotional well-being and healthy relationships: 61% indicated that the program had a major contribution, 29% a moderate contribution.

Nearly three-fourths indicated that the impact was the same for both adults, while 22% said it was greater for adult 1. When prompted to explain, they indicated that mothers were more active in the program and therefore benefited more from it.

Extent of program contribution on adult well-being and relationship outcomes (N=107)



Which WFA components contributed to adult well-being and healthy relationships?

Families who indicated some program contribution were asked to indicate which site-specific program components had contributed to adult well-being and healthy relationships. From a list that included all four program partners and a space for “other,” the most frequently selected components for each site are listed below:

Familia Adelante (N=74)

- 78% selected “Meetings with our family worker”
- 69% selected “Mercy Center activities (Mothers’ Group, Fathers’ Group, Family Weekend/Day, Couples Reflection, etc.)”
- 64% selected “Activities with Qualitas (financial literacy, financial training, budgeting, individual coaching, etc.)”

Families for Literacy (N=31)

- 94% selected “Activities with New City Kids”
- 87% selected “Meetings with our case manager”
- 61% selected “St. Peter’s University activities (English language, digital bootcamp, etc.)”

In their words...

"It unites us as a family. It makes the little time we have together be quality time. They teach us how to understand our children better. How can we listen more? How can we can talk more with our partner? How can we set goals together and work together to meet them?"

- Familia Adelante mother

"It has helped me a lot to improve my relationship with my husband. We don't fight as much as before. When I want to scold him, I think of what my family worker tells me, 'Relax, calm down.'"

- Familia Adelante mother

"I really believe that everything we are now as a family has been a result of the support we get from Familia Adelante."

- Familia Adelante mother

In their words...

“My case manager is very helpful. I always ask her if I need something and she always gives me advice. For example I talk to her if I have a problem with my kids’ teacher.”

- Families for Literacy mother

“When I stopped the ESL class, my case manager called me to see if I needed anything, food or anything else. I feel like they are my family. I actually love them so much.”

- Families for Literacy mother

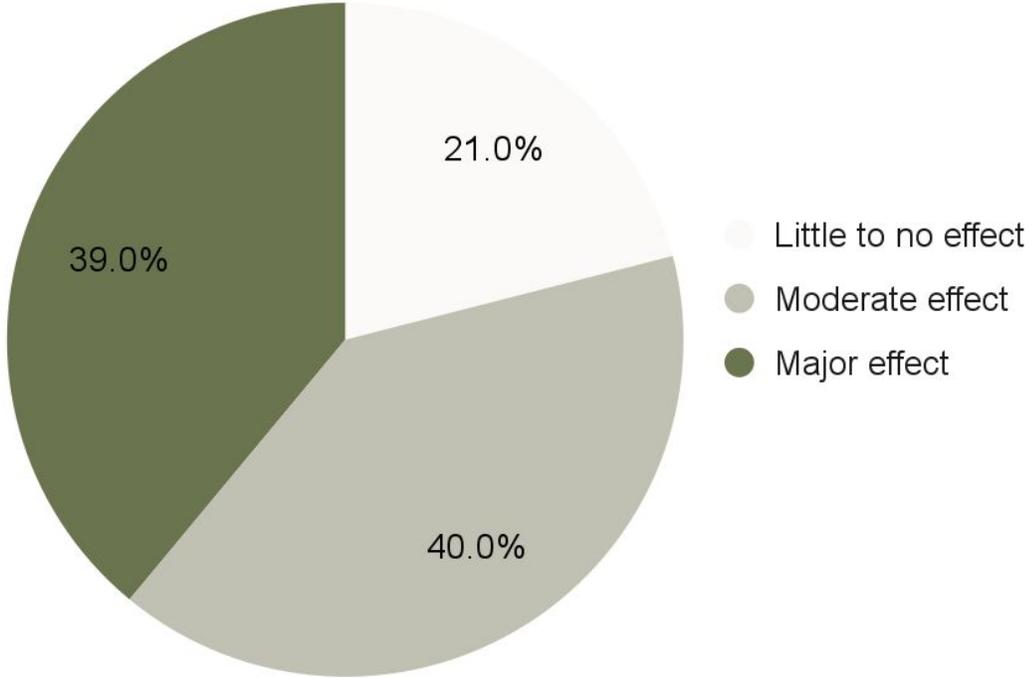
“You feel comfortable speaking with somebody if you need help because they always text you and talk to you and see how you and your family are doing and help you. They say don’t worry. That is why I don’t have stress and feel happy. Because Mr. Josh and the caseworker are always on top of my family and my kids.”

- Families for Literacy mother

To what extent did Covid affect adult well-being and healthy relationships?

Most families (79%) indicated the pandemic had at least a moderate effect on adult well-being and healthy relationships. Approximately one-fifth (21%) indicated it had little to no effect.

Extent of Covid's effect on adult well-being and healthy relationship outcomes (N=107)



In their words...

"During the pandemic, they called all the time asking if we needed anything. It makes you feel supported when someone is calling you to ask how you are. It makes you feel less alone."

- Familia Adelante father

"I know a lot of people who felt completely alone, who felt desperate, who got depressed. But Familia Adelante was always reaching out to us during the pandemic. They gave us ideas to entertain the children, to coexist with everyone locked up in the house together. They offered meditation classes. They advised us on how to have better communication. All those things together helped a lot."

- Familia Adelante mother

"If Familia Adelante hadn't been with us, the pandemic would've been very difficult. The uncertainty of thinking that you could get sick, that you're all alone in this country, was very stressful. They gave us so much, but the most important thing was the emotional support. It helped me a lot to talk with other families, to talk to my social worker."

- Familia Adelante mother

"Having the program to turn to during the pandemic helped a lot. Other people we talked to felt completely alone. They were in a panic."

- Familia Adelante mother

In their words...

"Families participating in FFL have awareness of how to deal with this time of COVID because they talk about it with us all the time. Families not in FFL have it worse in this way."

- Families for Literacy mother

"They helped us learn what to do during COVID like to be careful when I go to outside, to wear masks, how to be safe."

- Families for Literacy mother

3. Child Well-Being

Slides 50-63

- 
- A. Emotional well-being
 - B. Optimism about the future
 - C. Resilience
 - D. Reading ability
 - E. Physical activity
 - F. Peer relationships
 - G. Relationship with parents

About the analysis

N=Families with school-aged children (5-18 years old), 103 or lower

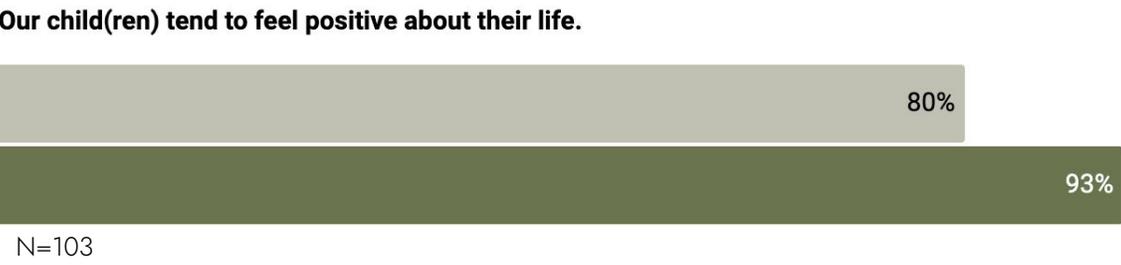
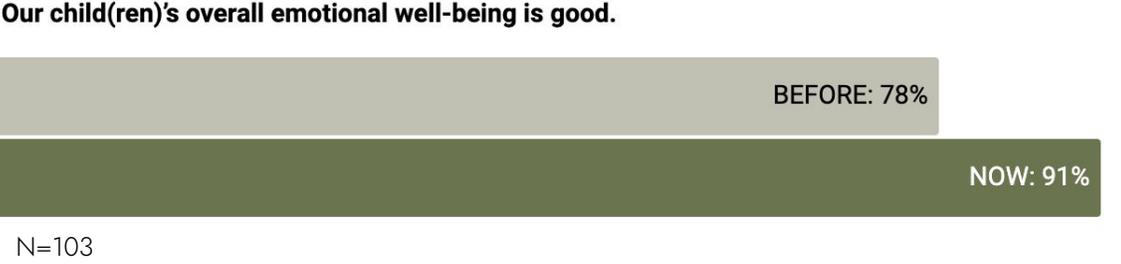
All outcome areas were analyzed for differences by:

- Before WFA and “now”
- Length of participation in program
- Extent of program impact
- Impact of COVID-19 on the family

3A. Do children have strong emotional well-being?

More parents agreed or strongly agreed that their children’s emotional well-being is good now than parents who indicated that this was the case before joining in the program. 91% of families agreed or strongly agreed that their children have strong emotional well-being versus 78% before participating, and 93% agreed or strongly agreed that their children felt positive about life versus 80% before the program.

Percentage of families who agree or strongly agree that...



In their words...

"For my kids, the program is like another family. Everyone knows their names. When my son was smaller, he would always ask, 'Are we going to Mercy today?' They love being there."

- Familia Adelante mother

"The manager of the after-school program loves all the children. My son formed a really strong connection with her. This year she invited him to help with the younger children. He was also invited to work at Fiver's summer camp. He earned money for the first time."

- Familia Adelante mother

"Our apartment is very small, we have only one bedroom. So at Fiver Camp our son gets to disconnect, detach for a while from mom and dad, and connect to nature."

- Familia Adelante mother

"They helped me. In the last two years, my son kept crying. He didn't want to go to school. Josh talked to him and helped him. And after that he completed school."

- Families for Literacy mother

"The program is so fun for the kids. Mr. Josh exerts all his efforts to meet their needs. When you deal with him, you feel that he is so kind and friendly."

- Families for Literacy mother

3B. Are children optimistic about their future?

More parents agreed or strongly agreed that their children are optimistic about their future now than parents who indicated that this was the case before joining in the program (92% vs. 76%). This is also true for parents who believed their children will achieve their dreams (97% vs. 78%).

Percentage of families who agree or strongly agree that...

Our child(ren) tend to be optimistic about their future.



N=104

Our child(ren) believe they will achieve their dreams.



N=101

3C. Do children recover easily from setbacks?

92% of parents agreed or strongly agreed that their children recover easily from setbacks. 74% of parents felt this was the case before participating in the program.

Percentage of families who agree or strongly agree that...

Setbacks don't discourage our child(ren). They don't give up easily.



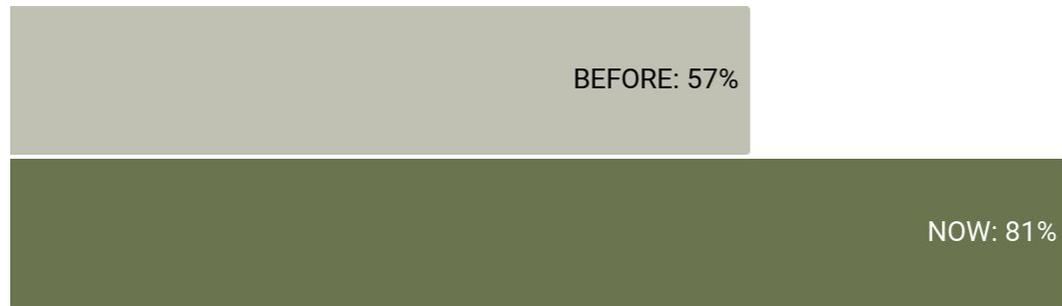
N=102

3D. Are children reading at grade level?

More parents believed their children are reading on grade level now than parents who indicated that this was the case before joining in the program. 81% of parents agreed or strongly agreed with this statement about their children now, whereas 57% agreed with it when reflecting on their children's reading prior to the program.

Percentage of families who agree or strongly agree that...

Our child(ren) are reading at or above grade level.



In their words...

"Families for Literacy helps this community so much, especially the kids who have a second language. They help the kids with homework because the parents are not very good at English."

- Families for Literacy mother

"I like that we get to have fun and, at the same time, we are working hard. You really get into it because they put the word fun in work."

- Families for Literacy youth participant

3E. Are children physically active?

More parents agreed or strongly agreed that their children get sufficient physical activity now than parents who indicated that this was the case before joining in the program (82% vs. 61%).

Percentage of families who agree or strongly agree that...

Our child(ren) get sufficient physical activity each week.



N=102

3F. Do children have healthy peer relationships?

90% of parents agreed or strongly agreed that their children regularly spend time with or talk with peers (74% before the program), and 88% agreed or strongly agreed that their children can easily make new friends (79% before).

Percentage of families who agree or strongly agree that...

Our child(ren) regularly spend time with and/or talk with peers.



N=102

Our child(ren) can easily make new friends.



N=102

In their words...

"We stay together twelve to a cabin at camp. I've known all those kids since I was eight years old, so we're all friends."

- Familia Adelante teen participant

"The program has helped my child a lot with socializing. He's very serious by nature, but when he's at Mercy Center, he is very happy."

- Familia Adelante mother

"During COVID-19, the kids did not feel okay. They stayed at home all the time. They did not enjoy anything. Before school started this year, the kids gained weight. They had more stress. But thank God that my son enjoyed one hour with the New City Kids every day from Monday to Friday, For other kids and other families, it was harder. They did not feel comfortable during COVID-19."

- Families for Literacy mother

3G. Do children have healthy relationships with their parents?

Parents have strong relationships with their children. 93% agreed or strongly agreed that they have a good sense of what is going on in their children's lives (vs 82% before the program), and 94% agreed or strongly agreed that their children communicate challenges and concerns with them (vs 80% before the program).

Percentage of families who agree or strongly agree that...

We have a good sense of what is going on in our child(ren)'s lives.



N=102

Our child(ren) communicate their challenges and concerns with us.

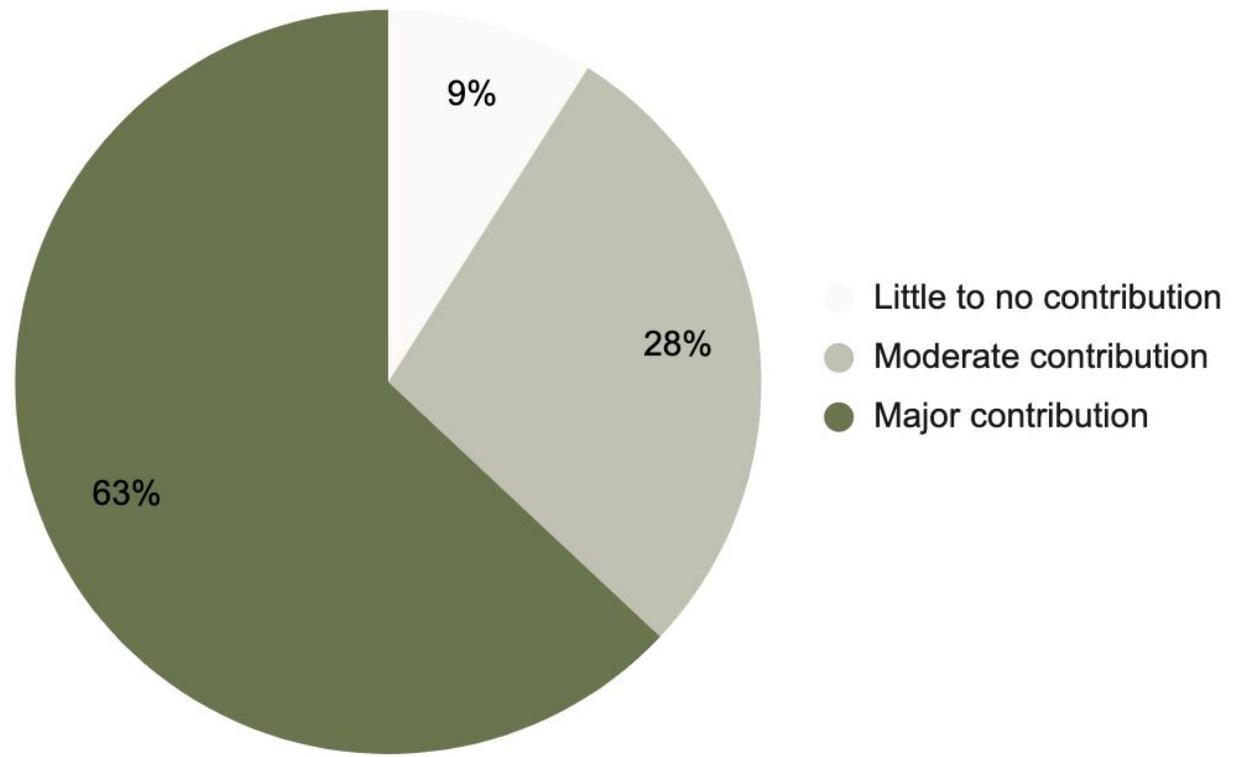


N=103

To what extent did WFA contribute to child well-being?

91% of families indicated that the program contributed to child well-being: 63% indicated the program had a major contribution; 28% indicated a moderate contribution.

Extent of program contribution on child well-being (N=82)



Which WFA components contributed to child well-being?

Families who indicated some program contribution were asked to indicate which site-specific program components had contributed to child well-being. From a list that included all four program partners and a space for “other,” the most frequently selected components for each site are listed below:

Familia Adelante (N=54)

- 75% selected “Mercy Center activities (Mothers’ Group, Fathers’ Group, Family Weekend/Day, Couples Reflection, etc.)”
- 75% selected “Activities with Fiver (tutoring, camps, workshops, individual coaching, etc.)”

Families for Literacy (N=27)

- 78% selected “Activities with New City Kids”
- 56% selected “Meetings with our case manager”

In their words...

"If it weren't for the program, my son wouldn't have gone so many places because, as a family, we don't go out so much."

- Familia Adelante mother

"There are so many things we do at camp that I can't do at home. But what I enjoy most is just having more freedom."

- Familia Adelante teen participant

"The program teaches you things you didn't know. I guess I just like learning things and getting new experiences."

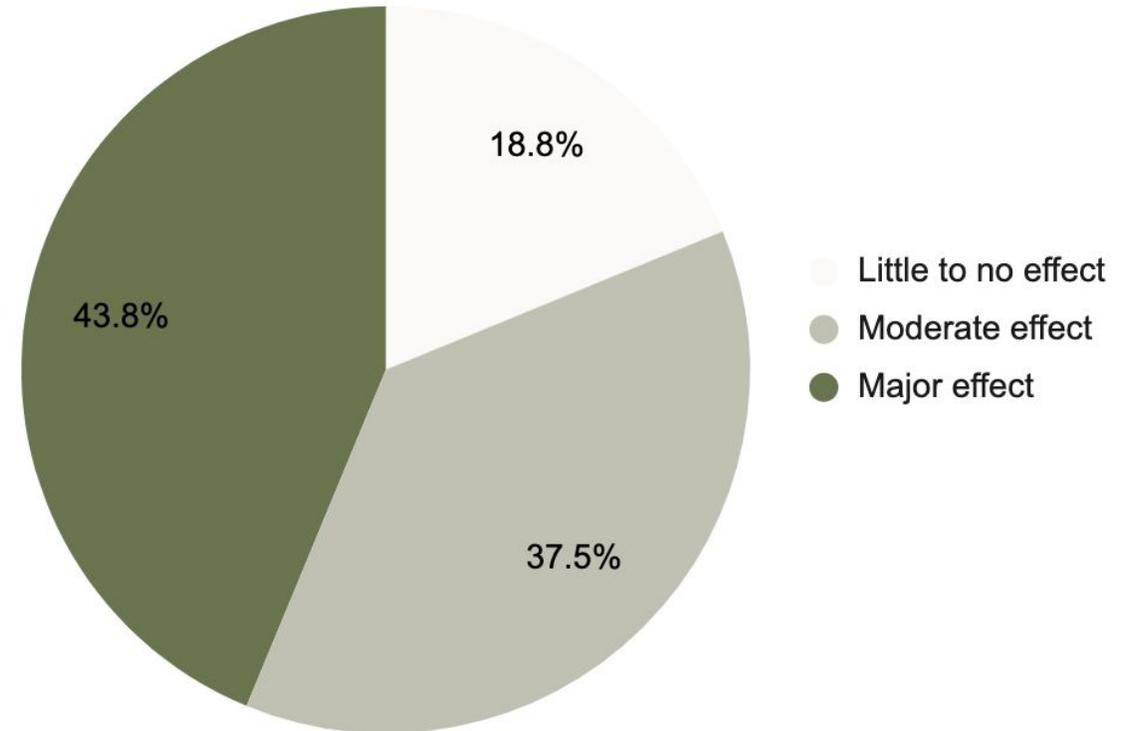
- Familia Adelante teen participant

"I see a big difference. At other after-school programs, the students just sit at the table and do homework, that's it. But at New City Kids, they do homework and play and do music and reading."

- Families for Literacy mother

To what extent did Covid affect child well-being?

Extent of Covid effect on child well-being (N=80)



Less than half of all families (44%) indicated that COVID had a major effect on their children's well-being. 38% indicated a moderate effect, and 19% indicated little to no effect.

In their words...

"Familia Adelante kept us mentally calm during the pandemic, and we could transmit that sense of calm to the children. I honestly feel that I didn't go crazy because I had someone to talk to. And I think that my having that emotional support helped the children a lot."

- Familia Adelante mother

"Kids get a lot of benefits from this program, especially when COVID-19 happened, because they provided virtual reading and a lot of other things they enjoyed. They do competitions between the kids, and it's fun for the kids to learn. The kids are excited."

- Families for Literacy mother

WFA's Collaborative Approach from Families' Point of View

Key Findings

Families described five features of the program as most valuable to their experience:

1. **Holistic** - WFA is all-encompassing, providing a wide range of services.
2. **Family-driven** - WFA provides options; families decide what services to pursue.
3. **Focus on the whole family** - WFA helps parents and kids as a family unit.
4. **Relationship-centered** - WFA helps build relationships among families and between families and staff.
5. **Flexible and responsive** - WFA adjusts to meet the varied and changing needs of families.

A holistic approach

Families value holistic support they receive from Familia Adelante and recognize that it is not easy to come by.

"The name 'Familia Adelante' says it all. They educate families to help them move forward with their lives."

"Nobody else is going to offer the kind of support that Familia Adelante gives us. It isn't easy to come by."

"Familia Adelante is like a tree, and the different programs are the branches. They all connect together to offer support."

"Familia Adelante gives you tools; they prepare you for life in this country. Now we can say we feel more established, more secure."

Families appreciate that Families for Literacy's services cover so many aspects of their lives.

"When we have questions about the virus or vaccines, they bring people in to talk to us about it. They are always working with other programs to talk to us."

"Whatever you think about, you are going to find it there. For example, my husband needs a license to operate a food truck and they say, 'Go to Women Rising. We made an appointment for you.'"

A family-driven approach

Familia Adelante families spoke of the process of setting and working towards goals as something they find valuable about the program.

"They motivate you. They really do. We start with a goal. As time goes by, we add more goals. The staff sends us ideas of programs that might help us as a couple or as a family."

"The staff gives us their opinions about programs we might be interested in, but the decision is ours."

"Each family has their own problems, and they can each take what will help them the most from the program."

"I set myself goals, and my family worker reminds me. She stays on top of me so I don't forget things."

Families for Literacy families spoke about how the case manager provides them with information on all that is available and then lets them decide.

"The case manager gave me many choices. They make my mind expand."

"The case manager told me that in the future I can buy a house or open my own business. She gave me many options so I can choose."

A whole-family approach

Familia Adelante families understanding of the purpose of the program is "to unite the family."

"They see us as a couple. They offer workshops that we can take as a couple. They try to connect us by suggesting things we can do together."

"Often our family worker supports us with our son. Now that he's getting older, he doesn't want to listen to his parents anymore, but I can say to my family worker, 'Can you advise him on such-and-such?' And she'll talk to him. So it is a very great support to us as parents."

"I recommend Familia Adelante to other families by explaining that it's support for your family, not only for the individual, but for your whole family. Everything connects. It's not just one thing. There are many benefits."

"It's helped us as a family because we always set our goals together."

Families for Literacy families spoke of how FFL helps their whole family and how that makes it different than other programs.

"FFL helped me with a lot of things for me and my husband and me and my kids."

"What makes this program different is it helps the children and the parents. A lot of programs only help with one, but this program helps with both."

A relationship-centered approach

Familia Adelante and Families for Literacy families all emphasized the relationships they have with the staff as invaluable parts of the WFA experience - describing how they can call on them for anything, how they know they will support them, and are there to help.

"We feel at home; like we are part of a family." (FA mother)

"I call my case manager many times in a week. When I am stuck on anything or need help, I can come here or call any time." (FFL mother)

"They like to help us. I feel comfortable with them. They are so friendly. I feel warm when I speak to them." (FFL mother)

A flexible and responsive approach

WFA's flexibility and responsiveness was on full display during the Covid-19 pandemic.

"They offered financial support, emotional support. Truly, they offered complete support." (FA mother)

"Now everything is virtual, so we can access many more workshops. It really helps to have it be virtual. Before, I wasn't able to take as many workshops. But now I can take a workshop while I'm cooking dinner!" (FA mother)

"If something changes and we want to postpone a goal or set a different goals, our family worker helps us to make those adjustments." (FA mother)

"My family worker called me at least two or three times a week during the pandemic to see how I was doing. They were always looking out to see how we felt. Then, they began to offer virtual workshops so we could stay entertained at home or just talk to someone. They supported us a lot." (FA mother)

"If you need anything you can go to your case manager. For example, if you need to go to the doctor or any office, she will go with you and help you. She will help you with anything." (FFL mother)

"My case manager responds any time, anywhere, and helps us with any emergency. She tells us when we have to boil the water and if the school will be closed. I think she doesn't take a break." (FFL mother)

"This program has changed us a lot. Thank God that we ended up with them because our life has truly changed. It has even changed the way we think."