

Family Resource Center Service Matrix

Legend:

C = Service provided by Co-located partner

D = Service provided Directly by FRC staff

O = Service provided by Outstationed staff from partner agency

R = FRC staff Refer out for service

WA = Service provided When Available

U = Unknown

*LMCR includes the Drop-In Center, Answers Benefiting Children (ABC), Watsonville Law Center and WIC

	Beach Flats Community Center (BF)	Davenport Resource Service Center (DRSC)	Familia Center (FC)	La Manzana Community Resources (LMCR) *	Live Oak Family Resource Center (LOFRC)	Mountain Community Resources (MCR)	Special Parents Information Network (SPIN)	Walnut Ave. Women's Center (MAWC)
Accessing Government Aid	R	D	D	D	R	D	R	D
Advocacy/Help Getting Services	D,R	D	D	D	D	D	D	D
Alcohol/Drug Counseling	R	R,C	R	C	R	R	R	R
Alcohol/Drug Prevention	R	R,C	R	C	R	D	R	R
Budgeting (assistance with)	R	O	D,O	O	D	D	R	D
Car/Booster Seat Distribution	R	WA	WA	R	D	D	R	D
Case Management	O	D,O	D	D	D	D	R	D
Child Abuse Prevention/Intervention	WA	D,R	D,R	D	D,R	D	R	D
Childbirth Preparation Classes	R	R	R	D	D	R	R	R
Child Care (while receiving services)	D,O	WA,O	WA	D	WA	D	D	D
Citizenship Assistance	R	R	R	R	R	R	R	WA
Civic Engagement Activities	D	D	D	D	D	D	D	D
Clothing	R,WA	D	D	D	R	R	R	D
Counseling	R	O,R	R	D	R	R	D	D
Crisis Intervention	R	C,R	R	D,R	R	D	D,R	D
Dental Care	R	WA,R	R	R	R	R	R	R
Domestic Violence Advocacy/Peer Counseling	R	R	R	O	O	O	R	D
Domestic Violence Groups	O,WA	WA,R	R	D,R	R	O	R	D
Education/Training	D,R	O	D	D,R	R	D	D	D
Employment Assistance (job apps, resumes)	R,WA	D	D	D	R	D	R	D
Energy Assistance	R	D,O	D	D	R	D	R	R
ESL Classes	R	O	R	D	O	D	R	D
Family Counseling	R	O,R	R	D	R	R	D,R	D
Family Planning	R	C,O	R	O	R	O	R	D
Filling Out Forms	D,R	D	D	D	D	D	D	D
Food/Formula	R	D	D	D	O	R	R	D
Group Counseling	O,R	R	R	D	R	R	D,R	D
Health Education	R	O,R	O,R	D	D,R	O	R	D
Health Care/Medical	R	O,R	R	O,R	R	O	R	R
Healthy Families Applications	R	O	D	D	O	D	R	D
Hearing Care	O,R	O	R	O,R	R	O	R	R
HIV/AIDS Testing	R	O,R	R	O,R	R	R	R	R
Home Visiting	R	D	R	R	WA	D	D,R	D
Household items	R,WA	D	D,R	D	R	R	R	D
Housing (Referrals and/or advocacy)	R	O,R	D	D	D	D	R	D
Immunizations	R	O,R	O,R	R	R	R	R	R
Income Tax Assistance	U	O	R	D	WA, O	O	R	U
Individual Counseling	R	O,R	R	D	R	R	D	D
Infant Care Classes	O,R	R	R	D	D	WA	R	D
Information/Referrals	D,R	D	D	D	D	D	D	D

Family Resource Center Service Matrix

<p><i>For more information about these and other social service agencies, visit the Community Information Database at www.santacruzpl.org/cid/public</i></p>	Beach Flats Community Center (BF)	Davenport Resource Service Center (DRSC)	Familia Center (FC)	La Manzanita Community Resources (LMCR) *	Live Oak Family Resource Center (LOFRC)	Mountain Community Resources (MCR)	Special Parents Information Network (SPIN)	Walnut Ave. Women's Center (WAWC)
Legal Assistance	R	D,R	WA,R	C,R	R	R	R	D
Literacy (adults and children)	D,R,O	D,R	D,R	D	O,R	R	R	D
Neighborhood Improvement Groups	D	D,WA	R	D	D	D	R	D
Notary Public	U	R	R	D	R	R	R	U
Nutrition	R	D,R	D,R	D	O,R	D	R	D
Outreach - Food Stamps	O,R	C,O	D	D	R	D	R	R
Outreach - General	D	D	D	D	D	D	D	D
Outreach - Healthy Families Insurance	R,O	D,R	D	D	O	D	R	D
Outreach - MediCal	R,O	D,R	D	D	O	D	R	R
Parent Leadership	D	D	D	D	D	D	D	D
Parenting Classes	O,R	D, O	D	D	D	D	R	D
Recreation Program	D,R,O	D	D	D	R	R	D,R	D
Rental Assistance	R	R	R	D	R	R	R	R
Resource Library (available to public)	D	R	R	D	D	D	D	D
School Support / School Problems	D,R	D,R	D,R	D	D	D	D	D
Seniors' Services	R	D,R	D,R	WA,O	R	D	R	R
Special Needs Adults	R	O,R	R	D,O	R	R	D,R	R
Special Needs Children	O,R	O,R	R	D,O	R	R	D	R
Summer Lunch Program	O	D	D	D	R	R	R	R
Translation	D	D,R	D	D	D	D	D	D
Transportation	R	D	D,R	O	R	WA	R	D
Tutoring/Homework	D,O	D	D	D	O	D	R	D
Utilities Assistance	R	R	R	D	R	R	R	R
Vision Care	R	C,O,R	R	O,R	R	R	R	R
WIC	R	O	R	D	R	O	R	D
Youth Programs	D,O	D	D	D	D	D	R	D

Contact Information and Hours of Operation:

Family Resource Center	Phone	Hours of Operation
Beach Flats Community Center <i>All staff bilingual English/Spanish</i>	420-6125	M-F 8:30a-4:30p; p.m./weekend classes & trainings**
Davenport Resource Service Center <i>All staff bilingual English/Spanish</i>	425-8115	M-F 9a - 5p; 1st/3rd T open until 8p (food distribution day); p.m. classes**
Familia Center <i>All staff bilingual English/Spanish</i>	423-5747	M-F 9a - 12p & 1p - 6p; p.m./weekend classes**
La Manzanita Community Resources - Drop In Center <i>All staff bilingual English/Spanish</i>	724-2997	M-F 9a - 12:30p & 1:30p - 5p
Live Oak Family Resource Center <i>Bilingual staff available</i>	476-7284 x104	M/W/Th/F 9-5 until 6/30/06. Call for class schedules and new schedule of drop in hours as of 7/1/06.
Mountain Community Resources <i>Bilingual staff available</i>	336-2553	Office: M-F 9a-3p; I&R: M-Th 9a-12:45p; p.m. Family Forums**
Special Parents Information Network (SPIN) <i>Bilingual staff available</i>	722-2800	M-F 9a-5p; some p.m./weekend classes**
Walnut Avenue Women's Center <i>Bilingual staff available</i>	426-3062	M/T/Th/F 9a-5p; W 11a-5p; p.m./weekend classes & trainings**

** Call center for schedule