



TOOLKIT





Ribbon Cutting Ceremony of the CFRC at the Wash-N-Go
in Manning, SC, in the PeeDee area

This project was developed out of the deep commitment shared by CFEC and our partners and friends to ensure that every child and family in South Carolina has access to the tools and resources they need to learn, grow, and thrive. We hope that this toolkit will allow parent, school, and community leaders in their local communities to create their own Community Family Resource Centers to let children know education is valued and supported throughout their community.

Karen Utter, Carolina Family Engagement Center Project Director (featured second from the left in the ribbon-cutting photo), **when asked about the value of the CFRC project.**

ACKNOWLEDGEMENTS

The Carolina Family Engagement Center (CFEC) is the Statewide Family Engagement Center for South Carolina, funded by the U.S. Department of Education. CFEC is housed in the South Carolina School Improvement Council (SC-SIC) in the College of Education at the University of South Carolina. We would like to express our sincere gratitude for the dedication and on-going efforts of all who make our vision of Community Family Resource Centers (CFRCs) a reality. Admittedly, there are too many people to thank by name. We hope that this CFRC Toolkit, developed and disseminated enthusiastically by CFEC, will encourage and inspire others who might share this same vision about how to make CFRCs a reality in their communities.

The 15 CFRCs established in South Carolina in 2022-23 were made possible, in part, by funding provided by the South Carolina Department of Education. In addition, we express our sincere gratitude for all those associated with each of the 15 inaugural South Carolina CFRC host sites (listed alphabetically): Belton X-mart (Belton), Charleston Promise Neighborhood (Charleston), Ginie's Coin Laundry (Turbeville), Hope Health Pediatrics (Manning), Lorick Park – Parks and Recreation Center (Columbia), Mary Ford Early Learning & Family Center (Charleston), North Pointe Estates Apartments (Columbia), Oakland Baptist Church Ministry Center (Rock Hill), Oconee County Public Library, Walhalla Branch (Walhalla), Orangeburg Area Boys and Girls Club (Cordova), Paxville Community Development Center (Manning), Pearson's Barbershop (Summerton), Richland Library North Main Branch (Columbia), Wash N Go Laundromat (Manning), and Watkins Community Center (Honea Path).

This CFRC Toolkit was developed by a collaborative CFEC and SC-SIC workgroup, including Laurann Gallitto Patel, Ranina Outing, Claressa Thompson, Meredith Hooper, Dr. Gina M. Kunz, and Karen Utter. We want to give a special thanks to CFEC's Julia Beaty, Jennifer Dever, Dr. Theresa Harrison, Tom Hudson, Aida Rogers, and Lorilei Swanson; and much appreciation to the Wandersman Center for their input on the CFRC Logic Model.

Thank you for your time and attention in exploring this CFRC Toolkit. For further information about CFEC, including the CFRCs, please visit our website at <https://cfec.sc.gov/>.

CFEC is housed in the SC School Improvement Council at the College of Education at the University of South Carolina and is funded by federal grants #U310A180058 and #S310A230032. The opinions expressed herein are those of the authors and do not represent views of the U.S. Department of Education.

CAROLINA FAMILY ENGAGEMENT CENTER'S COMMUNITY FAMILY RESOURCE CENTER TOOLKIT

Laurann Gallitto Patel, Ranina Outing, Claressa
Thompson, Meredith Hooper, Dr. Gina M. Kunz, and
Karen Utter



College of Education
UNIVERSITY OF SOUTH CAROLINA

TABLE OF CONTENTS

Section 1: About Community Family Resource Centers.....

What Are Community Family Resource Centers?.....

Where Are Community Family Resource Centers Located?.....

Who Do CFRCs Serve?.....

What is the Intention or Logic of a CFRC?.....

Logic Model.....

Goals and Benefits.....

Mr. Billups.....

Section 2: Preparation for Community Family Resource Centers.....

How to Prepare.....

Funding.....

Location.....

Gathering/Purchasing Materials and Resources.....

CFRCs in South Carolina.....

Section 3: Implementation of Community Family Resource Centers.....

Next Steps.....

Section 4: Maintenance of Community Family Resource Centers.....

What Now?.....

Checklist.....

SECTION 1 ABOUT



**ABOUT
COMMUNITY FAMILY
RESOURCE CENTERS**

WHAT ARE COMMUNITY FAMILY RESOURCE CENTERS (CFRCS)?

Community Family Resource Centers (CFRCS) are information stations that are attractive physical displays stocked with high quality educational information and community resources.

The purpose of CFRCS is to ensure that all families, including those who do not have ready access to the Internet, can easily find the information and community resources they need to support their children's learning and development to succeed in school and in life.

CFRCS are not a destination, but rather these information stations are located where families already travel to access other goods and services.

CFRCS are not a one size fits all, but rather they are intended to be grounded in the needs and goals of the local community.

WHERE ARE CFRCS LOCATED?

CFRCS are located in places where families already travel to access other goods and services such as a laundromat, gas station, food mart, doctor's office, recreation or community center, or library.



Libraries are a great location for a CFRC. Above are CFRCs at Richland Library, North Main, in Columbia and Oconee County Library, Walhalla Branch located in Walhalla, SC.

WHO DO CFRCs SERVE?

Materials are made available at no cost to families of all children from early childhood through grade 12. Based on local need, materials are also included that particularly address the needs of CFEC's families of focus, including the following:

- Families of children receiving special services
- Families who are food or housing insecure
- Families headed by grandparents, military personnel, or parents whose first language is not English
- African American, Latino, Asian, and Native American families
- Families of children in foster care
- Migrant families
- Families living in rural communities
- Families living in poverty

"Families told me the CFRC in their neighborhood was a safe space to get **college information and resources**. One student couldn't afford college but found a scholarship flyer in the CFRC. She **applied and got it**, allowing her to **attend college**."

-Claressa Thompson, CFEC Regional Liaison when discussing an interaction with a family in the North Pointe community of Columbia, SC



CFRCs are meant to serve families and students of all ages - encouraging those who use them to be lifelong learners.

COMMUNITY FAMILY RESOURCE CENTER (CFRC) LOGIC MODEL

Goal: Create a community family resource center as an information station stocked with high quality printed information/resources for families to support their children's learning and development in locations where families already travel to access essential goods and services without the need for internet.

Situation:

Many families (especially in low income and/or rural areas) might face challenges in knowing how to identify and readily access high quality resources available to support their children's learning and development

Priorities:

Communities that include the following families:

- high poverty
- multilingual
- foster families
- homeless families
- racial and ethnic minority families
- families of students with disabilities
- grand families
- rural families
- military families

Establish the CFRC in a prominent community location with high foot traffic such as the premises of a partner business that provides essential goods and services to the surrounding area (laundromat, gas station/food mart, doctor's office, recreation/community center or library, etc.)

Inputs: What is Invested

- Time and Effort
- Funds (from businesses, community organizations, donations, grants, local foundations, non-profits, school districts, etc.)
- Materials (printed resources, display fixtures, educational toys/activities, books, magazines, etc.)
- Primary point of contact with support from a local stakeholder team from a school district, School Improvement Council (SIC), community organization or agency, or parent group)
- CFRC site host contact (business owner, volunteer, community center staff member, library director, etc.)

Outputs: Activities/What is Done

Primary point of contact with support from local stakeholder team will do the following:

- Identify and secure community location
- Secure funding sources
- Plan space/layout
- Create list of items needed
- Coordinate set-up
- Restock materials when needed

CFRC site host contact will identify space within their physical location for display fixtures and inform stakeholder group of when supplies are low

**Outputs:
Participation/
Who is Reached**

All children and families, including those who do not have ready access to online communication tools, are able to obtain educational information and community resources

Short-Term Outcomes:

- Increase access, especially for priority populations, to school and community resource materials on how families can support student learning and development
- Increase access to resources that support needs of the whole family (housing, nutrition, financial support information, etc.)
- Increase awareness of CFRC presence and availability of materials among students/families throughout the local community

Mid-Term Outcomes:

- Students/families utilize CFRC materials to increase their knowledge and awareness of educational resources, practices, and tools to improve child and family outcomes
- CFRC serves as a visible sign that the community as a whole values and supports schools and education

Long-Term Outcomes:

- Improved student learning (reading, math, and other academic subjects, behavior, school readiness, specialized student supports such as IEP/504 plans, etc.) and reduced gaps in achievement among general and priority populations
- Students grow up to be lifelong learners
- Students and families benefit from other resources (college scholarship opportunities, importance of attendance, community assistance, housing, and financial support information, etc.)
- Students and families perceive that community stakeholders value and are supportive of schools and education
- Students and families are satisfied with CFRC informational offerings

**Ongoing Feedback
to Make Improvements**

Families and community members

Improvements made (add new materials, remove/update outdated materials, address repairs, etc.)

**CFRC
stakeholder
team**

**Ongoing
Improvements
to the CFRC**



GOALS & BENEFITS

Note: This information is helpful when proposing a CFRC to a potential location's owner.

WHAT ARE THE GOALS OF COMMUNITY FAMILY RESOURCE CENTERS?

The primary goal of Community Family Resource Centers (CFRCs) is to increase the ability of all families, including those who do not have ready access to online communication tools, to access capacity-building educational information and community resources to help support their children's learning and development.

HOW DO COMMUNITY FAMILY RESOURCE CENTERS ACCOMPLISH THIS GOAL?

- CFRCs build capacities of families to support their children's learning and development in partnership with schools and local communities in locations where families already travel to access other goods and services.
- CFRCs increase the number of families in low income and/or rural areas who can readily access high quality information and printed resources available through state, regional, and local agencies to support their children's learning and development without need for the internet.

"Community Family Resource Centers are places where our children and their family members can receive information to promote personal growth and get connected to books, learning games, kits, and manipulatives. We are thankful for our community partners in Clarendon County. They have helped to provide families with greater access to supplemental learning experiences."

-Ms. Ginie Turbeville, business owner of Ginie's Coin Laundry in Turbeville, SC

WHO BENEFITS FROM THE CFRC? WHAT DOES IT BRING TO THE COMMUNITY? WHAT IS THE VALUE OF SPENDING TIME & RESOURCES TO SET UP A CFRC?

Students benefit. Families benefit. School benefit. Businesses and non-profits benefit. Everyone in the community benefits.

While posting information online is an effective way of reaching many families, we know that not all families have easy access to the internet. Even when internet service is available, accessing information online may still pose challenges to populations such as grandparents raising grandchildren or parents who do not speak English.

For parents working during the day or for whom transportation is a challenge, travelling to the school building to access information may not always be an option. Another challenge parents may face is knowing where to look for resources online. Local communities likely have many outstanding non-profit organizations in their state that provide a wide range of services to support children and families, but families don't always know how to find them.

An essential characteristic of the Community Family Resource Center concept is that each Center be "locally grown."

**Students benefit.
Families benefit.
Schools benefit.
Businesses and
non-profits benefit.**

**EVERYONE in the
community benefits.**

Each Center is developed in collaboration with local stakeholders to ensure that it meets local needs and preferences. No two Centers look exactly alike. Materials offered vary from site to site depending on the interests and needs of the surrounding community, including information from local school districts and nearby schools. The focus is on providing information on the many ways that families can engage in and support their children's academic, social, emotional, and behavioral development as they grow. It also includes information on how families can connect with a wide range of resources and services available through local agencies and non-profit organizations. Every Community Family Resource Center offers language versions that are most prevalent in their local communities.

One size does not fit all when it comes to communicating with families.

Community Family Resource Centers create new information pathways that schools and community organizations can use to reach parents and caregivers in their communities with information to support their children's learning and development. This commitment to adapting the concept to fit each local site is reflected in the diversity of sites hosting Centers, including laundromats, barber shops, pediatrician's offices, community centers, public libraries, gas stations, faith-based centers, and low-income apartment complexes.

While the intended benefits are most visible to students and families, there also are benefits to schools who use these as avenues for information dissemination. There are increased benefits to businesses, non-profits, and community centers, such as increased traffic flow, repeat customers, activities for younger patrons, enhanced atmosphere, productive learning space, and positive publicity, etc.



This Community Family Resource Center located at the Wash N' Go in Manning, SC features an information station spinner, a bulletin board, and a book vending machine.



MR. BILLUPS

Community Family Resource Center host and Manager of Wash N' Go in Manning, SC at the grand opening ribbon cutting of their new book vending machine.

Mr. Billups, the Manager of Manning Wash-N-Go laundromat, was inspired to serve as a CFRC site host because of his strong dedication and commitment to giving back to others in his community.

As a formerly incarcerated individual who has successfully worked his way up to his current management position, Billups deeply understands the **significance and power of community support, second chances, and building relationships.**

Many students and families have expressed their gratitude for the educational resources and free books provided at the CFRC. He takes **great joy** in supporting the Manning, SC community!

SECTION 2

PREPARATION



**PREPARATION FOR
COMMUNITY FAMILY
RESOURCE CENTERS**

HOW TO PREPARE

Now that you and your team have decided that you would like to see a Community Family Resource Center established in your community, the next phase is *Preparation*. The primary *Preparation* action steps are securing funding, securing a location, and gathering and/or purchasing materials and resources that will be present in the CFRC.

The primary point of contact with support from the local stakeholder (action/planning) team will do the following:

- identify and secure community location
- secure funding sources
- plan space layout/configuration
- create list of items needed
- coordinate set-up
- restock materials when needed



Here are some items to consider for the CFRC that might require funding or other sources of support:

- Display fixtures such as spin racks/carousels, bookshelves, bulletin boards, and digital announcement boards
- Printed informational materials such as pamphlets, flyers and booklets
- Seating area (examples include tables, chairs, beanbag chairs, rugs, etc.)
- Computers for use by parents and students to complete applications for scholarships and community benefits, access school communication tools, use homework/tutoring programs, engage with educational games and activities, etc.
- Books, magazines, educational toys and activities (puzzles, etc.), and book vending machines

While this is not an exhaustive list, the following might help in identifying funding sources.

- Consult with your State Department of Education to see about their resources for funding.
- Approach schools or school districts in your community about potential sources of funds in their budgets for this type of initiative.
- Consider federal, state, or local foundation sources of grants or contracts whose mission aligns with these types of community projects.
- Gather donations from local businesses, community organizations, non-profits, and parent-teacher organizations.
- While not all sources may be able to provide monetary donations, printed materials such as pamphlets, flyers, booklets, etc., are also valuable.

LOCATION

When finding a location for your CFRC in the community, here are some possible considerations and strategies:

- Proximity to school(s)
- Central or high foot traffic location in area or neighborhood with high population of children and families
- Demographics of area (socioeconomic factors, families of focus)
- Business owner, organization, or service provider with willingness to be involved in community service

Once a location is identified, the stakeholder team can communicate the initiative idea and recruit a community champion through the following:

- Initial contact via phone call, email, or an in-person visit to build relationship
- Discuss the benefits of hosting a CFRC
- Show visual examples of other information stations from this toolkit to communicate expectations
- Confirm commitment from individual to serve as community champion for CFRC
- Identify space within the setting and discuss potential layout options/display materials needed

Once a location is confirmed and a commitment is made, the stakeholder team in collaboration with the community champion will do the following:

- design the information station layout considering the designated space and budget
- select and purchase materials and display fixtures (shelving, literature carousels, bulletin boards, spin racks, bookshelves, rugs, tables, etc.)
- select and print materials based on needs expressed by local families, schools, and community members
- coordinate set-up and maintenance of the CFRCs

**Lorick Park Community Center CFRC
in Columbia, SC**



**Hope Health Pediatrics CFRC
in Manning, SC**

**Wash N' Go CFRC
in Manning, SC**



**Oconee Library,
Walhalla Branch, CFRC
in Walhalla, SC**

GATHERING/PURCHASING MATERIALS AND RESOURCES

Local stakeholders and sponsors or hosts are encouraged to select high-quality information or resources that address local needs. Some examples might include the following:

- educational/learning topics (literacy, math, science, etc.)
- graduation and college resources (FAFSA, scholarships/grants, educational credentials, etc.)
- district and school calendars, announcements, and other materials for families
- community organization and agency information on services and resources (for families of children with disabilities, multilingual families, families needing economic assistance, grandparents raising grandchildren, etc.)
- mental health supports
- pamphlets with parenting tips (on topics like internet safety, developing social awareness, and how to help your child succeed in school)
- state educational standards (example: [SC State Standards](#))
- kindergarten readiness (link to: [CFEC's Ready, Set - Kindergarten!](#) guides in English and Spanish)

Ready, Set - Kindergarten!
 Family Guide for Preschool – Kindergarten Development

1

Exploring Shapes, Patterns, Numbers, Comparisons

One of six guides to help with readiness for school

3

2

Carolina Family Engagement Center
 Equity, Opportunity & Excellence in Education

Ready, Set - Kindergarten!
 Family Guide for Preschool – Kindergarten Development

Feelings About Self, Developing Relationships, & Controlling Emotions

One of six guides to help with readiness for school

Carolina Family Engagement Center
 Equity, Opportunity & Excellence in Education

Ready, Set - Kindergarten!
 Family Guide for Preschool – Kindergarten Development

Gaining the Basics for Reading, Writing, & Speaking

One of six guides to help with readiness for school

Carolina Family Engagement Center
 Equity, Opportunity & Excellence in Education

Ready, Set - Kindergarten!
 Family Guide for Preschool – Kindergarten Development

The Individual Way Each Child Learns

One of six guides to help with readiness for school

Carolina Family Engagement Center
 Equity, Opportunity & Excellence in Education

Ready, Set - Kindergarten!
 Family Guide for Preschool – Kindergarten Development

Learning To Think, Make Decisions, Solve Problems

One of six guides to help with readiness for school

Carolina Family Engagement Center
 Equity, Opportunity & Excellence in Education

Ready, Set - Kindergarten!
 Family Guide for Preschool – Kindergarten Development

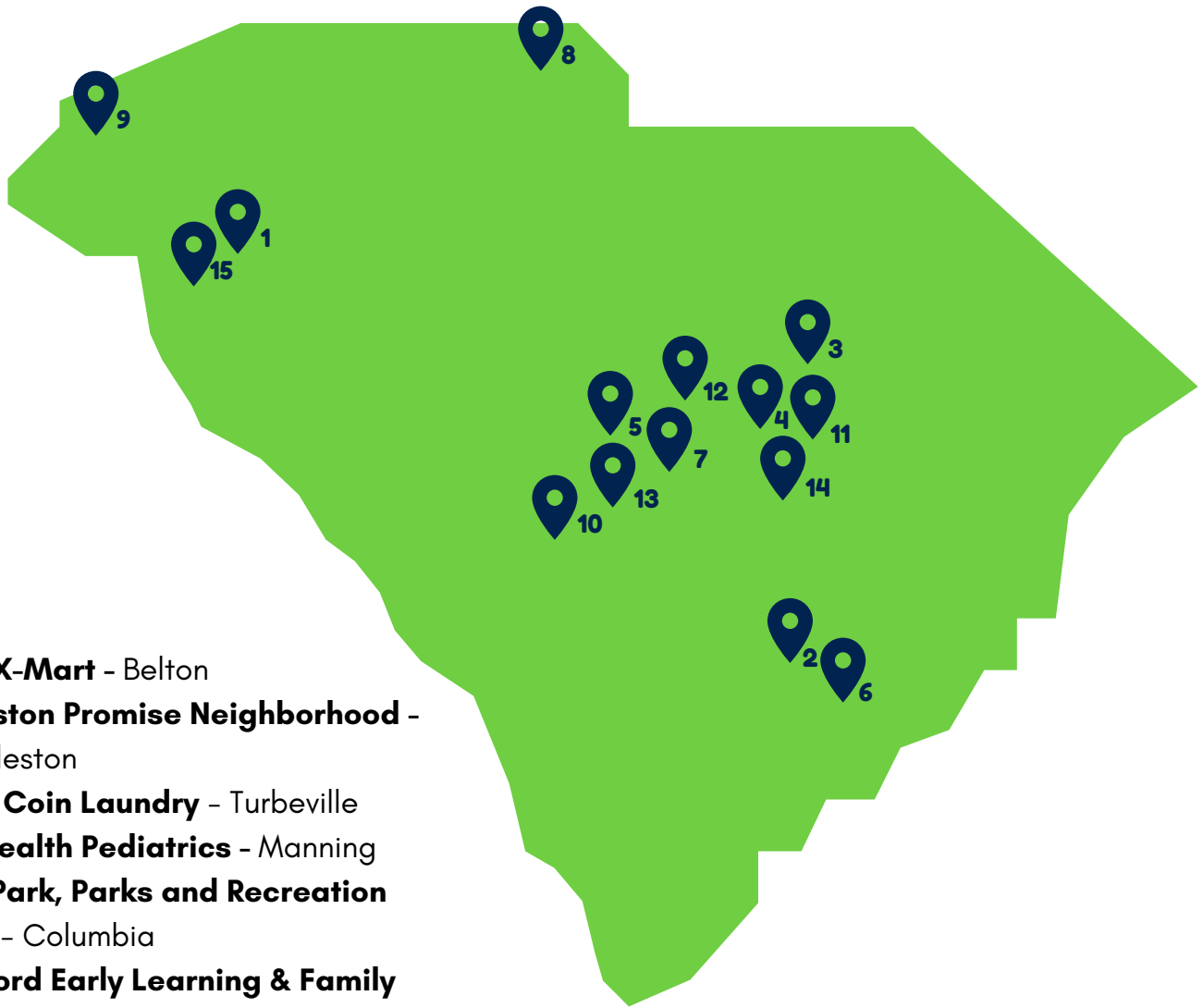
Physical Growth, Nutrition, & Health/Safety

One of six guides to help with readiness for school

Carolina Family Engagement Center
 Equity, Opportunity & Excellence in Education

WHERE ARE CFRCs IN SOUTH CAROLINA?

Map of all existing CFRC sites in South Carolina



1. **Belton X-Mart** - Belton
2. **Charleston Promise Neighborhood** - N. Charleston
3. **Ginie's Coin Laundry** - Turbeville
4. **Hope Health Pediatrics** - Manning
5. **Lorick Park, Parks and Recreation Center** - Columbia
6. **Mary Ford Early Learning & Family Center** - Charleston
7. **North Pointe Estates Apts.** - Columbia
8. **Oakland Baptist Church Ministry Center** - Rock Hill
9. **Oconee County Public Library, Walhalla Branch** - Walhalla
10. **Orangeburg Area Boys and Girls Club** - Cordova
11. **Paxville Community Development Center** - Manning
12. **Pearson's Barbershop** - Summerton
13. **Richland Library North Main Branch** - Columbia
14. **Wash N Go Laundromat** - Manning
15. **Watkins Community Center** - Honea Path

SECTION 3

IMPLEMENTATION



IMPLEMENTATION OF COMMUNITY FAMILY RESOURCE CENTERS

WHAT'S NEXT?

Once your plan is in place, it's time for setup!

Identify community leaders, family representatives, or groups who want to volunteer their time to collaborate in the set-up and organization of the Community Family Resource Center information station.

Before set up day(s):

- Create a plan and timeline for logistics to determine who will be responsible for each task (organizing necessary tools for assembly, scheduling time with contact who will open/unlock the space and determine if set-up will take place during business hours or before/after, physical demands such as carrying heavy materials, clean-up, etc.)
- Be sure all materials are printed and/or gathered from sources
- All items are delivered (or scheduled to be delivered)

Set up day(s):

- This is the actual on-site set up of the displays, printed information, and anything else that will physically occupy the CFRC space
- Reference the team's plan for the physical layout as you're setting up the information station

After set up day(s):

- Publicize and increase awareness of CFRC information station presence (by word of mouth, contacting local schools, local newspaper/publications, etc.)
- Optional grand opening ceremony for the CFRC (example: ribbon-cutting event)
- Set up a method for collecting feedback from community about additional resources that are needed (example: suggestion box, QR code survey, etc.)



Before



During



During



After

Thanks to the help of volunteers, this space in Orangeburg was able to make a transformation into a Community Family Resource Center.

SECTION 4

MAINTENANCE



**MAINTENANCE OF
COMMUNITY FAMILY
RESOURCE CENTERS**

WHAT NOW?

Congratulations on setting up a CFRC information station!

Maintenance is required for sustainability. To keep the CFRC relevant and up-to-date, there are several factors to consider:

Keeping up with materials

- Who will monitor when materials are running low?
- Who will restock and refill materials when needed?
- Who will make decisions on making sure materials are still current, up-to-date, and responsive to the requests and needs of the community?
 - Consider the timing of the year (think about school starting, graduation, college applications, summer camps, resources for food over breaks, community fairs and other events, etc.)
 - Consider adding or removing information about organizations and resources that become available or are no longer available

Getting feedback from students, families, and other community members who use materials will provide ongoing feedback to make improvements to the CFRC (see Logic Model)

- Surveying your constituents about what materials to include
- Provide multiple options for collecting feedback (ex: through informal conversation, comment box, paper/online survey, QR code, etc.)

Helpful questions to ask CFRC users to generate feedback:

- Was the CFRC useful or helpful? If not, what can be done to make it more helpful?
- What information is the most useful to you right now?
- What additional information would be helpful?

Other thoughts for long-term planning

- What funding and supports will be provided? For how long and for what (ex: printing costs, other upkeep, etc.)
- What additional funding, supports, and other resources (ex: staffing) are needed for long term success?
- If expansion within the space is an option, what is needed and how will your team make that happen?
- In what ways could you and your team encourage additional school-community partnership opportunities that make the most use of the CFRC space (ex: parent-school conferences/leadership meetings, etc.)

Reflect on this process

- What was helpful to you and your team as you developed and implemented your CFRC plan?
- What would you have changed to make this process easier?
- Are there opportunities for you and your team to support others interested in making a CFRC a reality in their community space?

Thank you for your time and attention in exploring this CFRC Toolkit. For further information about CFEC, including the CFRCs, please visit our website at <https://cfec.sc.gov/>.



Community Family Resource Center (CFRC) CHECKLIST



PREPARATION

- Organize an action/planning team and designate a primary point of contact
- Determine funding supports and create list of necessary items within budget
- Identify and confirm CFRC community host location
- Gather and/or purchase necessary materials and printed resources
- Plan space layout/configuration and delegate tasks to prepare for set-up

IMPLEMENTATION

- Create a plan and timeline for setup logistics with the CFRC host site
 - All materials and resources are printed/gathered from sources and all items are delivered (or scheduled to be delivered)
- On-site set up of anything that will physically occupy the CFRC space
 - Reference the team's plan for the physical layout
- Publicize and increase awareness of CFRC information station presence
- Host grand opening ceremony (*optional*)
- Set up a method for collecting feedback from community about additional resources that are needed

MAINTENANCE

- Restock/refill materials and be sure that they are current and responsive
- Collect feedback for ongoing improvements
- Consider what is needed for long-term planning and success
- Reflect on this process and support others in their planning for future CFRCs

The Carolina Family Engagement Center's (CFEC's) Community Family Resource Centers (CFRCs) are information stations that are attractive physical displays stocked with high quality educational information and community resources. The purpose of CFRCs is to ensure that all families, including those who do not have ready access to the Internet, can easily find the information and community resources they need to support their children's learning and development to succeed in school and in life.



CFEC is housed in the SC School Improvement Council at the College of Education at the University of South Carolina and is funded by federal grants #U310A180058 and #S320A230032. The opinions expressed herein are those of the authors and do not represent views of the U.S. Department of Education.