

# DISTRICT OF COLUMBIA



Contacts: Octavia Shaw • Octavia.Shaw1@dc.gov • 202-286-3512  
Dominique Griffin • Dominique.Griffin2@dc.gov  
Kiara Streater • Kiara.Streater1@dc.gov  
[www.cfsa.dc.gov/page/families-first-dc](http://www.cfsa.dc.gov/page/families-first-dc)

Mayor Muriel Bowser's Families First DC initiative is designed to disrupt the way services are provided where barriers to well-being, economic opportunity, and achievement are most acute. The Initiative launched 10 Family Success Centers in Wards 7 and 8 in October 2020. The Centers are funded through grants to community-based nonprofits that are most familiar with the families and communities where the Centers are located. They work with families to increase the overall well-being of the community to give families a fair shot in a rapidly changing city. The Network is currently coordinated by staff of the DC Child and Family Services Agency.

## At a Glance

- Network Structure: Public Funder-Coordinated
- Types of Members:
  - Community-Based FRCs: 11

## Network Functions

- Connecting Members
- Training/Technical Assistance
- Working on Systems Change/Policy/Advocacy
- Pass-Through Funding to Members
- Marketing/Public Awareness Activities
- Shared Data Management System

YEAR  
FOUNDED

2020

NETWORK  
MEMBERS

11

FAMILIES  
SERVED

16,000

## Member Service Areas

- Parenting Support
- Access to Resources
- Family Development Services
- Child Development Activities
- Parent Leadership Development
- Family Economic Success Activities
- Educational Activities
- Health/Wellness Activities
- Intentional Multiple Family Member Engagement
- Community-Strengthening Activities



# DISTRICT OF COLUMBIA

## MISSION STATEMENT:

To create a holistic, family-strengthening model that increases the protective factors through Family Success Centers that empowers the community, integrate services, and focuses on upstream prevention.

## Highlights

- The Family Success Centers engaged in 9 months of planning with community members before launching.
- The research questions, logic model, and theory of change were created and refined during the planning and year one of implementation.
- To further enhance processes, tools, and standardization of systems, an Active Contract Management approach was adopted with the support of the Harvard Kennedy School Government Performance Lab. The approach includes continuous quality improvement, relationship building, advocacy, and reviewing/analyzing data in real time.
- Data analysis indicated high need for food, so additional funding for nutrition education was provided for each site.
- In 2022, the initiative expanded to an additional Family Success Center to meet the needs of another identified neighborhood in DC.



## Outcomes

- Since the launch in October 2020, more than 25,000 families have been served.
- The percentage of service requests met is 80%.
- Families rate their satisfaction with services at least 8 out of 10.
- Protective Factors Survey data indicates growth and an increase in families' Protective Factors.

## Standards of Quality Implementation

Standards of Quality



for Family Strengthening & Support

STANDARDS TRAINERS

CERTIFICATION TRAININGS

CERTIFIED INDIVIDUALS

4

7

143