



Family Economic Success Site Certification Program Fact Sheet

1. What is the Family Economic Success (FES) Site Certification Program?

- The San Francisco Family Economic Success Coordinating Council has developed the San Francisco FES Site Certification Program to achieve the following goals: 1) ensuring more thorough coordination of FES resources for San Francisco's families, 2) institutionalizing FES knowledge and practice, and 3) strengthening the capacity of providers to provide quality FES services.
- By successfully completing this program, sites of community-based organizations will be certified, which will create nexus points for quality FES service provision throughout the city for San Francisco families.

2. What kinds of site should participate?

- Programs that work with families on economic issues, such as, but not limited to, Family Resource Centers, Family Support Programs, Community Centers, Comprehensive and Neighborhood Access Points, and Community Economic Development Agencies.

3. What are the benefits for the sites?

- Enhanced FES knowledge to support families
- Access to updates on benefits/program changes
- Window and tabling signage, ability to identify publicly as a Certified FES Site
- Recognition as a Certified FES Site on the San Francisco Family Support Network (SFFSN) website, printed map, and SFFSN managed social media outlets.
- Opportunities to connect with other Certified FES Sites for mutual support, peer learning, and information/resource sharing

4. How does the FES Site Certification Program work?

- Staff members from each site will successfully complete a series of trainings: 4 FES topic trainings, one on Enhanced Information and Referral, and the certification training on the Family Economic Success Standards of Quality.
- Each site will participate in the annual San Francisco Family Economic Success Forum in May.
- Each site is encouraged to have at least 2 staff members participate at each training, if possible.
- Each site should maintain a binder provided to participants during the FES Standards Certification and Program implementation expectations of the FES materials are updated yearly at this training. FES Resource Binders need to be accessed by various staff members, and will remain at the site in the event of staff turnover.

- Each site will register itself and each computer used for benefits screening and application with Benefits CalWin (www.mybenefitscalwin.org).
- There is no deadline for completing the FES Site Certification Program.
- Site certification is valid for 1 year from the date of completion.

5. Do the trainings cover benefits access issues for immigrants?

- Yes. Each training will include information about benefits in relation to immigration status.
- In addition to the information included in the FES topic trainings, there is one training that addresses immigrant resources and programs for families in San Francisco.

6. When and where will the workshops be offered?

- The trainings are offered throughout the fiscal year.
- You may access the yearly calendar of trainings on the website <http://www.sffsn.org/training/>
- Trainings are conducted at central San Francisco locations, easily accessible by public transit.

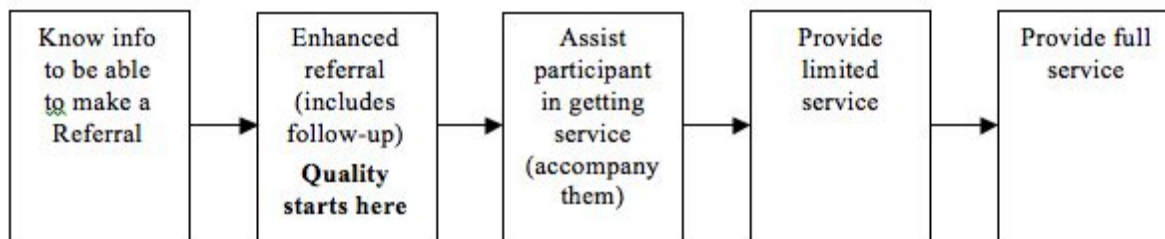
7. What are the responsibilities for a site once it becomes a Certified FES Site?

- Ensure that staff demonstrate competency on each of the FES training topics, on Enhanced Information and Referral, and the FES Standards on an ongoing basis.
- Serve as a hub of FES resources for San Francisco’s families, by providing a minimum of enhanced information and referral on each of the FES benefits.
- Utilize Benefits CalWin to assist families in accessing benefits.
- Share relevant information, resources, and expertise with other Certified FES Sites.
- Participate in the FES Learning Community meetings with other Certified FES Sites.
- Continue to participate in the annual San Francisco Family Economic Success Forum in May.

8. Does a site need to provide full service for each of the benefits?

- No. The minimum expectation is that a site provides enhanced referral on each FES benefit.

9. What is the Continuum of Family Economic Success Provision?



10. Can individual staff member be certified?

- No. The goal is to have certified sites.

11. What does it cost?

- The nominal fee for each training is \$25.

12. How can my site get started?

- Submit a completed FES Site Certification Agreement to the SFFSN in order to register for the program. The SFFSN will help you track your progress toward completing the program.

13. What if my site does not want to become a FES Certified Site?

- Staff members are welcome to participate in the FES trainings, even if your site is not pursuing certification.

14. Whom can I contact if I have questions?

- Please contact Kaile Thomas, SFFSN Director of Training, at (415) 694-5841 or at kaile@sffsn.org.

Family Economic Success trainings:

1. FES Standards Certification, Overview, and FES Certified Site Expectations
2. Making the Right Connections: Strategies for Providing Enhanced Information & Referral for Families
3. Helping Families to Access Basic Needs Resources
4. Helping Families to Access Child Care, Nutrition and College Saving Programs
5. Helping Families to Access Housing Opportunities and Public Health Benefits and Programs
6. Helping Seniors Access Services and Adults with Disabilities Access Services and Programs
7. Helping Families Access Immigration Services and Resources

FES Learning Community Meetings (2)

Annual FES Event:

- Family Economic Success Forum - May

If you'd like to register for any of the FES trainings, contact Ricardo Eugenio, Administrative Associate, at (415) 694-5864 or at ricardo@sffsn.org