

# First 5 Riverside County Family Resource Centers

Locations   Chaos!   Order...   Data   Activities

1

---

---

---

---

---

---

---

---

---

---

# Where are the FRCs?

2

---

---

---

---

---

---

---

---

---

---

## Family Resource Center Update

<b>Jurupa Valley Family Resource Center</b> 8876 Mission Blvd. Jurupa Valley, CA (951) 955-2865	<b>Desert Hot Springs Family Resource Center</b> 14-200 Palm Drive Desert Hot Springs, CA 92240 (760) 298-3313	<b>Mecca Family &amp; Farmworker's Service Center</b> 91-275 66th Avenue Ste. 600 P.O. Box 2173 Mecca, CA 92554 (760) 863-7960
<b>Temecula Family Resource Center</b> 41002 County Center Dr., Building B Temecula, CA 92591 951-600-6413	<b>Mead Valley Family Resource Center</b> 21091 Rider Street, Ste. 204 Perris, CA 92570 (951) 210-1550	

3

---

---

---

---

---

---

---

---

---

---



4

---

---

---

---

---

---

---

---

**County Service Integration: Jurupa Valley**

**Reason for Action**

**Current Service Delivery System**

- 42 County Departments
- 7,511 Nonprofit Agencies, up to 30% provide health & human services
- Over 1 Million Residents Served by 6 Human Services Departments:
  - 126 Programs Offered
  - 1,224 Client-Contracted Services
  - 91 Case Management Systems & Client Databases

**Long-term Goal: Improve Placement on CA Healthy Places Index (HPI) by 30%**

Riverside County Population: 2,411,439

**What: Integrated Delivery System; Who: Riverside County Residents; Why: Transform Service Delivery**

**Single Hub "System"**

- Online Self-Service
- Call Centers
- Regional Offices

**Holistic Assessment**

**Joint Triage**

**Navigators**

**Goals:**

- improve services experience for Riverside County residents who have complex needs
- Strengthen prevention and early intervention services

**Policy & Practice Change Areas:**

- County-wide support from the Office of Service Integration
- Contracted services: legal, facilitation, process improvement, Technology Infrastructure
- Resident engagement (Research)
- Workforce development & training
- Communication strategies & change management tools

5

---

---

---

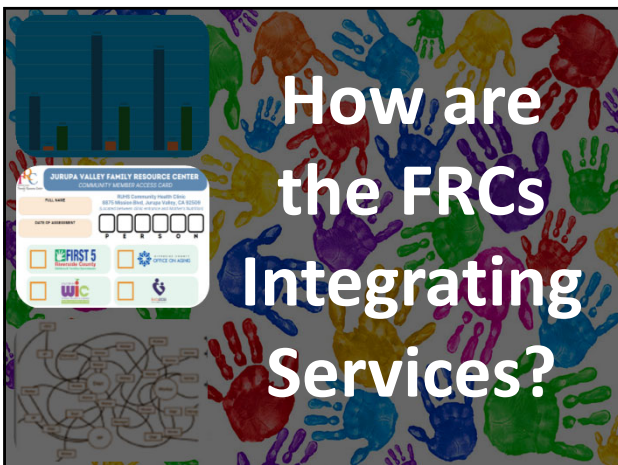
---

---

---

---

---



6

---

---

---

---

---

---

---

---

### Integrated Service Delivery

**JURUPA VALLEY FAMILY RESOURCE CENTER**  
COMMUNITY MEMBER ACCESS CARD

**Temecula FRC**

- 4 minimum viable products
- Whole Person Health Score
- Universal Referral & Consent
- Warm Hand-Offs
- Closed Loop Referrals
- Daily Huddles

**Jurupa Valley FRC**

- Rapid Improvement Event-August, 2024
- EPIC Access Pending (RUHS Medical Record)
- Removed Window for Customer Service Desk
- Warm Hand-Offs
- Closed Loop Referrals
- Daily Huddles

7

---

---

---

---

---

---

---

---

---

---

# How many people are the FRCs Serving?

8

---

---

---

---

---

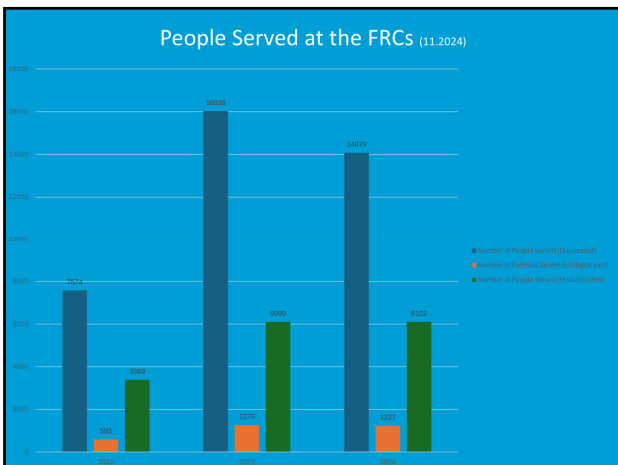
---

---

---

---

---



9

---

---

---

---

---

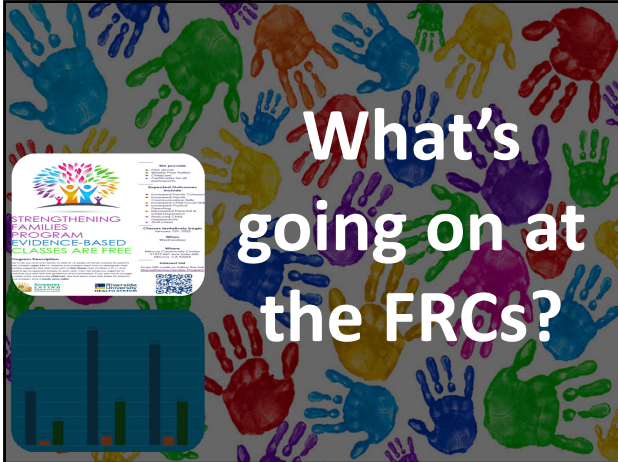
---

---

---

---

---



10

---

---

---

---

---

---

---

---

---

---



11

---

---

---

---

---

---

---

---

---

---



12

---

---

---

---

---

---

---

---

---

---