

VALENCIA HILLS COMMUNITY CHURCH

FAMILY STRESS SUPPORT



Family Stress Support is a community outreach program intended to **care for and assist** struggling families in the Santa Clarita area. The goal is to **connect families to local resources** and help them feel less alone in their struggle.



```
graph TD; A[At-risk family situation] --> B[Referral is made, whether through community agency or self-referral]; B --> C[Family Stress Support]; C --- D[Supportive Community Services]; D --- E["-food pantry<br/>-educational support<br/>-mental health support<br/>-substance abuse support<br/>-local church<br/>-financial resources"]; style A fill:#555,color:#fff; style B fill:#003366,color:#fff; style C fill:#004d4d,color:#fff; style D fill:#8bc34a,color:#fff; style E fill:#8bc34a,color:#fff;
```

At-risk family situation

Referral is made,
whether through
community agency or
self-referral

Family Stress Support

Supportive Community Services

- food pantry
- educational support
- mental health support
- substance abuse support
- local church
- financial resources

HOW IT WORKS

Once the Family Stress Support program is informed of a family in need:

1. A family will be referred to a case manager who then will speak to the family at their home, via zoom, or over the phone.

2. The community case manager will provide resources and assist the family with navigating them

3. The case manager will then provide a follow-up call to ensure that the connection was established with the resources considered best to support the family.



If you are interested in receiving support or referring a family, please visit www.valenciahills.com/familystresssupport



ROLE OF A CASE MANAGER

Uncover the real needs of the family, including relational, financial, & spiritual

Provide support through building connection and trust with the family in need

Help bridge the gap between those specific needs and community resources



Questions or Concerns:

Who is available to receive support from Family Stress Support?

Any family in the Santa Clarita area may be eligible to receive Family Stress Support (there may be some exceptions due to language or safety).

Is there any cost to receive Family Stress Support?

No, there is no cost to receive this service.

Who refers the family to a Case Worker? Does the referral have to come through an organization, or can anyone refer?

A referral for Family Stress Support can come from DCFS, a local school, a friend, or the family in need itself.

Since many referrals come from DCFS, is Family Stress Support a government agency?

Family Stress Support is a branch of the Valencia Hills Community Church Care Department and not a government agency. It is always voluntary, and any family can leave Family Stress Support at any time.

What are the qualifications for a case worker?

Our case workers are vetted, experienced, and trained specifically to respond to complex family situations.

How long is the case worker involved with the family? What if the family needs more help than originally discussed?

Case workers are involved anywhere from a couple of weeks to months, not as a primary counselor but as a bridge to get further help from community resources.





Family Stress Support
www.valenciahills.com/fss

A branch of Valencia Hills Community
Church Care Department
661.775.1885

VALENCIA HILLS COMMUNITY CHURCH