

Program Location

The Strong Families Program is located at 920-A Rhode Island Avenue, NE, Washington, DC. The Strong Families direct service staff is decentralized throughout the city to serve targeted families in closer proximity to their own neighborhoods.



Contact Information

If you are seeking help with your family's problems, or you know about a family that may benefit from the services provided by the program, please call (202) 576-3277.

For general information about how the Strong Families Program (SFP) serves families in the District, please call (202) 576-3282.



Department of Human Services

Family Services Administration
Strong Families Program
920-A Rhode Island Avenue, NE
Washington, DC 20018

<http://dhs.dc.gov>
www.answersplease.dc.gov



Government of the District of Columbia
Adrian M. Fenty, Mayor

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STRONG FAMILIES PROGRAM

*Strengthening Families,
Uplifting Lives*



Family Services Administration
Department of Human Services
Government of the District of Columbia

The Strong Families Program Division is located within the Department of Human Services (DHS) Family Services Administration (FSA). The Strong Families Program began operations in October 2002 and serves families with multiple, complex problems who are in crisis and at high risk for family separation.

As an integral component of the Mayor's *Safe Passages Action Plan*, the program's mission is to provide comprehensive service delivery to strengthen the family unit, foster healthy family development and help families address many of the issues that create ongoing challenges in their lives. One of the fundamental goals of the program is to prevent families from entering the District's child welfare, juvenile justice or homeless systems by working with families in a proactive, preventive manner.



Guiding Principles

The Strong Families Program adopts a family-focused approach to service delivery. The following principles guide its support to families:

- All interactions with families are conducted confidentially and with respect, dignity and support for the family unit;
- The needs, desires, and individual preferences of each family served will be the key factor in any case planning and decision-making activity made on behalf of the family; and,
- Staff provides services to families in a manner that fosters positive client outcomes, and that adheres to principles of cost-effectiveness, accountability and efficiency.



Program Objectives

- Create a unified system of care established through formalized service partnerships across the District's health, human and social services cluster agencies, and its public school system;
- Establish comprehensive, team-based service planning that builds a network of integrated services and supports around each targeted family unit that draw on resources from participating agencies, community service providers and other resources identified by the family as part of its support group; and,
- Establish intensive case monitoring and program review processes to ensure that the program practices and delivers effective services that address the needs of the families lacking economic stability, employment, sobriety, safety, family healthiness, and quality parenting.



Target Populations

The Strong Families Program is a voluntary program. Families may visit or call the Strong Families Intake Office to request assistance. Families also may be referred by the Executive Offices of the Mayor, City Council, Office of DHS Director, District of Columbia Public Schools, Safety Net and other governmental agencies or community-based organizations.

The Strong Families Program serves eligible families, including those who are TANF dependent, who are undergoing crises and have multiple and complex needs that imperils healthy family functioning and places the family at risk for disintegration, separation, or other potentially dangerous circumstances.



Service Strategy

The Strong Families Program is staffed with caring and sensitive social workers, case managers and other program members. These professionals are committed to helping targeted families receive ongoing assistance and support to address the critical problems that are hindering healthy family functioning, or have led to long-term dependence. These services are coupled with short-term service interventions that are structured to focus on the family's more immediate challenges and basic needs.

Using intensive case management methods and techniques, services for families are tailored to the unique and individual needs of each family served. Service planning is team based: it is coordinated by the program case manager with the family, other intra/inter agency case managers, service specialists and community-based service providers, as well as by individuals identified by the family as members of its support group.