

East Bay Agency for Children (EBAC) Family Resource Center

Stephanie
Regional Program Coordinator
Hayward Family Resource Center





MISSION

East Bay Agency for Children improves the well-being of children, youth and families by reducing the impact of trauma and social inequities.

VALUES

We believe in **EQUITY**, that all people should have access to services, supports and opportunities to be successful. We subscribe to the theory of "targeted universalism", whereby our strategies recognize and are responsive to the unique needs of marginalized children and families. We believe that a culturally and ethnically diverse staff with broad language capacity and roots in the communities we serve is critical to our success.

We approach our work with **HUMILITY**. We are committed to learning and reflection, to being open, curious and responsive in our interactions with one another and in relationship with community partners and those we serve.

We pursue **COLLABORATION**. We aspire to true partnering and leveling the power differences with those we serve. We work with transparency and believe that children and families greatly benefit when engaged in their own care and advocacy. We strive to lead or follow, dependent upon how we can bring optimum value, in working with public systems, policy makers, partner providers, and the private sector in reducing disparities and promoting equity.

We embrace and cultivate **INNOVATION**. We are creative in our approach and boldly take risks to challenge perceived notions of the limitations of those we serve.

We are committed to **EFFECTIVENESS**. Our service models and strategies are evidence-informed and grounded in best practice. We continually work to understand and improve our outcomes through a data-driven culture. We hold ourselves and each other accountable.

Here at
Aquí en



70 years of service

IMMIGRANTS & REFUGEES ARE WELCOME
Imigrantes y refugiados son bienvenidos

BLACK LIVES MATTER
Las vidas de la comunidad negra importan

LGBTQ ARE IN A SAFE ZONE
Aquí es una zona segura para la comunidad LGBTQ

WOMEN'S RIGHTS ARE HUMAN RIGHTS
Los derechos de las mujeres son derechos humanos también

EVERYONE is valued
TODOS son valorados

DIVERSITY is honored
DIVERSIDAD es respetada



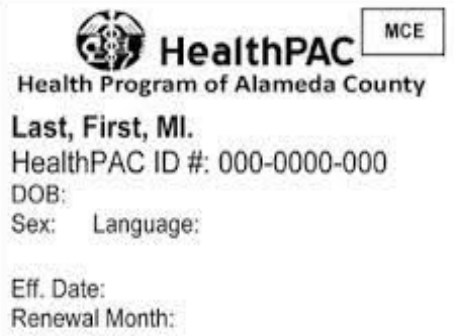
MediCal Card Benefit Identification Card (BIC)



Health Insurance Plan Cards



Health Program of Alameda County Card



Electronic Benefit Transfer (EBT) Card



Access to Public Benefits Enrollment and Retention

Applying for
Health PAC

Applying

Renewing

Completing
SAR 7

Answering
questions

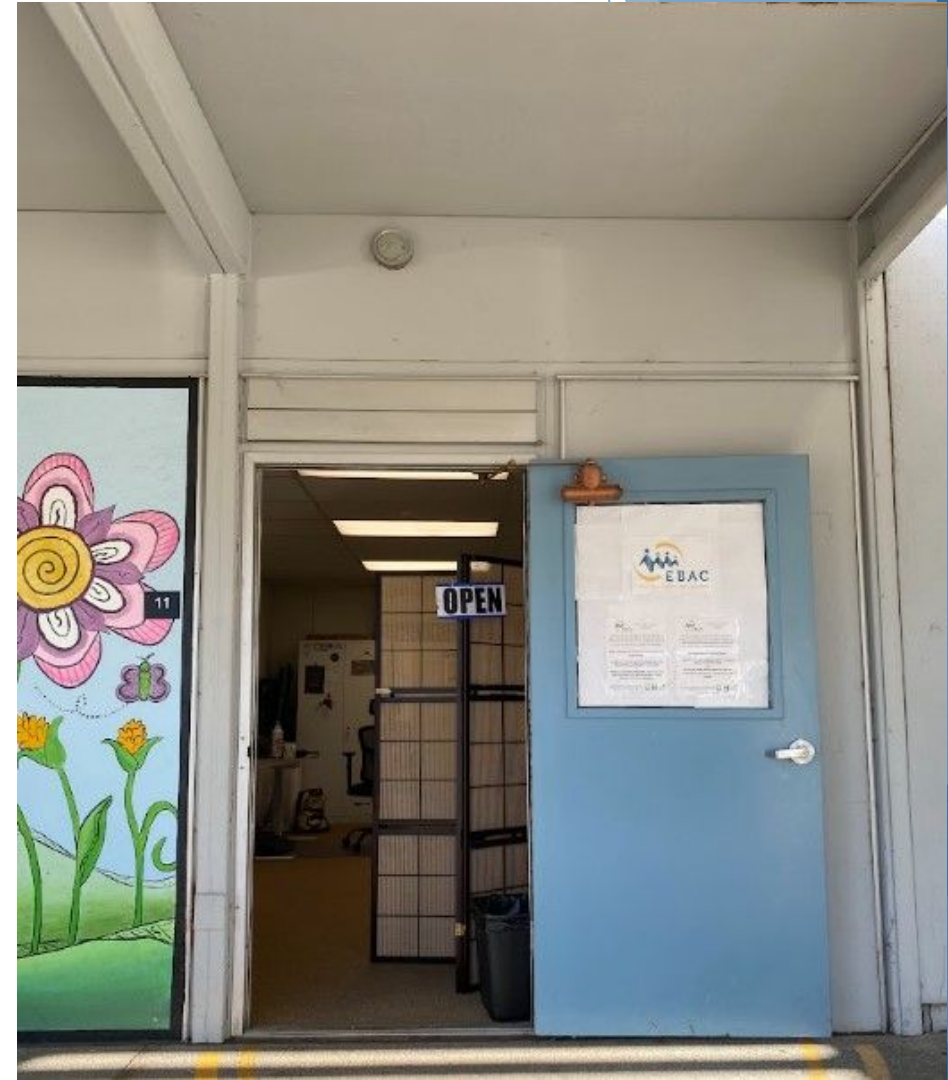
Uploading
documents

Help you
understand
messages
from the
county

Adding a
family
member

Depending on what you need to accomplish:

- EBAC staff can assist you,
AND/OR
- Make you an appointment with a county worker,
AND/OR
- Give you information on other local agencies that can help.



Our office is located at the HUSD Parent Hub off Soto Road in room 11.

Community Food Resources



We have information on different free food resources for the Hayward and surrounding areas.

Come to our office for the information and we can help you find one that is close to your home.

Office Information

Location:

HUSD Parent Hub

24823 Soto Road room 11

Phone Number:

510-723-3857

Select option 4 or

extension 34117

Hours:

Monday: 9am-5:00pm

Tuesday: By appointment Only

Wednesday: By appointment Only

Thursday: 9am-5:00pm

Friday: 9am-5:00pm

If we are not in office, please go to the main office (room 15), and the receptionist will submit a referral on your behalf.

Due to an increase in COVID 19 and other illnesses, in-person availability may be affected.

Due to the upcoming holiday season, hours are subject to change.

EBAC Hayward FRC Team

Stephanie Drago
Regional Program Coordinator
Intermediate Spanish

Vicky Chacon
Family Health Advocate
(Parent Volunteer)
Fluent Spanish

Liliana Milian
Family Resource Specialist
Fluent Spanish

Marcia Lopez
Family Health Advocate
(Parent Volunteer)
Fluent Spanish

We have access to Language Line and are able to call a translator who speaks other languages.