



THE CONE PARK LIBRARY RESOURCE CENTER: 2021 PROFILE OF SERVICES AND SUPPORTS

Robin Perry (Lead Evaluator), Christen Lancaster (Cone Park Library Resource Center Community Research Coordinator), Stacy Merritt (Director of Resource Centers), Toni Spoliansky (Project Director, Community Collaborations to Strengthen and Preserve Families Grant) & Pebbles Edelman (Sr. VP of Clinical and Community Services)

Institute for Child and Family Services Research



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Introduction

This report summarizes key findings from an analysis of secondary data related to services and supports received by patrons from the Cone Park Resource Center (CPLRC) in 2021. The CPLRC is part of a network of Family Resource Centers (FRC) developed by Partnership for Strong Families (PSF). In 2007, PSF began developing a network of FRCs that emphasize a strengthening family approach while utilizing a Protective Factors Framework to provide prevention services and supports to families. The PSF Resource Center Model is built upon a multi-system collaborative focusing on primary prevention that works toward strengthening families with the goal of preventing child maltreatment and reducing entries into foster care.

Cone Park Library Resource Center

In collaboration with the Alachua County Library District (ACLD), the Cone Park Library Resource Center opened part-time in December 2013, and with early indicators of high service utilization, the Resource Center began operating full-time in May 2014. Cone Park Library Resource Center is one of three Family Resource Centers (FRC), operated by Partnership for Strong Families, in Gainesville, FL that offer services in areas that have experienced historically high rates of verified maltreatment, crime, poverty, domestic violence, and other indicators contributing to an increased risk of child maltreatment. The strategic locations of the Gainesville FRCs allow patrons, within walking distance or a short bus ride, to easily access a variety of primary prevention services. Partnering with a network of over 75 community partners (across all sites), the FRCs provide services that are free of charge and are intended to be responsive to the needs of the surrounding community. Services and programs are identified by community partners/stakeholders and parents/household members (referred to as patrons) within the targeted areas. It is this multi-system collaborative, with representation from across the five sectors (public, business, philanthropy, community, and nonprofit), that has allowed a blending of funding, expansion of services to meet the needs of patrons and enhancement of the community's ability to leverage resources to benefit some Gainesville communities with historically limited access to family support services.

Methods

This report summarizes findings from a descriptive analysis of secondary data obtained from the Cone Park Library Resource Center in 2021. Analysis was conducted on de-identified data and in accordance with an approved IRB protocol¹ that was also approved by the Florida Department of Children and Families, Office of Child Welfare.

Community Module Data System

Historically, when a patron visited one of the Family Resource Centers (FRCs), they were asked to sign-in, using a computer kiosk, to provide select information about themselves and the reason for their visit. As of June 10, 2020, after a brief closure due to the COVID pandemic, the FRCs began collecting patron demographic information and service needs using a paper form, instead of the kiosk. The "Getting to Know You" form mimics the electronic system and collects the same patron information. All

¹ Advarra IRB: Children's Bureau, Protocol Number PSF-2021-CB

information collected on the form is then entered into the Community Module Data System. Personal/identifying information collected (by the FRC) includes Name, Date of Birth (DOB), Age (when using the kiosk, automatically calculates using DOB and date of visit), Gender, Race, Veteran Status, Contact Information (including physical address and e-mail), and Neighborhood of Residence (when using the kiosk, includes a pre-populated drop-down list using descriptors for select neighborhoods within targeted geo-spatial area). Starting March 22, 2021, the FRCs started collecting information to identify if patrons are caregivers to children under the age of 18². Once the patron is identified as a repeat visitor, they are not asked to repeat this data entry, only to provide updates, if applicable. Additional information is collected regarding if a child or any other adults are with the patron for the purpose of receiving services. Further, the patron is asked to identify if they have been at the FRC in the past and the reason they are visiting so that CPLRC personnel can properly assist.

Collectively these data would allow the CPLRC to track and monitor service utilization trends and expressed need within the neighborhoods and households served. It is these service trends (secondary data) that are the focus of this report. Prior to 2021, it was difficult (for analyses purposes) to determine with confidence an unduplicated count of individual patrons that accessed services and supports over the course of a year³. Following a series of data cleaning efforts, some modifications to the Community Module Data System took place between March and August 2021. These efforts occurred along with additional staff trainings related to intake/sign-in procedures and protocols that would allow a more effective itemization of service requests and utilization trends, including an unduplicated count of patrons. Data elements/variables that remained consistent (pre-2021 to present) included: Visit ID Number, Visit Date, Resource Center Identifier, Age of Patron Requesting Service/Support, Service Category, Protective Factor Category for Requested Service, If Service/Support was Event-based, and Client ID Number⁴. Gender and Race categories within the Community Module were expanded on March 22nd, 2021. Gender choice prior to March 22, 2021, included: Female / Male / Unknown. Gender choice since March 22, 2021, includes Female / Male / Transgender / Gender Non-Conforming / Prefer Not to Answer / Unknown. Race options prior to March 22, 2021, included: Black/African American, White, Multiracial, Hispanic, Asian, Other, Unknown. Race options since March 22, 2021, include American Indian or Alaska Native/ Asian/ Black or African American - non-Hispanic origin / Hispanic, Latino, or Spanish origin / Multiracial / Other / Prefer not to answer / White - non-Hispanic origin. Ethnicity choices added March 22, 2021 include: (Cuban, Mexican/Mexican Am./Chicano, Other Hispanic/Latino/or Spanish, Prefer not to answer, Puerto Rican, or Unknown (available when Hispanic, Latino, or Spanish origin is selected), and Asian Indian, Chinese, Filipino, Guamanian or Chamorro,

² Although this data element was added to the Community Module Data System in March of 2021, it was not added to other paper sign-in sheets at Resource Centers and for event-based activities until August 2021.

³ Retrospective analyses on service trends focused on specific service requests as the primary unit of analyses given the inability to match most patrons over time across individual service requests. For more details regarding retrospective service trends in the five years prior to the formal start of the approved implementation and evaluation plan for the project, please see: Perry, R., Lancaster, C., Merritt, S., Spoliansky, T. & Edelman, P. (2022). *Service Utilization Trends at the Cone Park Library Resource Center (2016-2020)*. Tallahassee: Institute for Child and Family Services Research.

⁴ The Client ID Number is a unique system-generated number for individual patrons. This unique number is utilized for matching service requests over time within the secondary data used for analyses in this report. Specific identifying information related to a patron is not used as a foundation for generating this number; thus, no identifying information can be deduced from the number. The link between this number and any identifying information related to patrons is only known by select/approved RC and PSF staff/employees who manage and utilize the Community Module Data System as part of their job responsibilities. No identifying information (names, addresses, date of birth) of individual patrons was provided for analyses conducted in this report.

Japanese, Korean, Native Hawaiian, Other Asian, Other Pacific Islander, Prefer not to answer, Samoan, Unknown, or Vietnamese (available when Asian is selected).

Although historically staff report that most services and supports requested were delivered, efforts were made to integrate into the Community Module Data System an indicator of service delivery associated with each service /support request. This was completed, along with training of staff for documenting “Services Delivered” (new data element/variable) by July 1, 2021. Please note that findings presented in this report are qualified or impacted by the dates for which select data elements started to be collected. Again, no names, dates of birth, and contact information (or other potentially identifying information) known to agency staff were made available or used for analyses in this report.

Classification of Services and Supports by the Protective Factors Framework

PSF’s network of FRCs (including the CPLRC) are strategically implemented within neighborhoods and communities with families who are experiencing increased risk factors and a disproportionate concentration of past involvement with the child welfare system, along with historically limited access to family support services. Services at these FRCs are structured (and classified) in alignment with a Protective Factors Framework. This motivation is guided by evidence linking the presence and enhancement of protective factors with a reduction in the likelihood of abuse and neglect. Protective factors, as constructs, are “...conditions or attributes...” of individuals, families, communities, or the larger society that lessen the risk of maltreatment and promote healthy development and well-being of children and families (Capacity Building Center for States, 2020b; Child Welfare Information Gateway, 2020). Strengthening and supporting families through services and activities that promote protective factors, it is held, mitigates the impact of and/or decreases the exposure to risk factors correlated with (and subsequently preventing) the likelihood of maltreatment (Administration for Children and Families, 2018; Development Services Group, Inc., & Child Welfare Information Gateway, 2015).

Although there are a number of different protective factors approaches (Child Welfare Information Gateway, 2020; Centers for Disease Control and Prevention, 2020; Center for the Study of Social Policy, 2015a; FRIENDS National Resource Center for Community Based Child Abuse Prevention, 2011; Sege et al., 2017)⁵ historically there were two Protective Factors models/frameworks considered as an organizing principal for services at the PSF Family Resource Centers (i.e., services would be implemented to address select protective factors). These included those developed by the Center for the Study of Social Policy (CSSP) and the FRIENDS National Center for Community-Based Child Abuse Prevention

⁵ Although there are different classification frameworks of protective factors that can be used for at-risk families and children/youth (and other child welfare populations), many of the identified individual factors (and associated indicators) for each model are represented in alternative models referenced. For example, the Social-Ecological Model endorsed by the CDC (which serves as a foundation for their Essentials for Childhood model) classifies protective factors as individual protective factors, family/relationship protective factors, and community or societal protective factors (Centers for Disease Control and Prevention, 2020; Centers for Disease Control and Prevention, Division for Violence Prevention, 2019). Included as individual factors (among others) in this model are stress management, hopefulness, problem-solving skills, and resilience. These individual factors are closely aligned with the Parental Resilience factor/construct as conceptualized by the CSSP model that demarcates resilience as being related to general life stressors and parenting stressors that (collectively) can be influenced by typical events and life changes (e.g. moving, a crying baby), unexpected events (e.g. job loss, medical problems, etc.), individual factors (e.g. substance abuse, traumatic experiences, etc.), social factors (e.g. relationship/marital problems, etc.) and community, societal or environmental factors (generational poverty, crime, racism, etc.) (Center for the Study of Social Policy, 2015; n.d.-c).

(2018, 2011). The Center for the Study of Social Policy (CSSP) focuses upon Parental Resilience, Social Connections, Knowledge of Parenting and Child Development, Concrete Support in Times of Need, and Social and Emotional Competence of Children (2015, n.d.-c). The FRIENDS National Center for Community-Based Child Abuse Prevention identified (initially) parallel protective factors of Family Functioning/Resiliency, Social Emotional Support, Child Development/Knowledge of Parenting, Concrete Support, with Nurturing and Attachment. An itemization of the conceptual definitions, similarities, and differences in these two models is denoted in Table 1.

Table 1: CSSP and FRIENDS Protective Factors Frameworks/Models

CSSP Protective Factor	CSSP Protective Factor Definition	FRIENDS Protective Factor	FRIENDS Protective Factor Definition
Parental Resilience	Managing stress and functioning well when faced with challenges, adversity, and trauma.	Family Functioning / Resiliency	Having adaptive skills and strategies to persevere in times of crisis. Family's ability to openly share positive and negative experiences and mobilize to accept, solve, and manage problems.
Social Connections	Positive relationships that provide emotional, informational, instrumental, and spiritual support.	Social Emotional Support (PFS-1) Social Supports (PFS-2)⁶	Perceived informal support (from family, friends, and neighbors) that helps provide for emotional needs.
Concrete Support in Times of Need	Access to concrete support and services that address a family's needs and help minimize stress caused by challenges.	Concrete Support	Perceived access to tangible goods and services to help families cope with stress, particularly in times of crisis or intensified need.
Knowledge of Parenting and Child Development	Understanding child development and parenting strategies that support physical, cognitive, language, social and emotional development.	Child Development / Knowledge of Parenting	Understanding and using effective child management techniques and having age-appropriate expectations for children's abilities.
Social and Emotional Competence of Children	Family and child interactions that help children develop the ability to communicate clearly, recognize and regulate their emotions and establish and maintain relationships.		
		Nurturing and Attachment	The emotional tie along with a pattern of positive interaction between the parent and child that develops over time.

Sources:

Center for the Study of Social Policy (2015). Core Meanings of the Strengthening Families and Protective Factors. Washington, DC: Author. Available at: <https://cssp.org/resource/core-meanings-of-the-strengthening-families-protective-factors/>

⁶ Although the name of the construct changed from *Social Emotional Support* to *Social Supports* from the 1st to 2nd edition of the Protective Factors Survey, the definition/conceptualization of the construct remains the same.

FRIENDS National Resource Center for Community Based Child Abuse Prevention (2011). *The Protective Factors Survey User's Manual*. Chapel Hill, NC: Author.

FRIENDS National Resource Center for Community Based Child Abuse Prevention (2018). *The Protective Factors Survey. 2nd Edition User's Manual*. Chapel Hill, NC: Author.

The historical adoption of a hybrid classification of protective factors by PSF was reportedly guided by discussions, considerations, and feedback from PSF staff and leadership, community partners and collaborators, and consultation with child welfare specialists. Although initially considering the CSSP model, PSF had utilized the FRIENDS Protective Factors model in past efforts not associated with the Family Resource Centers, including an evaluation of Family Team Conferencing models. A final selection (and associated conceptualization) of protective factors represented those areas that PSF believed services should focus upon within the FRCs given identified community/neighborhood needs and associated risks for child maltreatment and Florida DCF involvement.

PSF adopted the following protective factors as a guide for a service framework for the existing Family Resource Centers between 2016 and 2020: *Concrete Supports* (CSSP and FRIENDS), *Knowledge of Parenting and Child Development* (CSSP and FRIENDS), *Nurturing and Attachment* (FRIENDS), *Social Connections* (CSSP), and *Family Functioning/Resiliency* (FRIENDS). The *Nurturing and Attachment* protective factor is considered a unique construct associated with the FRIENDS Protective Factors model (as measured by the Protective Factors Survey). Although the *Social Connections* and *Family Functioning/Resiliency* protective factors (see above table) are specific to CSSP and FRIENDS classifications (respectively), each organization has parallel/similar classifications/constructs (*Social Emotional Support* and *Parental Resilience* respectively). Beginning in 2021, PSF aligned their conceptualization of services solely with the CSSP protective factors framework, namely, Concrete Support in Times of Need, Knowledge of Parenting and Child Development, Social Connections, Parental Resilience, and Social and Emotional Competence of Children⁷.

The value and importance of the *Nurturing and Attachment* protective factor is reinforced by the Protective Factors framework highlighted by the Children's Bureau which adds this factor (focusing on six protective factors) to those identified by the Strengthening Families framework developed by CSSP (Child Welfare Information Gateway, 2019). Taken together, four of the six protective factors are primarily focused on parents/caregivers, whereas *Social and Emotional Competence of Children* and *Nurturing and Attachment* "complement these parent-directed services by focusing on the developmental needs of children and the quality of their primary relationships" (Center for the Study of Social Policy, 2003, p.7)⁸.

As services and supports were structured and implemented at each FRC, PSF and FRC administrators classified each in accordance with the protective factor for which it was thought to be primarily associated with, given the intent and focus of the service or support. Interviews and communication with select PSF and FRC administrators (including the Director of Resource Centers, Senior VP of Clinical and Community Services, and RC Managers) indicate that these were consensus decisions. Efforts were

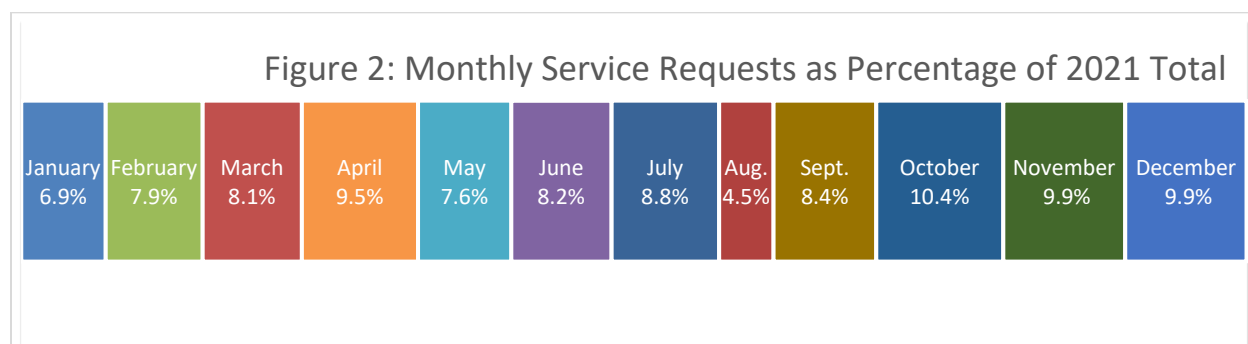
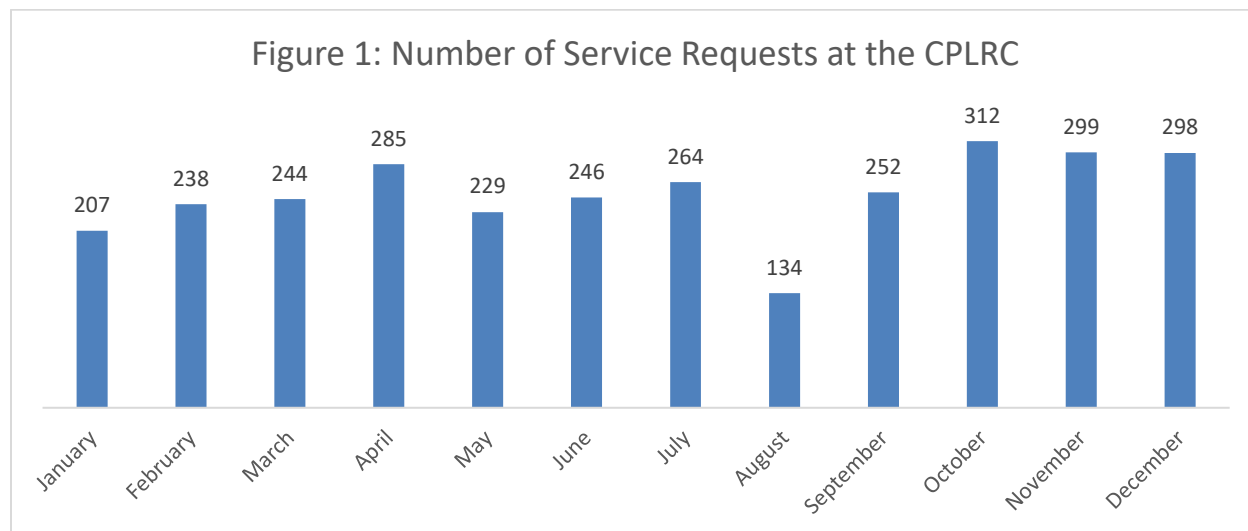
⁷ Please note that PSF RCs typically refer to this protective factor as Social and Emotional Competence of Youth, without any change to the defining features of the construct as conceptualized by CSSP. The term "youth" has been substituted, it was thought, to reflect a broader age range of children (infant to eighteen) for whom select services related to their social and emotional competence are targeted.

⁸ See: Center for the Study of Social Policy (2003). *Strengthening Families Through Early Care & Education: Protective Factors Literature Review*. Available at: https://www.matrixoutcomesmodel.com/EvaluationMenu/Protective_Factors_Literature_Review.pdf

made to allot distinctive names to select services linked to each protective factor; however, there may have been occasions when select service or support names may be associated/classified with different protective factors, across different years and FRCs, as the specific focus or activity associated with the service or support may have varied.

Service Requests as Unit of Analysis

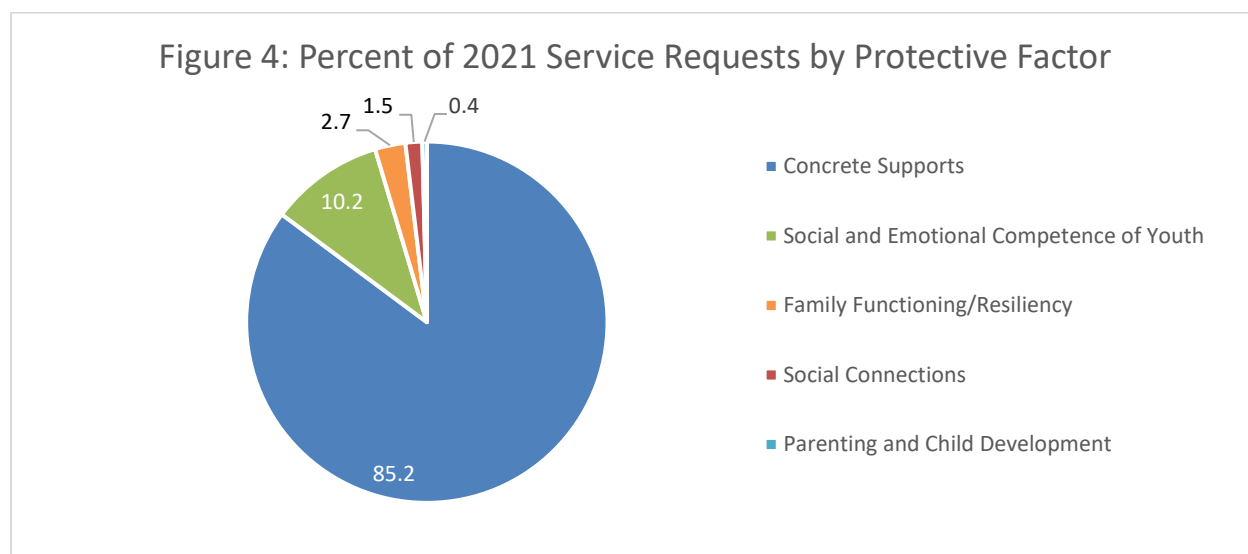
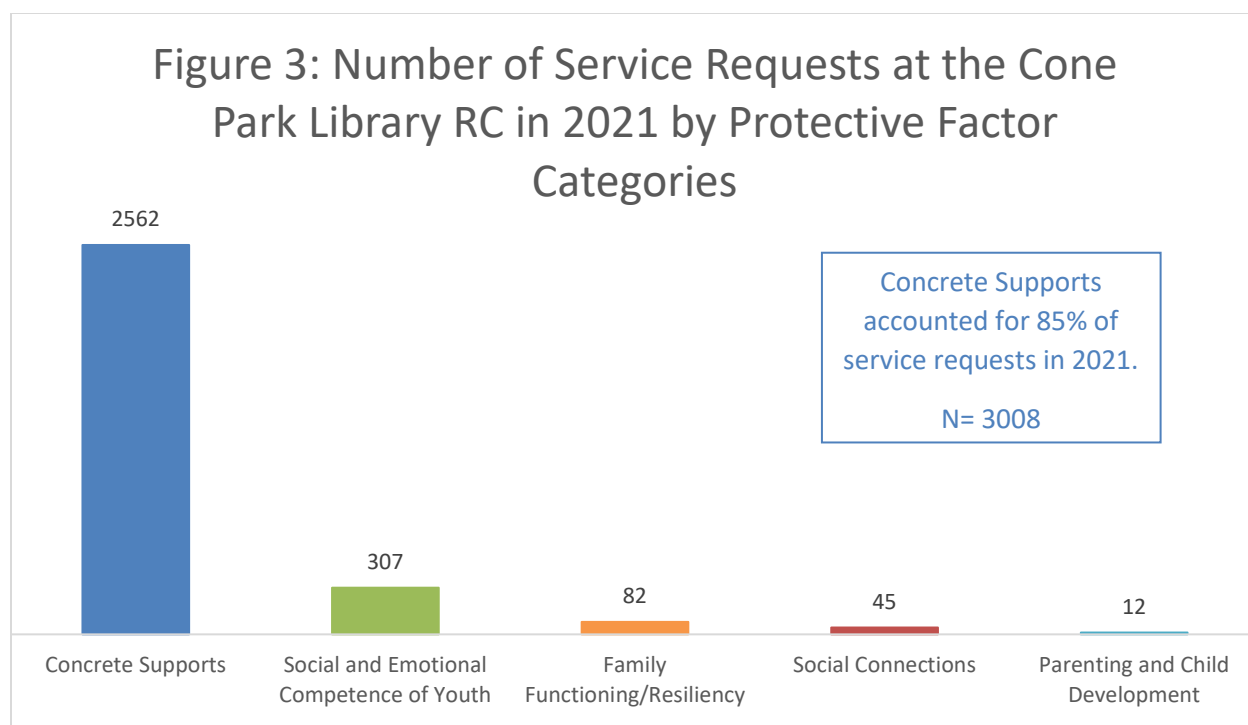
The first set of analyses focused on individual service requests from all patrons. At CPLRC (only), there were a total of 3,008 service requests made during 2,896 individual visits by patrons in 2021. Some variation was observed in the number of service requests for each month, ranging from a low of 134 in August (or 4.5% of total 2021 requests) to a high of 312 (or 10.4% of total 2021 requests) in October (see Figures 1 and 2). Though CPLRC began to slowly resume all on-site services and supports in September of 2020, patron visitation in the first few months of 2021 may have been impacted by patrons being unaware of the Resource Center being open or having a general sense of caution related to visiting public areas.



During 2021, the majority of service requests ($n = 2,562$ or 85.2% of all requests) at CPLRC were for concrete supports (see Figure 3 and 4). This was followed by services and supports focused on the social and emotional competence of youth ($n = 307$ or 10.2% of all requests) and family functioning/resiliency

(n=82 or 2.7% of all requests). Only 1.5% and 0.4% of service requests focused on social connections and knowledge of parenting and child development protective factors (respectively).

It is important to note that findings in this report relate only to services and supports distinctly linked to CPLRC. The CPLRC and Library share a physical building and work collaboratively for service and support delivery to enhance the protective factors of families in the community. Past findings (Perry, et al., 2022b) have summarized aggregate reports on select Library services and supports aligned with the CPLRC objectives. This collaboration, it is thought, aids the maximization of resources and minimization of duplication of efforts in supporting families across both organizations. Although collaborative partners, there is no sharing of any data management system. Information on Library service and support utilization is provided to the CPLRC staff each month in aggregate form (with duplicate counts of patrons) from which a classification of these data across protective factor categories is made. These aggregate data suggest that the library was involved in the provision of services and supports during 2021 that primarily supported two protective factors: namely, promoting Family Functioning/Resiliency and the Social and Emotional Competence of Children/Youth. Activities and supports associated with promoting Family Functioning/Resiliency included the provision of tax assistance to 533 patrons between February and April of 2021 via a collaborative partnership with AARP Foundation Tax-Aide Assistance program. In February, there was an outreach event with children (aged 5-11) at Newberry Elementary School that featured the Story Time program over zoom. Library staff spent an hour singing songs and reading books to bolster their love for reading. In November of 2021, 27 teens (aged 12-18) at PACE center for girls attended a virtual community presentation entitled “Library Careers Presentation” that focused on presenting library jobs as a viable career choice for their future. Finally, in July of 2021, two library patrons received SHINE Medicare Counseling. While SHINE staff usually come on site, they provided these services over zoom due to high numbers of COVID-19 infections in the community [<https://aaaswfl.org/services/shine-medicare-counseling/>]. With respect to supporting the Social and Emotional Competence of Children/Youth, the library regularly organized a series of Story Time activities promoting child literacy and attachment/bonding between children and their parents/caregivers. These activities target toddlers (1-3 years), preschool children (3-5 years) and babies (1 and under) and involve a community partner (i.e., Duval Early Learning) or a library (Alachua County Libraires) developed initiative called “Story Time on the Green” described as “...librarians and library staff will read tales and lead activities perfect for infants through 5-year-olds at library green spaces and parks. Parents and families can bring blankets and chairs to spread out.” There were 26 Story Time events in 2021 for which 176 patrons participated.



Services and supports can be provided to patrons individually or as part of a specific community event. Table 2 highlights the distribution method of services and supports according to whether they were received as part of an event or provided individually to patrons. Findings suggest that the majority of all services and supports were provided as part of an event. This includes services linked to concrete supports (1,886 of 2,562 or 73.6%), family functioning/resiliency (45 of 82 or 54.9%), parenting and child

development (8 of 12 or 66.7%), the social and emotional competence of youth (292 of 307 or 95.1%) and social connections (45 of 45 or 100%)⁹.

Table 2: Method of Distribution (Individual or Event-based) of Services and Supports to Patrons at CPLRC in 2021 Across Protective Factor Categories				
2021		Was Service/Support Received Part of Event?		Total
		No	Yes	
Protective Factor	Concrete Supports	676	1886	2562
	Family Functioning/Resiliency	37	45	82
	Parenting and Child Development	4	8	12
	Social and Emotional Competence of Youth	15	292	307
	Social Connections	0	45	45
Total		732	2276	3008

Table 3 and 4 provide additional details regarding trends associated with the days of the week select services (whether event-based or not and across protective factor categories) are requested by and/or offered to patrons in 2021. The majority of all services and supports offered toward the end of the week (Fridays and Saturdays) are event-based. Bread of the Mighty food distribution event is typically held twice a month on Fridays and requires staff and volunteers to spend hours in sorting and coordinating pickup of food. During that time other services are not available to patrons. CPLRC staff generally close early on Fridays and are not open on weekends unless an event is happening. The Saturday (n=7) and Sunday (n=1) individual services are believed to be data entry errors. Staff may have mis-entered the data or not double checked an incorrect date that was put on the patrons GTKY form when signing in. A higher rate 93.6% (n=1,953 of 2,086) of individual services and supports requested are utilized Monday through Thursday (79.4%, 61.6%, 61.6%, and 64.9% for Monday, Tuesday, Wednesday, and Thursday respectively).

Table 3 Distribution of Individual and Event-based Services and Supports Across Days of the Week								
Service Request Type	Day of the Week							Total
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Individual	104	207	143	144	126	7	1	732
Event	27	129	89	78	1854	99	0	2276
Total	131	336	232	222	1980	106	1	3008

Table 4 findings suggest that, for the most part, services and supports are requested and offered each weekday across all protective factors. Concrete supports are the overwhelming type of services sought and offered at the CPLRC, the largest portion of which (74.6% or 1910 of 2562) are provided on Fridays throughout the year. This corresponds with scheduled events (for example) associated with Bread of the Mighty food distribution at the CPLRC along with other select events. With respect to services and

⁹ This observed distribution was statistically significant with both the Pearson Chi-Square (Chi-square=103.16, 4 df, p<.001) and Likelihood Ratio Chi-Square (Chi-Square= 133.55, 4 df, p<.001).

supports linked to the social and emotional competence of youth protective factor (N=307), these are typically provided throughout the week, including Saturdays (isolated special events during non-regular facility hours). Family functioning and resiliency services (N=82) typically take place throughout the week but are generally most common on Tuesdays (32.7% or 26 of 82). Social connections (N=45) were provided as events to the community most often on Fridays and Saturdays (84.44% combined) with a few events on Tuesdays. Social connection services provide patrons an opportunity to get to know each other in a safe setting so it follows that these were events typically held on Friday and Saturday (84% N=38 of 45) to accommodate for patron's schedules. Parenting and child development services were the least common (N=12) service type offered by protective factors. The CPLRC Strengthening Families Self-Assessment process conducted between August and December of 2021 revealed a possible reason for fewer events. The CPLRC manager reported that it has been difficult to maintain parenting and child development protective factor services due to "low patron engagement, and presenter/provider interest who have their own minimum participation requirements. Subsequently, direct support and referrals are provided to parents on an individual or case-by-case basis."¹⁰

Table 4: Distribution of Protective Factor Services and Supports Across Days of the Week

Protective Factor Category	Day of the Week							Total
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Concrete Supports	99	188	177	166	1910	22	0	2562
Family Functioning/ Resiliency	12	26	17	10	16	1	0	82
Parenting and Child Development	0	0	0	2	9	0	1	12
Social and Emotional Competence of Youth	20	122	31	44	22	68	0	307
Social Connections	0	0	7	0	23	15	0	45
Total	131	336	232	222	1980	106	1	3008

There were a variety of specific services and supports linked to each protective factor. For example, in 2021, there were a total of 28 services and supports provided (that were documented within the Community Module Data System) that were linked to the **concrete support in time of need** protective

¹⁰ Lancaster, C., Perry, R., George, C., Goodman, R., Haughton, L., Jenkins, L., Johnson, D., McMillan, A., Reed, E., Seawright, S., & Spoliansky, T. (2021). *The Cone Park Library Resource Center (CPLRC) Strengthening Families Self-Assessment (SFSA) Team's Findings and Recommendations/Action Items Associated with Supporting Families by Promoting Knowledge of Parenting and Child Development*. Tallahassee: Institute for Child and Family Services Research.

factors. These included (alphabetically listed): Bread of the Mighty-Food Distribution, Child Support Info, Clothing, Clothing Closet – EVENT, Family Planning, Fax, Flyer/Calendar, Food, Food – EVENT, Food Stamps, Holiday Assistance, Holiday Assistance – EVENT, Household Items, Housing Assistance, Infant Care Products, Job Board, Notary Services, Personal Hygiene Products, Phone Use, Printer / Copier, Rent Assistance, Rental Assistance Outreach-EVENT, Resource Fair, School Supplies, Social Security Benefits, Transportation, Unemployment Benefits Information, and Utility Assistance.

Within Table 5, the highest ranked concrete supports and services requested and provided are summarized, including their distribution method (individual or event-based). These categories may represent an amalgamation of select individual services and supports. For example, among the 28 individually classified services and supports, “*Food Assistance*” is represented by the number of requests (denoted in the Community Module Data System) associated with Bread of the Mighty-Food Distribution, Food – EVENT, and Food. “*Clothing Assistance*” counts are associated with Clothing Closet – EVENT and Clothing classifications. “*Housing/Rent Assistance*” is the summed total of Housing Assistance, Rent Assistance, and Rental Assistance Outreach-EVENT service/support requests. Finally, “*Holiday Assistance*” includes Holiday Assistance and Holiday Assistance – EVENT counts. Food assistance is the predominant concrete support provided at CPLRC representing 71.3% (n=1,826 of 2,662) of all concrete supports and services requested. Food assistance is typically provided (95.6%) by scheduled community events in collaboration with Bread of the Mighty Food Bank¹¹. Following food assistance requests, fax use (n=312) represents the second highest number of requests as a concrete support. This is followed by clothing assistance (n=112 requests), notary services (n=102), holiday assistance (n=75), and housing/rent assistance (n=33) service and support requests. The Family Resource Centers are unique in the community in providing free fax and notary services which are often essential in obtaining housing, legal and medical assistance. Holiday assistance often includes Thanksgiving basket giveaways and Toys for Tot’s verification, both of which provide a tremendous help to low-income families during the holidays.

The following represents a list of specific services and supports offered (on-site or by collaborative partners) in response to requests from patrons during 2021 that were linked to the **family functioning and resiliency** protective factor (as classified within the Community Module Data System): Adult Education Info, Budgeting, College / Professional Training, CRC Visit, Disability Benefits Info, Domestic Violence Assistance, Financial Literacy- EVENT, Health Info, Health Info – EVENT, Health/Doctor Information, HIV Prevention Program, Job Searching, Legal Assistance, Money Management/Budgeting, Resume / Job Application Assistance, Resumes/Interviewing, Tax Assistance, and Unemployment Benefits- Assistance.

Table 5 highlights those service/support categories with the four largest number of service requests in 2021. Requests for Budgeting and Financial Literacy activities (n=33, 87.9% provided as part of an event) were most represented, followed by health and medical information (n=16) requests, Job/Employment Assistance (n=9) services and supports, and HIV prevention program participant (n=6, a group event). The remaining 18 service and support requests for this protective factor were represented by eight different services and supports.¹²

¹¹ For more information regarding Bread of the Mighty Food Bank and the supports and services they provide in five counties (Alachua, Dixie, Gilchrist, Lafayette and Levy) in Florida, see: <https://breadofthemighty.org/>

¹² “Health/Medical Information” is represented by summed totals from Health Info – EVENT, Health Info, and

There are three specific service/support categories (i.e., Early Childhood Learning and/or Childcare, Head Start-ECS, and Prenatal Services) representing the 12 requests associated with the **parenting and child development protective** factor. These included supports for Head Start-ECS (n=8, provided during a group event), Early Childhood Learning and/or Childcare (n=2) and Prenatal Services (n=2) (see Table 5) and collectively represent a very small proportion (0.3%) of total service and support requests at CPLRC in 2021. While families may be referred to partner agencies specializing in parenting education, there have been some challenges related to the provision of consistent, community outreach related to these services. This outreach is an important part of community awareness and trust. There is often a stigma attached to parents/caregivers asking for assistance to improve parenting skills, as such a request may feel like admitting to a potential deficit in these areas. This stigma has been reinforced by historical child welfare practices that required the majority of parent/caregivers involved with the formal child welfare system to participate with a form of parenting education. In addition, the hierarchy of needs within the community may place these services at a lower priority, with an emphasis placed on needs/requests for concrete supports.

The following service requests associated with the **social and emotional competence of youth** protective factor: Child Activity, Fall Festival, Girl Scouts, Homework Help, Mentoring, Parent-Child Activity – EVENT, Science Club Field Trips – EVENT, and Summer Program. Among the 307 service and support requests (predominately offered in event/group settings) linked to this protective factor, homework help (n=87) represented 28.3% of the requests, followed by participation in the Fall Festival (n=68, 22.1%), Science Club Field Trips (n=50, 16.3%), Summer Program (n=44, 14.3%), Girl Scouts (n=23, 7.5%), and Parent-Child Activities (n=20, 6.5%). Caregivers can register their 5- to 11-year-old children for the homework help program at the end of summer before school starts or throughout the year (space permitting). Children in homework help receive support to finish their schoolwork in a safe space and are provided snacks. Summer school provides 5- to 11-year-old children a safe space for educational and fun activities during the summer. Lunch and snacks are provided. The Fall Festival was developed from the requests of local patrons concerned with finding a safe event they could trust to bring their children to during the Fall months. Food and games are available and provided to the whole community.

Table 5 details the two service activities requested and delivered in 2021 associated with the **social connections** protective factor, all offered via group events. These include the “community events” (n=28) including an Anti-Aids Rally, an informational meeting with the City of Gainesville on the new scooters that are available to patrons and a sign up for a Fruit Trees project that would give patrons free fruit trees and provide education on care and maintenance. The one “social activities” for families included a “I am Black History” event with parents and children that included arts and crafts, designed to encourage children to see themselves as a part of history (n=17).

Health/Doctor Information. “Job/Employment Assistance” is represented by summed totals from Job Searching, Resume / Job Application Assistance, and Resumes/Interviewing. “Budgeting and Financial Literacy” is represented by summed totals from Financial Literacy- EVENT, Money Management/Budgeting, and Budgeting.

Table 5: Distribution of Services and Supports to Individual Patrons (Individual or Event-based) at CPLRC in 2021

Protective Factor and Services		Service Receipt Method		Total
		Individual	Event	
Concrete Supports	Food Assistance	81	1745	1826
	Fax Use	312	0	312
	Clothing Assistance	27	85	112
	Notary Services	102	0	102
	Holiday Assistance	51	24	75
	Housing/Rent Assistance	17	16	33
Family Functioning / Resiliency	Budgeting and Financial Literacy	4	29	33
	Health/Medical Information	6	10	16
	Job/Employment Assistance	9	0	9
	HIV Prevention Program	0	6	6
Parenting and Child Development	Head Start-ECS	0	8	8
	Early Childhood Learning and/or Childcare	2	0	2
	Prenatal Services	2	0	2
Social and Emotional Competence of Youth	Homework Help	0	87	87
	Fall Festival	0	68	68
	Science Club Field Trips	0	50	50
	Summer Program	0	44	44
	Girl Scouts	0	23	23
	Parent-Child Activity	0	20	20
Social Connections	Community Events	0	28	28
	Social Activity-Family	0	17	17

*The majority of patrons (n=1,521 or 83.3%) that received food assistance at CPLRC benefited from services provided by Bread of the Mighty.

Service Delivery and Providers

As denoted earlier, revisions to the Community Module Data System were made in 2021 to aid (in part) with a more effective and detailed itemization of service delivery and provider indicators associated with each service request. These changes were made in July of 2021 with accompanying training of staff at the CPLRC associated with data entry and management functions. Given that these data elements/variables were created more than halfway through the calendar year, a review of findings from existing data is not fully representative of summary trends for 2021.

For example, for the 3,008 service requests, information related to whether requested services and supports were delivered exists for 1,479 requests (or 49.2% of 2021 service requests). Regardless, the delivery rate for the 1,479 requests (with available data) was 98.9% (n=1,462) (provision of service on-site and/or action taken to secure the service or support from partner providers). Among the 17 service requests that were not delivered, the reasons for non-delivery included that the patron did not meet requirements for the requested service (n=13), a follow-up was required or requested at the time of the request (n=3), and the service requested was not available (n=1). A total of 15 (88.2%) of these 17 requests involved concrete supports, followed by 2 requests for family functioning / resiliency services.

Among the 1,462 delivered services/supports, 1,454 (99.5%) were provided on-site by CPLRC staff or a community partner, 7 involved the provision of information/resources, with an additional 1 active referrals to community partners off-site. Unfortunately, no information existed in the Community Module Data System (denoted for other RCs within the data field/element known as “Provider Notes”) that identified the name of the specific partner that provided services and supports on-site (at CPLRC) or were a referral source.

Individual Patrons as Unit of Analysis

As denoted earlier, each individual patron is provided a unique “ClientID” number within the Community Module Data System upon making their first service/support request. Patrons are asked to sign-in to the system upon subsequent visits; this is a voluntary activity that assists the CPLRC in identifying service trends and associated needs of individual patrons, select households, and the community at large. However, services and supports are provided to patrons regardless of their willingness to identify themselves during the sign-in process when making each service request. Patrons are not given a ClientID if their account is not considered “complete”, including First Name, Last Name, Date of Birth, Gender, Race & Ethnicity, and Zip Code. Subsequently, there may not be a ClientID number affiliated with every service request documented within the Community Module Data System.

For example, in 2021, among the 3,008 service requests, “ClientID” numbers are not affiliated with 459 of these requests¹³. Regardless, “ClientID” numbers exist for 84.7% of all service requests for 2021 at the CPLRC. These data allow for the analyses of service trends for a subgroup of a non-duplicated count of patrons. The remaining findings relate to a non-duplicated count of patrons linked to 2,549 service requests. In sum, the total number of service requests (n=2,549) were made by 641 individual patrons (non-duplicated count).

The number of service requests across patrons ranged from a low of 1 to a high of 38 during the year with an average of 3.98 service requests per patron per year. In total, 49.0% (n=314) made only 1 service request during 2021, with an additional 22.3% (n=143) making 2 or 3 requests (see Table 6) with 89.9% of all patrons making between 1 and 10 service and support requests in 2021.

¹³ It is unknown if the patrons affiliated with these service requests are among those identified with other service requests and, subsequently how many non-duplicated counts of patrons are represented by these 459 requests. Should this number of patrons parallel the non-duplicated rate affiliated with data with known Client IDs, then it might be conjectured that an additional 115 ($459 \times .251$, the ratio of non-duplicate count patrons by their aggregate service requests) patrons are possibly represented by these 459 service requests.

Table 6: Number and Percentage of Patrons Making Select Service Requests in 2021		
Annual Service Requests	Number of Patrons	Percent of Patrons
1	314	49.0
2	96	15.0
3	47	7.3
4	33	5.1
5	19	3.0
6 to 10	67	10.5
11 to 15	24	3.7
16 to 20	27	4.1
21 to 30	13	2.3
31 to 50	1	0.2
51 to 100	0	0.0
100 +	0	0.0
Total	641	100.2

*Total % does not equal 100 due to rounding error. Percentages have been rounded to the nearest tenth of a percent (or one decimal point) from one hundredth of a percent (or two decimal points). Rounding multiple categories/times can typically create small errors when summing the totals of multiple rounded figures.

A summary of the average and range of service requests across protective factor categories for the total number of patrons (n=641) is denoted in Table 7. Although patrons on average make 3.98 service requests each year, this average is influenced strongly by the need and utilization of concrete supports and services offered at CPLRC. On average, patrons made 3.57 requests for **concrete services and supports** in 2021 (see Table 7) with 91.1% of all patrons making at least one request for concrete services and supports (see Table 8). In total, 43.7% (n= 280) of all patrons made one request for concrete services and supports, 29.7% (n=190) made between 2 and 5 requests, 8.3% (n=54) made between 6 and 10 requests, and 9.1% (n=60) made more than 10 requests in 2021. Patrons made (on average) 0.27 service requests in 2021 for services related to promotion of the **social and emotional competence of youth** (see Table 7), 90.6% of all patrons did not make any request for services for this protective factor (see Table 8). The low average annual rates per patron for services linked to the **family functioning/resiliency** (0.09 average requests per patron), **parenting and child development** (0.0 requests) and **social connections** (0.04 requests) protective factors in 2021 are impacted by the percentage of patrons that did not make any requests for these services (94.9%, 100% and 95.6%, respectively) (see Table 8). In total, there were 33 patrons (of which 19 made 1 request) and 0 patrons that made requests for services linked to family functioning/resiliency and parenting and child development protective factors respectively. There were 28 (4.4% of) patrons that sought services associated with promoting **social connections** of which all sought these services once in 2021 (see Table 8). The low request/utilization rate of select services and supports linked to these protective factors should not be a determination of the absence of need for such services within the neighboring community. It could be a reflection or byproduct of the frequency and availability of such supports and services offered at CPLRC. Findings from other evaluation initiatives (Perry et al., 2022; Lancaster et al., 2021) have highlighted how limitations in resources (especially personnel) at CPLRC impact the planning and implementation of select supports and services. With limited resources, priority is placed on the provision of concrete supports to address more immediate and basic sustenance needs.

Table 7: Average Number of Service Requests —Total and Across Protective Factor Categories

Service Category	Average	Grouped Median	Range	Std. Deviation
Total Service Requests	3.98	1.80	1-38	5.32
Concrete Services and Supports	3.57	1.66	0-33	5.07
Family Functioning/Resiliency	0.09	0.05	0-5	0.46
Parenting and Child Development	0.00	0.00	0-0	0.00
Social and Emotional Competence of Youth	0.27	0.10	0-29	1.56
Social Connections	0.04	0.04	0-1	0.21

Table 8: Number and Percentage of All Patrons (N=641) Making Select Service Requests in 2021 Across Protective Factor Categories

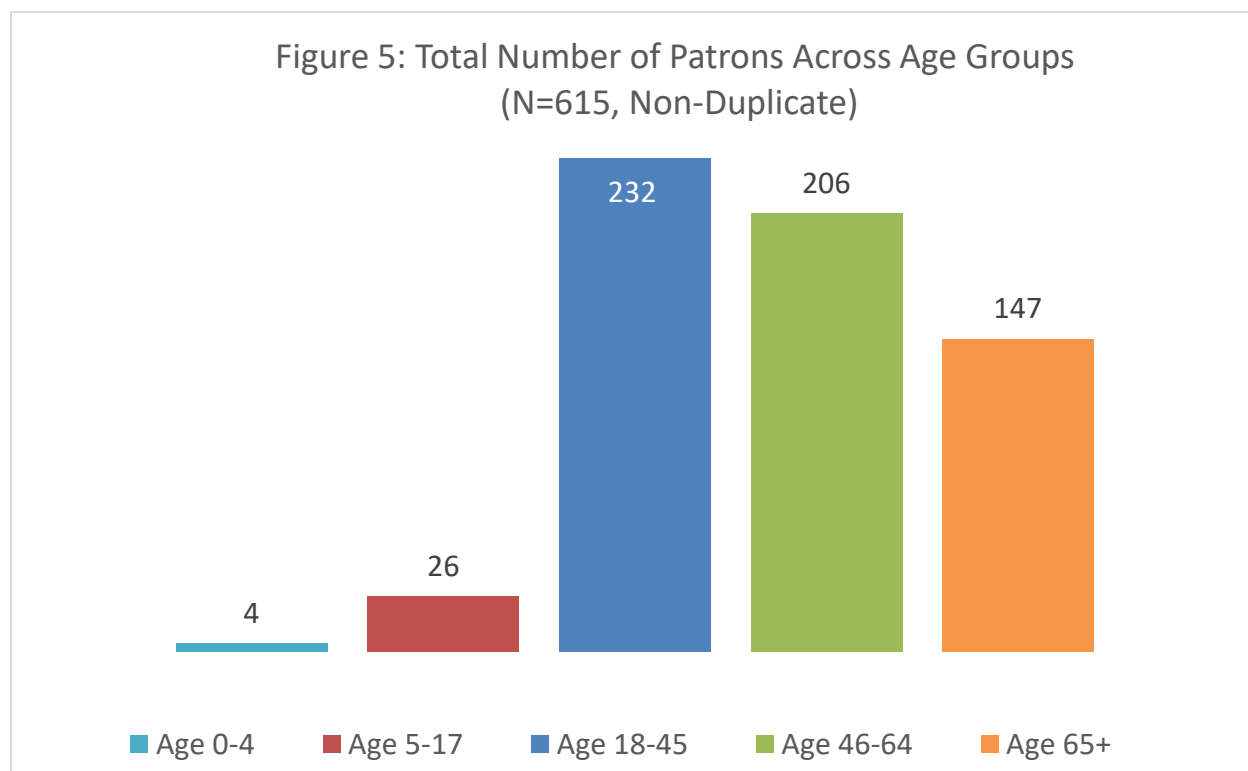
Annual Service Requests	All Protective Factors	Concrete Services and Supports	Family Functioning / Resiliency	Parenting and Child Development	Social and Emotional Competence of Youth	Social Connections
0	0 (0.0%)	57 (8.9%)	608 (94.9%)	641 (100%)	581 (90.6%)	613 (95.6%)
1	314 (49.0%)	280 (43.7%)	19 (3.0%)	0 (0%)	41 (6.4%)	28 (4.4%)
2	96 (15.0%)	93 (14.5%)	6 (0.9%)	0 (0%)	4 (0.6%)	0 (0%)
3	47 (7.3%)	46 (7.2%)	6 (0.9%)	0 (0%)	3 (0.5%)	0 (0%)
4	33 (5.1%)	35 (5.5%)	1 (0.2%)	0 (0%)	1 (0.2%)	0 (0%)
5	19 (3.0%)	16 (2.5%)	1 (0.2%)	0 (0%)	1 (0.2%)	0 (0%)
6 to 10	67 (10.5%)	54 (8.3%)	0 (0%)	0 (0%)	10 (1.6%)	0 (0%)
11 to 15	24 (3.7%)	22 (3.5%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
16 to 20	27 (4.1%)	26 (4.0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
21 to 30	13 (2.3%)	11 (1.4%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
31 to 50	1 (0.2%)	1 (0.2%)	0 (0%)	0 (0%)	1 (0.2%)	0 (0%)
51 to 100	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
100 +	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Patron Demographics

When demographic characteristics are observed (see Figure 5), the largest group (n=232 or 37.7%) of patrons requesting/needing services are adults between the age of 18 and 45¹⁴. The next age group

¹⁴ Please note that 26 patrons did not provide information regarding their age. Figure 5 reflects the 615 patrons for which age data exists. Further, since the age of a patron may change over the course of the year and time frame

most represented are adults between 46 and 64 (n=206, 33.5%), followed by seniors 65 and older (n=147, 23.9%), children and youth between 5 and 17 (n=26, 4.2%), followed), and children 4 and under (n=4, 0.7%). It is important to note that staff report that there are many service requests made by patrons who are parents, grandparents, or other caregivers (in older age groups) that could and do benefit those aged 0-4 in households. Particularly for concrete supports, documentation of requests by an adult historically documents the age of the adult making the request, as opposed to the age groups within the household that will use the concrete supports. Some examples include (among other things) food, clothing, diapers, formula, and other items that are of a benefit in caring for those aged 0-4. Subsequently, data denoted in these findings underestimate the potential benefit of service and supports to those aged 0-4.



Supplemental analyses explored the number of unique/individual visits associated with patrons within each age group and the likelihood of these patrons returning to the CPLRC for services and supports after a first visit during 2021. Findings in Table 9 identify patrons aged 65 and over to have the highest average number of unique/individual visits (6.12) to the CPLRC, followed by patrons 46-64 (average = 3.76), those 18-45 (average = 2.71), children and youth aged 5-17 (average = 2.58), then those 0-4 (average = 1.00, n=4). Although there is a range in the number of unique visits made by patrons across age groups (especially those in the three oldest age groups), there is limited variance in the average number (standard deviations of means/averages are less than one visit) of visits within each age group. When the percentage of patrons that make at least one return visit to the CPLRC is examined in 2021 (see Table 9), the highest percentage of patrons revisiting the CPLRC are among those 65 and older

for which they requested services, the age used for this analysis was the patrons age at time of the first service request in 2021.

(60.5%), followed by those aged 46-64 (50.5%), those 18-45 (41.4%), those aged 5-17 (30.8%), with no returns (0.0%) among the four children aged 0-4 years. In total, 52.8% of all patrons returned at least once to the CPLRC for services and supports in 2021. A series of analyses revealed statistically significant differences in the average number of unique/individual visits and the distribution of number/percentage of those patrons likely to return to the CPLRC in 2021¹⁵.

Table 9: Average Number of Unique Visits and Percentage of Patrons Returning to Cone Park LRC Across Age Groups in 2021 (N=615)

Age Group	N	Mean / Average	Std. Deviation	Std. Error	Minimum Visits	Maximum Visits	Number (%) Returning
Age 0-4	4	1	0.00	0.00	1	1	0 (0.0%)
Age 5-17	26	2.58	2.84	0.56	1	9	8 (30.8%)
Age 18-45	232	2.71	4.29	0.28	1	37	96 (41.4%)
Age 46-64	206	3.76	4.94	0.34	1	26	104 (50.5%)
Age 65+	147	6.12	6.59	0.54	1	27	89 (60.5%)
Total	615	3.86	5.25	0.21	1	37	767 (52.8%)

Given the number of age groups (5) and variation in average visits (and their standard error) and likelihood (percentage) to return to CPLRC in 2021, differences between each age group were more closely examined (see Table 10)¹⁶. Findings in Table 10 suggest that observed differences in the average number of revisits/returns to the CPLRC are statistically significant between only three sets of age groups, with those aged 65+ represented in each set. The average number of visits of those aged 65+ (Mean=6.12) was significantly higher (statistically) than the average observed for those aged 46-64 (Mean=3.76, Tests Statistic= -56.84, $p=.014$), those 18-45 years old (Mean=2.71, Tests Statistic= -95.35, $p<.001$), and those between age 5 and 17 (Mean=2.58, Tests Statistic= -111.29, $p=0.15$).¹⁷

¹⁵ Initial ANOVA models (fixed and random effects) were run examining the average number of unique/individual visits to the CPLRC across age groups. Although the result was statistically significant ($F=10.99$, $df=4$, $p<.001$), the sample was unbalanced with a violation of the homogeneity assumption (Levene Statistic=19.94, $p<.001$). Given such, a parallel non-parametric test was done (Independent-Samples Kruskal-Wallis Test) that proved significant (Test Statistic=36.10, $df=4$, $p<.001$, asymptotic 2-sided test), suggesting the observed distribution in the average number of unique visits across age groups is significantly different.

¹⁶ The Kruskal-Wallis Test with Pairwise Comparisons was computed using asymptotic significances (2-sided tests) and significance levels of .05 for hypotheses testing. Each row in Table 10 summarizes a test of the null hypothesis that the Sample 1 and Sample 2 distributions are the same. Adjusted significant tests should be used where the adjusted $p<.05$ would require a rejection of the null hypothesis.

¹⁷ **Understanding Statistical Significance:** In evaluation and research studies, statistical analyses are frequently done to objectively understand the distribution and relationship among and between different variables of interest and/or populations and/or subgroups. Different statistic tests/models exist for different hypotheses and for different types of variables and given assumptions and knowledge about how the data were collected and how representative the data is of specific populations or subgroups. Most statistical tests are structured to help determine whether a null hypothesis should be accepted or rejected. A null hypothesis is an assertion that there are no significant differences, effects, and/or relationships between select variables and/or populations under

Table 10: Pairwise Comparisons of Age Groups in Terms of Number of Unique Visits/Revisits to CPLRC in 2021 (N=615)

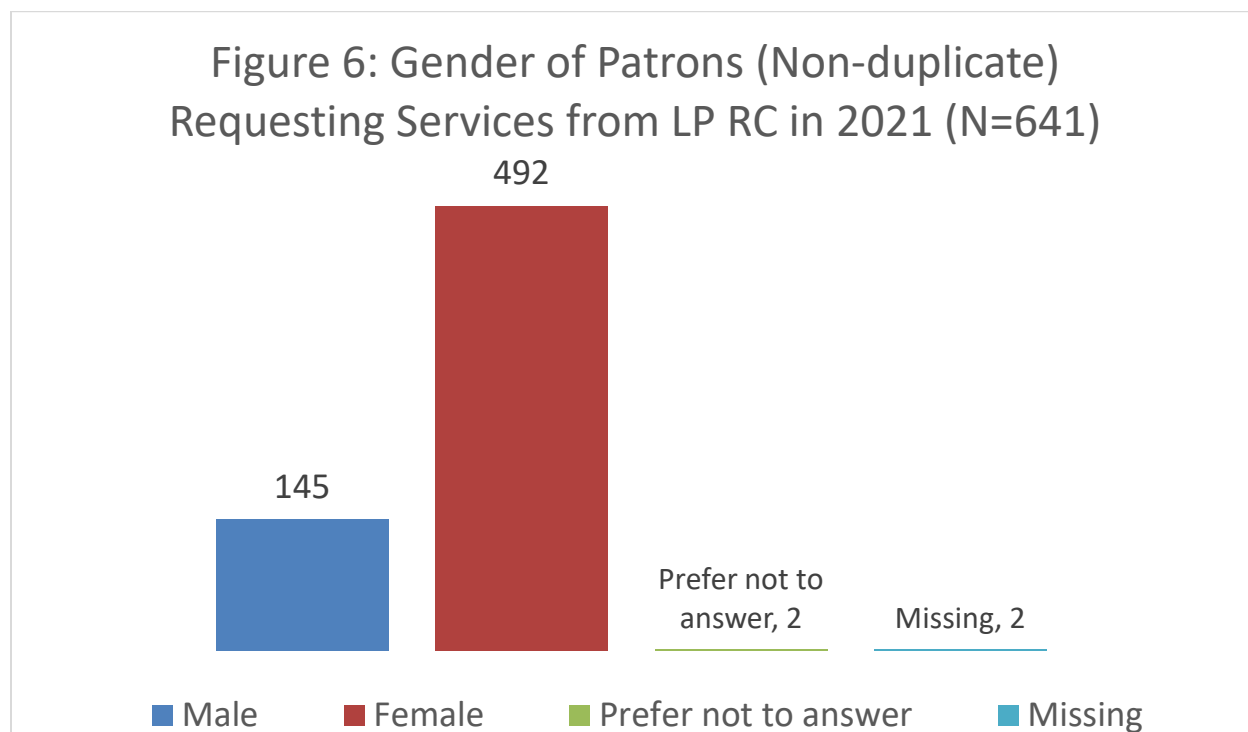
Sample 1 Sample 2	Test Statistic	Std. Error	Std. Test Statistic	Sig.	Adj. Sig. *
Age 0-4 Age 5-17	-98.29	88.42	-1.11	0.266	1.000
Age 0-4 Age 18-45	-114.23	83.02	-1.38	0.169	1.000
Age 0-4 Age 46-60	-152.74	83.11	-1.84	0.066	0.661
Age 0-4 Age 65+	-209.58	83.43	-2.51	0.012	0.120
Age 5-17 Age 18-45	-15.94	34.05	-0.47	0.640	1.000
Age 5-17 Age 46-64	-54.45	34.26	-1.59	0.112	1.000
Age 5-17 Age 65+	-111.29	35.03	-3.18	0.001	0.015
Age 18-45 Age 46-64	-38.51	15.76	-2.44	0.015	0.145
Age 18-45 Age 65+	-95.35	17.36	-5.49	0.000	0.000
Age 46-64 Age 65+	-56.843	17.775	-3.198	0.001	0.014

* Significance values have been adjusted by the Bonferroni correction for multiple tests.

Highlighted findings indicate statistically significant differences in average number of visits between compared age groups.

study (using available/observed data). A p-value (or probability-value associated with each statistical test) aids in decisions about whether to accept or reject a null hypothesis and is, thus, a measure of statistical significance. The p-value represents the probability that observed results (or those more extreme/greater) would happen if the null hypothesis was true. Research and scientific norms typically use a p-value < .05 as a threshold standard for rejecting the null hypothesis for a specific statistical test, thus accepting an alternative hypothesis related to what is being studied making the finding statistically significant.

When the gender of patrons requesting services in 2021 is examined (see Figure 6), the majority self-identify as female (n= 492, 76.8%) followed by males (n= 145, 22.6%). There were two patrons that preferred not to answer the question, with two patrons not identifying their gender (missing).



Black or African American (Non-Hispanic) patrons represented 81.7% of the total patrons seeking services in 2021 (see Table 11). An additional 61 (9.5%) patrons were White (Non-Hispanic origin) followed by 16 (2.5%) self-identified as Hispanic, Latino, or Spanish origin. When the preliminary estimates of the residences/neighborhoods primarily served by the CPLRC are contrasted against Census Tract and Census Block Group classifications¹⁸, these data provide a more accurate profile of the target population for this Resource Center. Here, racial/ethnic distribution is 51.7% black, 41.8% white, 4.8% Hispanic, and 1.2% Asian suggesting an underrepresentation of White patrons requesting service at CPLRC and potential over representation of Black or African American (Non-Hispanic) patrons. However, caution needs to be exercised prior to making such an assertion. The geospatial area served is an estimate based on limited data related to the addresses CPLRC staff have for patrons, interviews with CPLRC staff and administrators, and a qualitative review of the geospatial focus of historical community outreach and engagement activities by CPLRC. It is hoped the planned utilization by PSF and its Resource Centers (beginning in late 2022) of geo-spatial software to help better identify community need and

¹⁸ These include Census Gainesville/Alachua County Census Tract 2 (Block 2,4,5, & 6), Tract 5 (Block 1), Tract 6 (Block 2 & 3), Tract 7 (Block 1, 2, & 3) and Tract 14 (Block 1 & 2) with FIPS (Federal Information Processing Standard) Codes of: 120010002002, 120010002004, 120010002005, 120010002006, 120010005001, 120010006002, 120010006003, 120010007001, 120010007003, 120010014001, & 120010014002. Source: American Community Survey (ACS) 2014-2018 5-Year Estimates. Although more specific, there are six block groups (120010006003, 120010007001, 120010007002, 120010007003, 120010014001, & 120010014002) for which a proportion of the geo spatial area is reportedly outside the service area of the Cone Park Library Resource Center.

service utilization trends, more valid estimates of the representative nature of patrons requesting service (and variation of need) across demographic characteristics can be made.

Table 11: Race and Ethnicity of Patrons (N=641) Requesting Services at CPLRC in 2021		
Race/Ethnicity	Number of Patrons	Percent of Patrons
American Indian or Alaska Native	0	0
Asian	3	0.5
Black or African American - Non-Hispanic	524	81.7
Hispanic, Latino, or Spanish origin	16	2.5
White - Non-Hispanic origin	61	9.5
Multiracial	9	1.4
Other	6	0.9
Prefer not to answer	11	1.7
Missing	11	1.7
Total	641	99.9*

*Total percentage does not equal 100% due to rounding error.

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