



THE LIBRARY PARTNERSHIP RESOURCE CENTER: 2021 PROFILE OF SERVICES AND SUPPORTS

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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 Library Partnership Resource Center (LPRC) in 2021. The LPRC 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.

The Library Partnership Resource Center

In June 2008, PSF partnered with Alachua County Library District (ACLD) to identify a place to open a Resource Center with a goal to reduce the stigma people may feel about going into a social services center and encourage community members to seek out resources before a crisis occurs, subsequently preventing risks to child safety. The Library Partnership Resource Center opened its doors to the community in July 2009. The Library Partnership Resource Center (LPRC) is one of three Resource Centers in Gainesville that partner with a network of over 75 community partners (across all sites) to provide services that are free and are intended to be responsive to the needs of the surrounding community as 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 LP 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 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 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 prompted 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 LPRC personnel can properly assist.

Collectively these data allow the LPRC 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 among with a sub-group of 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: Race choice 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 American/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

² Although this data element was added to the Community Module Data System in March of 2021, it was added to other paper sign-in sheets at Resource Centers and for event-based activities through August 2021.

³ Retrospective analyses on service trends focused 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., Snow, E., Merritt, S., Spoliansky, T. & Edelman, P. (2022). *Service Utilization Trends at the Library Partnership 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.

Indian, Chinese, Filipino, Guamanian or Chamorro, 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 LPRC) are strategically implemented within historically underserved neighborhoods and communities with families who are experiencing increased risk factors and a disproportionate concentration of past involvement with the child welfare system. 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 (2018, 2011). The Center for the Study of Social Policy (CSSP) focuses upon Parental Resilience, Social

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/martial problems, etc.) and community, societal or environmental factors (generational poverty, crime, racism, etc.) (Center for the Study of Social Policy, 2015; n.d.-c).

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, given the intent and focus of the service or support. Interviews and communication with 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 made to allot

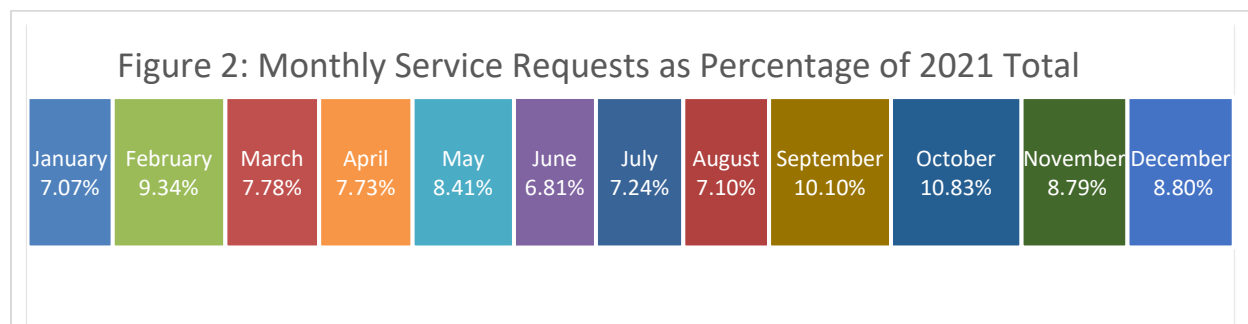
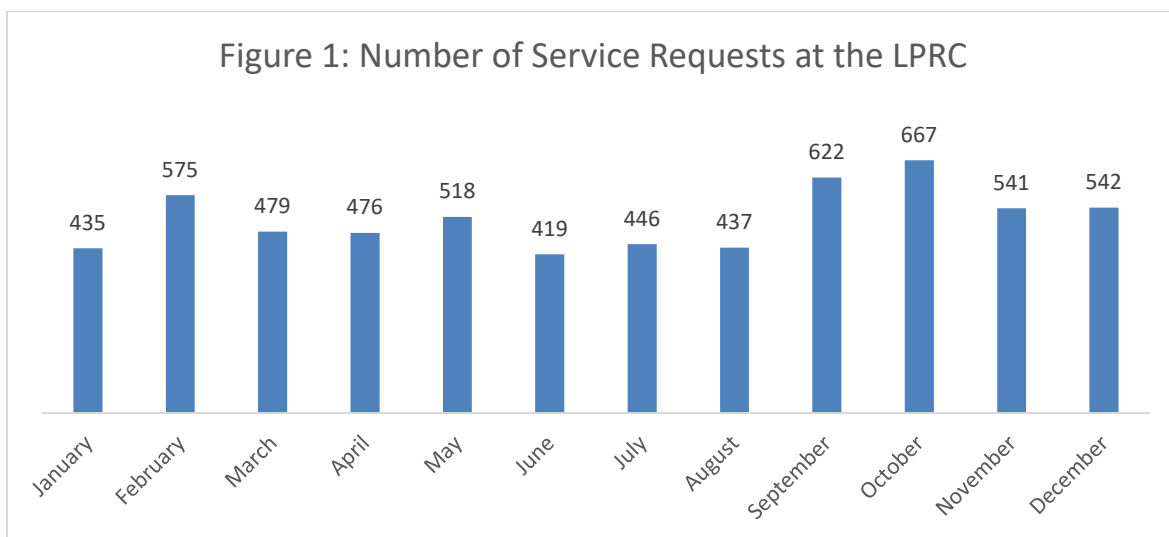
⁷ Please note that PSF RCs typically refer to this protective factor as Social and Emotional Competence of Youth, without any change to the defining features of the construct as conceptualized by CSSP. The term "youth" has been substituted, it was thought, to reflect a broader age range of children (infant 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

distinctive names to select services linked to each protective factor; however, there may have been occasions when select service or support names were associated/classified with different protective factors, across different years and FRCs, as the specific focus of 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 LPRC (only), there were a total of 6,157 service requests made during 5,495 individual visits by patrons in 2021. Some variation was observed in the number of service requests for each month, ranging from a low of 419 in June (or 6.8% of total 2021 requests) to a high of 667 (or 10.8% of total 2021 requests) in October (see Figures 1 and 2). The number of visits during the first several months of 2021 was impacted by the COVID-19 pandemic due to operational procedures, including operating hours. The LPRC had reduced hours and additional safety precautions (e.g., providing events/services outdoors, limiting capacity, mask wearing, taking temperatures, additional cleaning, and disinfecting), in place from March 23, 2020, through June 1, 2021. As a result, LPRC's lobby was open approximately 31 hours each week compared to 36 hours prior to the pandemic. Some after-hour events were still scheduled, as determined safe and appropriate.



During 2021, the majority of service requests (n= 4,635 or 75.3% of all requests) at LPRC 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=816 or 13.3% of all requests) and family functioning/resiliency (n=624 or 10.1% of all requests). Only 0.8% and 0.5% 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 LPRC. The LPRC 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., 2022) have summarized aggregate reports on select Library services and supports aligned with the LPRC 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 LPRC staff each month in aggregate form (with duplicate counts of patrons) from which a classification of these data across protective factor categories is made. Reports from Library and LPRC staff indicate that Library service use and program attendance data may not always be collected "...reliably or consistently." In 2021 (excluding July, when reported upgrades to computer systems on site impacted data collection activities), available data suggested that concrete support requests at the library (only) ranged from a low of 276 in January to a high of 851 in October (modified hours and patron hesitancy due to the pandemic impacted visits the first half of 2021), averaging 554 requests a month during the year. Staff report that these concrete supports were primarily ("almost all") related to computer access. Reports indicated that there was a total of 1,079 requests (all in August, September, and October) linked to the social connections protective factor, followed by 96, 42, and 6 requests linked to the social and emotional competence of children, family functioning/parental resilience, and parenting and child development protective factors (respectively). The activities linked to the social connections protective factor reportedly were associated with the "ChillSpace" program; an activity allowing kids to have a place to "chill" and connect socially with each other during afterschool hours. The 96 service activities linked to promoting the social and emotional competence of children were associated with the "Storytime" program for children where library staff read books and provide associated activities. The six service requests linked to parenting and child development involved Gainesville Thrives initiative where parents of children ages 0-5 sign up with the Dolly Parton Library to receive free books.

Figure 3: Number of Service Requests at the Library Partnership RC in 2021 by Protective Factor Categories

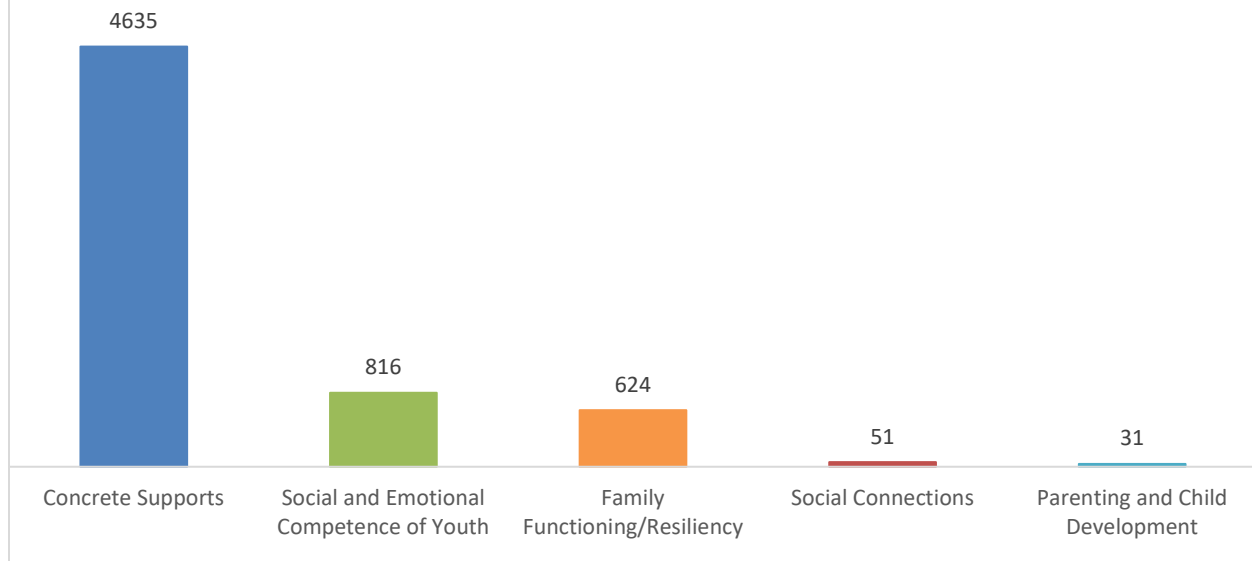
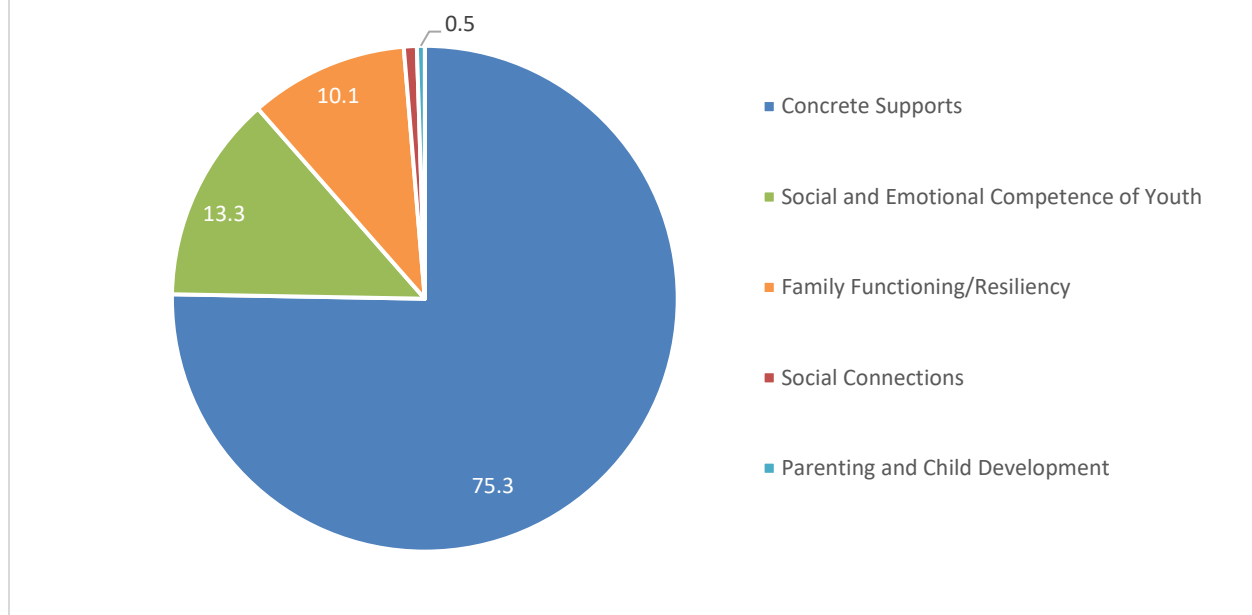


Figure 4: Percent of 2021 Service Requests by Protective Factor



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 concrete supports (2,446 of 4,635 or 52.8%), family functioning/resiliency (357 of 624 or 57.2%), and

parenting and child development (20 of 31 or 64.5%) services were provided individually to patrons, although a notable amount were provided (especially for concrete supports and family functioning/resiliency protective factors) as part of planned events. Overwhelmingly, specific services and supports linked to promoting the social and emotional competence of youth (761 of 816 or 93.3%) and social connections (44 of 51 or 86.3%) were provided within the context of specific events⁹.

Table 2: Method of Distribution (Individual or Event-based) of Services and Supports to Patrons at LPRC in 2021 Across Protective Factor Categories				
2021		Was Service/Support Received Part of Event?		Total
		No	Yes	
Protective Factor	Concrete Supports	2446	2189	4635
	Family Functioning/Resiliency	357	267	624
	Parenting and Child Development	20	11	31
	Social and Emotional Competence of Youth	55	761	816
	Social Connections	7	44	51
Total		2885	3272	6157

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 are event-based, 57.6% (n=694 of 1,206) and 78.3% (1,666 of 2,129) for Thursdays and Fridays respectively, with a higher rate of individual services and supports requested and utilized Monday through Wednesday (69.7%, 80.0%, and 57.1% for Monday, Tuesday, and Wednesday, 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	661	655	594	512	463	0	0	2885
Event	287	164	446	694	1666	15	0	3272
Total	948	819	1040	1206	2129	15	0	6157

⁹ This observed distribution was statistically significant with both the Pearson Chi-Square (Chi-square=645.54, 4 df, p<.001) and Likelihood Ratio Chi-Square (Chi-Square= 763.83, 4 df, p<.001).

Table 4 findings suggest that, for the most part, services and supports are requested and offered each day across all protective factors. There are a disproportionately higher amount of concrete support services and supports provided on Thursday and Friday. This corresponds with popular regularly scheduled events, for example, clothing closet which is offered every Thursday and food distributions which are offered two Fridays a month at the LPRC. With respect to services and supports linked to the social and emotional competence of youth protective factor, these are typically provided on Monday through Thursday with only a handful (n=12 of 816) requested and provided on Friday. Given that many of these activities (see Table 5) linked to this protective factor are associated with homework help and other efforts provided after school hours, this is not unexpected.

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	654	550	631	871	1914	15	0	4635
Family Functioning/Resiliency	151	102	100	119	152	0	0	624
Parenting and Child Development	16	5	4	2	4	0	0	31
Social and Emotional Competence of Youth	126	160	305	213	12	0	0	816
Social Connections	1	2	0	1	47	0	0	51
Total	948	819	1040	1206	2129	15	0	6157

There were a variety of specific services and supports linked to each protective factor. For example, in 2021, there were a total of 38 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 factors. These included (alphabetically listed): ACCESS Benefits, Bike Lock Rental, Bread of the Mighty-Food Distribution, Broadband/Internet Connection, Cash Assistance, Child Support Info, Clothing, Clothing Closet – EVENT, Computer Classes – EVENT, Copying, Dentist, Family Planning, Fax, Florida Works, Flyer/Calendar, Food, Food – EVENT, Food Stamps, Furniture, Holiday Assistance, Holiday Assistance – EVENT, Household Items, Housing Assistance, Infant Care Products, Job Board, Medicaid, Notary Services, Personal Hygiene Products, Phone Use, Rent Assistance, Rental Assistance Outreach-EVENT, Replacement Identification, 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 38 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*” is represented counts 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.

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 Counseling, Adult Education Info, Budgeting, College / Professional Training, Community Scholarship, CRC Visit, Dental care information, Dental Outreach, Disability Benefits Info, Domestic Violence Assistance, Employability Workshop, Financial Literacy- EVENT, GED Info, Health Info, Health Info – EVENT, Health/Doctor Information, Insurance, Job Assistance – EVENT, Job Searching, Legal Assistance, Meridian, Meridian Outreach, Money Management/Budgeting, Prescription Assistance, Resume / Job Application Assistance, Resumes/Interviewing, Safety Information, Special Needs Health Services, Stress Management Help, Tax Assistance, Unemployment Benefits- Assistance, and Vision Care. Table 5 highlights those service/support categories with the five largest number of service requests in 2021. Requests for health and medical information (n=175), for which the majority (n=141 or 80.6%) were addressed via group events were the greatest, followed by Job/Employment Assistance (n=136, 59.6% via events) services and supports, Budgeting and Financial Literacy activities (n=64, 75% provided individually), Stress Management Help (n=37, 100% provided individually), and Tax Assistance (n=28, 100% provided individually)¹⁰.

Although five specific service/support categories (i.e., 0-4 Parenting Classes / Information, 5 and Up Parenting Classes / Information, Early Childhood Learning and/or Childcare, Early Childhood Learning and/or Childcare – EVENT, and Head Start-ECS) were represented among the 31 requests associated with the **parenting and child development protective** factor, Early Childhood Learning and/or Childcare (n=15) and Head Start-ECS (n=10) represented the vast majority (25 of 31 or 80.7%) of requests (see Table 3).

The following service requests associated with the **social and emotional competence of youth** protective factor: Anti-Bullying, Capoeira, Child Activity, Counseling for Child, Family Counseling, Girl Scouts, Homework Help, Homework Help-Archived, Parent-Child Activity, Parent-Child Activity – EVENT, Summer Program, Summer Program – EVENT, and Tutoring for Child.

Among the 816 service and support requests (predominately offered in event/group settings) linked to this protective factor, Homework Help (n=472) represented 57.8% of the requests, followed by Girl Scouts (n=124, 15.2%), Summer Programs (n=94, 11.5%), Capoeira (n=50 or 6.1%), and individual Tutoring for Child (n=20, 2.5%). Parents can sign their children up for the homework help program at the end of summer before school starts. Students in grades K-12 take part in the homework help program Monday through Thursday each week during the school year. The program is designed to help students work towards identified academic and social/emotional goals in a small group setting. Capoeira is a Brazilian martial arts program offered onsite once a week during the school year by Allied Capoeira League Gainesville for children in 1st to 8th grade who have completed the pre-registration process.

¹⁰ “Health/Medical Information” is represented by summed totals from Health Info – EVENT, Health/Doctor Information, and Health Info service classifications. “Job/Employment Assistance” is represented by summed totals from Job Searching, Employability Workshop, Job Assistance – EVENT, and Resume / Job Application Assistance service classifications. “Budgeting and Financial Literacy” is represented by summed totals from Money Management/Budgeting, Budgeting, and Financial Literacy- EVENT service classifications.

Capoeira gives children the opportunity to connect with their peers and learn fitness techniques such as breathing that can be used in their daily lives.

Table 5 details the two service activities requested and delivered in 2021 associated with the social connections protective factor. These included activities for families (n=49 with 89.8% of these offered via a group event) and adult activities (n=2). The two individual adult activities were individual services requested by patrons receiving other concrete support and resiliency related services at the same time. Info was provided about adult social groups in the context of supporting general emotional and mental health. In an effort to provide a COVID-safe social activity for families, LPRC held an outdoor Family Movie Night in February of 2021 which was attended by 44 individuals total. To allow for social distancing, attendance was limited by having families pre-register for the event and food was provided in prepackaged to-go boxes.

Table 5: Distribution of Services and Supports to Individual Patrons (Individual or Event-based) at LPRC in 2021				
Protective Factor and Services		Service Receipt Method		Total
		Individual	Event	
Concrete Supports	Food Assistance*	142	1511	1653
	Fax Use	1221	0	1221
	Clothing Assistance	225	511	736
	Housing/Rent Assistance	191	35	226
	Holiday Assistance	98	54	152
	Flyer/Calendar	103	0	103
	Utility Assistance	79	0	79
Family Functioning / Resiliency	ACCESS Benefits	0	63	63
	Health/Medical Information	34	141	175
	Job/Employment Assistance	55	81	136
	Budgeting and Financial Literacy	48	16	64
	Stress Management Help	37	0	37
Parenting and Child Development	Tax Assistance	28	0	28
	Early Childhood Learning and/or Childcare	15	0	15
Social and Emotional Competence of Youth	Head Start-ECS	0	10	10
	Homework Help	4	468	472
	Girl Scouts	0	124	124
	Summer Program	0	94	94
	Capoeira	0	50	50
Social Connections	Tutoring for Child	20	0	20
	Activities for Families	5	44	49
	Adult Activity	2	0	2

*The majority of patrons (n=1,367 or 82.7%) that received food assistance at LPRC 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 LPRC 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 6,157 service requests, information related to whether requested services and supports were delivered exists for 3,096 requests (or 50.3% of 2021 service requests). Regardless, the delivery rate for the 3,096 requests (with available data) was 98.7% (n=3,057) (provision of service on-site and/or action taken to secure the service or support from partner providers). Among the 39 service requests that were not delivered, the reasons for non-delivery included that the patron did not meet requirements for the requested service (n=4), a follow-up was required or requested at the time of the request (n=18), service

was not relevant to the patron (n=1), and “other” reasons (n=16). A total of 25 (64.1%) of these 39 requests involved concrete supports, followed by 10 requests for family functioning / resiliency services and an additional two requests each associated with parenting and child development and emotional competence of youth protective factors.

Among the 3,057 delivered services/supports, 2,802 (91.7%) were provided on-site by LPRC staff or a community partner, 184 involved the provision of information/resources, with an additional 64 active referrals to community partners off-site to the following community providers and partners:

- ACPS McKinney-Vento Program
- Alachua County Public Schools
- Alachua County Emergency Rental Assistance Program
- Alachua County Social Services
- CareerSource
- Catholic Charities
- CDS Family and Behavioral Health Services
- Community Action Agency
- Cone Park Library Resource Center
- DCF/ ACCESS program
- Department of Children & Families
- Early Learning Coalition
- Elder Options
- Emergency Rental Assistance Program
- Family Promise
- FAMU Alumni Association
- Gainesville Fire Rescue
- Gainesville Housing Authority
- GRACE Marketplace
- Family Promise
- McKinney-Vento Program
- Peaceful Paths
- Saint Francis House
- Salvation Army
- Social Security Administration
- SWAG Family Resource Center
- UF Health Shands NICU
- UF Mobile Outreach Clinic
- UF Radiology and Oncology
- United Way

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 LPRC 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. 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 6,157 service requests, “ClientID” numbers are not affiliated with 553 of these requests¹¹. Regardless, “ClientID” numbers exist for 91.0% of all service requests for 2021 at the LPRC. 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 5,604 service requests. In sum, the total number of service requests (5,604) were made by 1,505 individual patrons (non-duplicated count).

The number of service requests across patrons ranged from a low of 1 to a high of 91 during the year with an average of 3.72 service requests per patron per year. In total, 46.3% (n=697) made only 1 service request during 2021, with an additional 27.6% (n=416) making 2 or 3 requests (see Table 4) with 93.2% of all patrons making between 1 and 10 service and support requests in 2021.

Table 6: Number and Percentage of Patrons Making Select Service Requests in 2021

Annual Service Requests	Number of Patrons	Percent of Patrons
1	697	46.3
2	256	17.0
3	160	10.6
4	87	5.8
5	56	3.7
6 to 10	146	9.7
11 to 15	47	3.1
16 to 20	22	1.5
21 to 30	17	1.1
31 to 50	12	0.8
51 to 100	5	0.3
100 +	0	0.0
Total	1505	100

A summary of the average and range of service requests across protective factor categories for the total number of patrons (n=1,505) is denoted in Table 7. Although patrons on average make 3.72 service requests each year, this average is influenced strongly by the need and utilization of concrete supports

¹¹ 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 553 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 149 (553 x .269, the ratio of non-duplicate count patrons by their aggregate service requests) patrons are possibly represented by these 553 service requests.

and services offered at LPRC. On average, patrons made 2.85 requests for **concrete services and supports** in 2021 (see Table 7) with 90.2% of all patrons making at least one request for concrete services and supports (see Table 8). In total, 43.1% (n= 648) of all patrons made one request for concrete services and supports, 34.8% (n=523) made between 2 and 5 requests, 7.5% (n=114) made between 6 and 10 requests, and 4.8% (n=72) made more than 10 requests in 2021. Patrons made (on average) 0.52 service requests in 2021 for services related to promotion of the **social and emotional competence of youth** (see Table 7), 93.2% 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** (0.32 average requests per patron), **parenting and child development** (0.02 requests) and **social connections** (0.02 requests) protective factors in 2021 are impacted by the percentage of patrons that did not make any requests for these services (84.8%, 98.6% and 97.9%, respectively) (see Table 8). In total, there were 229 patrons (of which 149 made 1 request) and 21 (of which 20 made one request) patrons that made requests for services linked to family functioning/resiliency and parenting and child development protective factors respectively. There were 32 (2.1% of) patrons that sought services associated with promoting **social connections** of which 31 sought these services once in 2021 (see Table 8).

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

Service Category	Average	Grouped Median	Range	Std. Deviation
Total Service Requests	3.72	1.85	1-91	6.35
Concrete Services and Supports	2.85	1.63	0-59	4.17
Family Functioning/Resiliency	0.32	0.16	0-20	1.22
Parenting and Child Development	0.02	0.01	0-5	0.17
Social and Emotional Competence of Youth	0.52	0.07	0-90	4.34
Social Connections	0.02	0.02	0-2	0.15

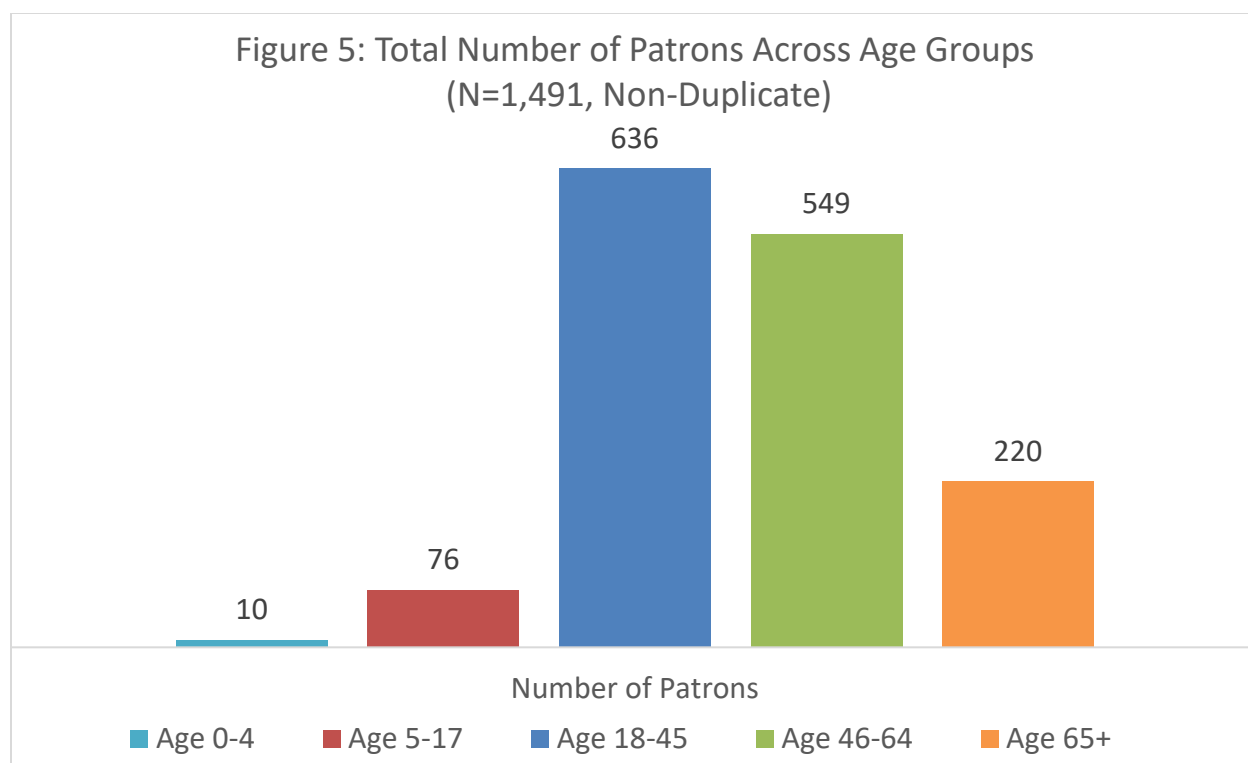
Table 8: Number and Percentage of All Patrons (N=1,505) Making Select Service Requests in 2021 Across Protective Factor Categories

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%)	148 (9.8%)	1276 (84.8%)	1484 (98.6%)	1402 (93.2%)	1473 (97.9%)
1	697 (46.3%)	648 (43.1%)	149 (9.9%)	20 (1.3%)	52 (3.5%)	31 (2.1%)
2	256 (17.0%)	237 (15.7%)	33 (2.2%)	0 (0.0%)	12 (0.8%)	1 (0.07%)
3	160 (10.6%)	150 (10.0%)	14 (0.9%)	0 (0.0%)	5 (0.3%)	0 (0.0%)
4	87 (5.8%)	81 (5.4%)	11 (0.7%)	0 (0.0%)	4 (0.3%)	0 (0.0%)
5	56 (3.7%)	55 (3.7%)	8 (0.5%)	1 (0.07%)	4 (0.3%)	0 (0.0%)
6 to 10	146 (9.7%)	114 (7.5%)	10 (0.7%)	0 (0.0%)	8 (0.5%)	0 (0.0%)
11 to 15	47 (3.1%)	34 (2.3%)	2 (0.1%)	0 (0.0%)	5 (0.3%)	0 (0.0%)
16 to 20	22 (1.5%)	23 (1.5%)	0 (0.0%)	0 (0.0%)	1 (0.07%)	0 (0.0%)
21 to 30	17 (1.1%)	11 (0.7%)	0 (0.0%)	0 (0.0%)	3 (0.2%)	0 (0.0%)
31 to 50	12 (0.8%)	3 (0.2%)	0 (0.0%)	0 (0.0%)	6 (0.4%)	0 (0.0%)
51 to 100	5 (0.3%)	1 (0.07%)	0 (0.0%)	0 (0.0%)	3 (0.2%)	0 (0.0%)
100 +	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

Patron Demographics

When demographic characteristics are observed (see Figure 7), the largest group (n=636 or 43.3%) of patrons requesting/needing services are adults between the age of 18 and 45¹². The next age group most represented are adults between 46 and 64 (n=549, 36.5%), followed by seniors 65 and older (n=220, 14.6%), children and youth between 5 and 17 (n=76, 5.0%), followed, and children 4 and under (n=10, 0.7%).

¹² Please note that since the age of a patron may change over the course of the year and time frame for which they requested services, the age used for this analysis was the patrons age at time of the first service request in 2021.



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 LPRC for services and supports after a first visit during 2021. Findings in Table 9 identify patrons aged 5 through 17 to have the highest average number of unique/individual visits (9.67) to the LPRC, followed by patrons aged 65 and over (average = 4.22), those 46-64 (average = 3.40), 0-4 (average = 2.30), and those between 18 and 45 years of age (average = 2.20). The high average number of return visits of those 5-17 is skewed by select outliers of patrons with high visit counts, hence the large standard deviation (SD = 17.10) in the distribution of average number of revisits/returns to the LPRC. When the percentage of patrons that make at least one return visit to the LPRC is examined in 2021 (see Table 9), the highest percentage of patrons revisiting the LPRC are among those 65 and older (55.0%), followed by those aged 4-17 (53.9%), those aged 46-64 (53.4%), those 18-45 (40.9%), and those 0-4 years of age (10.0%). In total, 48.0% of all patrons returned at least once to the LPRC 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 LPRC in 2021¹³.

¹³ Initial ANOVA models (fixed and random effects) were run examining the average number of unique/individual visits to the LPRC across age groups. Although the result was statistically significant ($F=31.13$, $df=4$, $p<.001$), the sample was unbalanced with a violation of the homogeneity assumption (Levene Statistic=85.87, $p<.001$). Given such, a parallel non-parametric test was done (Independent-Samples Kruskal-Wallis Test) that proved significant (Test Statistic=50.30, $df=4$, $p<.001$, asymptotic 2-sided test), suggesting the observed distribution in the average number of unique visits across age groups is significantly different.

Age Group	N	Mean / Average	Std. Deviation	Std. Error	Minimum Visits	Maximum Visits	Number (%) Returning
Age 0-4	10	2.3	4.11	1.30	1	14	1 (10.0%)
Age 5-17	76	9.67	17.10	1.96	1	91	41 (53.9%)
Age 18-45	636	2.20	2.75	0.11	1	33	260 (40.9%)
Age 46-64	549	3.40	5.42	0.23	1	72	293 (53.4%)
Age 65+	220	4.22	4.99	0.34	1	22	121 (55.0%)
Total	1491	3.32	5.93	0.15	1	91	716 (48.0%)

Given the number of age groups (5) and variation in average visits (and their standard error) and likelihood (percentage) to return to LPRC in 2021, differences between each age group were more closely examined (see Table 10)¹⁴. Findings in Table 10 suggest that observed differences in the average number of revisits/returns to the LP RC are statistically significant between only three sets of age groups, with those 18 to 45 represented in each set. The average number of visits of those aged 18 to 45 (Mean=2.20) was significantly lower (statistically) than the average observed for those aged 5-17 (Mean=2.58, Tests Statistic= -111.29, p=.015), those between age 5 and 17 (Mean=9.67, Tests Statistic= 196.76, p<.001), those 46-64 years old (Mean=3.40, Tests Statistic= -114.07, p<.001), and those 65 and older (Mean=4.22, Tests Statistic= -164.82, p<.001).¹⁵

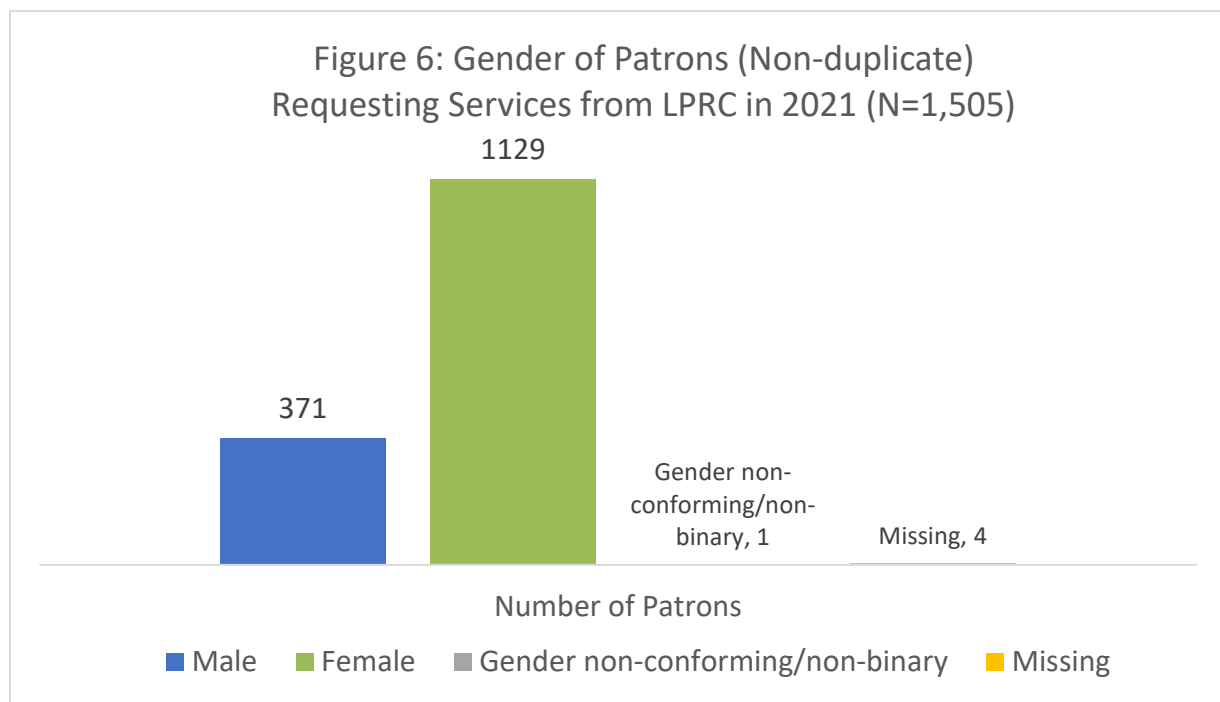
¹⁴ The Kruskal-Wallis Test with Pairwise Comparisons was computed using asymptotic significances (2-sided tests) and significance levels of .05 for hypotheses testing. Each row in Table 10 summarizes a test of the null hypothesis that the Sample 1 and Sample 2 distributions are the same. Adjusted significant tests should be used where the adjusted p<.05 would require a rejection of the null hypothesis.

¹⁵ **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 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.

Sample 1 Sample 2	Test Statistic	Std. Error	Std. Test Statistic	Sig.	Adj. Sig. *
Age 0-4 Age 18-45	-178.04	126.77	-1.40	0.160	1.000
Age 0-4 Age 46-60	-292.12	126.93	-2.30	0.021	0.214
Age 0-4 Age 65+	-342.87	128.61	-2.67	0.008	0.077
Age 0-4 Age 5-17	-374.80	133.81	-2.80	0.005	0.051
Age 18-45 Age 46-64	-114.07	23.17	-4.92	0.000	0.000
Age 18-45 Age 65+	-164.82	31.11	-5.30	0.000	0.000
Age 18-45 Age 5-17	196.76	48.28	4.08	0.000	0.000
Age 46-64 Age 65+	-50.75	31.74	-1.60	0.110	1.000
Age 46-64 Age 5-17	82.68	48.68	1.70	0.089	0.894
Age 65+ Age 5-17	31.933	52.925	0.603	0.546	1.000

* 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.

When the gender of patrons requesting services in 2021 is examined (see Figure 6), the majority self-identify as female (n= 1,129, 75.0%) followed by males (n= 371, 24.7%). There was one patron that self-identified as gender non-conforming/non-binary, with four patrons not identifying their gender (missing).



Black or African American (Non-Hispanic) patrons represented 71.8% of the total patrons seeking services in 2021 (see Table 11). An additional 296 (19.7%) patrons were White (Non-Hispanic origin) followed by 64 (4.3%) self-identified as Hispanic, Latino, or Spanish origin. When the preliminary estimates of the residences/neighborhoods primarily served by the LPRC are contrasted against Census Tract and Census Block Group classifications, these data provide a more accurate profile of the target population for this Resource Center. Here, racial/ethnic distribution is 46.9% black, 45.13% white, 5.8% Hispanic, and 1.9% Asian perhaps suggesting an underrepresentation of White patrons requesting service at LPRC 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 LPRC staff have for patrons, interviews with LPRC staff and administrators, and a qualitative review of the geospatial focus of historical community outreach and engagement activities by LPRC. 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 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=1,505) Requesting Services at LPRC in 2021		
Race/Ethnicity	Number of Patrons	Percent of Patrons
American Indian or Alaska Native	6	0.4
Asian	5	0.3
Black or African American - Non-Hispanic	1081	71.8
Hispanic, Latino, or Spanish origin	64	4.3
White - Non-Hispanic origin	296	19.7
Multiracial	21	1.4
Other	18	1.2
Prefer not to answer	10	0.7
Missing	4	0.3
Total	1505	99.8*

*Total percentage 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.

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