



## THE SWAG FAMILY 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 SWAG Family Resource Center (SWAG FRC) in 2021. The SWAG Family Resource Center is part of a network of Family Resource Centers (FRC) operated by Partnership for Strong Families (PSF). In 2007, PSF began developing a network of FRCs that emphasize a strengthening families 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 SWAG Family Resource Center**

The SWAG Family Resource Center was opened as part of a collaboration between Partnership for Strong Families (PSF), the Southwest Advocacy Group (SWAG), and the Alachua County government, along with tremendous community support and financial contributions from community partners. At the time of initial collaboration, SWAG was already an established entity in the community with the goal of improving the lives of residents in southwest Gainesville. As a show of support, the Alachua County Board of County Commissioners donated the building that houses the Family Resource Center. The SWAG Family Resource Center opened its doors to the community in 2012 and has been providing continuous supports and services to individuals and families since that time.

The SWAG Family Resource Center is one of three Family Resource Centers in Gainesville that partner with a network of over 75 community partners (across all sites) to provide services that are free of charge and are intended to be responsive to the needs of the surrounding community, as identified by community partners, stakeholders, and community 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 leverage resources for the benefit of these Gainesville communities, who experienced historically limited access to family support services.

## **Methods**

This report summarizes findings from a descriptive analysis of secondary data obtained from the SWAG Family Resource Center in 2021. Analysis was conducted on de-identified data and in accordance with an approved IRB protocol<sup>1</sup> that was also approved by the Florida Department of Children and Families, Office of Child Welfare.

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<sup>1</sup> Advarra IRB: Children's Bureau, Protocol Number PSF-2021-CB

## Community Module Data System

Historically, when a patron visited one of the 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 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 18. 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 SWAG FRC personnel can properly assist.

Collectively these data would allow the SWAG FRC 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 year<sup>2</sup>. 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 for 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) include: 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 Number<sup>3</sup>. Gender and Race categories within the Community Module were expanded on March 22<sup>nd</sup>, 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

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<sup>2</sup> 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., Mikaela D-J., Merritt, S., Spoliansky, T. & Edelman, P. (2022). *Service Utilization Trends at the SWAG Family Resource Center (2016-2020)*. Tallahassee: Institute for Child and Family Services Research.

<sup>3</sup> 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.

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 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 SWAG FRC) 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. 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)<sup>4</sup> historically there were two Protective Factors models/frameworks considered as an

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<sup>4</sup> 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

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 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.

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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).

**Table 1: CSSP and FRIENDS Protective Factors Frameworks/Models**

<b>CSSP Protective Factor</b>	<b>CSSP Protective Factor Definition</b>	<b>FRIENDS Protective Factor</b>	<b>FRIENDS Protective Factor Definition</b>
<b>Parental Resilience</b>	Managing stress and functioning well when faced with challenges, adversity, and trauma.	<b>Family Functioning / Resiliency</b>	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.
<b>Social Connections</b>	Positive relationships that provide emotional, informational, instrumental, and spiritual support.	<b>Social Emotional Support (PFS-1) Social Supports (PFS-2)<sup>5</sup></b>	Perceived informal support (from family, friends, and neighbors) that helps provide for emotional needs.
<b>Concrete Support in Times of Need</b>	Access to concrete support and services that address a family's needs and help minimize stress caused by challenges.	<b>Concrete Support</b>	Perceived access to tangible goods and services to help families cope with stress, particularly in times of crisis or intensified need.
<b>Knowledge of Parenting and Child Development</b>	Understanding child development and parenting strategies that support physical, cognitive, language, social and emotional development.	<b>Child Development / Knowledge of Parenting</b>	Understanding and using effective child management techniques and having age-appropriate expectations for children's abilities.
<b>Social and Emotional Competence of Children</b>	Family and child interactions that help children develop the ability to communicate clearly, recognize and regulate their emotions and establish and maintain relationships.		
		<b>Nurturing and Attachment</b>	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/>  
 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. 2<sup>nd</sup> Edition User's Manual*. Chapel Hill, NC: Author.

The historical adoption of a hybrid classification of protective factors (for at-risk and in-risk families) 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

<sup>5</sup> Although the name of the construct changed from *Social Emotional Support* to *Social Supports* from the 1<sup>st</sup> to 2<sup>nd</sup> edition of the Protective Factors Survey, the definition/conceptualization of the construct remains the same.

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 Children<sup>6</sup>.

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)<sup>7</sup>.

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 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.

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<sup>6</sup> 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.

<sup>7</sup> 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](https://www.matrixoutcomesmodel.com/EvaluationMenu/Protective_Factors_Literature_Review.pdf)

## Service Requests as Unit of Analysis

The first set of analyses focused on individual service requests from all patrons. At SWAG FRC, there were a total of 8,457 service requests made during 7,398 individual visits by patrons in 2021. Some variation was observed in the number of service requests for each month, ranging from a low of 515 in April (or 6.1% of total 2021 requests) to a high of 1,134 (or 13.4% of total 2021 requests) in November (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 hours of operation. While during 2021, the SWAG FRC resumed their normal operating hours, with the lobby open approximately 38 hours per week, continued restrictions to program capacity and limited availability of some services continued to impact the numbers of visits by patrons. A few examples include the provision of community dinners for patrons to take home, as opposed to the sit-down dinners that were available pre-pandemic. A cap of 10-12 students was also placed on children's academic and enrichment programs; historically up to 15 children were able to attend these sessions, which occur multiple times most weeks. Additionally, other programs and services such as computer use, a frequently accessed service, were limited to 1-2 patrons at a time, instead of four, in order to promote safe, physical distancing.

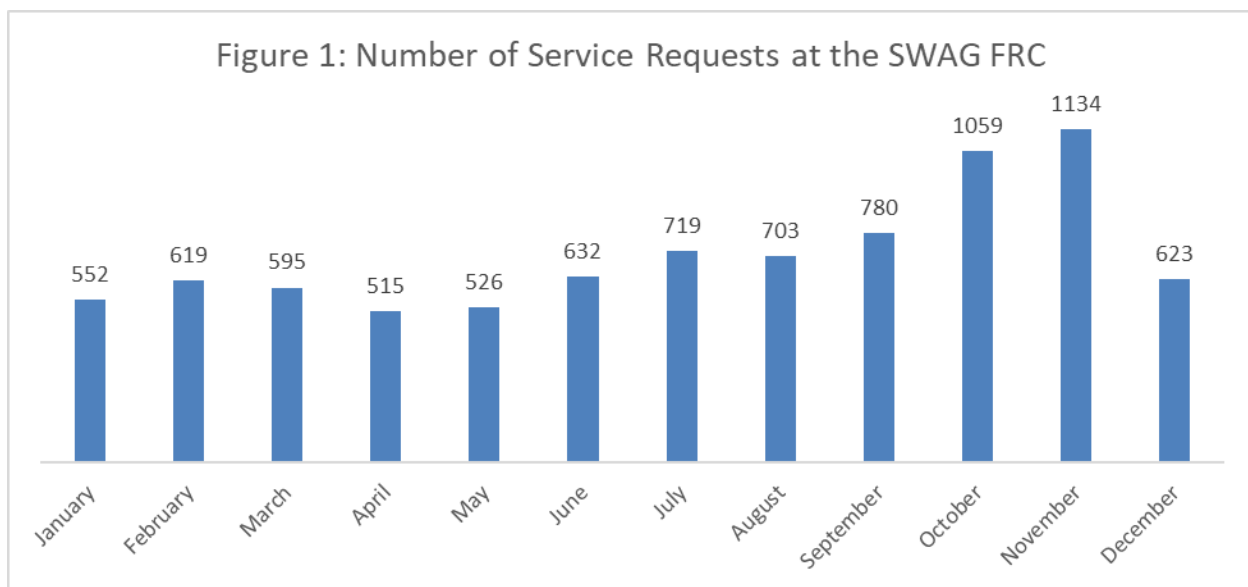
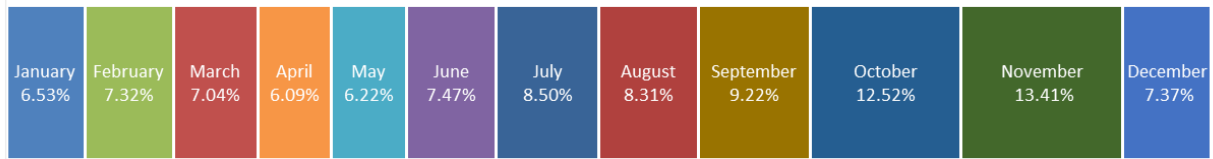




Figure 2: Monthly Service Requests as Percentage of 2021 Total



During 2021, the majority of service requests (n= 5,554 or 65.7% of all requests) at SWAG FRC 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=1,892 or 22.4% of all requests) and social connections (n=701 or 8.3% of all requests). Only 3% and 0.6% of service requests focused on family functioning/resiliency and knowledge of parenting and child development protective factors (respectively). Historically, concrete supports have been the most requested service type at all of PSF's Family Resource Centers, including SWAG FRC; consistently representing more than half of all services requested each month. This trend is to be expected as individuals must meet their own basic needs, and those of their children, prior to being able to effectively identify and meet other needs. Throughout the pandemic, beginning in March 2020, requests for concrete supports were even more prevalent, reaching a high of 77.1% (n=7,848) for calendar year 2020. This trend began to level-off during 2021 (see Figure 3), as many patrons continued to recover from the financial impact of the pandemic. Some factors that impacted an increased need for concrete supports were loss of or decreased income by patrons, termination of available benefits, children being home more (due to quarantine guidelines), and closures/limited availability of other community resources. In addition, the availability of services categorized under other protective factors decreased during the pandemic, due to partner agency availability. These collaborations gradually resumed during 2021, but were not available the fully calendar year.

Figure 3: Number of Service Requests at the SWAG FRC in 2021 by Protective Factor Categories

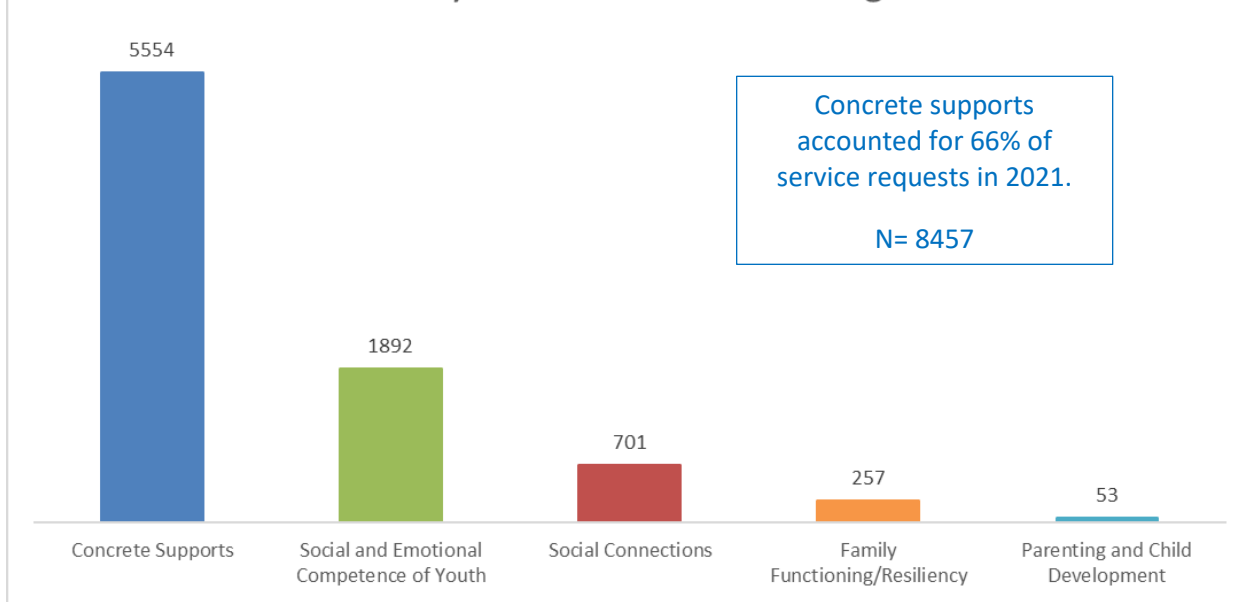
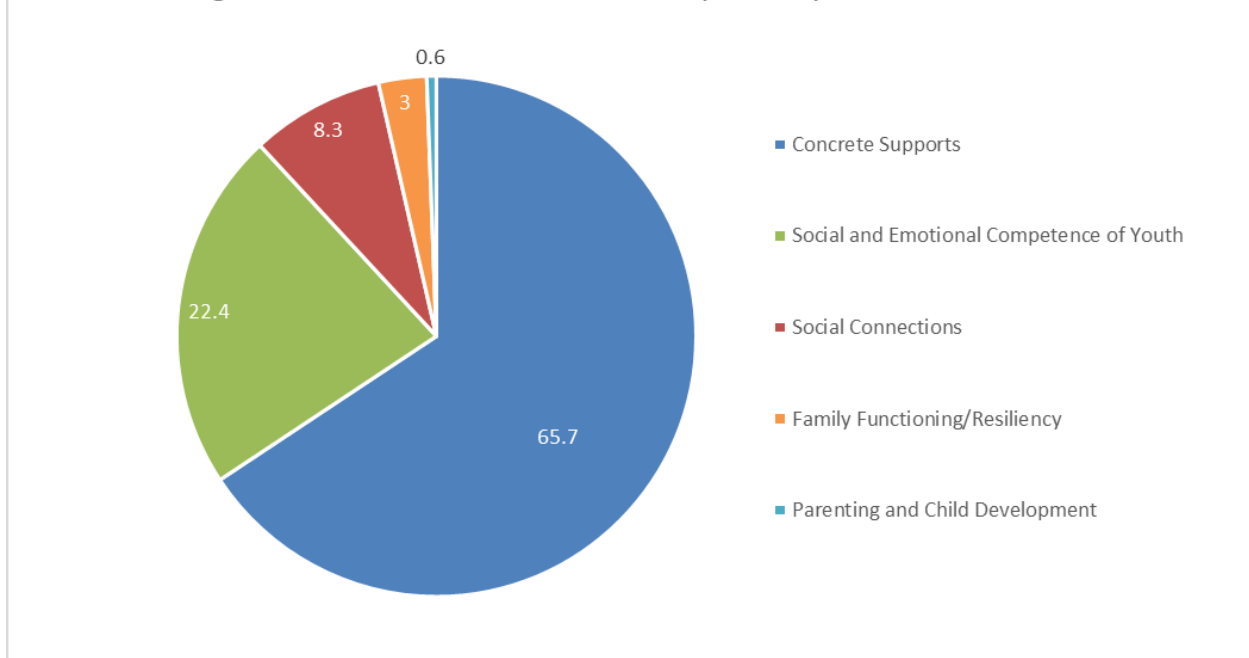


Figure 4: Percent of 2021 Service Requests by Protective Factor



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 (3,487 of 5,554 or 62.8%), family functioning/resiliency (152 of 257 or 59.1%) and parenting and child development (37 of 53 or 69.8%) 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 events. Overwhelmingly, specific services and supports linked to promoting the social and emotional competence of youth (1,804 of 1,892 or 95.3%) and social connections (699 of 701 or 99.7%) were provided as part specific events<sup>8</sup>.

<b>Table 2: Method of Distribution (Individual or Event-based) of Services and Supports to Patrons at SWAG FRC in 2021 Across Protective Factor Categories</b>				
2021		Was Service/Support Received Part of Event?		Total
		No	Yes	
Protective Factor	Concrete Supports	3487	2067	5554
	Family Functioning/Resiliency	152	105	257
	Parenting and Child Development	37	16	53
	Social and Emotional Competence of Youth	88	1804	1892
	Social Connections	2	699	701
Total		3766	4691	8457

There were a variety of specific services and supports linked to each protective factor. For example, in 2021, there were a total of 36 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, Child Support Info, Clothing, Clothing Closet – EVENT, Computer Use, Day Bus pass for emergencies, Family Planning, Fax, Flyer/Calendar, Food, Food – EVENT, Food Stamps, Furniture, Gainesville Harvest, Holiday Assistance, Household Items, Housing Assistance, Infant Care Products, Job Board, Medicaid, Notary Services, Personal Hygiene Products, Phone Use, Printer / Copier, Rent Assistance, Rental Assistance Outreach-EVENT, Replacement Identification, Resource Fair, School Supplies, School Supply Giveaway, Social Security Benefits, St Francis Pet Care, Thanksgiving Basket Giveaway, Transportation, Unemployment Benefits Information, and Utility Assistance. This is a plethora of services and supports linked to the concrete support protective factor. Within Table 3, the highest ranked concrete supports and services requested and provided are summarized, including their distribution method (individual or event-based). The provision of food and clothing are two of the most prevalent concrete supports provided through PSF's Family Resource Centers. Patron needs related to financial assistance for rent or utilities are also frequently identified. While most financial requests have historically been referred to other agencies, during a portion of both 2020 and 2021, SWAG FRC received grant funds to specifically meet these needs.

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: Adult Counseling, Adult Literacy, Adult Mental Health Services,

<sup>8</sup> This observed distribution was statistically significant with both the Pearson Chi-Square (Chi-square=2558.80, 4 df, p<.001) and Likelihood Ratio Chi-Square (Chi-Square= 3138.35, 4 df, p<.001).

Budgeting, College / Professional Training, Community Scholarship, CRC Visit, Dental care information, Disability Benefits Info, Domestic Violence Assistance, Employability Workshop, Exercise/Nutrition, Financial Literacy- EVENT, GED Info, Health Info, Health Info – EVENT, Health/Doctor Information, Insurance, Job Readiness Program- EVENT, Job Searching, Legal Assistance, Meridian Outreach, Money Management/Budgeting, Resume / Job Application Assistance, Resumes/Interviewing, Special Needs Health Services, Stress Management Help, Tax Assistance, and Vision Care. Table 2 highlights those service/support categories for which at least 10 requests were made in 2021.

Although six specific service/support categories (i.e., 0-4 Parenting Classes / Information, Childbirth Education, Early Childhood Learning and/or Childcare, Head Start-ECS, Parent-Teacher Conference, Prenatal Services) were represented among the 53 requests associated with the **parenting and child development protective** factor, Early Childhood Learning and/or Childcare (n=30) and Head Start-ECS (n=16) represented the vast majority (46 of 53 or 86.6%) of requests (see Table 3). Both of these services are related to the need for parents/caregivers to obtain appropriate and affordable childcare and school readiness support for their children. Starting February 1, 2021, Head Start-ECS resumed the provision of on-site outreach and/or referral services on a regular schedule at SWAG FRC. Other related services, such as parenting resources and parenting classes have historically been underutilized by parents/caregivers due in part negative feelings related to admitting a deficit in this area, along with a perceived connection between mandated parenting classes and formal child welfare involvement.

The following service requests associated with the **social and emotional competence of youth** protective factor: Book Checkout, Cade Teen STEAM, Capoeira, Child Activity, Counseling for Child, Girl Scouts, Homework Help, Mentoring, Parent-Child Activity, Parent-Child Activity – EVENT, Playroom, Spring Break Camp, Summer Program, Summer Program – EVENT, Keep SWAG Beautiful, and Tutoring for Child, Tutoring for Child – EVENT. Among the 1,892 service and support requests (predominately offered in event/group settings) linked to this protective factor, homework help (n=894) represented 47.3% of the requests, followed by Capoeira (n=256 or 13.5%), summer programs (n=238 or 12.6%), and participation in the SWAG Beautiful events (n=141 or 7.5%). Capoeira is a Brazilian martial arts program offered onsite once a week by Allied Capoeira League Gainesville for children in 1<sup>st</sup> to 8<sup>th</sup> grade who have completed the pre-registration process. 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. Keep SWAG Beautiful is hosted onsite once a week during the school year by a local nonprofit, Keep Alachua County Beautiful. Participation in Keep SWAG Beautiful allows children to learn to take care of their community and gives them time to learn and grow with their peers. Children do not need to be preregistered for Keep SWAG Beautiful but must be in kindergarten through 5<sup>th</sup> grade and have parent permission to attend. The SWAG FRC homework help program has two levels – elementary and middle/high school. Parents can sign their children up for the homework help program at the end of summer before school starts. Elementary students take part in the homework help program Monday through Thursday each week during the school year. Middle/high school students come to the FRC every Tuesday and Thursday for the homework help program. Both levels of the homework help program are designed to help students work towards identified academic and social/emotional goals in a small group setting.

Table 3 details the four service activities requested and delivered in 2021 associated with the social connections protective factor. These include the SWAG Community Dinner (674 participants), community events (n=25 participants), and activities for families (n=2). Each month, the SWAG FRC hosts a Community Dinner to allow space and place for families to bond, for community members to get to know one another and for the community to learn more about the resources available at the SWAG FRC. Community events hosted by the FRC are meant to be responsive to community need. In 2021, a

Community ID Drive was hosted by the SWAG FRC to assist residents in getting identification needed to access services in the community such as healthcare.

<b>Table 3: Distribution of Services and Supports to Individual Patrons (Individual or Event-based) at SWAG FRC in 2021</b>				
Protective Factor and Services		Service Receipt Method		Total
		Individual	Event	
Concrete Supports	Food Assistance*	272	1263	1535
	Computer Use	802	0	802
	Fax Use	611	0	611
	Printer/Copier Use	576	0	576
	Clothing Assistance	104	379	483
	Holiday Assistance	266	0	266
	School Supplies/Giveaway	35	85	120
	Food Stamps	117	0	117
Family Functioning / Resiliency	Health Information	21	61	82
	Job Searching	23	0	23
	Resume / Job Application Assistance/Interviewing	19	0	19
	College / Professional Training	17	0	17
	Domestic Violence Assistance	15	0	15
Parenting and Child Development	Early Childhood Learning and/or Childcare	30	0	30
	Head Start-ECS	0	16	16
Social and Emotional Competence of Youth	Homework Help	0	894	894
	Capoeira	0	256	256
	Summer Program	0	238	238
	SWAG Beautiful	0	141	141
	Girl Scouts	0	133	133
	Tutoring for Child	62	56	118
Social Connections	SWAG Potluck	0	623	623
	Community Meeting	0	51	51
	Community Events	0	25	25
	Activities for Families	2	0	2

\*The majority of patrons (n=1,198) that received food assistance at SWAG FRC events benefited from services provided by Gainesville Harvest.

### 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 SWAG FRC 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 8,457

service requests, information related to whether requested services and supports were delivered exists for 4,812 requests (or 56.9% of 2021 service requests). Regardless, the delivery rate for the 4,812 requests (with available data) was 98.4% (n=4,736) (provision of service on-site and/or action taken to secure the service or support from partner providers). Among the 76 service requests that were not delivered, the reasons for non-delivery included that the patron did not meet requirements for the requested service (n=29), a follow-up was required or requested at the time of the request (n=21), service was not available (n=9), and “other” reasons (n=17). A total of 70 (92.1%) of these 76 requests involved concrete supports, with an additional three requests each associated with family functioning / resiliency and social and emotional competence of youth protective factors. Among the 4,736 delivered services/supports, 4,205 (88.8%) were provided on-site by SWAG FRC staff or a community partner, 251 involved the provision of information/resources, with an additional 46 active referrals to community partners off-site. Several community partners come onsite each month to the FRC to provide services or inform the community of resources available. The SWAG FRC Resource Center Manager ensures that community partners available onsite are responsive to community needs. When community partners come onsite, patron visit data is collected by creating an event in the Community Module Data System and patrons are added as event attendees. Having community partners come onsite to meet with patrons is part of the place-based provision of services that removes barriers such as access to transportation and increases patron access to an array of supports. For example, each week Episcopal Children’s Services comes onsite to meet with caregivers to provide information on HeadStart and help caregivers enroll their children in the early learning program. The SWAG FRC also partners with St. Francis Pet Care which provides SWAG neighborhood residents free access to pet services at no-cost has helped eliminate monetary and transportation barriers and caters to patrons who have other obligations such as work during the week as the event takes place on the weekend. St. Francis Pet Care comes onsite one Saturday every month – 151 patrons received pet care from this partnership in 2021.

### **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 SWAG RC 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 8,457 service requests, “ClientID” numbers are not affiliated with 240 of these requests<sup>9</sup>. Regardless, “ClientID” numbers exist for 97.2% of all service requests for 2021 at the SWAG FRC. 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 8,217 service requests.

In sum, the total number of service requests (8,217) were made by 1,472 individual patrons (non-duplicated count). The number of service requests across patrons ranged from a low of 1 to a high of

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<sup>9</sup> 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 240 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 43 (240 x .179) patrons are possibly represented by these 240 service requests.

156 during the year with an average of 5.6 service requests per patron per year. In total, 41.3% (n=608) made only 1 service request during 2021, with an additional 26.5% (n=391) making 2 or 3 requests (see Table 4) with 89.1% of all patrons making between 1 and 10 service and support requests in 2021.

Annual Service Requests	Number of Patrons	Percent of Patrons
1	608	41.3
2	233	15.8
3	158	10.7
4	88	6.0
5	59	4.0
6 to 10	166	11.3
11 to 15	54	3.7
16 to 20	26	1.8
21 to 30	38	2.6
31 to 50	20	1.4
51 to 100	17	1.2
100 +	5	0.3
Total	1472	100

A summary of the average and range of service requests across protective factor categories for the total number of patrons (n=1,472) is denoted in Table 5. Although patrons on average make 5.6 service requests each year, this average is influenced strongly by the need and utilization of concrete supports and services offered at SWAG FRC. On average, patrons made 3.68 requests for **concrete services and supports** in 2021 (see Table 5) with 84.8% of all patrons making at least one request for concrete services and supports (see Table 6). In total, 33.7% (n= 496) of all patrons made one request for concrete services and supports, 33.5% (n=493) made between 2 and 5 requests, 9.8% (n=144) made between 6 and 10 requests, and 7.8% (n=115) made more than 10 requests (between 11 and 78) in 2021. Although, on average, patrons made 1.28 service requests in 2021 for services related to promotion of the **social and emotional competence of youth** (see Table 5), 93.4% of all patrons did not make any request for services for this protective factor (see Table 6). It is important to note only 10.9% (n=161) of the unduplicated patron count are eligible to receive services that promote the **social and emotional competence of youth** as these services are intended for children, though caregivers can request these services for their children. The average rate per patron was impacted by select patrons (n=13) that made between 55 and 149 requests in 2021. The low average annual rates per patron for services linked to the **family functioning/resiliency** (0.17 requests) and the **parenting and child development** (0.04 requests) protective factors in 2021 are impacted by the percentage of patrons that did not make any requests for these services (90.3% and 97.3%, respectively) (see Table 6). In total, there were 143 patrons (of which 104 made 1 request) and 40 (of which 35 made one request) patrons that made requests for services linked to family functioning/resiliency and parenting and child development protective factors respectively. There were 321 (21.8% of) patrons that sought services associated with promoting **social connections** of which 214 sought these services once in 2021 (see Table 6).

Table 5: Average Number of Service Requests —Total and Across Protective Factor Categories

Service Category	Average	Grouped Median	Range	Std. Deviation
Total Service Requests	5.58	2.06	1-156	12.19
Concrete Services and Supports	3.68	1.73	0-78	6.56
Family Functioning/Resiliency	0.17	0.10	0-13	0.72
Parenting and Child Development	0.04	0.03	0-8	0.29
Social and Emotional Competence of Youth	1.28	0.07	0-149	9.84
Social Connections	0.41	0.24	0-9	1.11

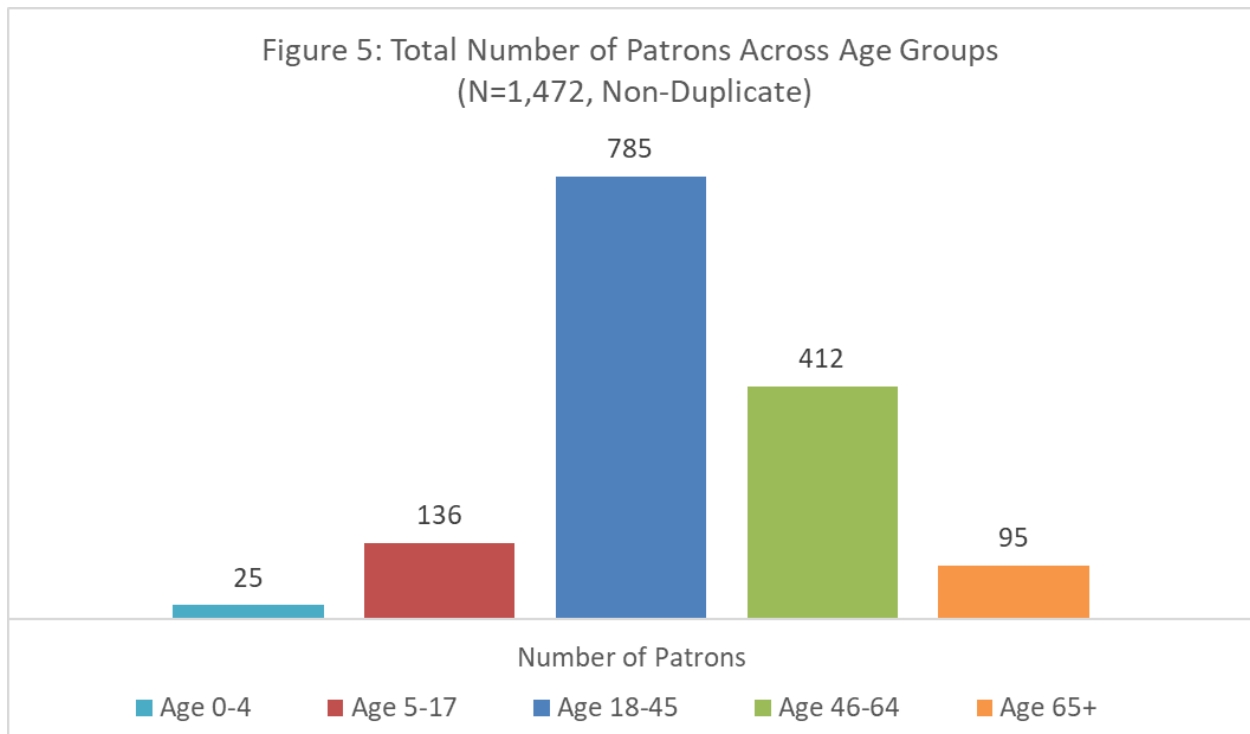
Table 6: Number and Percentage of All Patrons (N=1,472) Making Select Service Requests in 2021 Across Protective Factor Categories

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%)	224 (15.2%)	1329 (90.3%)	1432 (97.3%)	1375 (93.4%)	1151 (78.2%)
1	608 (41.3%)	496 (33.7%)	104 (7.1%)	35 (2.4%)	38 (2.6%)	214 (14.5%)
2	233 (15.8%)	231 (15.7%)	15 (1.0%)	2 (0.1%)	8 (0.5%)	45 (3.1%)
3	158 (10.7%)	142 (9.6%)	8 (0.5%)	2 (0.1%)	6 (0.4%)	21 (1.4%)
4	88 (6.0%)	72 (4.9%)	6 (0.4%)	0 (0.0%)	4 (0.3%)	12 (0.8%)
5	59 (4.0%)	48 (3.3%)	6 (0.4%)	0 (0.0%)	6 (0.4%)	8 (0.5%)
6 to 10	166 (11.3%)	144 (9.8%)	3 (0.25%)	1 (0.07%)	4 (0.3%)	21 (1.4%)
11 to 15	54 (3.7%)	48 (3.3%)	1 (0.07%)	0 (0.0%)	4 (0.3%)	0 (0.0%)
16 to 20	26 (1.8%)	30 (2.0%)	0 (0.0%)	0 (0.0%)	3 (0.25%)	0 (0.0%)
21 to 30	38 (2.6%)	23 (1.6%)	0 (0.0%)	0 (0.0%)	4 (0.3%)	0 (0.0%)
31 to 50	20 (1.4%)	8 (0.5%)	0 (0.0%)	0 (0.0%)	4 (0.3%)	0 (0.0%)
51 to 100	17 (1.2%)	6 (0.4%)	0 (0.0%)	0 (0.0%)	11 (0.7%)	0 (0.0%)
100 +	5 (0.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (0.1%)	0 (0.0%)



## Patron Demographics

When demographic characteristics are observed (see Figure 5), the majority (n=785 or 53.3%) of patrons requesting/needing services are adults between the age of 18 and 45<sup>10</sup>. The next age group most represented are adults between 46 and 64 (n=412, 28%), children and youth between 5 and 17 (n=136, 9.2%), followed by seniors 65 and older (n=95, 6.5%), and children 4 and under (n=25, 1.7%). Figure 5 does not include 19 patrons who did not identify their age (i.e., missing data).



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 SWAG FRC for services and supports after a first visit during 2021. Findings in Table 7 identify patrons within the 5-17 age group to have the highest average number of unique/individual visits (15.52) to the SWAG FRC, followed by patrons aged 65 and over (average = 5.27), 46-64 (average = 5.15), 18-45 (average = 3.05), and those between 0-4 years of age (average = 1.88). 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 = 30.54) in the distribution of average number of revisits/returns to the SWAG FRC. When the percentage of patrons that make at least one return visit to the SWAG FRC is examined in 2021 (see Table 7), the highest percentage of patrons revisiting the SWAG FRC are among those 65 and older (63.2%), followed by those aged 46-64 (57.8%), those aged 5-17 (53.7%), those 18-45 (49.7%), and those 0-4 years of age (24.0%). In total, 52.8% of all patrons returned at least once to the SWAG FRC for services and supports in 2021. A series of analyses revealed statistically significant differences in the average number of

<sup>10</sup> 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.

unique/individual visits and the distribution of number/percentage of those patrons likely to return to the SWAG FRC in 2021<sup>11</sup>.

Table 7: Average Number of Unique Visits and Percentage of Patrons Returning to SWAG FRC Across Age Groups in 2021 (N=1,453)

Age Group	N	Mean / Average	Std. Deviation	Std. Error	Minimum Visits	Maximum Visits	Number (%) Returning
Age 0-4	25	1.88	2.21	0.44	1	10	6 (24.0%)
Age 5-17	136	15.52	30.54	2.62	1	156	73 (53.7%)
Age 18-45	785	3.05	3.86	0.14	1	29	390 (49.7%)
Age 46-64	412	5.15	9.35	0.46	1	79	238 (57.8%)
Age 65+	95	5.27	9.44	0.97	1	61	60 (63.2%)
Total	1453	4.94	11.74	0.31	1	156	767 (52.8%)

Table 8: Pairwise Comparisons of Age Groups in Terms of Number of Unique Visits/Revisits to SWAG FRC in 2021 (N=1,453)

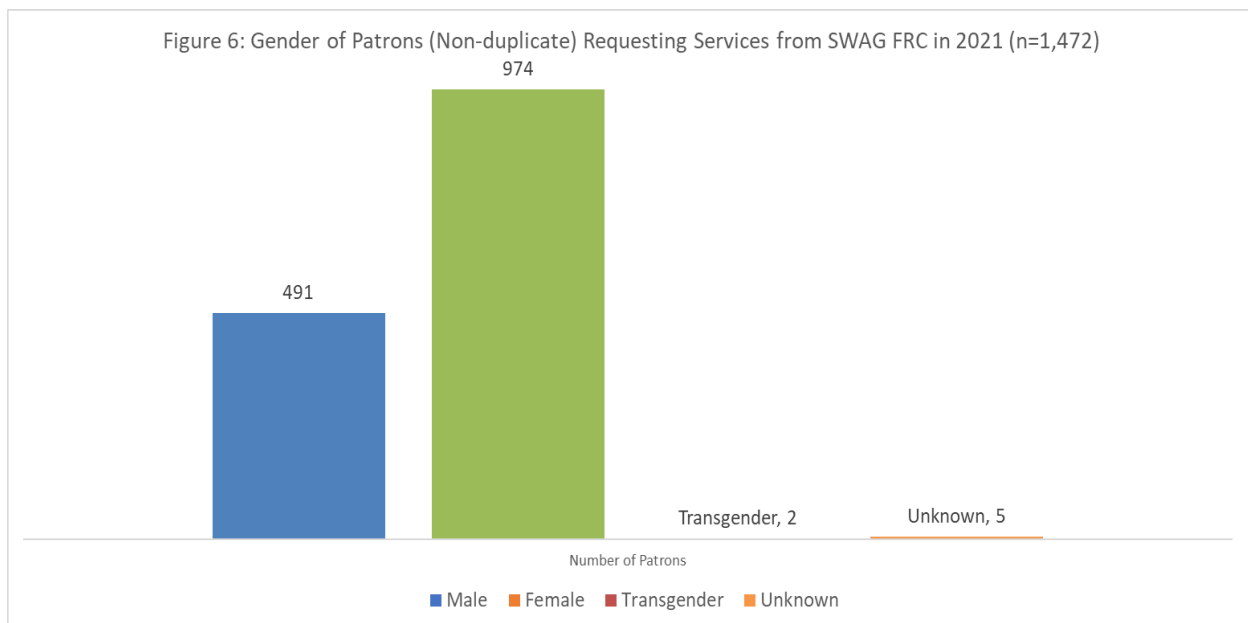
Sample 1   Sample 2	Test Statistic	Std. Error	Std. Test Statistic	Sig.	Adj. Sig. *
Age 0-4   Age 18-45	-180.73	80.40	-2.25	0.025	0.246
Age 0-4   Age 46-64	-265.85	81.51	-3.26	0.001	0.011
Age 0-4   Age 65+	-296.95	88.95	-3.34	<.001	0.008
Age 0-4   Age 5-17	-301.27	86.11	-3.50	<.001	0.005
Age 18-45   Age 46-64	-85.12	24.07	-3.54	<.001	0.004
Age 18-45   Age 65+	-116.21	42.99	-2.70	0.007	0.069
Age 18-45   Age 5-17	120.54	36.76	3.28	0.001	0.01
Age 46-64   Age 65+	-31.09	45.04	-0.69	0.49	1
Age 46-64   Age 5-17	35.42	39.14	0.91	0.365	1
Age 65   Age 5-17	4.323	52.913	0.082	0.935	1

\* 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.

<sup>11</sup> Initial ANOVA models (fixed and random effects) were run examining the average number of unique/individual visits to the SWAG FRC across age groups. Although the result was statistically significant ( $F=36.41$ ,  $df=4$ ,  $p<.001$ ), the sample was unbalanced with a violation of the homogeneity assumption (Levene Statistic=123.81,  $p<.001$ ). Given such, a parallel non-parametric test was done (Independent-Samples Kruskal-Wallis Test) that proved significant (Test Statistic=30.31,  $df=4$ ,  $p<.001$ , asymptotic 2-sided test), suggesting the observed distribution in the average number of unique visits across age groups is significantly different.

Given the number of age groups (5) and variation in average visits (and their standard error) and likelihood (percentage) to return to SWAG FRC in 2021, differences between each age group were more closely examined (see Table 8)<sup>12</sup>. Findings in Table 8 suggest that observed differences in the average number of revisits/returns to the SWAG FRC are statistically significant between those aged 0-4 and all other age groups **except** those between age 18 and 45 (Tests Statistic= -180.73, p=0.246). Although there is no statistically significant difference in the average rate of return between those aged 18-45 and those aged 0-4, the average number of unique visits for those 18-45 is significantly lower than those aged 5-17 (p=.01), 46-64 (p=.004), and those 65 and over (p=.01), even though this age group represents (as an aggregate) the largest number of visits during 2021 (see Figure 5). Although those aged 5-17 had the highest average number of re-visits (see Table 7), this rate did not differ significantly (using adjusted significance with the Bonferroni correction) from the average number of visits observed for those aged 46-64 (Mean=5.15, Test Statistic = 35.42, p=1.0), and 65 and older (Mean=5.27, Test Statistic = 4.32, p=1.0). Those aged 5-17 did have a higher average number of visits than those aged 0-4 (p=.005) and 18-45 (p=.01).

When the gender of patrons requesting services in 2021 is examined (see Figure 6), the majority self-identify as female (n= 974, 66.2%) followed by males (n= 491, 33.4%). There were two patrons that identified as transgender with five patrons not disclosing their gender (missing).



<sup>12</sup> 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 8 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.

Black or African American (Non-Hispanic) patrons represented 66.3% of the total patrons seeking services in 2021 (see Table 9). An additional 284 (19.3%) patrons were White (Non-Hispanic origin) followed by 155 (10.5%) self-identified as Hispanic, Latino, or Spanish origin. When the preliminary estimates of the residences/neighborhoods primarily served by the SWAG FRC 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 SWAG FRC and potential over representation of Black or African American (Non-Hispanic) patrons and those of Hispanic, Latino, or Spanish origin. 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 SWAG FRC staff have for patrons, interviews with SWAG FRC staff and administrators, and a qualitative review of the geospatial focus of historical community outreach and engagement activities by SWAG FRC. 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 9: Race and Ethnicity of Patrons (N=1,472) Requesting Services at SWAG FRC in 2021

Race/Ethnicity	Number of Patrons	Percent of Patrons
American Indian or Alaska Native	1	0.1
Asian	2	0.1
Black or African American – Non-Hispanic	976	66.3
Hispanic, Latino, or Spanish origin	155	10.5
White – Non-Hispanic origin	284	19.3
Multiracial	26	1.8
Other	13	0.9
Prefer not to answer	3	0.2
Missing	12	0.8
Total	1472	100

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