THE CONE PARK LIBRARY RESOURCE CENTER: 2023 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 support received by patrons from the Cone Park Library Resource Center (CPLRC) in 2023. The CPLRC was part of a network of Family Resource Centers (FRC) developed by Partnership for Strong Families (PSF). In August 2023, the CPLRC was closed as part of a budget reduction plan implemented by PSF. This decision, made after careful deliberation, was primarily driven by the escalating costs of out-of-home care for children. Importantly, the decision to close CPLRC was not influenced by any findings from the evaluation or funded project, as it was entirely unrelated to its research activities. PSF remains steadfastly committed to providing top-tier family support services through a network of Family Resource Centers.

In 2007, PSF began developing a network of FRCs that emphasizes a strengthening family approach while utilizing a Protective Factors Framework to provide prevention services and supports to families. The PSF Resource Center Model is built upon a multi-system collaborative focusing on primary prevention that works toward strengthening families with the goal of preventing child maltreatment and reducing entries into foster care.

Cone Park Library Resource Center

In collaboration with the Alachua County Library District (ACLD), the CPLRC opened part-time in December 2013, and with early indicators of high service utilization, the Resource Center began operating full-time in May 2014. CPLRC was one of three FRCs located in Gainesville 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 strategic locations of the Gainesville FRCs allow patrons, within walking distance or a short bus ride, to easily access a variety of prevention services. Partnering with a network of over 75 community partners (across all sites), the FRCs provide services that are free of charge and are intended to be responsive to the needs of the surrounding community. Services and programs are identified by community partners/stakeholders and parents/household members (referred to as patrons) within the targeted areas. It is this multi-system collaborative, with representation from across the five sectors (public, business, philanthropy, community, and nonprofit), that has allowed a blending of funding, expansion of services to meet the needs of patrons, and enhancement of the community's ability to leverage resources to benefit some Gainesville communities with historically limited access to family support services.

Methods

This report summarizes findings from a descriptive analysis of secondary data obtained from the CPLRC in 2023 for the period that it was operational. Analysis was conducted on de-identified data and in accordance with an approved IRB protocol[1] that was also approved by the Florida Department of Children and Families, Office of Child Welfare.

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

Community Module Data System

When patrons would visit the CPLRC, they were asked to sign in using a Getting to Know You (GTKY) form if their first visit. Notably, patrons would receive services without a requirement for detailed personal information, and this would not impact the quality or extent of the services received. All information collected was entered into the Community Module Data System. The GTKY form mimics the electronic system and collects the same patron information. Personal/identifying information collected (by the FRC) includes Name, Date of Birth (DOB), Age, Gender, Race, Veteran Status, Contact Information (including physical address and email), and Neighborhood of Residence. Starting March 16th, 2021, all FRCs started collecting information from patrons to self-identify if they are caregivers to children under the age of 18. As practice in all of PSF's FRCs, once the patron is identified as a repeat visitor, they are asked to sign in using the Resource Center Patrons Sign-in sheet and only asked to fill in a GTKY sheet to provide updates they have, if applicable. Additional information is collected regarding whether 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 the CPLRC personnel can properly assist. When patrons visited the CPLRC for events, they would sign in using an Event Log which records Name, Date of Birth (DOB), Gender, Race, Caregiver of a Child under 18 (Y/N), Zip Code, Email/Phone.

Collectively these data allowed the CLPRC to track and monitor service utilization trends and expressed needs within the neighborhoods and households served. It is these service trends (secondary data) that are the focus of this report. 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. Gender and Race categories within the Community Module were expanded on March 22, 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/ Non-binary / Prefer Not to Answer. Race options prior to March 22, 2021, included: Black/African American, White, Multiracial, Hispanic, Asian, Other, Unknown. Race options since March 22, 2021, currently include: American Indian or Alaska Native / Asian/ Black or African American - non-Hispanic origin / Hispanic, Latino, or Spanish origin / Multiracial / Other / Prefer not to answer / White – non-Hispanic origin. Ethnicity choices added March 22, 2021, include: Cuban/Mexican, Mexican Am., Chicano/ Other Hispanic, Latino, or Spanish/ Prefer not to answer/ Puerto Rican or Unknown (available when Hispanic, Latino, or Spanish origin is selected), and Asian Indian/ Chinese/ Filipino/ Guamanian or Chamorro/ 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 (at other FRCs) report that almost all services and supports requested are delivered, efforts were made to integrate an indicator of service delivery associated with each service /support request into the Community Module Data System. These enhancements to the module were 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. Additionally, no names,

dates of birth, and contact information (or other potentially identifying information) known to agency staff were made available or used for analyses in this report.

Classification of Services and Supports by the Protective Factors Framework

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

Although there are a number of different protective factors approaches (Child Welfare Information Gateway, 2020; Centers for Disease Control and Prevention, 2020; Center for the Study of Social Policy, 2015a; FRIENDS National Resource Center for Community Based Child Abuse Prevention, 2011; Sege et al., 2017)[2] 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 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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[2] 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).

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)[3]**	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/
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

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[3] 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.

model, PSF had utilized the FRIENDS Protective Factors model in past efforts not associated with the FRCs, 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, 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 *parental 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[4].

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)[5].

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, Chief of Clinical and Community Services, and FRC 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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[4] 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.

[5] 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

Service Requests as Unit of Analysis

The first set of analyses focused on individual service requests from all patrons. At the CPLRC there were a total of 2,864 service requests made during 2,783 individual visits by patrons in 2023 (January through August). In contrast to 2022, this represents a 9.2% increase in the number of service requests (n = 2,549) during the same time frame between January and August. Some variation was observed in the number of service requests for each month, ranging from a low of 155 in August (or 5.4% of total 2023 requests) to a high of 431 (or 15.0% of total 2023 requests) in February (see Figures 1 and 2). The disproportionately low number of service requests in August exists because CPLRC closed in August with the last day of service receipt on August 11, 2023.

Figure 1: Number of Service Requests at the CPLRC

Figure 2: Monthly Service Requests as Percentage of 2023 Total
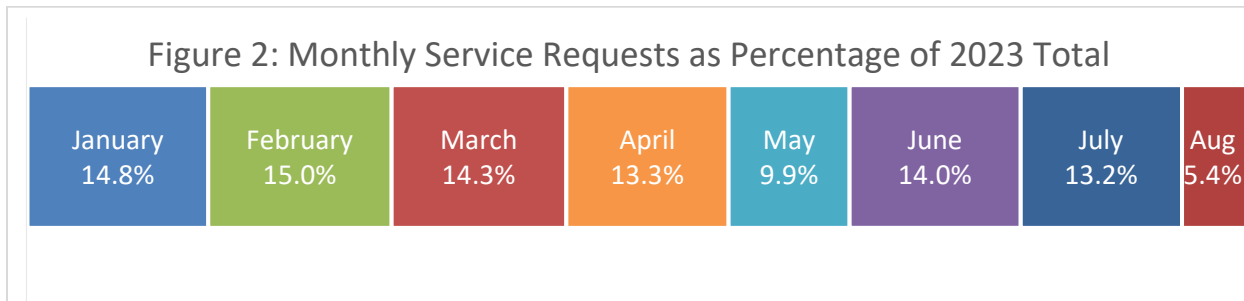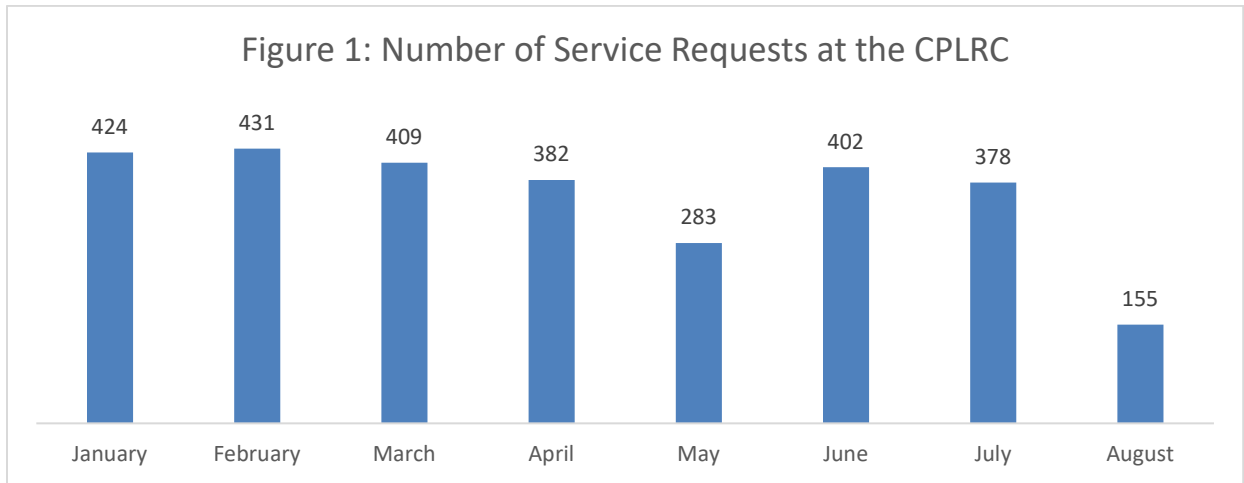
During 2023, the majority of service requests (n = 2,100 or 73.3% of all requests) at the CPLRC were for concrete support in times of need (see Figure 3 and 4). This was followed by services and supports focused on the social and emotional competence of children (n = 500 or 17.5% of all requests), social connections (n = 135 or 5% of all requests), and parental resilience (n = 120 or 4.2% of all requests). The remaining 0.3% of service requests focused on the knowledge of parenting and child development protective factor.

It is important to note that findings in this report relate only to services and supports distinctly linked to the CPLRC. The CPLRC and Cone Park Library (CPL) shared a physical building and worked collaboratively for service and support delivery to enhance the protective factors of families in the community. Past findings (Perry, et al., 2022b) have summarized aggregate reports on select CPL services and supports aligned with the CPLRC objectives. This collaboration, it was thought, aided in the maximization of resources and minimization of duplication of efforts in supporting families across both organizations.

Although collaborative partners, there was no sharing of any data management system. Information on Library service and support utilization was provided to the CPLRC staff each month in aggregate form (with duplicate counts of patrons) from which a classification of these data across protective factor categories was made by PSF staff. These aggregate data suggest that the library was involved in the provision of services and supports during 2023 that attended to needs related to parental resilience, social and emotional competence of children, and social connections.

Parental resilience services included a variety of programming:
- IFAS Nutrition and Gardening: Patrons learned about the health benefits of growing their own food.
- SHINE Medicare Counseling: Provided free, unbiased, confidential Medicare counseling.
- Medicare Fraud Prevention with SHINE: Taught the latest in Medicare scams and what to do to protect, detect, and report if someone fell victim to Medicare fraud.
- VITA Tax Assistance: Offered free tax assistance through United Way on Fridays.
- One-on-One Computer Assistance: Provided the opportunity to spend up to one hour with a library staff member who assisted with computer questions.
- Job Club: Provided help with job searches.
- Literacy/ESOL Tutoring: Offered an English for Speakers of Other Languages program.
- Sign Language Lessons: Learned basic ASL from videos and practice.
- "Silent Chaos" Conversations with local author Maria Green.
- African-American Alumni for UF Law: Watched video interviews of four Black lawyers who made practicing law their careers. From those who broke barriers to recent graduates who are succeeding and passing on their advice.
- "Justice Rising" read by Prof. Katheryn Russell-Brown - NAACP Image Award-winning author: Celebrated sheroes. You've heard the names Rosa Parks and Coretta Scott King, but what about the many other women who were crucial to the civil rights movement?

Social and emotional competence of children included several programs:

- Summer Sling: Library tour and careers discussion with Greater Duval Neighborhood Association Summer Sling program. The Greater Duval Summer Sling was a program that helped students develop a plan for after high school while building leadership skills among their peers.
- Kids Construction Zone: Built with LEGOs and other building materials every Friday.
- SOAR: Science-Oriented Activities and Recreation: A monthly after-school club with hands-on, outdoor activities meeting on the second Thursday of the month.
- Summer of Science - Kids STEAM interactive science activities and experiments on Fridays.
- Science Surprises: In this program provided by the Florida Museum of Natural History, participants explored natural phenomena and how they occur by understanding the nature of science.
- Strong Kids Summer Program: Education and enrichment activities for 1st-5th graders. Focused on math, reading, enrichment, and physical activity Mondays-Thursdays.
- BOLD: Juvenile outreach program. The Brave Overt Leaders of Distinction (B.O.L.D.) Program was started in 2010 to provide assistance to young men previously between the ages of 16-24 who needed professional guidance in addressing their life situations and circumstances.
- Story Time: Stories, dance, and music for toddlers and preschoolers! Held on Fridays and Saturdays.

- Summer Book Club: Each meeting includes reading a couple of chapters of a children's novel and reinforcing elementary literacy skills through fun activities.

Social connections services offered a wide variety of programming including:

- Gaming: Featured video and board games for youth and adults.
- Arts and Crafts: Included coloring pages, ornaments, quilts, painting, cosplay, and more.
- Kid/Teen Time: Offered games, arts, and crafts for that age group.
- Movies: Screened "Onward," "Adams Family," and other movies during summer programming.
- Educational: Featured learning opportunities such as learning about bats from Lubee Conservancy, a Didgeridoo Show, a Sweetwater Wetland Park presentation, a Sequential Artist Workshop, and a Black History Month Kahoot Challenge.

Figure 3: Number of Service Requests at the Cone Park Library RC in 2023 by Protective Factor Categories

Concrete Support in Times of Need accounted for 73.3% of service requests in 2023 (Jan – Aug). N= 2,100
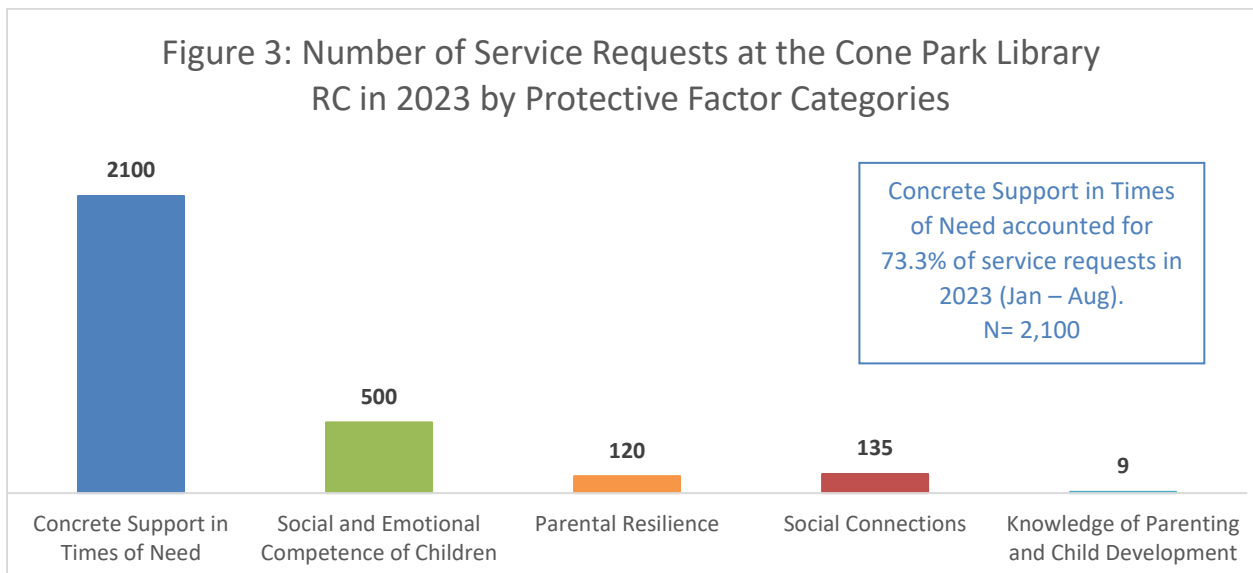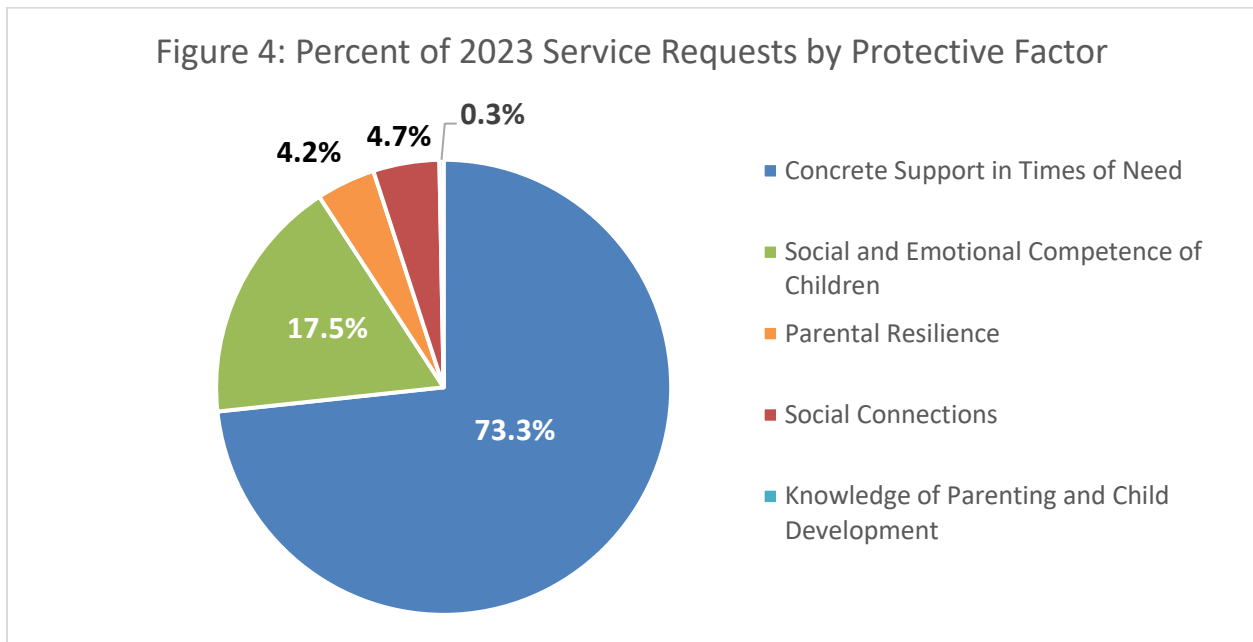

Figure 4: Percent of 2023 Service Requests by Protective Factor

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 all services and supports (83.1%) were provided as part of an event. This includes services linked to concrete support in times of need (1,654 of 2,100 or 78.8%), parental resilience (105 of 120 or 87.5%), the social and emotional competence of children (490 of 500 or 98.0%) and social connections (130 of 135 or 96.3%)[6].

Table 2: Method of Distribution (Individual or Event-based) of Services and Supports to Patrons at CPLRC in 2023 Across Protective Factor Categories

2023		Was Service/Support Received Part of Event?		Total
		No	Yes	
Protective Factor	Concrete Support in Times of Need	446	1654	2100
	Parental Resilience	15	105	120
	Knowledge of Parenting and Child Development	9	0	9
	Social and Emotional Competence of Children	10	490	500
	Social Connections	5	130	135
Total		485	2379	2864

Tables 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) were requested by and/or offered to patrons in 2023. An overwhelming majority (97.6% or 1,384 of 1,418) of services and supports offered toward the end of the week on Fridays were event-based. The Bread of the Mighty food distribution event was typically held twice a month on Fridays and required staff and volunteers to spend hours working to sort and coordinate food pickup. Of the 1,418 event-based services on Friday, 1,277 (90.1%) involved Bread of the Mighty food distribution. CPLRC staff generally closed early on Fridays and were not open on weekends unless an event occurred, which did not take place in 2023. Event-based services and supports were the majority means of service provision for the remaining days of the week, although there are a notable number of individual-based services provided. Between Monday and Thursday, individual services and supports represent between a low of 20.0% (125 of 624 requests) on Tuesday to a high of 46.1% (111 of 241 requests) on Monday.

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	111	125	83	132	34	0	0	485
Event	130	499	159	207	1384	0	0	2379
Total	241	624	242	339	1418	0	0	2864

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[6] This observed distribution was statistically significant with both the Pearson Chi-Square (Chi-square=169.55, 4 df, p<.001) and Likelihood Ratio Chi-Square (Chi-Square= 202.32, 4 df, p<.001).

Table 4 findings suggest that, for the most part, services and supports were requested and offered each weekday across all protective factors. Concrete support in times of need were the most overwhelming type of service sought and offered at the CPLRC, the largest portion of which (66.5% or 1396 of 2100) were provided on Fridays throughout the year. This corresponds with scheduled events (for example) associated with Bread of the Mighty food distribution, as referenced above.

With respect to services and supports linked to the social and emotional competence of children protective factor (n = 500), these were typically provided between Monday and Thursday (with a disproportionately higher percentage on Tuesdays and Thursdays). These services include Homework Help (n = 66), Science Club Field Trip[7] (n = 184; primarily took place on Tuesdays), and Summer Program -EVENT (n = 119). Parental resilience services (n = 120) typically take place throughout the week but are generally most common on Tuesdays (52.5% or 63 of 120). The largest events for this protective factor included a Health Information Event (n = 24) and three outreach events between March and May focused on Adult Counseling (n = 27); both of which took place on Tuesdays. Social connections (n = 135) were provided as events to the community most on Mondays and Tuesdays across all months. Twelve of these events were held for the "community garden," located on the Cone Park Library Property. Participating patrons were provided with a plot, seeds, and soil to maintain their own garden. Five events were sign-up, pick-up, or educational events around the Fruit Tree program. Participants were given fruit trees and educational materials to care for the trees over time. The final social connection community event was a Black History Celebration on February 6th, where kids and parents did arts and crafts and enjoyed food together. Knowledge of parenting and child development services were the least common (n = 9) service type offered by protective factor. As reported in the past, these services and supports have not been a priority for direct service support at this FRC. Select direct support and referrals are provided to parents on an individual or case-by-case basis."

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 Support in Times of Need	105	254	189	156	1396	0	0	2100
Parental Resilience	10	63	9	18	20	0	0	120
Knowledge of Parenting and Child Development	3	2	0	3	1	0	0	9
Social and Emotional Competence of Children	34	259	44	162	1	0	0	500
Social Connections	89	46	0	0	0	0	0	135
Total	241	624	242	339	1418	0	0	2864

[7] In some cases, field trip denotes an activity taking place on the CPLRC property.

There were a variety of specific services and supports linked to each protective factor. For example, in 2023, there were a total of 30 services and supports provided (that were documented within the Community Module Data System) that were linked to the **concrete support in times of need** protective factor. These included (alphabetically listed): Bread of the Mighty-Food Distribution, Broadband/Internet Connection, Cash Assistance, Clothing, Clothing Closet – EVENT, Family Planning, Fax, Flyer/Calendar, Food, Food – EVENT, Food Stamps, Free Phone Service, Holiday Assistance, Household Items, Housing Assistance, Infant Care Products, Job Board, Notary, Notary Services, Personal Hygiene Products, Phone Assistance – EVENT, Phone Use, Printer / Copier, Rent Assistance, Replacement Identification/Birth Certificate, School Supplies, Social Security Benefits, Transportation, Utility Assistance, and Volunteer Orientation.

Within Table 5, the highest ranked concrete support in times of need 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 30 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, Food, and Food Stamps. *"Clothing Assistance"* counts are associated with Clothing Closet – EVENT and Clothing classifications. *"Phone Use/Service/Assistance"* is the summed total of Free Phone Service, Phone Assistance – EVENT, and Phone Use. "*Housing/Rent/Utility Assistance"* is the summed total of Housing Assistance, Rent Assistance, and Utility Assistance.

Food assistance was the predominant concrete support in times of need provided at the CPLRC representing 68.4% (n = 1,437 of 2,100) of all concrete support in times of need and services requested. Food assistance was typically provided (88.9%) in collaboration with Bread of the Mighty Food Bank[8]. Following food assistance requests, clothing assistance (n = 244) represents the second highest number of requests as a concrete support in times of need. This is followed by fax use (n = 141 requests), notary services (n = 123), phone use/service/assistance (n = 75), and housing/rent/utility assistance (n = 54) service and support requests. The Family Resource Centers are unique in the community in providing free fax and notary services which are often essential in obtaining housing, legal, and medical assistance. Patrons living in Gainesville can still access these services, and other, at the SWAG Family Resource Center and Library Partnership Resource Center.

The following represents a list of specific services and supports offered (on-site or by collaborative partners) in response to requests from patrons during 2023 that were linked to the **parental resilience** protective factor (as classified within the Community Module Data System): Adult Counseling/Outreach-EVENT, Adult Education Info, Adult Literacy, Budgeting, College / Professional Training, Financial Literacy- EVENT, GED Info, Health Info, Health Info – EVENT, Job Searching, Meridian, Meridian Outreach, Money Management/Budgeting, and Resume / Job Application Assistance. Table 5 highlights those service/support categories with the three largest number of service requests in 2023 (primarily provided during scheduled events) that collectively requested 93.3% (112 of 120) of all parental resilience requests. These included mental health support (n = 49), requests for health and medical

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

information (n = 25), followed by budgeting and financial literacy activities (n = 38)[9]. The remaining eight service requests are represented by the six remaining categories of parental resilience services.

Services and supports related to the knowledge of parenting and child development protective factor represented a very small proportion (n = 9 or 0.3%) of total service and support requests at the CPLRC in 2023. Table five identifies 7 of these nine requests as affiliated with receipt of a Baby Bag (n = 4) and Parenting/Child Development Classes/Information (n = 3). The later represent an amalgamation of dissemination and/or referrals for specific services, including 0-4 Parenting Classes / Information, 5 and Up Parenting Classes / Information, and Child Development Information. Baby Bags, funded through a community grant, included available infant care materials such as diapers and wipes along with educational and referral materials. The other two service requests relate (one each) to Early Childhood Learning and/or Childcare and Youth Education – Info.

While families were occasionally referred to partner agencies specializing in parenting education, there continued to be challenges related to these services leading up to the FRC closure. The stigma surrounding parenting education has been reinforced by historical child welfare practices that required the majority of parent/caregivers involved with the formal child welfare system to participate with a form of parenting education. In addition, the hierarchy of needs within the community may place these services at a lower priority, with an emphasis placed on needs/requests for concrete support in times of need.

The following service requests were associated with the **social and emotional competence of children** protective factor: Academic Enrichment, Child Activity – EVENT, Family Counseling, Girl Scouts, Homework Help, Kid's Health Info Child Activity, Mentoring, Parent-Child Activity – EVENT, Science Club Field Trips – EVENT, Summer Program, Summer Program – EVENT, and Tutoring for Child.

Among the 500 service and support requests (98% or 490 offered in event/group settings) linked to this protective factor, science club field trips (n = 184) represented 36.8% of the requests, followed by summer program participation (n = 122, 24.4%), homework/academic help (n = 69, 13.8%)[10], parent-child activities (n = 52, 10.4%), and a kids health information event involving children (n = 33, 6.6%). Caregivers could register their 5- to 11-year-old children for the homework help program at the end of summer before school starts or throughout the year (space permitting). Children in homework help received support to finish their schoolwork in a safe space and were provided snacks. Summer school provided 5- to 11-year-old children a safe space for educational and fun activities during the summer, with lunch and snacks provided. Science club field trips featured local educational providers speaking to the children about various science topics. The parent-child activities included a Valentine's event called "Love Celebration" and family-friendly movies. The kids' health info activity included an educational session on "IFAS gardening for kids," with a focus on youth health.

Table 5 details the service activities requested and delivered in 2023 associated with the **social connections** protective factor, of which 96.2% (130 of 135) were offered via group events. These include

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[9] Mental Health Support is represented by the following specific services/supports: Adult Counseling/Outreach-EVENT, Meridian, and Meridian Outreach. Requests for health and medical information are represented by Health Info, and Health Info - EVENT requests. Budgeting and financial literacy activities are represented services classified as Budgeting, Financial Literacy- EVENT, and Money Management/Budgeting.

[10] Homework/academic help is represented by the following services: Academic Enrichment (n = 2), Homework Help (n = 66), and Tutoring for Child (n = 1).

the "community events" (n = 126) including the Community Garden, sign up for a Fruit Tree program that would give patrons free fruit trees and provide education on care and maintenance, and a Black History Celebration, as discussed earlier. The parent focus group (n = 4) involved meetings amongst the members of CPLRCs Parent and Community Advisory Council (PCAC). The PCAC worked with the CPLRC manager in an advisory and supportive capacity. The remaining five service requests related to the following service categories: Activities for Seniors, Adult Activity, and Parent and Community Advisory Council.

Table 5: Distribution of Services and Supports to Individual Patrons (Individual or Event-based) at CPLRC in 2023				
Protective Factor and Services		Service Receipt Method		Total
		Individual	Event	
Concrete Support in Times of Need	Food Assistance	64	1373	1437
	Clothing Assistance	8	236	244
	Fax Use	141	0	141
	Notary Services	123	0	123
	Phone Use/Service/Assistance	30	45	75
	Housing/Rent/Utility Assistance	54	0	54
Parental Resilience	Mental Health Support	1	48	49
	Health/Medical Information	1	24	25
	Budgeting and Financial Literacy	5	33	38
Knowledge of Parenting and Child Development	Baby Bag	4	0	4
	Parenting/Child Development Classes/Information	3	0	3
Social and Emotional Competence of Children	Science Club Field Trips	0	184	184
	Summer Program	3	119	122
	Homework/Academic Help	3	66	69
	Parent-Child Activity	0	52	52
	Kid's Health Info Child Activity	0	33	33
	Child Activity	0	22	22
Social Connections	Community Events	0	126	126
	Parent Focus Group	0	4	4

*The majority of patrons (n = 1,277 or 88.9%) that received food assistance at CPLRC benefited from services provided by Bread of the Mighty.

Service Delivery and Providers

Of the 2,864 service requests, information related to whether requested services and supports were delivered exists for 179 visit-based requests (or 6.3% of 2023 service requests) of which all were confirmations of service delivery. The 2,379 events-based requests are recorded in the Module as having been received due to Module limitations. All event-based requests are delivered because it is the staff

protocol to only enter a patron on an event log if they are at the event and therefore receive the service of that event. There were no indications of non-service delivery for any request, but data was missing (on this indicator) for 10.7% (n = 306) of individual service requests. Staff attest that most service requests are addressed. The delivery rate among valid data (excluding delivery status data missing for 306 individual requests) is 100% (n = 2,558 of 2,558 service requests). It is unclear what proportion of the 306 individual requests with missing data were not delivered, although it is conjectured to be very low.

Service delivery information is typically recorded only for certain types of services, specifically, for "Other" services as indicated in the VISIT note, and for Providing Information/Resources and Referral-Based Services when additional details are required. However, some non-event services (456 instances) lack information about where the service was delivered. In fact, this information gap is present in 98.9% (2,835 out of 2,864) of all service requests; however, staff have reported in the past that services and supports (by default) are provided onsite when this data element is not reported on in the module. Although the provision of information/resources regarding other services and referrals may be made by staff, there appears to be an underreporting of such activities within the community module with only 12 instances reported for 2023. Thus, select information on details related to service delivery metrics and other providers is limited for 2023.

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 with the Getting to Know You form upon subsequent visits; a voluntary activity that assists staff 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. Patrons are not given a ClientID if their account was not considered "complete", including First Name, Last Name, Date of Birth, Gender, Race & Ethnicity, and Zip Code. Subsequently, there may not be a ClientID number affiliated with every service request documented within the Community Module Data System.

For example, in 2023, among the 2,864 service requests, "ClientID" numbers are not affiliated with 947 of these requests[11]. Regardless, "ClientID" numbers exist for 66.9% of all service requests for 2023 (a lower rate than observed in past years) at the CPLRC. These data allow for the analyses of service trends for a subgroup of a non-duplicated count of patrons. The remaining findings relate to a non-duplicated count of patrons linked to 1,917 service requests. In sum, the total number of service requests with affiliated ClientID numbers (n = 1,917) were made by 512 individual patrons (non-duplicated count). When the estimate of patrons affiliated with the service requests without ClientIDs (n = 253) is added to confirmed patrons, the estimated number of non-duplicate patrons served in 2023 is 765. Findings presented for the remainder of the report apply only to the confirmed number of non-duplicate count of patrons (n = 512).

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[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 947 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 253 (947 x .267, the ratio of non-duplicate count patrons by their aggregate service requests) patrons are possibly represented by these 947 service requests.

The number of service requests across patrons ranged from a low of 1 to a high of 33 during the year (January to August) with an average of 3.74 service requests per patron per year. In total, 47.1% (n = 241) made only 1 service request during 2023, with an additional 22.6% (n = 116) making 2 or 3 requests (see Table 6) with 90.2% of all patrons making between 1 and 10 service and support requests in 2023.

Table 6: Number and Percentage of Patrons
Making Select Service Requests in 2023

Annual Service Requests	Number of Patrons	Percent of Patrons
1	241	47.1
2	76	14.8
3	40	7.8
4	33	6.4
5	15	2.9
6 to 10	57	11.1
11 to 15	34	6.7
16 to 20	10	2.0
21 to 30	5	1.0
31 to 50	1	0.2
51 to 100	0	0.0
100 +	0	0.0
Total	512	100.0

A summary of the average and range of service requests across protective factor categories for the total number of patrons (n = 512) is denoted in Table 7. Although patrons on average make 3.74 service requests each year, this average is influenced strongly by the need and utilization of concrete support in times of need services offered. On average, patrons made 2.93 requests for **concrete support in times of need** in 2023 (see Table 7) with 88.3% of all patrons making at least one request for concrete support in times of need (see Table 8). In total, 43.8% (n = 224) of all patrons made one request for concrete support in times of need, 28.3% (n = 145) made between 2 and 5 requests, 9.0% (n = 46) made between 6 and 10 requests, and 11.7% (n = 60) made more than 10 requests in 2023. Patrons made (on average) 0.43 service requests in 2023 for services related to promotion of the **social and emotional competence of children** (see Table 7), 90.6% of all patrons did not make any request for services for this protective factor (see Table 8). The low average annual rates per patron for services linked to the **parental resilience** (0.17 average requests per patron), **knowledge of parenting and child development** (0.016 requests) and **social connections** (0.18 requests) protective factors in 2023 are impacted by the percentage of patrons that did not make any requests for these services (91.8%, 98.8% and 95.3%, respectively) (see Table 8). In total, there were 42 patrons (of which 21 made 1 request) and 6 patrons that made requests for services linked to parental resilience and knowledge of parenting and child development protective factors respectively. There were 24 (4.7%) of patrons that sought services associated with promoting **social connections,** of which, all sought these services at least once in 2023 (see Table 8). The low request/utilization rate of select services and supports linked to these protective

factors should not be a determination of the absence of need for such services within the neighboring community. It could be a reflection or byproduct of the frequency and availability of such supports and services offered at the CPLRC. Findings from other evaluation initiatives (Perry et al., 2022; Lancaster et al., 2021) have highlighted how limitations in resources (especially personnel) at the CPLRC impact the planning and implementation of select supports and services. With limited resources, priority is placed on the provision of concrete support in times of need to address more immediate and basic sustenance needs.

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

Service Category	Average	Grouped Median	Range	Std. Deviation
Total Service Requests	3.74	1.86	1-33	4.62
Concrete Support in Times of Need	2.93	1.57	0-30	3.86
Parental Resilience	0.17	0.09	0-7	0.70
Knowledge of Parenting and Child Development	0.016	0.012	0-2	0.15
Social and Emotional Competence of Children	0.43	0.10	0-19	1.94
Social Connections	0.18	0.05	0-15	1.32

Table 8: Number and Percentage of All Patrons (n = 512) Making Select Service Requests in 2023 Across Protective Factor Categories

Annual Service Requests	All Protective Factors	Concrete Support in Times of Need	Parental Resilience	Knowledge of Parenting and Child Development	Social and Emotional Competence of Children	Social Connections
0	0 (0.0%)	60 (11.7%)	470 (91.8%)	506 (98.8%)	464 (90.6%)	488 (95.3%)
1	241 (47.1%)	224 (43.8%)	21 (4.1%)	4 (0.8%)	17 (3.3%)	14 (2.7%)
2	76 (14.8%)	70 (13.7%)	8 (1.6%)	2 (0.4%)	7 (1.4%)	3 (0.6%)
3	40 (7.8%)	37 (7.2%)	5 (1.0%)	0 (0%)	6 (1.2%)	0 (0%)
4	33 (6.4%)	25 (4.9%)	6 (1.2%)	0 (0%)	4 (0.8%)	1 (0.1%)
5	15 (2.9%)	13 (2.5%)	1 (0.2%)	0 (0%)	2 (0.4%)	0 (0%)
6 to 10	57 (11.1%)	46 (9.0%)	1 (0.2%)	0 (0%)	5 (1.0%)	2 (0.4%)
11 to 15	34 (6.6%)	29 (5.8%)	0 (0%)	0 (0%)	5 (1.0%)	4 (0.8%)
16 to 20	10 (2.0%)	23 (3.1%)	0 (0%)	0 (0%)	2 (0.4%)	0 (0%)
21 to 30	5 (1.0%)	8 (1.6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
31 to 50	1 (0.2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
51 to 100	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
100 +	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Patron Demographics

When demographic characteristics are observed (see Figure 5), the largest age group (n = 164 or 33.0%) of patrons requesting/needing services were adults between the age of 46-64[12]. The next age group most represented were seniors 65 and older (n = 152, 29.7%), followed by adults between 18 and 45 (n = 144, 28.1%), children and youth between 5 and 17 (n = 42, 8.2%), and children 4 and under (n = 1, 0.2%). It is important to note that staff reported that there are many service requests made by patrons who are parents, grandparents, or other caregivers (in older age groups) that could and do benefit those aged 0-4 in households. Particularly for concrete support in times of need, documentation of requests by an adult historically documents the age of the adult making the request, as opposed to the age groups within the household that will use the concrete support in times of need. Some examples include (among other things) food, clothing, diapers, formula, and other items that are of a benefit in caring for those aged 0-4. Subsequently, data denoted in these findings underestimate the potential benefit of service and supports to those aged 0-4.

Figure 5: Total Number of Patrons Across Age Groups
(n = 503, Non-Duplicate)
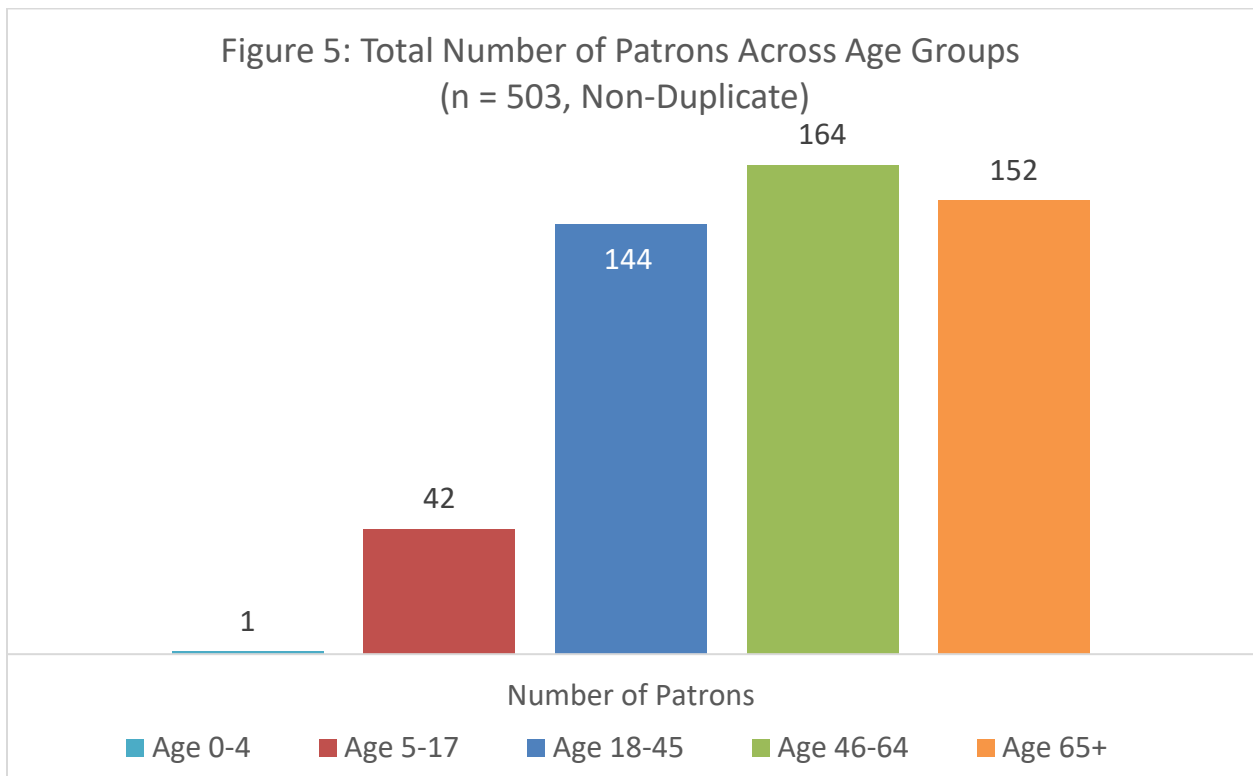
Supplemental analyses explored the number of unique/individual visits associated with patrons within each age group and the likelihood of these patrons returning to the CPLRC for services and supports after a first visit during 2023. Findings in Table 9 identify children and youth aged 5-17 (n = 42) to have the highest average number of unique/individual visits (5.10) to the CPLRC, followed by patrons aged 65 and over (average visits = 4.80), followed by patrons 46-64 (average = 3.78), those 18-45 (average = 2.34), then those 0-4 (average = 1.00, n = 1). Although there is a range in the number of unique visits

[12] Please note that 9 patrons (1.8% of total) did not provide information regarding their age. Figure 5 reflects the 503 patrons for which age data exists. Further, 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 2023.

made by patrons across age groups, there is some variance in the average number of visits within each age group (there was only 1 patron in the age 0-4, thus there is no documented variance). When the percentage of patrons that make at least one return visit to the CPLRC is examined in 2023 (see Table 9), the highest percentage of patrons revisiting the CPLRC are among those aged 5-17 (69.1%), followed by those 65 and older (61.2%), those aged 46-64 (50.6%), those 18-45 (43.1%), with the one child under 4 not returning. In total, 52.2% of all patrons returned at least once to the CPLRC for services and supports in 2023. A series of analyses revealed statistically significant differences in the average number of unique/individual visits and the distribution of number/percentage of those patrons likely to return to the CPLRC in 2023[13].

Table 9: Average Number of Unique Visits and Percentage of Patrons Returning to Cone Park LRC Across Age Groups in 2023 (n = 503)

Age Group	N	Mean / Average	Std. Deviation	Std. Error	Minimum Visits	Maximum Visits	Number (%) Returning
Age 0-4	1	1.00			1	1	0 (0.0%)
Age 5-17	42	5.10	4.91	0.76	1	19	29 (69.1%)
Age 18-45	144	2.34	2.78	0.23	1	18	62 (43.1%)
Age 46-64	164	3.78	4.93	0.39	1	29	83 (50.6%)
Age 65+	152	4.80	5.32	0.43	1	33	93 (61.2%)
Total	503	3.78	4.65	0.21	1	33	267 (52.2%)

Given the number of age groups (5) and variation in average visits (and their standard error) and likelihood (percentage) to return to the CPLRC in 2023, 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 re-visits/returns to the CPLRC are statistically significant (using adjusted significance level) between only two sets of age groups. The average number of visits by those aged 65+ (Mean = 4.80) was significantly higher (statistically) than the average observed for those aged 18-45 years old (Mean = 2.34, Test Statistic = -71.44, p < .001). The average number of visits by those aged 5 through 17 (Mean = 5.10) was also significantly higher than the average observed for those 18-45 years (Mean = 2.34, Test Statistic = 91.35, p = .001). Although there are no statistically significant differences (using adjusted significance levels) in the average rate of return between all other groups, the reader should be aware

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[13] Initial ANOVA models (fixed and random effects) were run examining the average number of unique/individual visits to the CPLRC across age groups. Although the result was statistically significant (F=6.49, df=4, p<.001), the sample was unbalanced with a violation of the homogeneity assumption (Levene Statistic=16.03, p<.001). Given such, a parallel non-parametric test was done (Independent-Samples Kruskal-Wallis Test) that proved significant (Test Statistic=27.06, 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.

[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.

that observed differences in averages (see Table 9) apply to a different number of patrons within each group (different sample sizes) for which the range and variance in number of visits among individual patrons within each group impacts whether there may be statistical significance.[15] If there were no adjustments to the significance calculation (using the Bonferroni correction procedure), then additional observed differences would be deemed significant in the average number of visits between those 5-17 and those aged 46-64 (Test Statistic = 54.70, p = .021), those aged 18-45 and 46-64 (Test Statistic = -36.65, p = .019), and those between 46-64 and those 65 and older (Test Statistic = -34.79, p = .024).

Table 10: Pairwise Comparisons of Age Groups in Terms of Number of Unique Visits/Revisits to CPLRC in 2023 (n = 503)

Sample 1 | Sample 2	Test Statistic	Std. Error	Std. Test Statistic	Sig.	Adj. Sig. *
Age 0-4 | Age 5-17	-183.87	138.96	-1.32	0.186	1.000
Age 0-4 | Age 18-45	-92.52	137.81	-0.67	0.502	1.000
Age 0-4 | Age 46-60	-129.17	137.75	-0.94	0.348	1.000
Age 0-4 | Age 65+	-163.96	137.78	-1.19	0.234	1.000
Age 5-17 | Age 18-45	91.35	24.08	3.79	<.001	0.001
Age 5-17 | Age 46-64	54.70	23.75	2.30	0.021	0.213
Age 5-17 | Age 65+	19.91	23.94	0.83	0.406	1.000
Age 18-45 | Age 46-64	-36.65	15.68	-2.34	0.019	0.195
Age 18-45 |Age 65+	-71.44	15.97	-4.47	<.001	0.000
Age 46-64 |Age 65+	-34.790	15.462	-2.250	0.024	0.244

* 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.

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[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.

When the gender of patrons requesting services in 2023 is examined (see Figure 6), the majority self-identify as female (n = 389, 76.0%) followed by males (n = 121, 23.6%). There were two patrons that preferred not to answer the question.

Figure 6: Gender of Patrons (Non-duplicate) Requesting Services from CPLRC in 2023 (N=512)
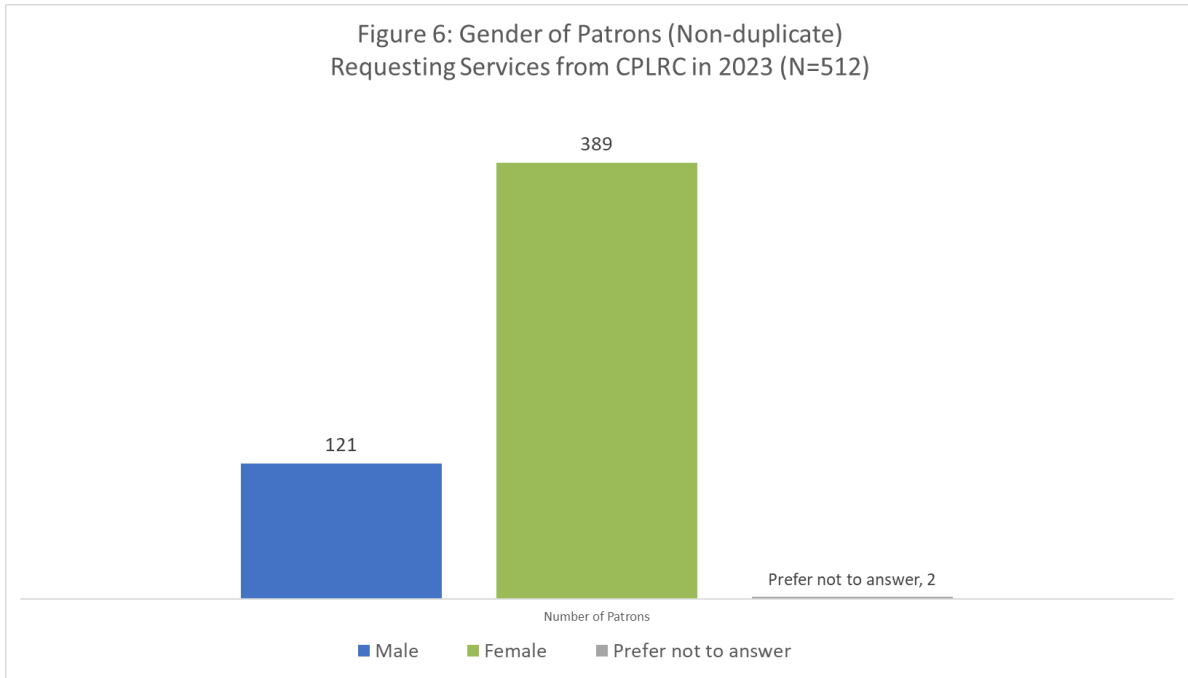
Black or African American (Non-Hispanic) patrons represented 82.4% of the total patrons seeking services in 2023 (see Table 11). An additional 66 (12.9%) patrons were White (Non-Hispanic origin) followed by 5 (1.0%) self-identified as Hispanic, Latino, or Spanish origin, with an additional 5 (1%) identified as multi-racial. When the preliminary estimates of the residences/neighborhoods primarily served by the CPLRC are contrasted against Census Tract and Census Block Group classifications[16], these data provide a more accurate profile of the target population for this Resource Center. Here, racial/ethnic distribution is 51.7% black, 41.8% white, 4.8% Hispanic, and 1.2% Asian suggesting an underrepresentation of White patrons requesting services at the CPLRC and potential over representation of Black or African American (Non-Hispanic) patrons. However, caution needs to be exercised prior to making such an assertion. The geospatial area served is an estimate based on limited data related to the addresses CPLRC staff have for patrons, interviews with CPLRC staff and administrators, and a qualitative review of the geospatial focus of historical community outreach and engagement activities by the CPLRC.

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

Table 11: Race and Ethnicity of Patrons (n = 512) Requesting Services at CPLRC in 2023

Race/Ethnicity	Number of Patrons	Percent of Patrons
American Indian or Alaska Native	2	0.4
Asian	2	0.4
Black or African American - Non-Hispanic	422	82.4
Hispanic, Latino, or Spanish origin	5	1
White - Non-Hispanic origin	66	12.9
Multiracial	5	1
Other	2	0.4
Prefer not to answer	5	1
Missing	3	0.6
Total	512	100.1

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

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