THE NORTHSTAR FAMILY 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 supports received by patrons from the NorthStar Family Resource Center (NSFRC) in 2023. The NSFRC is part of a network of Family Resource Centers (FRC) operated by Partnership for Strong Families (PSF). PSF is the lead Community-Based Care agency for 13 North Central Florida Counties. In 2007, PSF began developing a network of FRCs that emphasizes a strengthening families approach while utilizing a Protective Factors Framework to provide prevention services and supports to families. The NSFRC is the newest FRC operated by PSF that began serving the Lake City community in 2021. 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 NorthStar Family Resource Center

The NSFRC began formal operations in March of 2021 following a significant planning and development phase with the support/funding of the Children's Bureau. PSF has long known that Columbia County Florida, the area directly north of Alachua County (where the two Gainesville FRCs are located), has needed an increased level of intervention to combat the rising number of shelters and instances of child maltreatment. While the population of the county is relatively low (71,958 individuals compared with Alachua County's 284,030), progressively escalating maltreatment counts in Columbia County began to rival that of Alachua County. An initial Resource Center Advisory Council was formed (of community partners, stakeholders, and leaders) to advise in the selection of a site in Lake City, FL and the development of resources and supports to provide to targeted neighborhoods. As part of an effort to develop a more comprehensive understanding of the need for the identified target population (as part of implementation plan efforts), a *Community Strengths and Needs Assessment* tool was developed and distributed (in paper form and electronically) by PSF staff and community partners to parents/caregivers in households within the targeted service area and at select community events (including, for example, non-NSFRC sponsored events at schools and local high school football games). These efforts and continued engagement with community members led to the identification of a hierarchy of needs that the NSFRC would attempt to respond to in collaboration with a variety of community partners.

The NSFRC, one of four FRCs operated by PSF, collaborates with a network of over 85 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 to leverage resources for the benefit of neighborhoods and 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 NSFRC for 2023. 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 visit the NSFRC, they are asked to sign in using a Getting to Know You (GTKY) form if it's their first visit. Notably, patrons can receive services without providing much or any information, and this won't impact the quality or extent of the services they receive. All information collected is 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. 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 NSFRC personnel can properly assist. When patrons visit the NSFRC for events, they 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 allow the NSFRC 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[2]. 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).

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[2] 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 FRC 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.

Although historically, staff (at other FRCs) report the majority of 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 NSFRC) 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. Protective factors, as constructs, are "…conditions or attributes…" of individuals, families, communities, or the larger society that lessen the risk of maltreatment and promote the 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)[3] there were two Protective Factors models/frameworks considered as an organizing principle for services at 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, 2015, n.d.-c) 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

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[3] Although there are different classification frameworks of protective factors that can be used for families and children/youth facing increased risk factors (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).

Community-Based Child Abuse Prevention identified (initially) parallel protective factors of family functioning/resiliency, social emotional support, child development/knowledge of parenting, concrete support, with Nurturing and Attachment. An itemization of the conceptual definitions, similarities, and differences in these two models is denoted in Table 1.

Table 1: CSSP and FRIENDS Protective Factors Frameworks/Models

CSSP Protective Factor	CSSP Protective Factor Definition	FRIENDS Protective Factor	FRIENDS Protective Factor Definition
Parental Resilience	Managing stress and functioning well when faced with challenges, adversity, and trauma.	**Family Functioning / Resiliency**	Having adaptive skills and strategies to persevere in times of crisis. Family's ability to openly share positive and negative experiences and mobilize to accept, solve, and manage problems.
Social Connections	Positive relationships that provide emotional, informational, instrumental, and spiritual support.	**Social Emotional Support (PFS-1) Social Supports (PFS-2)[4]**	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.

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

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

The historic adoption of a hybrid classification of protective factors (for at-risk and in-risk families) by PSF was guided by discussions, considerations, and feedback from PSF staff and leadership, community partners and collaborators, and consultations with child welfare specialists. Although initially considering the CSSP model, PSF had utilized the FRIENDS Protective Factors model in past efforts not associated with the 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 FRCs 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 its 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[5].

The value and importance of the *Nurturing and Attachment* protective factor are 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* "compliment 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)[6].

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
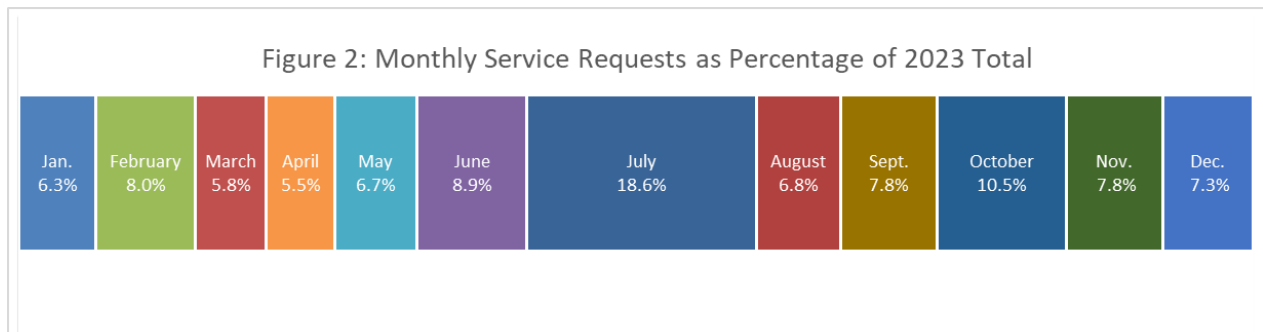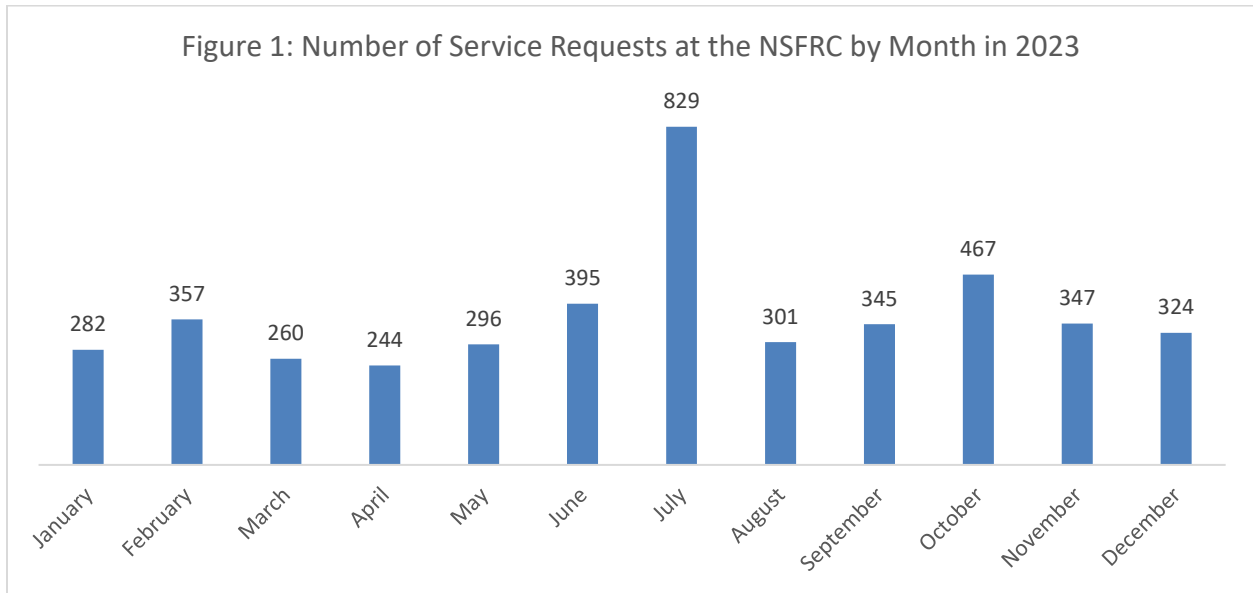
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[5] Please note that PSF FRCs typically refer to this protective factor as social and emotional competence of youth, without any change to the defining features of the construct as conceptualized by CSSP. The term "youth" has been substituted, it was 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.

[6] 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

protective factors, across different years and FRCs, as the specific focus or activity associated with the service or support may have varied.

Service Requests as Unit of Analysis

The first set of analyses focused on individual service requests from all patrons. In 2023, there were a total of 4,447 service requests (a 6% increase from 2022) made during 3,931 (a 3% increase from 2022) individual visits by patrons at the NSFRC. Since NSFRC opened their doors March 2021, this data includes the centers first two years in operation. There was some variation in the number of service requests for each month, ranging from a low of 244 in April (or 5.5% of total 2023 requests) to a high of 829 (or 18.6% of total 2023 requests) in July (see Figures 1 and 2). On July 30, 2023, the NSFRC partnered with local community barbers to host a long-standing community school supply/backpack giveaway event, which brought in over 568 visitors (68.5% of all visits for July). This free, family-friendly, back to school event included the distribution of school supplies and backpacks, free haircuts from barbers, music and food. It has been a very popular event since its inception as a service/support at NSFRC. Select other services and supports for July included a summer program event for children and youth (n = 59), community walks (n = 48), and food events/distribution (n = 32).

Figure 1: Number of Service Requests at the NSFRC by Month in 2023

Figure 2: Monthly Service Requests as Percentage of 2023 Total

| Jan. 6.3% | February 8.0% | March 5.8% | April 5.5% | May 6.7% | June 8.9% | July 18.6% | August 6.8% | Sept. 7.8% | October 10.5% | Nov. 7.8% | Dec. 7.3% |

During 2023, services and supports focused on providing concrete supports in times of need (n = 2,025 or 45.54% of all requests), was the most often requested service and supports (see Figures 3 and 4). This

was followed by services and support focused on promoting the social and emotional competence of children (n = 1,262 or 28.38% of all requests) and promoting social connections (n = 1,086 or 24.42% of all requests). Only 1.44% and 0.22% of service requests focused on parental resilience and knowledge of parenting and child development protective factors (respectively). It's worth noting that PSF managers have reported difficulty in capturing data surrounding the knowledge of parenting and child development protective factor. This is the result of many of these supports taking place informally during conversations and modeling of behaviors for parents. Historically, concrete support in times of need has been the most requested service type at all of PSF's FRCs, including the NSFRC (in 2021 and 2022). This trend is to be expected (across the majority of PSF FRCs) as individuals must meet their own basic needs and those of their children prior to being able to effectively identify and meet other needs.
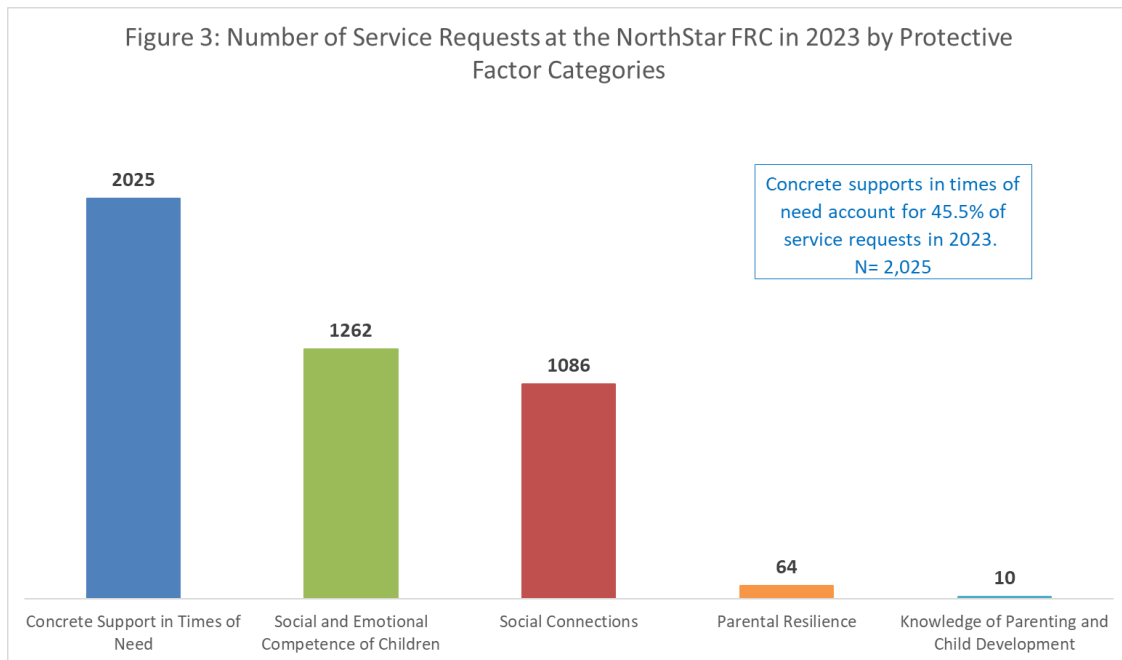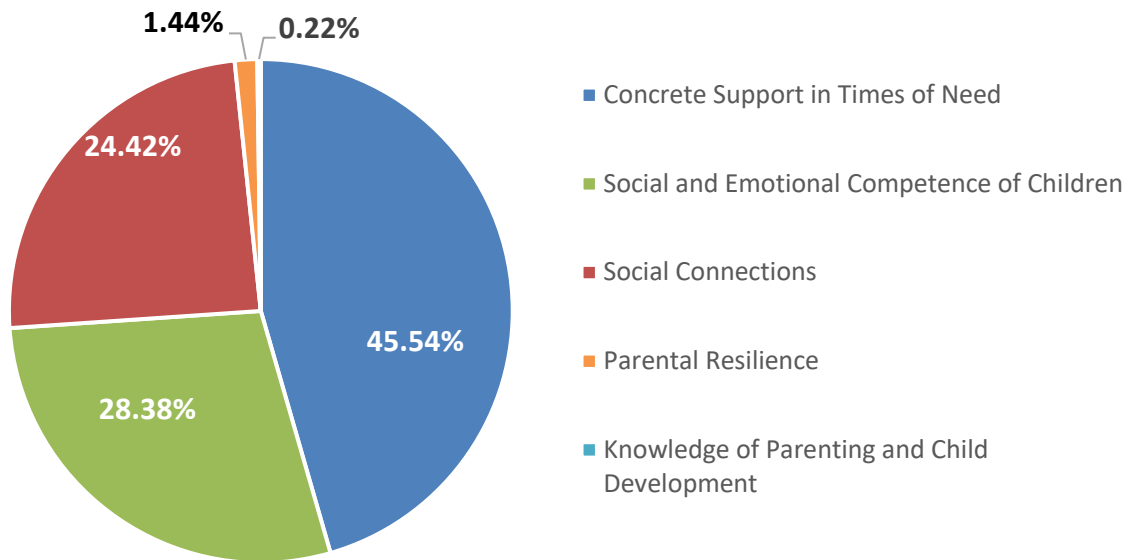

Figure 3: Number of Service Requests at the NorthStar FRC in 2023 by Protective Factor Categories

Concrete supports in times of need account for 45.5% of service requests in 2023. N= 2,025

Figure 4: Percent of 2023 Service Requests by Protective Factor

- Concrete Support in Times of Need
- Social and Emotional Competence of Children
- Social Connections
- Parental Resilience
- Knowledge of Parenting and Child Development

1.44% 0.22%
24.42%
45.54%
28.38%

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 a small majority of concrete supports were distributed individually (n = 1,077 or 53.2%) with the remainder being part of an event (n = 948, 46.8%). An overwhelming majority of specific services and supports linked to promoting the social and emotional competence of children (n = 1,195 or 94.7%) and all social connections (n = 1,086 or 100%) were provided as part of specific events. All parental resilience supports (n = 64) and those linked to enhancing knowledge of parenting and child development (n = 10) were provided individually to patrons.

There were only ten reported services/supports linked to promoting knowledge of parenting and child development in 2023; these included the provision of Child Development Information (n = 6), Parent/Child Meeting (n = 2) and Youth Education – Info (n = 2). Due to the nature of private family dynamics, these services were provided one-on-one. In each case, NSFRC staff provided individualized support to parents, sometimes including their children. Child development services allowed staff to discuss the ages and stages of their child's development with parents or address questions unique to their family dynamics. These discussions occurred as isolated events, during the access of other services, and while parents were picking up their child from Homework Help. Instances of parent-child meetings included a mother and son speaking to staff one-on-one. The child development occurrence involved a parent and child signing up for Homework Help services. Extensive discussion was held as part of the Strengthening Families Self-Assessment team on the perceived need and barriers to providing these services. According to Perry et al.'s report (2023) "SFSA Team members collectively asserted that there is a need for enhancing knowledge of parenting and child development for many parents (and grandparents) in the community served by the NSFRC. However, there was consensus that such should not be done via the use of formal parenting classes. Following a description of select alternative means, the team suggested that a more informal or supportive situation/activities, like Parenting Cafés, would

be best to consider." Additionally, it was thought that using terms like parenting classes may create an adverse reaction in parents. Parent Cafés provide a safe, nonjudgmental opportunity for parents and caregivers to build their protective factors while engaging in conversations about what it means to keep their children safe and families strong, while also building parent leadership (CSSP, 2015). Dr. Mobley, NSFRC's Manager, is actively working to build capacity for informal parenting groups by searching for affordable curriculum and a skilled professional to lead the support groups who will commit to provide this valuable service to the community free of charge. He is also working on building capacity for a Parenting Advisory Council by participating in local parent-based community events to make connections and build interest among local parents.

Table 2: Method of Distribution (Individual or Event-based) of Services and Supports to Patrons at NorthStar FRC 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	1077	948	2025
	Parental Resilience	64	0	64
	Knowledge of Parenting and Child Development	10	0	10
	Social and Emotional Competence of Children	67	1195	1262
	Social Connections	0	1086	1086
Total		1218	3229	4447

Table 3 and 4 provide additional details regarding trends associated with the days of the week select services (whether event-based or not and across protective factor categories) are requested by and/or offered to patrons in 2023. Services and supports are offered throughout the week (including select weekends), with the majority (throughout the year) being event-based (72.6% or 3,229 of 4,447). The most utilized events were Bread of the Mighty-Food Distribution, Clothing Closet-EVENT, Science Club Field Trips - EVENT and Community Events. Individual-based services and supports are primarily provided during weekdays during regular scheduled hours of operation and are more frequent on Mondays through Thursdays, although event-based services and supports exceed individual-based services each day (when yearly totals are considered).

Services and supports were provided on select weekends throughout 2023 and were primarily event-based. The 609 patrons served on Sundays are represented by two events and two visits (one with two services). The first event, held on July 30th, was the NSFRCs annual Back to School Bash (n = 568), an annual school supply giveaway event (a concrete support in times of need service) which is well attended by children, youth, and their parents/caregivers. During this event children can enjoy free haircuts and are given free back to school items such as pens, paper and backpacks while enjoying music, food and each other's company. The second occurrence was the use of resource center space for a planning meeting for the Columbia High School Class of 1974 reunion (n = 38), which spanned five sessions. During one of these event sessions, a visit took place in which a patron was provided a calendar and health information while the office was open. The second visit involved a referral to NorthSide Church of Christ for housing assistance, which is the church where Dr. Mobley is a pastor. As highlighted in Table 3, 239 patrons received services and supports on Saturdays via events. These events

took place on four separate Saturdays between October and December 2023. All of the events were focused on promoting social connections. On October 14th the NSFRC held its annual Community Health and Wellness Fair (n = 57). This fair featured several panels and community providers tabling, in addition to providing flu and COVID-19 shots. It also featured a demonstration including a walk-through of an inflated colon. Dr. Mobley arranged for FSU football players to visit NSFRC on November 25th so they could meet with local children and families, throwing around a football and eating lunch together. This Hangout with FSU event (n = 52) offered an opportunity for children to meet local successful community role models. There were two events in December with the second annual Toys for Tots distribution (n = 107) on the 16th and the first annual New Years Resolution Run (n = 23) on the 30th. The Toys for Tots Giveaway is held in the Richardson Gym which was converted into a shopping space, and patrons were given three Christmas bucks (symbolic money) per child to spend, one per toy. The Resolution Run is a new NSFRC initiative held at the very end of the year to encourage a healthy lifestyle through running and walking regularly. In addition to these events there were 6 services provided on Saturdays. Two services were provided on the day of the Hangout with FSU event and two during the Toys for Tots event. Though these are not regular business hours, staff will aid if the need is great. The last two services of clothing and infant care products were provided in a crisis situation to a family who had experienced a house fire.

Table 3: Distribution of Individual and Event-based Services and Supports Across Days of the Week

Service Request Type	Day of the Week							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Individual	290	261	266	249	143	6	3	1218
Event	449	815	516	395	209	239	606	3229
Total	739	1076	782	644	352	245	609	4447

Table 4 findings suggest that, for the most part, services and supports are requested and offered nearly each weekday across all protective factors, with the exception of knowledge of parenting and child development supports which are provided as needed on a one-on-one basis. When weekdays are considered, concrete support in times of need are more frequent (n = 2,025) than services and supports linked to protective factors associated with promoting the social and emotional competence of children (n = 1,262), social connections (n = 1,086), and parental resilience (n = 64).

Table 4: Distribution of Protective Factor Services and Supports Across Days of the Week in 2023

Protective Factor Category	Day of the Week							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Concrete Support in Times of Need	246	567	284	227	125	6	570	2025
Parental Resilience	19	13	12	12	7	0	1	64
Knowledge of Parenting and Child Development	4	3	0	1	2	0	0	10
Social and Emotional Competence of Children	306	297	315	290	54	0	0	1262
Social Connections	164	196	171	114	164	239	38	1086
Total	739	1076	782	644	352	245	609	4447

There were a variety of specific services and supports linked to each protective factor. For example, in 2023, there were a total of 23 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 factors. These included (alphabetically listed): Broadband/Internet Connection, Cash Assistance, Clothing, Clothing Closet – EVENT, Computer Use, Fax, Flyer/Calendar, Food, Food – EVENT, Housing Assistance, Infant Care Products, Job Board, Medicaid, Notary Services, Phone Use, Printer / Copier, Rent Assistance, Replacement Identification/Birth Certificate, School Supplies, School Supply Giveaway, Social Security Benefits, Transportation, and Utility Assistance. This is a plethora of services and supports linked to the concrete support in times of need protective factor.

Within Table 5, the highest ranked concrete support in times of need and services requested and provided are summarized, including their distribution method (individual or event-based). The highest number of concrete supports in times of need received were associated with the School Supply Giveaway event and isolated distribution of school supplies (n = 578). Food assistance was provided individually (n = 48) and as part of a weekly Panera Bread pastry giveaway event (n = 338) to 386 patrons (a 9% increase in patrons from 2022). To address the food insecurity highlighted by the SFSA team, an action item was developed by the team that the NSFRC would "continue efforts at securing an on-site food pantry at the NSFRC and explore the feasibility of facilitating regular food distribution to families while ensuring there is support (community, food, volunteers, etc.) to implement food distribution in an efficient manner" (Perry et al., 2022a). This action item has been partially obtained at

the NSFRC, where there is now a food pantry, including a refrigerator and two shelving units for storing food items. At this time, there is only one food distribution event which is the Panera Bread food event on Tuesdays, which gives out pastries and bread. Onsite food in the pantry that has been donated continues to be given on an individual basis. There has been a large increase in individual food distribution from 11 patrons served in 2022 to 48 in 2023. NSFRC staff hope to complete the second part of this action item by planning for a general food distribution which would offer items such as pasta, rice, canned vegetables and more. Thus far, staff capacity and food transportation have been barriers. The next highest number of services were linked to the use of computers, printers, and copiers (n = 368), broadband/internet connection (n = 190)[7], housing, rent, and utility assistance (n = 180), clothing assistance (n = 110), and fax use (n = 88).

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: CRC Visit, Health Info, Homelessness Outreach, Job Searching, Legal Assistance, Resume / Job Application Assistance, and Tutoring for Adult. CRC visits are those in which a project participant came into the FRC to pick up a gift card or do their 6 month follow up surveys with their Community Research Coordinator (CRC) and did not request nor receive any other service while there. As denoted in Table 4, there were 64 documented service and support requests affiliated with this protective factor. Of these, 20 (31.3%) involved CRC visits, followed by the provision of health/medical information (n = 16), and requests for individual-based job and employment assistance (n = 12; this included services classified as "Job Searching" and "Resume / Job Application Assistance"). All listed services and supports were provided individually.

There were three reported services/supports associated with the **knowledge of parenting and child development** protective factor that included the provision of child development information (n = 6), isolated parent/child meetings (n = 2), and the dissemination of select youth education information (n = 2).

The following service requests associated with the **social and emotional competence of children** protective factor: Academic Enrichment, Counseling for Child, Family Counseling, Homework Help, Summer Program, Summer Program – EVENT, and Tutoring for Child. Among the 1,262 service/support requests linked to this protective factor (a 25% increase form 2022), 78.6% (n=992) were associated with the Homework Help program. Caregivers of youth in 1st to 8th grade can sign up for this program and their child can receive one-on-one homework support and a snack Monday through Thursday during the school year. An additional 223 services and supports represented participants in a summer program, followed by 43 instances of children and youth receiving individual tutoring. Finally, there were isolated occurrences of supports linked to family counseling (n=2), academic enrichment (n=1), and counseling for a child (n=1). The summer program is a supplement to the Richardson Community Centers summer

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[7] "Computer Use" is meant to reflect any activity that involves a patron requesting and utilizing a FRC computer for any specific purpose, including internet searches. "Broadband/internet Connection" is meant to reflect any activity where a patron asks to use the free Wi-Fi/internet connection provided at the FRC using their own device (e.g., tablet or laptop). As part of cleaning and fidelity checks, it was determined that instances may have taken place where staff coded a patron's use of a FRC computer as both activities should the patron use the FRC computer to access the internet. The exact frequency and specific patrons and dates this related to could not be fully determined. Thus, the number of "Broadband/internet Connection" requests may be an overcount of said activity given the intended coding criteria for the activity.

program and spans several weeks over the summer holiday, allowing for enrichment activities such as reading books and using laptops during this time.

Table 5 details the four (of five) service activities requested and delivered in 2023 associated with the **social connections** protective factor. These include the Community Walk (n = 496 participants; represents duplicate patron count as walkers are frequent throughout the year), community events (n = 383 participants), community meetings (n = 187), patrons participation (n = 16) in the Parent and Community Advisory Council, and participation in a parent focus group (n = 4). The Community Walk is a daily walk-through a nearby neighborhood that is open to all patrons. This walk is promoted in the NSFRC monthly calendar and local newspaper, but attendance varies. Community meetings and events at the NSFRC serve as a catch-all for various uses of the building by community members. Meetings are typically smaller in scale, while events are larger. Community meetings have included planning and follow-up meetings for the Black History Unsung Heroes event. This event celebrated Black community members over the age of 90 with awards, dinner, and acknowledgment at the Blanche Hotel. Many of the honorees remembered not being allowed to enter the hotel in their youth as it was a "whites only" building. The Columbia High School class of 1974 held community meetings to plan for their upcoming reunion. Columbia County Pride, a local LGBTQIA+ social group, held meetings that included planning events, an art night where participants shared space to create art and make friends, a game night where members played games and shared each other's company, and the group's Friendsgiving event, which featured a potluck and social gathering.

The Children's Partnership Council and Camelot Community Care each used the building to meet with clients. The United Way "Give Where You Live" meeting featured a presentation given by United Way staff to PSF staff on becoming donors. At the NSFRC Partner Networking Fair, providers from throughout the surrounding areas were able to set up tables, allowing them to get to know one another and see what services are offered.

Community events included the Black History "Unsung Heroes of Columbia County" event, the FRC clothing sorting/cleaning, and the Columbia County Pride Halloween party. The NSFRC also hosted a Community Health and Wellness Fair as part of its events. As mentioned, this fair featured several panels and community providers tabling, flu and COVID-19 shots, and a demonstration including a walk through of an inflated colon[8].

In November and December there were three weekend events as discussed earlier. In November, there was a "Hang out with FSU Football Players" event, while December featured a "Toys for Tots Distribution" and a "New Year's Resolution Run." To recap, the FSU event provided local fans and families with an opportunity to interact and toss around the football with the team. Toys for Tots contributed tangible support by providing toys that families could obtain for their children. Additionally, the New Year's Resolution run motivated patrons to kickstart a healthy habit of running at the beginning of the year.

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[8] In previous years, these community health events were classified as Concrete Supports. In 2023, this specific event was reclassified by the FRC as a community event (in general) and as a Social Connections activity as it was conceptualized (and implemented) as an event to connect patrons with each other and local health care providers while learning about select health topics. Findings related to trends over time in observed numbers of concrete supports and social connections activities are qualified by such.

Table 5: Distribution of Services and Supports to Individual Patrons (Individual or Event-based) at NorthStar FRC in 2023

Protective Factor and Services		Service Receipt Method		Total
		Individual	Event	
Concrete Support in Times of Need	School Supplies	10	568	578
	Food Assistance	48	388	436
	Computer/Printer/Copier Use	368	0	368
	Broadband/Internet Connection	190	0	190
	Housing/Rent/Utility Assistance	180	0	180
	Clothing Assistance	68	42	110
	Fax Use	88	0	88
Parental Resilience	CRC Visit	20	0	20
	Health/Medical Information	16	0	16
	Job/Employment Assistance	12	0	12
Knowledge of Parenting and Child Development	Child Development Information	6	0	6
Social and Emotional Competence of Children	Homework Help	0	992	992
	Summer Program	20	203	223
	Tutoring for Child	43	0	43
Social Connections	Community Walk	0	496	496
	Community Events	0	383	383
	Community Meeting	0	187	187
	Parent and Community Advisory Council	0	16	16

Service Delivery and Providers

Of the 4,447 service requests in 2023, information related to whether requested services and supports were delivered exists for 1,149 requests (or 25.8% of 2023 service requests) of which 1,125 were confirmations of service delivery. Events-based requests (n = 3,229) are not typically recorded in the module due to software 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 only 24 indications of non-service delivery for any request, but data was missing (on this indicator) for 1.6% (n = 69) non-event service requests. Staff attest that most service requests are addressed. The delivery rate among valid data (excluding delivery status data missing for 69 individual requests) is 99.4% (n = 4,354 of 4,378 service requests).

An identification of the specific collaborative partners that provided services and supports to patrons through (and in conjunction with) NSFRC or via a facilitated referral during 2023, include:

CareerSource
Catholic Charities
Christ Central Ministries
Columbia County Housing Authority

Columbia County Public Library
Columbia County Tax Collector
DCF/ ACCESS program
Department of Children & Families
Department of Revenue
Florida Crown
Florida Gateway College
Habitat For Humanity Lake City Fl
Lake Shore Hospital Authority
Lifestyle Enrichment Center
Northside Church of Christ
Palms Medical Group
Resource Center (other than NorthStar)
Suwannee River Economic Council
Three Rivers Legal Services
United Way of North Central Florida
United Way of Suwannee Valley
Wekiva Springs Center

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 upon subsequent visits; this is a voluntary activity that assists the NSFRC 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. Additionally, patrons are not given a ClientID if their account is not considered "complete", including First Name, Last Name, Date of Birth, Gender, Race & Ethnicity, and Zip Code. Subsequently, there may not be a ClientID number affiliated with every service request documented within the Community Module Data System. For example, in 2023, among the 4,447 service requests, "ClientID" numbers are not affiliated with 513 of these requests[9]. Regardless, "ClientID" numbers exist for 88.5% of all service requests for 2023 at the NSFRC. 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 with ClientID's linked to 3,934 service requests. In sum, 3,934 service requests were made by 1,087 individual patrons with ClientID's (non-duplicated count); these patrons represent approximately 88.5% of all service requests received by the NSFRC in 2023. When the estimate of patrons affiliated with the service requests without ClientIDs (n = 144, see footnote 7 below for calculation estimate) is added to confirmed patrons, the estimated number of non-duplicate patrons served in 2023 is 1,231. Findings presented for the remainder of the report apply only to the confirmed number of non-duplicate count of patrons (n = 1,087).

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[9] 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 513 requests. Should this number of patrons parallel the non-duplicated rate affiliated with data with known ClientIDs (where the ratio of known non-duplicated count of patrons to their service requests is 1,087/3,934 or .28), then it might be conjectured that an additional 144 patrons are possibly represented by these 513 service requests (where 513 x .28 = 143.64). This is a potential notable amount, findings in this section of the report are qualified by this fact.

Table 6: Number and Percentage of Patrons Making Select Service Requests in 2023		
Annual Service Requests	Number of Patrons	Percent of Patrons
1	748	68.8
2	126	11.6
3	47	4.3
4	30	2.7
5	16	1.5
6 to 10	55	5.1
11 to 15	21	2.0
16 to 20	11	1.1
21 to 30	12	1.1
31 to 50	12	1.1
51 to 100	4	0.3
100 +	5	0.4
Total	1087	100

The number of service requests across this subgroup of patrons ranged from a low of 1 to a high of 173 during the year with an average of 3.62 service requests per patron. In some cases, frequent services by patrons were due to participation with recurring events such as the daily community walk. In total, 68.8% (n = 748) patrons made 1 service request during 2023, with an additional 15.9% (n = 173) making 2 or 3 requests (see Table 6) with 94.0% of all patrons making between 1 and 10 service and support requests in 2022.

A summary of the average and range of service requests across protective factor categories for the total number of patrons (n = 1087) is denoted in Table 7. Although patrons on average made 3.62 service requests in 2023, this average is influenced by the need and utilization of concrete support in times of need and services offered at the NSFRC. On average, patrons made 1.73 requests for **concrete support in times of need** services in 2023 (see Table 7) with 76.4% of all patrons making at least one request for concrete supports and services (see Table 8). In total, 56.9% (n = 618) of all patrons made one request for concrete supports and services, 13.9% (n = 150) made between 2 and 5 requests, 3.1% (n = 33) made between 6 and 10 requests, and 3.0% (n = 30) made more than 10 requests (between 11 and 80) in 2023.

On average, patrons made 1.12 service requests in 2023 for services related to promotion of the **social and emotional competence of children** (see Table 7). 90.5% of all patrons did not make any request for services for this protective factor (see Table 8). It's important to note that the social and emotional competence of children services are intended for children and youth; however, caregivers can request these services for their children. Of the 103 patrons that received these services in 2023, 79 (76.7%) were under the age of 18, of which 52 participated in the summer program, 33 participated in homework help activities, and 17 received tutoring.

The low average annual rates per patron for services linked to the **parental resilience** (0.05 requests) and the **knowledge of parenting and child development** (0.007 requests) protective factors in 2023 are

impacted by the percentage of patrons that did not make any requests for these services (96.0% and 99.3%, respectively) (see Table 8). There were only 43 and 8 patrons that requested services associated with parental resilience and the knowledge of parenting and child development, respectively. There were 236 (21.7% of all) patrons that sought services associated with promoting **social connections,** of which 174 sought these services once in 2023 (see Table 8). The average number of social connection services and supports across all patrons (Average = 0.7 requests, SD = 6.98, see Table 7) is skewed given select outliers. For example, three patrons are documented as having between 103 and 158 social connection service requests. Each of these were patrons who participated in community walks throughout the year (between 100 and 150 times each); two were senior citizens (i.e. older than 65). The community walks are weekday events where patrons meet at NSFRC when it opens and take a one to two-mile walk as a group through nearby neighborhoods. This provides an excellent opportunity for staff and patrons to share life's joys and struggles while boosting their health in a supportive environment. Regular community walkers are often among the first to provide assistance for events.

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

| Service Category	Average	Grouped Median	Range	Std. Deviation
Total Service Requests	3.620	1.39	1-173	12.54
Concrete Support in Times of Need	1.730	0.95	0-80	4.35
Parental Resilience	0.053	0.04	0-5	0.31
Knowledge of Parenting and Child Development	0.007	0.01	0-1	0.09
Social and Emotional Competence of Children	1.120	0.10	0-116	7.23
Social Connections	0.710	0.23	0-158	6.98

Table 8: Number and Percentage of All Patrons (n = 1,087) 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%)	257 (23.6%)	1044 (96.0%)	1079 (99.3%)	984 (90.5%)	851 (78.3%)
1	748 (68.8%)	618 (56.9%)	34 (3.1%)	8 (0.7%)	47 (4.3%)	174 (16.0%)
2	126 (11.6%)	93 (8.6%)	5 (0.5%)	0 (0.0%)	7 (0.6%)	29 (2.7%)
3	47 (4.3%)	26 (2.4%)	3 (0.3%)	0 (0.0%)	2 (0.2%)	7 (0.6%)
4	30 (2.7%)	26 (2.4%)	0 (0.0%)	0 (0.0%)	4 (0.4%)	14 (1.3%)
5	16 (1.5%)	5 (0.5%)	1 (0.1%)	0 (0.0%)	2 (0.2%)	4 (0.4%)
6 to 10	55 (5.1%)	33 (3.1%)	0 (0.0%)	0 (0.0%)	12 (1.2%)	3 (0.3%)
11 to 15	21 (2.0%)	11 (1.1%)	0 (0.0%)	0 (0.0%)	9 (0.9%)	2 (0.2%)
16 to 20	11 (1.1%)	7 (0.7%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	1 (0.1%)
21 to 30	12 (1.1%)	8 (0.8%)	0 (0.0%)	0 (0.0%)	6 (0.6%)	0 (0.0%)
31 to 50	12 (1.1%)	2 (0.2%)	0 (0.0%)	0 (0.0%)	9 (0.9%)	0 (0.0%)
51 to 100	4 (0.3%)	2 (0.2%)	0 (0.0%)	0 (0.0%)	4 (0.4%)	0 (0.0%)
100 +	5 (0.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (0.2%)	3 (0.3%)

Patron Demographics

When demographic characteristics are observed (see Figure 5), the age group most represented (the modal group) are those aged 5 through 17 (n = 412 or 37.9%)[10]. This is followed by those 18 through 45 (n = 319 or 29.3%). In contrast with other PSF Resource Centers, the NSFRC has a larger proportion of patrons that are children and youth. Among the 457 children and youth between 0 and 17 years old, 428 (93.7%) received services and supports through events, including (but not limited to) the school supply giveaway (n = 340), planned community events (n = 29), afterschool homework help (n = 33), and summer camp programs (n = 41). The next age group most represented are adults between 46 and 64 (n = 164, 15.1%), followed by seniors 65 and older (n = 144, 13.2%), and children 4 and under (n = 45, 4.1%). Figure 5 does not include 3 patrons who did not identify their age (i.e., missing data).

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[10] 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 2023.

Figure 5: Total Number of Patrons Across Age Groups
(N=1084, Non-Duplicate)
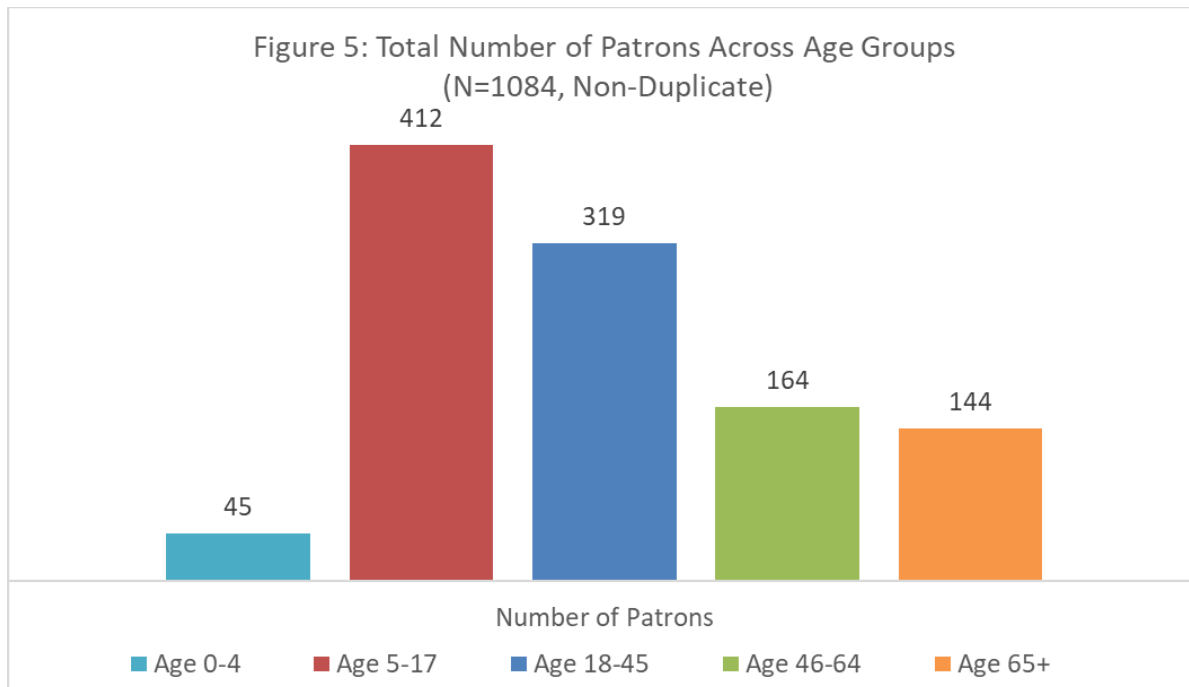
Supplemental analyses explored the number of unique/individual visits associated with patrons within each age group and the likelihood of these patrons returning to the NSFRC for services and supports after a first visit during 2023. Findings in Table 9 identify patrons that were 65 and over to have the highest average number of unique/individual visits (5.20) to the NSFRC, followed by patrons aged 46 through 64 (average = 4.50), 5-17 (average = 3.87), 18-45 (average = 2.51), and those between 0-4 years of age (average = 1.09). The high average number of return visits of those 65 and over, as well as those 46-64 is skewed by select outliers of patrons with high visit counts, hence the large standard deviations (SD = 17.13 and 14.68 respectfully) in the distribution of average number of revisits/returns to the NSFRC. Many of the daily walkers at the NSFRC are retired, placing them at the top of frequent visitors to NSFRC. When the percentage of patrons that make at least one return visit to the NSFRC is examined in 2023 (see Table 9), the highest percentage of patrons revisiting the NSFRC are among those 65 and older (50.0%), followed by those aged 46-64 (43.3%), those aged 18-45 (34.5%), those 5-17 (19.7%), and those 0-4 years of age (8.8%). In total, 31.2% of all patrons (identified non-duplicated count) returned at least once to the NSFRC 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 NSFRC in 2023[11].

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[11] Initial ANOVA models (fixed and random effects) were run examining the average number of unique/individual visits to the NSFRC across age groups. Although the result could be considered statistically significant (F=2.36, df=4, p=.05), the sample was unbalanced with a violation of the homogeneity assumption (Levene Statistic=6.19, p<.001). Given such, a parallel non-parametric test was done (Independent-Samples Kruskal-Wallis Test) that proved significant (Test Statistic=64.59, 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.

Table 9: Average Number of Unique Visits and Percentage of Patrons Returning to NSFRC Across Age Groups in 2023 (N=1084)

Age Group	N	Mean / Average	Std. Deviation	Std. Error	Minimum Visits	Maximum Visits	Number (%) Returning
Age 0-4	45	1.09	0.29	0.04	1	2	4 (8.8%)
Age 5-17	412	3.87	11.45	0.56	1	116	81 (19.7%)
Age 18-45	319	2.51	4.19	0.23	1	37	110 (34.5%)
Age 46-64	164	4.50	14.68	1.15	1	157	71 (43.3%)
Age 65+	144	5.20	17.13	1.43	1	173	72 (50.0%)
Total	1084	3.63	11.28	0.34	1	173	338 (31.2%)

Given the number of age groups (5), the variation in average visits (and their standard error), and likelihood (percentage) to return the NSFRC in 2023, differences between each age group were more closely examined (see Table 10)[12]. Findings in Table 10 suggest that the average number of revisits/returns to the NSFRC by those aged 5 through 17 (Mean = 3.87) are significantly lower than the average number of visits by those aged 46 to 64 (Mean = 4.50, Tests Statistic = -118.34, p<.001) and those 65 and over (Mean = 5.20, Tests Statistic = -158.81, p<.001). However, the average number of revisits/returns to the NSFRC by those aged 5 through 17 is significantly higher than the average observed for those aged 18 to 45 (Mean = 2.51, Tests Statistic = -66.72, p = .005). Taken together, we can observe that while there aren't many patrons aged 5 through 17 who visit NSFRC, those who do tend to do so regularly, aligning with staff observations regarding the homework help programming. In addition, the average number of visits by those 0-4 years of age (Mean = 1.09) was significantly lower than the average number of visits observed for those 18 to 45 (Mean = 2.51, Tests Statistic = -141.48, p =.005), those aged 46 to 64 (Mean = 4.50, Tests Statistic = -193.10, p<.001), and those 65 and over (Mean = 5.20, Tests Statistic = -233.57, p<.001). While infants and young children are not frequently brought into the FRCs, it is worth noting that many services, such as food and clothing, may indirectly support this age group through caregivers who access the service. Finally, the average number of visits by those 18 to 45 (Mean = 2.51) was significantly lower than those 65 and over (Mean = 5.20, Tests Statistic = -92.10, p=.004 (see Table 10; using adjusted significance with the Bonferroni correction).[13]

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[12] 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.

[13] **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.

Table 10: Pairwise Comparisons of Age Groups in Terms of Number of Unique Visits/Revisits to NorthStar FRC in 2023 (N=1084)

Sample 1 | Sample 2	Test Statistic	Std. Error	Std. Test Statistic	Sig.	Adj. Sig. *
Age 0-4 | Age 5-17	-74.76	40.31	-1.86	0.064	0.636
Age 0-4 | Age 18-45	-141.48	40.88	-3.46	<.001	0.005
Age 0-4 | Age 46-64	-193.10	43.20	-4.47	<.001	0.000
Age 0-4 | Age 65+	-233.57	43.84	-5.33	<.001	0.000
Age 5-17 | Age 18-45	-66.72	19.15	-3.49	<.001	0.005
Age 5-17 | Age 46-64	-118.34	23.70	-4.99	<.001	0.000
Age 5-17 | Age 65+	-158.81	24.85	-6.39	<.001	0.000
Age 18-45 | Age 65+	-92.10	25.77	-3.57	<.001	0.004
Age 18-45 | Age 46-64	-51.62	24.67	-2.09	0.036	0.364
Age 46-64 | Age 65+	-40.47	29.32	-1.38	0.167	1.000

* Significance values have been adjusted by the Bonferroni correction for multiple tests.
Highlighted findings indicate statistically significant differences in average number of visits between compared age groups.

When the gender of patrons requesting services in 2023 is examined (see Figure 6), the majority self-identify as female (n = 654, 60.2%) followed by males (n = 405, 37.3%). There were 22 patrons that preferred not to answer this question, 5 that identified themselves as gender non-conforming/non-binary, and 1 person was transgender.

Figure 6: Gender of Patrons (Non-duplicate) requesting Services from NorthStar FRC in 2023 (n=1087)
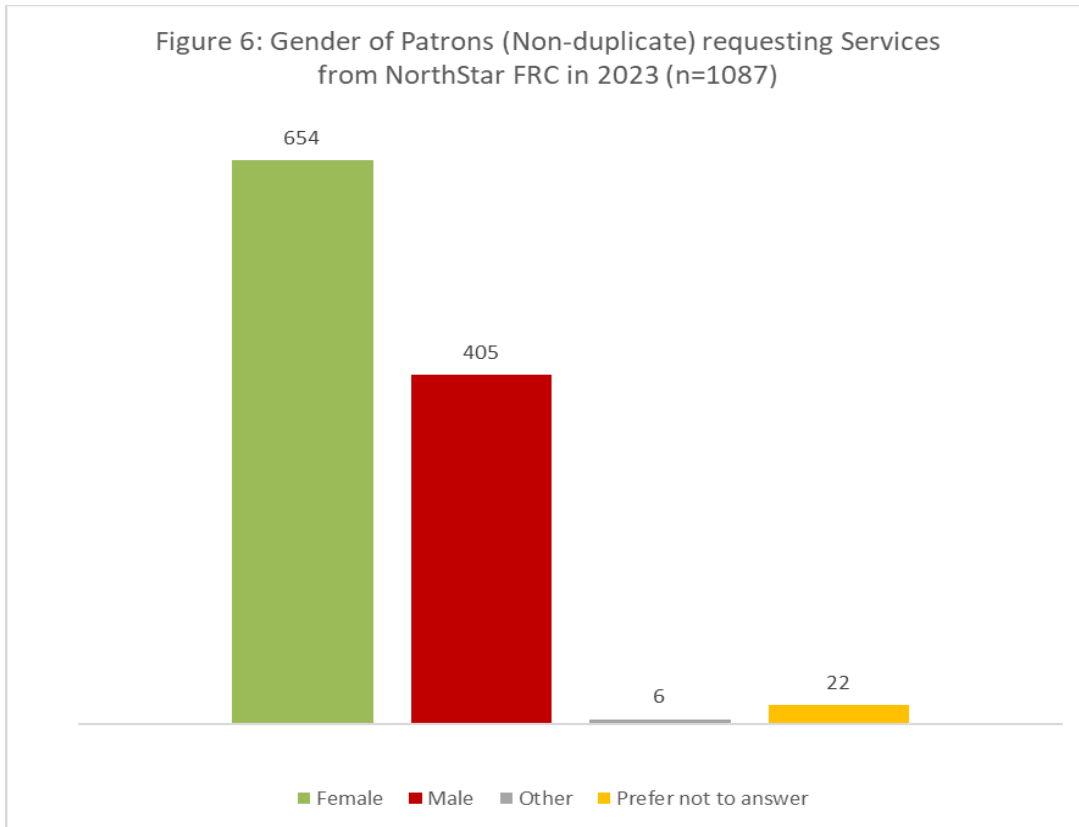
Black or African American (Non-Hispanic) patrons represented 56.6% of the total patrons seeking services in 2023 (see Table 11). An additional 295 (27.1%) patrons were White (Non-Hispanic origin) followed by 65 (6.0%) self-identified as Hispanic, Latino, or Spanish origin. The NSFRC is in the 32055 zip code. This was the preliminary area of focus for the NSFRC when the site was first considered; however, speculation suggested that the geospatial area would be more focused as formal implementation of activities unfolded in the first year. Should zip code data from the Census Bureau be considered[14], the ethnic/racial distribution of the population in the 32055 zip code is 63.4% White (non-Hispanic origin), 30.6% Black or African American (non-Hispanic origin) and 3.6% Hispanic, Latino, or Spanish origin perhaps suggesting an underrepresentation of White patrons requesting service at the NSFRC 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 a broad estimate based on limited data related to the addresses of intended patrons that would seek offered services and respond to initiatives promoted by the NSFRC during its first year of operations. It is hoped the planned utilization by PSF and its Resource Centers 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.

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[14] 2020 American Community Survey 5-Year Estimates Data Profile; available at:
https://api.census.gov/data/2020/acs/acs5/profile

Table 11: Race and Ethnicity of Patrons (N = 1087) Requesting Services at NorthStar FRC in 2023

Race/Ethnicity	Number of Patrons	Percent of Patrons
American Indian or Alaska Native	2	0.2%
Asian	0	0.0%
Black or African American - Non-Hispanic	615	56.6%
Hispanic, Latino, or Spanish origin	65	6.0%
White - Non-Hispanic origin	295	27.1%
Multiracial	46	4.2%
Other	10	0.9%
Prefer not to answer	54	5.0%
Total	1087	100

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