



THE SWAG FAMILY RESOURCE CENTER: 2023 PROFILE OF SERVICES AND SUPPORTS

Robin Perry (Lead Evaluator), Haley Pegram (SWAG Family Resource Center Community Research Coordinator), Christen Lancaster (Community Research Coordinator), Stacy Merritt (Director of Resource Centers), Toni Spoliansky (Project Director, Community Collaborations to Strengthen and Preserve Families Grant) & Pebbles Edelman (Chief of Clinical and Community Services)

Institute for Child and Family Services Research



This report was funded by the Children's Bureau; Administration on Children, Youth, and Families; Administration for Children and Families, U.S. Department of Health and Human Services, under grant # 90CA1868. The contents of this report are solely the responsibility of the authors and do not necessarily represent the official views of the Children's Bureau.

Introduction

This report summarizes key findings from an analysis of secondary data related to services and supports received by patrons from the SWAG Family Resource Center (SWAG FRC) in 2022. The SWAG FRC is part of a network of Family Resource Centers (FRC) operated by Partnership for Strong Families (PSF). In 2007, PSF began developing a network of FRCs that emphasize a strengthening families approach while utilizing a Protective Factors Framework to provide prevention services and supports to families. The PSF Resource Center Model is built upon a multi-system collaborative, focusing on primary prevention that works toward strengthening families with the goal of preventing child maltreatment and safely reducing entries into foster care.

The SWAG Family Resource Center

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

The SWAG FRC is one of three FRCs in Gainesville that partner with a network of over 80 community partners (across all sites) to provide services that are free of charge and are 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 these Gainesville communities, who have historically experienced limited access to family support services.

Methods

This report summarizes findings from a descriptive analysis of secondary data obtained from the SWAG Family Resource Center in 2023. Analysis was conducted on de-identified data and in accordance with an approved IRB protocol¹ that was also approved by the Florida Department of Children and Families, Office of Child Welfare.

Community Module Data System

When a patron visits one of the FRCs, they are asked to sign-in, using a computer kiosk, to provide select information about themselves and the reason for their visit. As of June 10, 2020, due to the COVID pandemic, the FRCs began collecting patron demographic information and service needs using a paper form, instead of the kiosk. This information is either entered directly into the Community Module Data System (via the use of a tablet) or collected through the completion (by the patron) of the "Getting to Know You" (GTKY) form which mimics the electronic system and collects the same patron information.

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

All information collected on the form is then entered into the Community Module Data System. Personal/identifying information collected (by the FRC) includes Name, Date of Birth (DOB), Age (automatically calculated in the Module using DOB and date of visit), Gender, Race, Veteran Status, Contact Information (including physical address and e-mail), and Neighborhood of Residence. Starting March 22, 2021, the FRCs started collecting information to identify if patrons are caregivers to “children under the age of 18”. Once the patron is identified as a repeat visitor, they are not prompted to repeat this data entry, only to provide updates, if applicable. Additional information is collected regarding if a child or any other adults are with the patron for the purpose of receiving services. Further, the patron is asked to identify if they have been at the FRC in the past and the reason they are visiting so that SWAG FRC personnel can properly assist.

Collectively these data allow the SWAG FRC to track and monitor service utilization trends and expressed need within the neighborhoods and households served. It is these service trends (secondary data) that are the focus of this report. Prior to 2021, it was difficult (for analyses purposes) to determine with confidence an unduplicated count of individual patrons that accessed services and supports over the course of a year². 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 Number³. Gender and Race categories within the Community Module were expanded on March 22nd, 2021. Gender choice prior to March 22, 2021, included: Female / Male / Unknown. Gender choice since March 22, 2021, includes Female / Male / Transgender / Gender Non-Conforming / Prefer Not to Answer / Unknown. Race choice prior to March 22, 2021, included: Black/African American, White, Multiracial, Hispanic, Asian, Other, Unknown. Race choice since March 22, 2021 (now in alignment with the information collected by the Census Bureau) includes: American Indian or Alaska Native / Asian, Black or African American - non-Hispanic origin / Hispanic, Latino, or Spanish origin / Multiracial / Other / Prefer not to answer / White - non Hispanic origin. Ethnicity choices added March 22, 2021 include: (Cuban, Mexican/Mexican American/Chicano, Other Hispanic/Latino/or Spanish, Prefer not to answer, Puerto Rican, or Unknown (available when Hispanic, Latino, or Spanish origin is selected), and Asian Indian, Chinese, Filipino, Guamanian or Chamorro, Japanese, Korean, Native Hawaiian, Other Asian, Other Pacific Islander, Prefer not to answer, Samoan, Unknown, or Vietnamese (available when Asian is selected).

² Retrospective analyses on service trends focused specific service requests as the primary unit of analyses given the inability to match most patrons over time across individual service requests. For more details regarding retrospective service trends in the five years prior to the formal start of the approved implementation and evaluation plan for the project, please see: Perry, R., Mikaela D-J., Merritt, S., Spoliansky, T. & Edelman, P. (2022). *Service Utilization Trends at the SWAG Family Resource Center (2016-2020)*. Tallahassee: Institute for Child and Family Services Research.

³ 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 report that most services and supports requested were delivered, efforts were made to integrate an indicator of service delivery associated with each service /support request into the Community Module Data System. This was completed, along with training of staff for documenting “Services Delivered” (new data element/variable) by July 1, 2021. Please note that findings presented in this report are qualified or impacted by the dates for which select data elements started to be collected. Again, no names, dates of birth, and contact information (or other potentially identifying information) known to agency staff were made available or used for analyses in this report. Community Research Coordinators work with the Principal Investigator, PSF leadership, and Module programmers on a semi regular basis to clean and maintain the data system, resolve issues that are found, and suggest changes for system improvements.

Classification of Services and Supports by the Protective Factors Framework

PSF’s network of FRCs (including the SWAG FRC) are strategically implemented within neighborhoods and communities with families who are experiencing increased risk factors and a disproportionate concentration of past involvement with the child welfare system. Services at these FRCs are structured (and classified) in alignment with a Protective Factors Framework. This motivation is guided by evidence linking the presence and enhancement of protective factors with a reduction in the likelihood of abuse and neglect. Protective factors, as constructs, are “...conditions or attributes...” of individuals, families, communities, or the larger society that lessen the risk of maltreatment and promote healthy development and well-being of children and families (Capacity Building Center for States, 2020; 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, 2015; FRIENDS National Resource Center for Community Based Child Abuse Prevention, 2011; Sege et al., 2017)⁴ historically there were two Protective Factors models/frameworks considered as an organizing principal for services at the PSF Family Resource Centers (i.e., services would be implemented to address select protective factors). These included those developed by the Center for the Study of

⁴ 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).

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 Community-Based Child Abuse Prevention identified (initially) parallel protective factors of family functioning/resiliency, social emotional support, child development/knowledge of parenting, concrete support, and 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)⁵	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.

⁵ 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.

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

PSF adopted the following protective factors as a guide for a service framework for the existing Family Resource Centers between 2016 and 2020: *concrete supports* (CSSP and FRIENDS), *knowledge of parenting and child development* (CSSP and FRIENDS), *nurturing and attachment* (FRIENDS), *social connections* (CSSP), and *family functioning/resiliency* (FRIENDS). The *nurturing and attachment* protective factor is considered a unique construct associated with the FRIENDS Protective Factors model (as measured by the Protective Factors Survey). Although the *social connections* and *family functioning/resiliency* protective factors (see above table) are specific to CSSP and FRIENDS classifications (respectively), each organization has parallel/similar classifications/constructs (*social emotional support* and *parental resilience* respectively). Beginning in 2021, PSF aligned their conceptualization of services solely with the CSSP protective factors framework, namely, concrete support in times of need, knowledge of parenting and child development, social connections, parental resilience, and social and emotional competence of children⁶.

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)⁷.

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

⁶ 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.

⁷ 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

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

Service Requests as Unit of Analysis

The first set of analyses focused on individual service requests from all patrons. At SWAG FRC, there were a total of 16,399 service requests made during 13,836 individual visits by patrons in 2023. This represents a 62.6% increase in service requests and a 62.7% increase in the number of visits.

There was a 62.7% increase in the number of visits made to the SWAG Family Resource Center between 2022 and 2023 and a 62.6% increase in the number of service requests made by patrons.

Some variation was observed in the number of service requests for each month, ranging from a low of 818 in December (or 5.0% of total 2023 requests) to a high of 1,760 (or 10.7% of total 2023 requests) in October (see Figures 1 and 2).

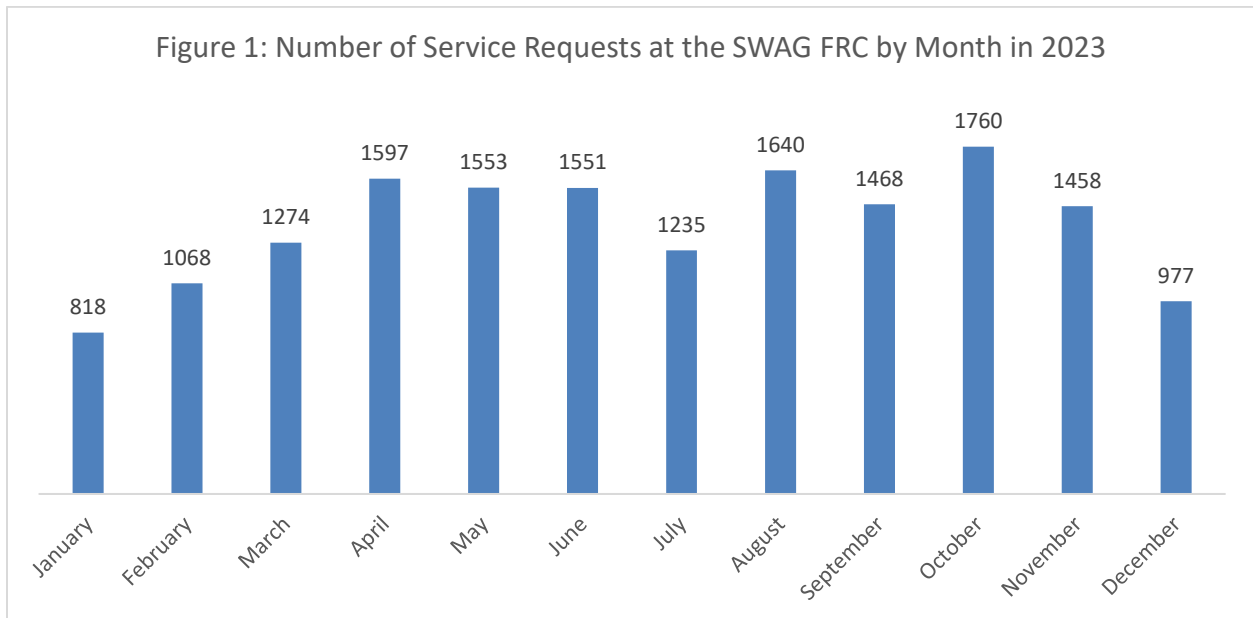
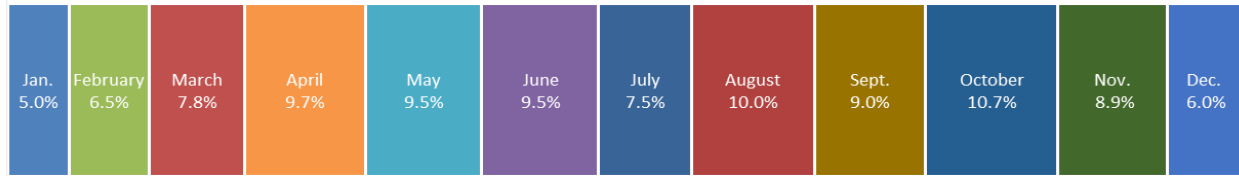


Figure 2: Monthly Service Requests as Percentage of 2023 Total



During 2023, the majority of service requests (n= 9,922 or 60.5% of all requests) at SWAG FRC 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=3,917 or 23.9% of all requests) and social connections (n=983 or 6.0% of all requests). A total of 5.9% and 3.7% of service requests focused on the parental resilience and knowledge of parenting and child development protective factors (respectively). Historically, concrete support in times of need have been the most requested service type at all PSF Family Resource Centers, including SWAG FRC; consistently representing more than half of all services requested each month. This trend is to be expected as individuals must meet their own basic needs, and those of their children, prior to being able to effectively identify and meet other needs.

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

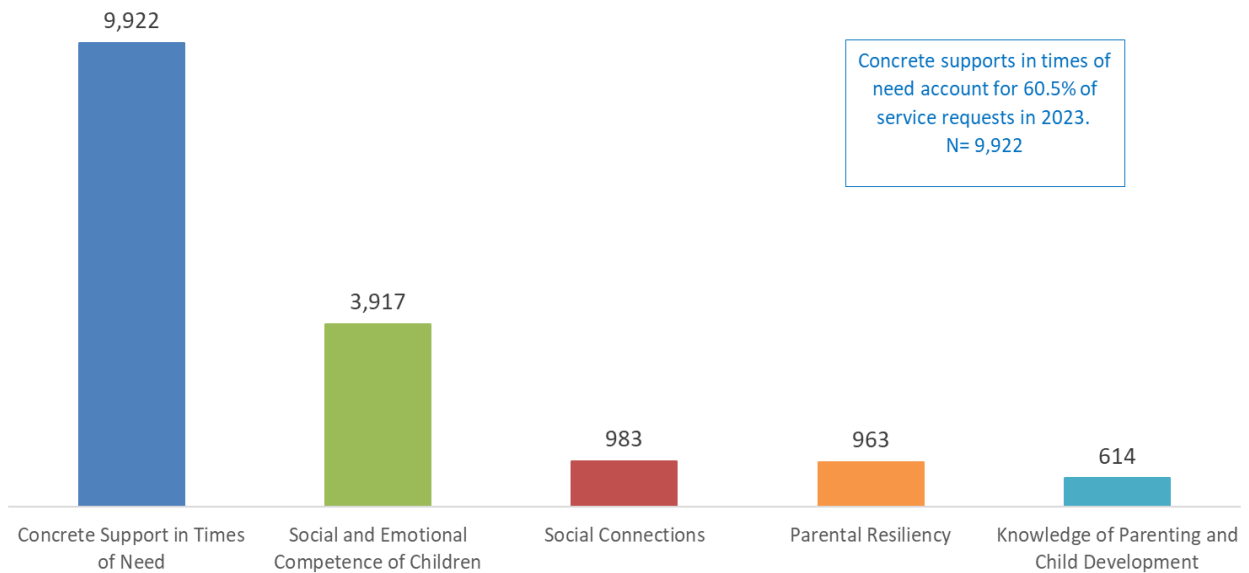
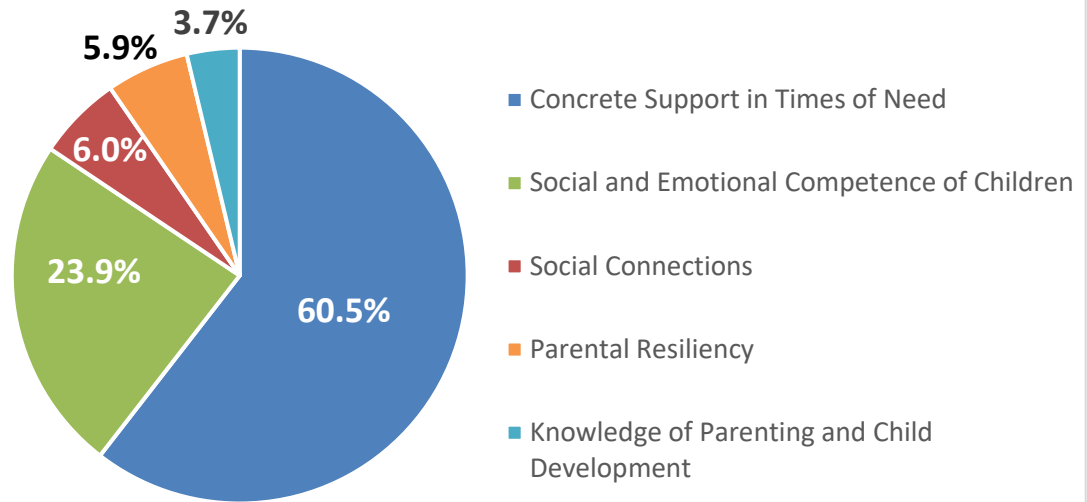


Figure 4: Percent of 2023 Service Requests by Protective Factor



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 a slight majority of concrete support in times of need (5,256 of 9,922 or 53.0%) and parental resilience (483 of 963 or 50.2%) were provided individually to patrons, although a notable amount were also provided (especially for concrete support in times of need and parental resilience protective factors) as part of events. Overwhelmingly, specific services and supports linked to promoting the social and emotional competence of children (3,865 of 3,917 or 98.7%), social connections (965 of 983 or 98.2%), and knowledge of parenting and child development (472 of 614 or 76.9%) services were provided as part of specific events⁸.

2023		Was Service/Support Received Part of Event?		Total
		No	Yes	
Protective Factor	Concrete Support in Times of Need	5256	4666	9922
	Parental Resiliency	483	480	963
	Knowledge of Parenting and Child Development	142	472	614
	Social and Emotional Competence of Children	52	3865	3917
	Social Connections	18	965	983
Total		5951	10448	16399

⁸ This observed distribution was statistically significant with both the Pearson Chi-Square (Chi-square=3896.4, 4 df, p<.001) and Likelihood Ratio Chi-Square (Chi-Square= 5033, 4 df, p<.001).

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. Most of all services and supports are offered between Monday and Thursday of most weeks with some variation in the distribution of services and supports that are individual and event based. A higher rate of individual services and supports requested are utilized Monday and Fridays⁹ (55.7% and 92.0% respectively), whereas event-based service requests represent 56.4%, 70.7%, and 74.8% of all requests for Tuesday, Wednesday, and Thursday (respectively) over the course of the year. Regular hours for the SWAG FRC are on weekdays. The itemized activities and requests for Saturdays represent special community events that included: Parent-Child Activity Event (n=240 participants), School Supply Giveaway (n=228), St. Francis Pet Care Days (n=141), Homelessness Outreach activities (n=83), other Community Events (n=25), and a planned Child Activity event (n=15). The parent-child activity events on Saturdays included SWAG Family Photos and the SWAG Back-to-School Block Party. SWAG Family Photos (n = 12) was an event partnering with a professional photographer to allow community members to take family photos together. The SWAG Back-to-School Block Party (n = 228) was a back-to-school celebration for children and families in the community, offering free goodies, and information from partner organizations. The Community Events on Saturdays included the Human Rights Coalition of Alachua County’s Community ID program, which assists community members in obtaining community identification cards for those without a state-issued ID or driver’s license. The planned Child Activity Event consisted of free haircuts offered during the previously mentioned Back-to-School Block Party.

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	1332	1416	1360	1174	669	0	0	5,951
Event	1058	1833	3277	3490	58	732	0	10,448
Total	2390	3249	4637	4664	727	732	0	16,399

Table 4 findings suggest that, for the most part, services and supports are requested and offered each weekday across all protective factors with some variation for select protective factor category activities. When weekdays are considered, concrete support in times of need are more frequently accessed on Mondays through Thursdays, but available on Fridays and during select Saturday events. Supports promoting the social and emotional competence of children are also more frequent on Mondays through Thursdays but were part of select events on Saturdays. The majority (75.6%) of social connection activities take place on Thursdays. These social-based activities, including the SWAG Community Dinner (n=698 or 93.9% of all Thursday social connection activities) that typically happens once a month,) and meetings (n=24), along with a few isolated events or meetings for seniors (n=2), a

⁹ The total number of individual service requests includes 32 requests that were initially coded (identified during fidelity checks) incorrectly to have occurred on a Saturday or Sunday. These data were recoded (for analyses) to have occurred on the Friday of the same week, although the exact date could not be verified as the person that did the original coding for said visits was no longer employed at SWAG FRC when analyses were conducted. Findings are qualified by these events.

dad’s group (n=11), and an Early Learning Center community meeting (n=8). Community meetings included one-off events such as a Civil Rights Training and planning meeting for Farm Share Food Distribution events, a veteran’s outreach event bringing the VA to the SWAG community, and a Black History Trivia event. Parental resilience activities take place throughout the week with more frequent counts on Mondays through Thursdays. The majority of parenting and child development activities (462 of 614 or 75.2%) take place on Wednesdays of which 439 patrons participated in Brunch and Learn. Brunch and Learn is the SWAG FRCs Community Café weekly event in which patrons have free coffee and pastries, socialize with other patrons following topics of discussion posed by the SWAG FRC Manager, and give input on SWAG programming.

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

Protective Factor Category	Day of the Week							Total
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Concrete Supports	1451	2282	2596	2604	620	369	0	9,922
Family Functioning/Resiliency	126	130	244	320	60	83	0	963
Parenting and Child Development	49	54	462	36	13	0	0	614
Social and Emotional Competence of Youth	742	774	1155	961	30	255	0	3,917
Social Connections	22	9	180	743	4	25	0	983
Total	2390	3249	4637	4664	727	732	0	16,399

There were a variety of specific services and supports linked to each protective factor. For example, in 2023, there were a total of 50 services and supports provided (that were documented within the Community Module Data System) that were linked to the **concrete support in time of need** protective factor. These included (alphabetically listed): Broadband/Internet Connection, Cash Assistance, Child Support Info, Child Support Info EVENT, Clothing, Clothing Closet – EVENT, Community Health – EVENT, Computer Use, Day Bus pass for emergencies, Dentist, Emergency Food, Family Planning, Fax, Flyer/Calendar, Food, Food – EVENT, Food Stamps, Free Phone Service, Free Table/Box, Furniture, Gainesville Harvest, Healthy Cooking Demonstration/Classes, Holiday Assistance, Holiday Assistance – EVENT, Household Items, Housing Assistance, Infant Care Products, Job Board, Medicaid, Notary, Notary Services, Personal Hygiene Products, Pet Care Info, Pet Food, Phone Assistance – EVENT, Phone Use, Printer / Copier, Professional Clothing, Rent Assistance, Rental Assistance Outreach-EVENT, Replacement Identification/Birth Certificate, School Supplies, School Supply Giveaway, Social Security Benefits, St Francis Pet Care, Transportation, Unemployment Benefits Information, Utilities Assistance Event, Utility Assistance, and Voter Registration.

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). The provision of food assistance (including specific services denoted as Bread of the Mighty-Food Distribution, Emergency Food, Food, Food – EVENT, Food Stamps, Gainesville Harvest, and Healthy Cooking

Demonstration/Classes) is the most frequent (n=3,847) concrete support in times of need provided, the majority (75.4%) of which are provided during scheduled events. The two scheduled food service events that represent (collectively) the majority of food assistance includes Food Event (n=1,658) and Gainesville Harvest (n=1,165). Food – Events encompassed Farm Share Food Distribution events in which patrons in the local community can receive meats, canned goods, and other food items that are sorted through by the SWAG FRC staff and volunteers. This event occurs on the last Thursday of every month. Gainesville Harvest is a weekly event in which bread and pastries are provided to patrons and community members, with the opportunity for mingling amongst each other while eating. Following food assistance, services related to housing, rent, and utilities assistance were the most requested support (n=1098) which were primarily (93.1%) provided on an individual basis. Clothing assistance requests were made 952 times, with distribution of this support made principally (79.9%) during scheduled events. Computer use was requested 640 times by individuals, followed by requests to use a printer and copier (n=572). Phone service and assistance represented 440 patron requests, where 349 were associated with specific phone assistance events. The Phone Assistance events include various phone service providers tabling during SWAG FRC events or normal business hours. These phones typically are through government assistance programs, providing free phones to low-income individuals and families in the community. The next two most frequent requests included the use of a fax machine (n=352) and holiday assistance (n=245). Holiday assistance included patron visits to register for Thanksgiving Baskets, which are given to families that may be unable to acquire food and materials for a Thanksgiving meal. Although not listed in Table five, other services and supports requested approximately 200 times or more over the course of 2023 included requests for SWAG FRC flyer/calendar (n=270), school supplies (n=248, individual requests and school supply giveaway), personal hygiene products (n=242), infant care products (n=201), and the St Francis Pet Care events (n=195).

The following represents a list of 39 (seven more than 2022) 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: Adult Counseling, Adult Education Info, Adult Literacy, Adult Mental Health Services, Anger Management, Budgeting, College / Professional Training, Community Scholarship, CRC Visit, Credit Repair/Debt Reduction, Dental care information, Disability Benefits Info, Domestic Violence Assistance, Dress for Success/Workplace Behavior, Exercise/Nutrition, Financial Literacy- EVENT, GED Info, Grace Marketplace, Health Info, Health Info – EVENT, Health/Doctor Information, Homelessness Outreach, Immigration Assistance, Insurance, Job Searching, Legal Assistance, Meridian, Meridian Outreach, Money Management/Budgeting, Prescription assistance, Re-Entry Resources, Resume / Job Application Assistance, Resumes/Interviewing, Safety Information, Santa Fe College Outreach, Special Needs Health Services, Tax Assistance, Unemployment Benefits- Assistance, and Vision care information. Table 5 highlights those service/support categories for which at least 75 requests were made in 2023.

The category of services and supports most represented included the provision of health information and assistance (n=275) with the majority (81.5%) of health information being provided through events.¹⁰ Health information events most often consist of a local partner agency providing outreach services or tabling at the SWAG FRC. These agencies include services from HealthStreet, WellFlorida, UF Cancer Department Outreach, and a healthcare navigator. CPR/AED certification courses hosted at the SWAG

¹⁰ The remaining health information and assistance items (all individual-based) include the provision of health information, health/doctor information, and prescription assistance.

FRC are also included here. These agencies table at the SWAG FRC periodically, often on a biweekly or monthly basis.

A total of 110 requests (87.3% provided via events) addressed a series of behavioral/mental health services and assistance, including adult counseling, adult mental health services, anger management, Meridian, and Meridian Outreach. Both Meridian and Meridian Outreach refer to events (with 96 participants in 2023) in which Meridian Behavioral Healthcare tabled and provided outreach to the SWAG community, occasionally during major SWAG FRC events such as community dinner. Homelessness outreach refers to instances of tabling or outreach from community partners focused on combating homelessness, such as GRACE Marketplace and Family Promise. Also included are instances of the Human Rights Coalition of Alachua County's Community ID program, which assists community members in obtaining community identification cards for those without a state-issued ID or driver's license. These events involved 98 patrons in 2023. Activities associated with helping individual patrons engage in job searching encompassed the next highest number (n=93) of requests. Disability benefit information was provided on 84 occasions, followed by assistance related to aiding adult patrons with advancing their education and professional training (n=76)¹¹, that 81.5% of the time were provided individually. Although not listed in Table 5, other select services and supports requested included resume / job application assistance and interviewing (n=42), financial literacy (n=36), and legal assistance (n=30).

Twelve specific service/support categories represent knowledge of **parenting and child development protective** factor. These include 0-4 Parenting Classes / Information, 5 and Up Parenting Classes / Information, Baby Bag, Brunch and Learn, Child Development Information, Childbirth Education, Early Childhood Learning and/or Childcare, Head Start-ECS, Healthy Families Info, Parent-Teacher Conference, Prenatal Services, and Youth Education – Info. Brunch and Learn (n=454) are events that represent 73.9% of all requests associated with this protective factor. Brunch and Learn is the SWAG FRCs Community Café weekly event in which patrons have free coffee and pastries, socialize with other patrons following topics of discussion posed by the SWAG FRC Manager, and give input on SWAG programming.

This is followed by individual support associated with Early Childhood Learning and/or Childcare (n=35). Other select services and supports requests (not in Table 5) include the provision of Child Development Information (n=23), Healthy Families Information (n=20), Baby Bags (n=20), and Head Start-ECS (n=18), the first three services provided individually and the last via events.

The following 27 service requests were associated with the **social and emotional competence of children** protective factor: Academic Enrichment, After School Enrichment, Book Checkout, Boys' Time, Cade Enrichment, Capoeira, Child Activity, Child Activity – EVENT, Counseling for Child, Family Counseling, Girl Scouts, Girls on the Run, Harn Museum of Art, Healthy Start - Group Connections, Homework Help, Kid's Health Info Child Activity, Mentoring, Parent-Child Activity, Parent-Child Activity – EVENT, Peaceful Paths Healthy Relationships for Kids, Playroom, Summer Program, Summer Program – EVENT, SWAG Beautiful, Teen Activity, Tutoring for Child, and Tutoring for Child – EVENT. Among the 3,917 service and support requests—predominately (98.7%) offered in event/group settings—linked to this protective factor, homework help (n=1,648) represented 42.1% of the requests, followed by participation in the SWAG Beautiful events (n=436 or 11.1%), Parent-Child Activities (n=316

¹¹ These services and supports included: adult education information, adult literacy, college / professional training, GED information, and Santa Fe College outreach.

or 8.1%), summer programs (n=267 or 6.8%), Cade Enrichment (n=242, 6.2%), Academic Enrichment (n=214, 5.5%), and After School Enrichment (n=131, 4.2%). SWAG FRC homework help program has two levels – elementary and middle/high school. Parents can sign their children up for the homework help program at the end of summer before school starts. Elementary students take part in the homework help program Monday through Thursday each week during the school year. Middle/high school students come to the FRC every Tuesday and Thursday for the homework help program. Both levels of the homework help program are designed to help students work towards identified academic and social/emotional goals in a small group setting. Keep SWAG Beautiful is hosted onsite once a week during the school year by a local nonprofit, Keep Alachua County Beautiful. Participation in Keep SWAG Beautiful allows children to learn to take care of their community and gives them time to learn and grow with their peers. Children do not need to be pre-registered for Keep SWAG Beautiful but must be in kindergarten through 5th grade and have parent permission to attend. The parent-child activities events included SWAG Family Photos, the SWAG Back-to-School Block Party, and the SWAG Fall Festival and Community Dinner. SWAG Family Photos (n = 12) was an event partnering with a professional photographer to allow community members to take family photos together. The SWAG Back-to-School Block Party (n = 228) was a back-to-school celebration for children and families in the community, offering free goodies, and information from partner organizations. The SWAG Fall Festival and Community Dinner (n = 70) was a fall event for the community with games, activities, music, and a dinner provided by Queen of Peace Catholic Community. Summer programs consisted of each day the youth participated in the SWAG FRC's Strong Kids Summer Camp, occurring throughout June and July. Some counts of summer program services included patrons requesting information regarding summer programming opportunities in the community. Cade Enrichment occurs once a week during the SWAG FRC's afterschool homework help program. With this, the Cade Museum provides activities focused on science, invention, and technology for youth to participate in. After-school and academic enrichment activities include opportunities for enrichment, often with partnering agencies, that are brought to the SWAG FRC for their homework help children. Enrichment activities include youth enrichment offered by the Florida Museum of Natural History, Florida Victorious, the Harn Museum of Art, UF IFAS, the Cultural Arts Coalition, and more. There was a SWAG Afterschool Christmas Party, giving afterschool children and their families an opportunity to celebrate the holidays with festive music, food, and activities that served as an after-school enrichment activity.

Table 5 details the three (of nine) service activities requested and delivered in 2023 associated with the **social connections** protective factor. These include the SWAG Community Dinner (607 participants), community meetings (n=204), and community events (n=120). Collectively, these three categories comprise 94.7% (n=931 of 983) of all social connections requests. Each month, the SWAG FRC hosts a Community Dinner to allow space and place for families to bond, for community members to get to know one another, and for the community to learn more about the resources available at the SWAG FRC. Community meetings and events hosted by the FRC are meant to be responsive to community needs. The Community Events entailed two tabling opportunities from the Human Rights Coalition of Alachua County's Community ID program, which assists community members in obtaining community identification cards for those without a state-issued ID or driver's license. The Community Meetings included events such as a Civil Rights Training and planning meeting for Farm Share Food Distribution events, a veteran's outreach event bringing the VA to the SWAG community, a Black History Trivia event, and instances of the SWAG FRC's Safe Space LGBTQIA+ group. The remaining 59 social connections service requests individual requests affiliated with activities for families and activities for seniors; and, event-based activities associated with dad's groups, early learning center community meeting, nutrition program focus groups and preservation & enhancement efforts.

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

Protective Factor and Services		Service Receipt Method		Total
		Individual	Event	
Concrete Support in Times of Need	Food Assistance*	946	2833	3779
	Housing/Rent/Utilities Assistance	1022	76	1098
	Clothing Assistance	191	761	952
	Computer Use	640	0	640
	Printer / Copier	572	0	572
	Phone Service/Assistance	91	349	440
	Fax	352	0	352
	Holiday Assistance	67	178	245
Parental Resilience	Health Information and Assistance	51	224	275
	Behavioral/Mental Health Services/Assistance	47	96	143
	Homelessness Outreach	0	98	98
	Job Searching	93	0	93
	Disability Benefits Info	84	0	84
	Adult Education / College / Professional Training	62	14	76
Knowledge of Parenting and Child Development	Brunch and Learn	0	454	454
	Early Childhood Learning and/or Childcare	35	0	35
Social and Emotional Competence of Children	Homework Help	0	1648	1648
	SWAG Beautiful	0	436	436
	Summer Program	6	310	316
	Parent-Child Activities	12	255	267
	Cade Enrichment	0	242	242
	Academic Enrichment	0	214	214
	After School Enrichment	0	163	163
Social Connections	SWAG Community Dinner	0	607	607
	Community Meeting	0	204	204
	Community Events	0	120	120

*A total of 1,165 patrons that received food assistance at SWAG FRC events benefited from services provided by Gainesville Harvest.

Service Delivery and Providers

Revisions to the Community Module Data System were made in July of 2021 in effort to provide a more effective and detailed itemization of service delivery and provider indicators associated with each service request. These changes were made with accompanying training of staff at the SWAG FRC associated with data entry and management functions. Of the 16,399 service requests in 2023,

information related to whether requested services and supports were delivered exist for 4,892 requests (or 29.8% of 2023 service requests) of which 4,775 were confirmations of service delivery. Delivery of events-based requests (n=10,448) are not recorded in the Module due to software limitations. All event-based requests are delivered because it is staff protocol to only entry a patron on an event log if they are at the event and therefore receiving the service of that event. There were only 117 indicators of non-service delivery for any request, but data was missing (on this indicator) for 17.8% (n=1,060 of 5951) non-event service requests.

Among these 117 cases/situations, services were not delivered because the patron did not qualify for the requested service (n=15 or 12.8%), a follow-up visit was required and scheduled at the time of the request (n=42 or 35.9%), the service was not available (n=22 or 18.8%), or a variety of “other” reasons (n=38 or 32.5%). The majority of these requests (96 of 117 or 82.1%) involved some form of concrete support, with the remainder distributed among the remaining protective factor category. Staff attest that most service requests are addressed. The delivery rate among valid data (excluding delivery status data missing for 1,060 individual requests) is 99.2% (n=15,222 of 15,339 service requests).

Several community partners come onsite each month to the FRC to provide services or inform the community of resources available. The SWAG FRC Manager ensures that community partners available onsite are responsive to community needs. When community partners come onsite, patron visit data is collected by creating an event in the Community Module Data System and patrons are added as event attendees. Having community partners come onsite to meet with patrons is part of the place-based provision of services that removes barriers such as access to transportation and increases patron access to an array of supports. For example, each week Episcopal Children’s Services comes onsite to meet with caregivers to provide information on Head Start and help caregivers enroll their children in the early learning program. The SWAG FRC also partners with St. Francis Pet Care which provides SWAG neighborhood residents pet services at no-cost, helping to eliminate monetary and transportation barriers and catering to patrons who have other obligations such as work during the week, as the event takes place on the weekend.

An identification of the specific collaborative partners that provided services and supports to patrons through (and in conjunction with) SWAG FRC or via a facilitated referral during 2023, include (but is not limited to):

Alachua County Equal Opportunity Office
Alachua County Labor Coalition
Alachua County Public Schools
Alachua County Social Services
CareerSource
Catholic Charities
CDS Family and Behavioral Health Services
Center for Independent Living
City of Gainesville Thomas Center
Community Action Agency
Disability Rights Florida
First United Methodist Church
Gainesville Community Ministries
Gainesville Housing Authority
GRACE Marketplace

Healthy Families
Library Partnership Resource Center or other FRC
Meridian Services
Peaceful Paths
Salvation Army
Santa Fe College
Social Security Administration
South West Health Clinic
St. Francis House
Summit Salon Academy
SWAG Family Resource Center
Three Rivers Legal Services
TRIO EOC
Village Counseling Center
Women's Giving Circle

Individual Patrons as Unit of Analysis

As denoted earlier, many individual patrons are provided a unique “ClientID” number within the Community Module Data System upon making their first service/support request. Patrons are asked to sign-in to the system upon subsequent visits; this is a voluntary activity that assists the SWAG FRC 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 16,399 service requests, “ClientID” numbers are not affiliated with 313 of these requests¹². Regardless, “ClientID” numbers exist for 98.1% of all service requests for 2023 at the SWAG FRC. These data allow for the analyses of service trends for a subgroup of a non-duplicated count of patrons linked to 16,086 service requests. In sum, the total number of service requests (16,086) were made by 2,812 individual patrons (non-duplicated count).

The number of service requests across patrons ranged from a low of 1 to a high of 244 during the year with an average of 5.72 service requests per patron per year. In total, 43% (n=1,217) of patrons made only 1 service request during 2023, with an additional 25.9% (n=729) making 2 or 3 requests (see Table 6) with 89.3% of all patrons making between 1 and 10 service and support requests in 2023.

¹² 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 313 requests. Should this number of patrons parallel the non-duplicated rate affiliated with data with known Client IDs (where the ratio of known non-duplicated count of patrons to their service requests is 2,812/16,086 or .175), then it might be conjectured that an additional 55 patrons are possibly represented by these 313 service requests (where $313 \times .175 = 54.78$).

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

Annual Service Requests	Number of Patrons	Percent of Patrons
1	1217	43.3
2	517	18.4
3	212	7.5
4	171	6.1
5	122	4.3
6 to 10	271	9.6
11 to 15	113	4.0
16 to 20	56	2.0
21 to 30	50	1.8
31 to 50	36	1.3
51 to 100	30	1.1
100 +	17	0.6
Total	2812	100

A summary of the average and range of service requests across protective factor categories for the total number of patrons (n=2,812) is denoted in Table 7. Although patrons on average make 5.72 service requests each year, this average is influenced strongly by the need and utilization of concrete support in times of need offered at SWAG FRC. On average, patrons made 3.44 requests for **concrete support in times of need** in 2023 (see Table 7) with 86.3% of all patrons making at least one request for concrete support in times of need (see Table 8). In total, 41.6% (n= 1,171) of all patrons made one request for concrete support in times of need, 30.1% (n=843) made between 2 and 5 requests, 7.9% (n=222) made between 6 and 10 requests, and 6.5% (n=182) made more than 10 requests (between 11 and 144) in 2023.

Although, on average, patrons made 1.39 service requests in 2023 for services related to promotion of the **social and emotional competence of children** (see Table 7), 85.2% of all patrons did not make any request for services for this protective factor (see Table 8). It is important to note only 13.6% (n=381) of the unduplicated patron count are eligible to receive services that promote the **social and emotional competence of children**, as these services are intended for children, though caregivers can request these services for their children. The average rate per patron was impacted by select patrons (n=20) that made between 80 and 237 requests in 2023. The low average annual rates per patron for services linked to the **parental resilience** (0.33 requests) and the **knowledge of parenting and child development** (0.22 requests) protective factors in 2023 are impacted by the percentage of patrons that did not make any requests for these services (80.9% and 91.7%, respectively) (see Table 8). In total, there were 537 patrons (of which 369 made 1 request) and 233 (of which 139 made one request) patrons that made requests for services linked to the parental resilience and knowledge of parenting and child development protective factors respectively. There were 450 (16.0% of) patrons that sought services associated with promoting **social connections** of which 242 sought these services only once in 2023 (see Table 8).

Table 7: Average Number of Service Requests — Total and Across Protective Factor Categories (2023)

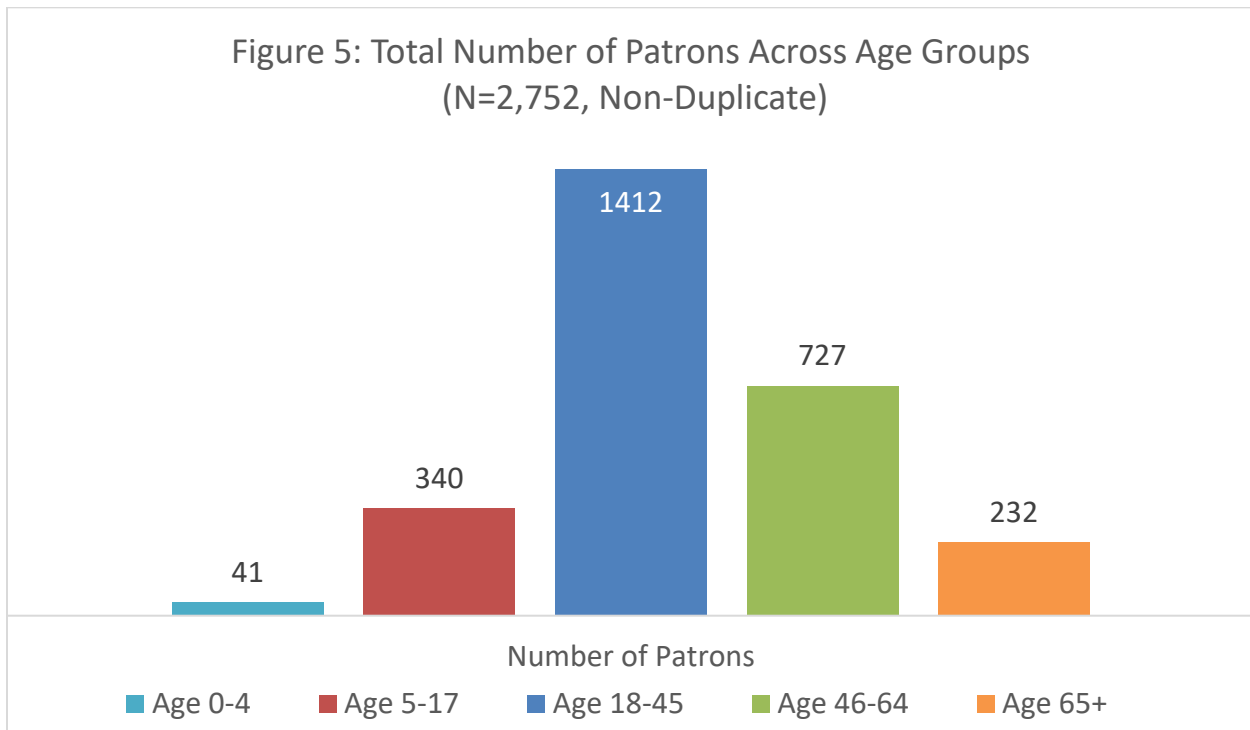
Service Category	Average	Grouped Median	Range	Std. Deviation
Total Service Requests	5.72	1.92	1-244	15.34
Concrete Support in Times of Need	3.44	1.56	0-144	7.06
Parental Resilience	0.33	0.20	0-33	1.10
Knowledge of Parenting and Child Development	0.22	0.09	0-26	1.25
Social and Emotional Competence of Children	1.39	0.15	0-237	12.30
Social Connections	0.34	0.17	0-26	1.19

Table 8: Number and Percentage of All Patrons (N=2,812) 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%) 1217	386 (13.7%)	2275 (80.9%)	2579 (91.7%)	2397 (85.2%)	2362 (84.0%)
1	(43.3%) 517	1171 (41.6%)	369 (13.1%)	139 (4.9%)	294 (10.5%)	242 (8.6%)
2	(18.4%) 212	376 (13.4%)	92 (3.3%)	41 (1.5%)	38 (1.4%)	112 (4.0%)
3	(7.5%) 171	216 (7.7%)	26 (0.9%)	15 (0.5%)	14 (0.5%)	35 (1.2%)
4	(6.1%) 122	145 (5.2%)	22 (0.8%)	8 (0.3%)	6 (0.2%)	15 (0.5%)
5	(4.3%) 271	106 (3.8%)	11 (0.4%)	7 (0.2%)	5 (0.2%)	20 (0.6%)
6 to 10	(9.6%) 113	222 (7.9%)	15 (0.5%)	10 (0.3%)	15 (0.5%)	20 (0.6%)
11 to 15	(4.0%)	80 (2.8%)	1 (<0.1%)	7 (0.3%)	7 (0.2%)	5 (0.2%)
16 to 20	56 (2.0%)	40 (1.4%)	0 (0.0%)	5 (0.2%)	4 (0.1%)	0 (0.0%)
21 to 30	50 (1.8%)	35 (1.0%)	0 (0.0%)	1 (<0.1%)	3 (0.1%)	1 (<0.1%)
31 to 50	22 (0.4%)	14 (1.0%)	1 (<0.1%)	0 (0.0%)	7 (0.2%)	0 (0.0%)
51 to 100	30 (1.1%)	12 (0.2%)	0 (0.0%)	0 (0.0%)	10 (0.3%)	0 (0.0%)
100 +	17 (0.6%)	1 (<0.1%)	0 (0.0%)	0 (0.0%)	12 (0.4%)	0 (0.0%)

Patron Demographics

When demographic characteristics are observed (see Figure 5), the majority (n=1,412 or 51.3%) of patrons requesting/needing services are adults between the age of 18 and 45¹³. The next age group most represented are adults between 46 and 64 (n=727, 26.4%), children and youth between 5 and 17 (n=340, 12.4%), followed by seniors 65 and older (n=232, 8.4%), and children 4 and under (n=41, 1.5%). Figure 5 does not include 60 patrons who did not identify their age (i.e., missing data).



Supplemental analyses explored the number of unique/individual visits associated with patrons within each age group and the likelihood of these patrons returning to the SWAG FRC for services and supports after a first visit during 2023. Findings in Table 9 identify patrons within the 5-17 age group to have the highest average number of unique/individual visits (12.30) to the SWAG FRC, followed by patrons aged 46-64 (average = 6.38), 65 and over (average = 4.98), 18-45 (average = 4.19), and those between 0-4 years of age (average = 2.29). The high average number of return visits of those aged 5-17 is skewed by select outliers of patrons with high visit counts, hence the large standard deviation (SD = 34.55, unequal variances) in the distribution of average number of revisits/returns to the SWAG FRC. When the percentage of patrons that make at least one return visit to the SWAG FRC is examined in 2023 (see Table 9), the highest percentage of patrons revisiting the SWAG FRC are among those aged 46-64 (62.4%), those aged 5-17 (60.9%), those 0-4 years of age (56.1%), those 18-45 (55.2%), and those 65 and older (49.1%). In total, 57.3% of all patrons returned at least once to the SWAG FRC for services and supports in 2023. A series of analyses revealed statistically significant differences in the average number

¹³ 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.

of unique/individual visits and the distribution of number/percentage of those patrons likely to return to the SWAG FRC in 2023¹⁴.

Table 9: Average Number of Unique Visits and Percentage of Patrons Returning to SWAG FRC Across Age Groups in 2023 (N=2,752)

Age Group	N	Mean / Average	Std. Deviation	Std. Error	Minimum Visits	Maximum Visits	Number (%) Returning
Age 0-4	41	2.29	1.63	0.25	1	6	23 (56.1%)
Age 5-17	340	12.30	34.55	1.87	1	244	207 (60.9%)
Age 18-45	1412	4.19	8.52	0.23	1	180	779 (55.2%)
Age 46-64	727	6.38	12.13	0.45	1	122	454 (62.4%)
Age 65+	232	4.98	10.88	0.71	1	82	114 (49.1%)
Total	2752	5.81	15.50	0.30	1	244	1577 (57.3%)

Given the number of age groups (5) and variation in average visits (and their standard error) and likelihood (percentage) to return to SWAG FRC in 2023, differences between each age group were more closely examined (see Table 10)¹⁵. Findings in Table 10 suggest that observed differences in the average number of revisits/returns to the SWAG FRC are statistically significant only between those aged 46 through 64 and those aged 18 through 45 (Standardized Tests Statistic= -154.01, p<.001), and those aged 65 and older (Standardized Tests Statistic= 216.34, p<.001). Although there are no statistically significant differences in the average rate of return between all other groups, the reader should be aware 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.¹⁶ If there

¹⁴ Initial ANOVA models (fixed and random effects) were run examining the average number of unique/individual visits to the SWAG FRC across age groups. Although the result was statistically significant (F=20.29, df=4, p<.001), the sample was unbalanced with a violation of the homogeneity assumption (Levene Statistic=69.10, p<.001). Given such, a parallel non-parametric test was done (Independent-Samples Kruskal-Wallis Test) that proved significant (Test Statistic=26.88, df=4, p=.003, asymptotic 2-sided test), suggesting the observed distribution in the average number of unique visits across age groups is significantly different.

¹⁵ 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. Given the abundance of multiple tests with these data, adjusted significant tests were used where the adjusted p<.05 would require a rejection of the null hypothesis.

¹⁶ **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.

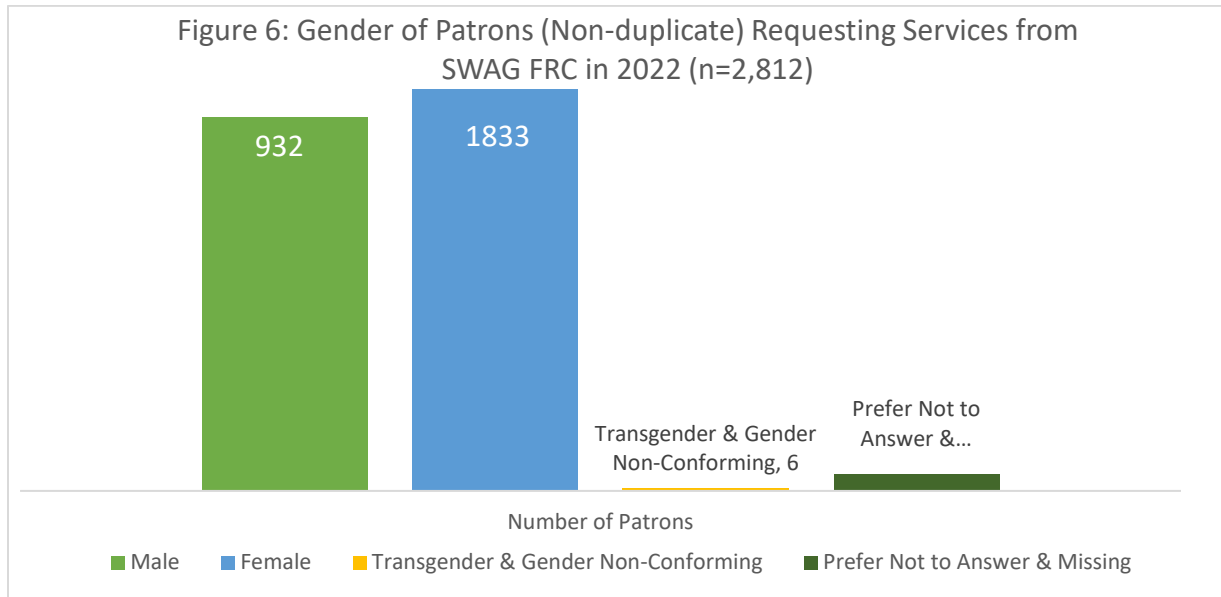
were no adjustments to the significance calculation (using the Bonferroni correction procedure), then observed differences would be deemed significant in the average number of visits between those aged 0-4 and those age 46 to 64 (Standardized Tests Statistic= -2.07, p=.039).

Table 10: Pairwise Comparisons of Age Groups in Terms of Number of Unique Visits/Revisits to SWAG FRC in 2023 (N=2,752)

Sample 1 Sample 2	Test Statistic	Std. Error	Std. Test Statistic	Sig.	Adj. Sig. *
Age 0-4 Age 5-17	-181.74	125.66	-1.45	0.1498	1.000
Age 0-4 Age 18-45	-97.85	120.42	-0.81	0.416	1.000
Age 0-4 Age 46-64	-251.95	122.01	-2.07	0.039	0.389
Age 0-4 Age 65+	-35.61	128.77	-0.28	0.7821	1.000
Age 5-17 Age 18-45	83.88	45.92	1.83	0.068	0.677
Age 5-17 Age 46-64	-70.22	49.94	-1.41	0.160	1.000
Age 5-17 Age 65+	146.12	64.73	2.258	0.24	0.240
Age 18-45 Age 65+	62.24	53.85	1.16	0.249	1.000
Age 18-45 Age 46-64	-154.01	34.60	-4.44	<.001	0.000
Age 46-64 Age 65+	216.34	57.32	3.78	<.001	0.002

* 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= 1,833, 65.2%) followed by males (n= 932, 33.1%). There were six patrons that identified as transgender, three as gender non-conforming, seven that stated a preference not to disclose, and missing data (i.e., no response to question) for 34 patrons.



Black or African American (Non-Hispanic) patrons represented 61.7% of the total patrons seeking services in 2023 (see Table 11). An additional 547 (19.5%) patrons were White (Non-Hispanic origin) followed by 331 (11.8%) self-identified as Hispanic, Latino, or Spanish origin. When the preliminary estimates of the residences/neighborhoods primarily served by the SWAG FRC are contrasted against Census Tract and Census Block Group classifications, these data provide a more accurate profile of the target population for this Resource Center. Here, racial/ethnic distribution is 46.9% black, 45.13% white, 5.8% Hispanic, and 1.9% Asian perhaps suggesting an underrepresentation of White patrons requesting service at SWAG FRC and potential over representation of Black or African American (Non-Hispanic) patrons and those of Hispanic, Latino, or Spanish origin. However, caution needs to be exercised prior to making such an assertion. The geospatial area served is an estimate based on limited data related to the addresses SWAG FRC staff have for patrons, interviews with SWAG FRC staff and administrators, and a qualitative review of the geospatial focus of historical community outreach and engagement activities by SWAG FRC.

Table 11: Race and Ethnicity of Patrons (N=2,812) Requesting Services at SWAG FRC in 2023

Race/Ethnicity	Number of Patrons	Percent of Patrons
American Indian or Alaska Native	3	0.1
Asian	17	0.6
Black or African American - Non-Hispanic	1735	61.7
Hispanic, Latino, or Spanish origin	331	11.8
White - non-Hispanic origin	547	19.5
Multiracial	56	2
Other	30	1.1
Prefer not to answer	39	1.4
Missing	54	1.9
Total	2812	100

References

Administration for Children and Families. (2018, November 16). *Memorandum 18-05: Reshaping Child Welfare in the United States to Focus on Strengthening Families Through Primary Prevention of Child Maltreatment and Unnecessary Parent-Child Separation*. (ACYF-CB-IM-19-05). Available at: <https://www.acf.hhs.gov/sites/default/files/cb/im1805.pdf>

Capacity Building Center for States (2020). *Center Protective Capacities and Protective Factors: Common Ground for Protecting Children and Strengthening Families*. [https://library.childwelfare.gov/cwig/ws/library/docs/capacity/Blob/107035.pdf?w=NATIVE\(%27SIMPLE_SRCH+ph+is+%27%27Protective+Factors+and+Protective+Capacities:+Common+Ground+for+Protectin+g+Children+and+Strengthening+Families+\[Infographic\]%27%27\)](https://library.childwelfare.gov/cwig/ws/library/docs/capacity/Blob/107035.pdf?w=NATIVE(%27SIMPLE_SRCH+ph+is+%27%27Protective+Factors+and+Protective+Capacities:+Common+Ground+for+Protectin+g+Children+and+Strengthening+Families+[Infographic]%27%27))

Centers for Disease Control and Prevention. (2020). *The Social-Ecological Model: A Framework for Prevention*. <https://www.cdc.gov/violenceprevention/publichealthissue/social-ecologicalmodel.html>

Centers for Disease Control and Prevention, Division for Violence Prevention. (2019). *Essentials for Childhood: Creating Safe, Stable, Nurturing Relationships and Environments for all Children*. <https://www.cdc.gov/violence-prevention/pdf/essentials-for-childhood-framework508.pdf>

Center for the Study of Social Policy. (2015). *Core Meanings of the Strengthening Families Protective Factors*. <https://cssp.org/wp-content/uploads/2018/10/Core-Meanings-of-the-SF-ProtectiveFactors-2015.pdf>

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

Center for the Study of Social Policy. (n.d.-c). *Protective Factors: Action Sheets*. <https://cssp.org/resource/protectivefactorsactionsheets/>

Child Welfare Information Gateway. (2020). *Protective Factors Approaches in Child Welfare*. Washington, DC: U.S. Department of Health and Human Services, Administration for Children and Families, Children's Bureau.

Child Welfare Information Gateway (2019). *Protective Factors to Promote Well-Being*. <https://www.childwelfare.gov/topics/preventing/promoting/protectfactors/>

Development Services Group, Inc., & Child Welfare Information Gateway. (2015). *Promoting protective factors for in-risk families and youth: A guide for practitioners*. Washington, DC: U.S. Department of Health and Human Services, Administration on Children, Youth and Families, Children's Bureau

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.



This report was funded by the Children's Bureau; Administration on Children, Youth, and Families; Administration for Children and Families, U.S. Department of Health and Human Services, under grant # 90CA1868. The contents of this report are solely the responsibility of the authors and do not necessarily represent the official views of the Children's Bureau.

Suggested Citation: Perry, R., Pegram, H., Lancaster, C., Merritt, S., Spoliansky, S., & Edelman, P. (2024). *The SWAG Family Resource Center: 2023 Profile of Services and Supports*. Tallahassee: Institute for Child and Family Services Research.