

Family Resource Connection of the New Hampshire State Library

Annual Report



July 1, 2005 to June 30, 2006

ACKNOWLEDGMENTS

The Family Resource Connection would like to acknowledge the many New Hampshire programs that have contributed financial support to the cause of providing assistance for the care, development, health and education of NH's children—with special gratitude to our Funders:

**Bureau of Special Education
Division of Developmental Services
Division of Children, Youth and Families
Child Development Bureau
Bureau of Behavioral Health
Bureau of Training and Staff Development
Division of Public Health Services
New Hampshire State Library**

Many thanks also to the following organizations that have provided financial and/or material donations to enhance and expand FRC's Lending Library collection:

**Parent Information Center (PIC)
NH Parent Information & Resource Center (NH PIRC)
Autism Society of New Hampshire
The Byrne Foundation
Institute on Disability/UCED
NH Homeschooling Coalition
NH Association for Gifted Education
Parenting New Hampshire
NH Children's Trust Fund
Council for Children & Adolescents with
Chronic Health Conditions**

Finally, we would like to honor and acknowledge Alice Nye, who has been the Coordinator of the Family Resource Connection since its inception in 1996. Alice's dedication and commitment to the FRC Advisory Board's vision of providing information and resources for families and professionals will continue to benefit the lives of NH's children for years to come. This 2006 Annual Report is dedicated to all who have benefited from the foresight and leadership of Alice Nye.

Original Cover Artwork donated by 7 Year Old NH Student with a disability

Farewell Poem for Alice Nye

This day I thought I'd never see

Alice Nye is retiring from FRC

For 10 years since the library program's inception

She's been at the helm of Family Resource Connection

Developing a collection of books and media resources

Creating bibliographies and providing references to useful sources

Helping parents deal with challenging family situations

Such as developmentally disabled children and special education

Her patrons' needs she has endeavoured to address

And her efforts have met with great success

Her co-workers and library patrons who have seen her

Have been impressed by her quiet competence and calm demeanor

Now she has made the decision that its time to retire

Time to smell the roses, read some books, sit by the fire

Time to enjoy life, travel to exotic places, visit her son

Best wishes to you, Alice, may your new adventure be lots of fun!

Eleanor O'Donnell 6/16/06

THE FAMILY RESOURCE CONNECTION: TEN YEARS OF SUPPORTING NH FAMILIES

The Family Resource Connection (FRC) opened its doors as a special program of the New Hampshire State Library in May 1996 to operate a statewide library, referral service and clearinghouse of materials and information for families with children, especially young children with special needs. Ten years later, FRC is continuing its mission to serve the needs of NH's children by means of providing information, referrals, and other resources to support NH families, caregivers, educators, and other professionals who need assistance and/or information on topics such as Attention Deficit Disorder (ADD), Autism, Child Development, Child Welfare, Down Syndrome, Early Childhood Education, Emotional and Behavioral Health, Foster Care, Language and Communication Disorders, Special Education and other disability-related issues.

FRC continues to develop its model of successful collaboration among state departments: it is directly funded by the Departments of Education and Health and Human Services and operated by the State Library which provides in-kind subsidy through technical and operational assistance and staffing support. Through this collaborative approach to supporting the informational needs of New Hampshire families as well as professionals working on behalf of families and children, resources are being consolidated and shared among many different constituencies. FRC's unique partnerships have expanded benefits to parents, teachers, early intervention staff, family support workers, case managers, parent educators, child care providers, health providers, guidance counselors, school nurses, child protective workers, juvenile justice workers, foster parents, social workers, foster parents, social workers, therapists, home visitors, family literacy workers, nutritionists, early childhood education faculty and students, and policy makers.

VISIT OUR WEBSITE AT: WWW.STATE.NH.US/NHSL/FRC

The Family Resource Connection shares a website with the Department of Cultural Resources and NH State Library (www.state.nh.us/nhsl/frc) that includes the following: an **Online Lending Library** with over 4000 items available for loan (NH residents only) on topics relating to families with children. Books, videos, and kits, etc. may be requested by using the convenient online request form, and requests for materials are mailed free of charge, along with an enclosed postage-paid return mailer.

FRC also maintains an **Online Directory of Children's Services** (including local, state, and web resources) on topics such as child care resource and referrals, early intervention contacts, parent support programs, disability related services, health, education, and welfare services, etc., available to all with the click of a mouse. Another feature of FRC's website is its **Online Family & Youth Development Calendar** which contains a listing of statewide calendars of workshops, classes, conferences and other events for professionals and families who provide care, health, and education for children.

The Family Resource Connection also provides customized research services. Reference librarians will do internet and database searches on any subject related to children. The program also has extensive subject and organization files, as well as a clearinghouse of information on programs and agencies that assist families with children.

CONTACT US—WE'RE HERE TO HELP!

The Family Resource Connection is located on the first floor of the New Hampshire State Library at 20 Park Street, Concord, NH, across the street from the State Capital. Hours are Monday-Friday, 8:00am – 4:30pm. Other ways to contact FRC include:

PHONE:

- NH Toll-Free: 1-800-298-4321
- Local: (603) 271-7931
- TDD Access: Relay NH: 1-800-735-2964

FAX: (603) 271-2205

E-MAIL: FRC@library.state.nh.us

ONLINE: www.state.nh.us/nhsl/frc

HIGHLIGHTS OF FY 2006

Alice Nye, the pioneer Coordinator of the Family Resource Connection since the program was launched in 1996, retired in June 2006. An official retirement party was held in the Genealogy Room at the NH State Library on Wednesday, June 14. Members of the FRC Management Team and Advisory Group, library staff and others were present to honor and acknowledge Alice's ten years of extraordinary service to the professionals working with, and families of New Hampshire's children.

Eleanor O'Donnell, former Supervisor of the State Library Department of Technical Services, paid tribute to Alice by composing and reciting her original "Farewell Poem" to the enjoyment of all in attendance. A copy of the poem is included in this year's report. Alice Nye is one of a kind and will certainly be missed by all. Best wishes, Alice!

Other highlights of 2006 include:

- The lending library collection grew to a total of 5083.
- Circulation increased by 13% with 4287 books, videos, etc. loaned from the lending library over the fiscal year.
- There were 3039 requests for materials and information, or 253 inquiries per month.
- The preferred method of contacting FRC for information and materials is E-Mail—comprising 53% of inquiries. Another 26% of requests were made by phone.
- This year 70% of FRC requests came from professionals who work directly with families of young children. Parents and family members represent the other significant group of people who contacted FRC for information or materials—accounting for 22% of inquiries.

A UNIQUE LIBRARY THAT IS ACCESSIBLE and FREE!

FRC's **Online Lending Library** is a specialized collection. As with most libraries, FRC has plenty of A's: Adoption, Assessments, Autism; B's: Babies, Behavior, Biting; and C's: Celiac Disease, Child Care, Cultural Competencies. Unlike most libraries, FRC's collection is not full of best sellers. Our collection topics span from A to Z, with most centered on child-related issues, including care, health and education. We have over 5000 books, audios, videos, dvds, kits, etc. available for NH residents to borrow. Below is a sampling of the number of titles for each of the topics listed:

- | | | | |
|----------------|------|---------------|-------|
| • Adoption | 500+ | • Education | 1500+ |
| • Autism | 300+ | • Foster Care | 500+ |
| • Child Care | 450+ | • Health | 1500+ |
| • Child Dev | 450+ | • Infants | 500+ |
| • Disabilities | 800+ | • Parenting | 1500+ |

For other not so common requests or topics, FRC has access to thousands of articles available in print or electronic format, available through the State Library's online databases. FRC Reference Librarians offer customized research on any requested topic. In addition to the library's online databases, FRC subscribes to fifteen professional journals that supplement the work of NH professionals in a variety of fields such as physical and/or mental health care, child development, disabilities, support for parents and families with special needs children, and other topics of interest or concern for children of all ages, particularly from birth to five years.

The Family Resource Connection is a unique library in that we are a "statewide" library—whereby any NH resident may request materials from FRC, and we will send them directly by mail, with a postage-paid return address label for patrons to mail back to us. Although FRC is a statewide library, we consider ourselves as partners with the 220+ public libraries throughout the state. FRC "supplements" public library collections. Whenever it is convenient for a patron, we coordinate with public libraries to deliver/return materials via the State Library Van Service. Public Libraries enable FRC to make "connections" with patrons, either by contacting us from a public library referral, or by sending materials on the library van to the public library for the convenience of the patron. FRC participates in the statewide Interlibrary Loan System (ILL) as a lender and a borrower. Coordination of the statewide van service enables patrons to benefit more quickly by receiving/returning materials much more quickly than the traditional mail service. FRC's online lending library is easily accessible:

- Online: www.nh.gov/nhsl/frc/catalog.html Browse the catalog and request titles by using the available online request form
- Visit FRC located at the NH State Library, 20 Park Street, Concord, NH—across the street from the State Capital. Hours: Monday-Friday 8:00am-4:30pm
- Phone: Toll-free (NH only) 1-800-298-4321
- Fax: (603) 271-2205
- Email: FRC@dcr.nh.gov

The best news? There is NO CHARGE for using FRC! What's better than FREE?

CONNECTING PEOPLE WITH INFORMATION AND RESOURCES

During the past year, FRC responded to over 3000 requests for information—for books, videos, articles, curriculum kits, etc. Other requests include folks looking for assistance, such as food stamps, mental health providers, early intervention services, parenting classes, play groups, child care, support groups, etc. Our FRC staff is friendly and helpful. Many calls are from parents/relatives with a child or family member who has just been diagnosed with an illness/disability, and they are sometimes frantic to get some information about the illness/disability. We always make sure to end our calls by letting callers know that they can call back anytime if anything else comes up, or if they have other questions, or would like more information. We usually respond to voicemails within the same day, and depending on the complexity of an email or online request, we respond as soon as information is available.

What types of requests does FRC receive? Below is a sampling of recent requests.

- Parent looking for homeschooling information for 8 year old.
- Parent referred from CFS about borrowing 1-2-3 Magic video for behavior problems with her 6 year old.
- Professional looking for diaper services for child with disability over the age of 3.
- Child Care provider looking for information/video on potty training.
- Parent of a teen with multiple disabilities, including Autism and behavioral issues looking for a Residential Facility in NH.
- Guidance Counselor looking for a list of materials on bereavement and grief for a middle school student.
- A college student looking for children's books dealing with parent with substance abuse, for a class presentation.
- Home Visitor/Family Support staff looking for resources/books about "Dads in prison" for children under age 6.
- Social Worker who responds to emails in a newspaper column about teen pregnancy—looking for current information/verification of available state resources and contacts.
- Parent looking for help for 2 year old with Tichotilomania (pulling hair out).
- Professional requesting information on Bipolar Disorder and behavioral interventions for a school age child.
- Call from a mom who was temporarily out of work, and had recently applied for temporary assistance, but needed some immediate financial help for personal care items for 2 young boys.
- New Foster parent just received an emergency placement of a 1 ½ year old with a tracheotomy tube, looking for information on how to care for.
- New step-mom of blended family with two 4-yr olds, two 7-yr olds, and two teens—looking for step-parenting information and how to bring families together.
- Professional looking for information on helping a mother and a young child who are relocating to NH from hurricane disaster.
- NAMI NH call for FRC to send book to assist NH High School who had a student die from suicide. [FRC collaborates with NAMI NH by sending a packet of information and resources, handouts, etc. for the school community to help manage the crisis, including a book specifically geared to schools: Managing Sudden Traumatic Loss]

MAKING FRC VISIBLE THROUGH...

Print

- Article for *Granite State Libraries*
- Columns for *EEINews*
- Article for *Educational Links*
- Outreach mailings to public libraries
- Distribution of *First Five Years at Your Finger Tips* Posters/Brochures (English/Spanish)
- Distribution of Building Blocks for Social/Emotional Development (English/Spanish)
- Distribution of FRC flyers and Subject Lists
- Customized lists on various topics, such as Sensory Issues, Sign Language titles, Bereavement and Grief, Divorce, Puberty, etc.

Displays

- CARE-NH Summit
- Child Abuse Prevention Conference
- Child Care R&R Conference
- CLL/DCYF Partnership Post-Adoption Resource Fair
- DCYF Conference
- Early Supports and Services Resource Fair
- Easter Seals Child Care R&R Resource Fair
- EEIN Conference and Workshops
- Infant Mental Health Conference
- Infant Mental Health Team Day (CARE NH)
- Laconia Child Care Providers Appreciation
- NHAEYC Conference
- NH Child Care Administrator's Conference
- NH Connections Conference
- NH Foster and Adoptive Parents Conference
- PBIS Summit and Training Workshop
- PBIS/APEX Forum
- Youth Suicide Prevention Conference

Presentations

- Directors of DCYF-funded Family Support Programs
- Family Centered Early Supports and Services New Staff Orientations
- North Country Consumer Health Collaborative
- St. Paul's Learning Center Staff Development
- Foster Friends Grandparents Program Inservice (Concord)
- Plymouth State University ECE Class
- NHTI ECE Class
- NH Foster and Adoptive Parents Group
- New Librarian's Orientations

ADVISORY GROUP, MANAGEMENT TEAM & STAFF—FY 2006

From the beginning, the Family Resource Connection has included as an integral part of its organization an Advisory Group comprised of representatives from public and non-profit organizations to participate in program planning, evaluation, oversight and consultation to the program's Management Team and staff.

Advisory Group and Management Team Members and the organizations they represent are as follows:

- Bobbie Gaudette/Michael Freeman—Easter Seals Child Care R & R
- Patricia Tilley—Bureau Of Maternal & Child Health
- Julie Choiniere/Margaret L. Copeland—Child Development Bureau, DCYF
- Carrie Hoeckele—ASSETT
- Joan Izen—PTAN/SERESC
- Jack Lightfoot—Child & Family Services
- Ruth Littlefield—Bureau of Special Education, DOE
- Eileen Mullen/Myriam Roeder—Division for Children, Youth & Families
- Debra Nelson—Institute On Disability/Univ. of NH
- Tricia Neville—Education & Training Partnership – CLL
- Sylvia Pelletier—NH Family Voices
- Joe Perry—Children's Mental Health Services
- Carolyn Stiles—FCESS Division of Development
- Heather Thalheimer—Parent Information Center
- Lori Weaver/Robin Stephens—Staff Development Partnership
- Michael York—State Library

Family Resource Connection staff members include:

- Alice Nye, Coordinator
- Nancy Cristiano, Reference Librarian/Education Coordinator
- Melissa Garrison-Kelly, Program Assistant

INCOME AND EXPENDITURES—FY 2006

INCOME

NH Department of Education Division of Instruction	\$39,500.00
NH Department of Health & Human Services Bureau of Behavioral Health	\$13,000.00
Bureau of Developmental Services	\$25,500.00
Division for Children, Youth & Families	\$23,000.00
Division of Public Health Services	\$ 5,000.00
Grants & Contributions	\$ 6,250.00
<u>TOTAL</u>	<u>\$112,250.00</u>

EXPENDITURES

Telephone	\$ 1568.84
Office Supplies/Copying	\$ 1197.63
Postage	\$ 2830.01
Equipment	\$ 104.96
Marketing	\$ 993.50
Personnel	\$104,648.04
Travel	\$ 105.91
Materials/Processing	\$ 5321.00
<u>TOTAL</u>	<u>\$116,769.89</u>

FRC STATISTICAL OVERVIEW FY 2006

The attached **Statistical Report for Fiscal Year 2006** illustrates an overall increase in services that FRC has provided for NH's families. The table below highlights the increase in use of FRC services as compared to Fiscal Year 2005. FRC patrons borrowed 4287 materials (books, audio-visuals, kits, etc.) through our free lending library (books and audio-visuals were mailed with postage paid return labels). The total circulation shows an increase of 13% over last year's circulation. In Fiscal Year 2006, FRC received a total of 3039 requests for information and materials, an increase of 22% over last year's requests.

	FY 2005	FY 2006	% Change
Total # Materials Borrowed	3801	4287	13%
Total # Requests	2358	3039	22%
# Titles in FRC Collection	4455	5083	13%

2006 FOCUS AREAS

Means of Inquiry

The preferred method of contacting FRC for information and materials is Email—comprising 53% of inquiries—most come from our online request form available via FRC's online library catalog. Another 26% of this year's requests were made by telephone. FRC's three-person staff endeavors to adapt to individual requests on a call-by-call basis.

Subject of Inquiry

The majority of requests focus on children which reflects in the areas of concern: 37% center around Early Childhood Education, 15% specifically around parenting issues, and 12% are disability-related.

Source of Inquiry

70% of FRC requests are from professionals who work directly with families of young children. Parents and family members represent the other significant group of people who contact FRC for information, accounting for 22% of inquiries.

Professional Service

FRC offers a unique service by inviting professionals to subscribe to our **Journal Alerting Service (JAS)**. FRC subscribes to 15 professional journals focusing on education, development, and/or health of children. Subscribers receive bimonthly emails listing the most recent **Table of Contents** of current professional journals. Requests for articles of interest are welcome, and print or electronic copies of articles sent directly to subscribers. FRC currently has 100 subscribers utilizing this professional service.

**FRC STATISTICAL OVERVIEW
FY 2006**

MEANS OF INQUIRY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Phone	67	50	85	74	74	38	86	61	77	64	68	55	799
E-Mail	123	155	43	44	145	140	155	150	168	161	168	158	1610
Mail	40	38	8	11	47	39	40	45	48	7	1	4	328
Walk-in	6	6	3	22	10	3	10	7	4	9	5	3	88
Out/Conference	2	2	14	50	32	10	15	7	9	11	35	27	214
Sub-Total	238	251	153	201	308	230	306	270	306	252	277	247	3039

COUNTY OF REQUEST	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Belknap	19	18	12	14	22	28	21	21	27	13	14	14	223
Carroll	14	16	4	12	13	14	12	14	18	20	24	17	178
Cheshire	13	11	13	13	12	23	17	17	17	16	19	11	182
Coos	4	4	5	3	7	8	4	6	6	4	3	3	57
Grafton	8	14	13	14	16	11	17	13	20	9	16	8	159
Hillsborough	50	40	28	43	56	69	54	55	58	65	46	59	623
Merrimack	70	78	32	53	78	84	78	75	74	62	74	69	827
Rockingham	19	36	25	31	56	43	58	35	48	31	47	29	458
Strafford	26	18	9	11	30	24	26	22	24	22	24	17	253
Sullivan	12	15	8	7	15	16	15	8	10	7	6	10	129
Out of State	2	1	2		1	6	3	3	4	3	3	6	34
Unknown	1		2		2		1	1			1	4	12
Sub-Total	238	251	153	201	308	326	306	270	306	252	277	247	3135

SUBJECT OF INQUIRY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Childcare	13	13	20	32	8	6	13	11	24	14	22	13	189
Disabilities	26	42	52	47	56	16	58	33	41	30	30	25	456
Early Childhood Education	112	104	41	51	167	153	123	130	147	127	131	121	1407
Education	14	15	17	14	23	16	33	22	20	24	33	17	248
Health	11	19	26	31	20	13	30	21	19	25	20	17	252
Homeschool	2	1	3	3	49		4	1	4	1	4	13	85
Parenting	33	42	41	81	12	30	65	51	56	54	61	46	572
Social Welfare	33	32	11	27	15	14	39	41	44	44	37	40	377
Special Ed	7	9	14	16	3	4	20	18	15	13	11	23	153
Other	11	9	3	2	9	9	10	9	9	7	7	7	92
Sub-Total	262	286	228	304	362	261	395	337	379	339	356	322	3831

FRC STATISTICAL OVERVIEW

FY 2006

SOURCE OF INQUIRY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Parent/Family	53	45	56	61	60	26	73	61	70	61	65	43	674
Foster Parent	2	3	2	10	3	1	2	5	3	2	5	5	43
Professional	169	192	89	106	221	191	211	189	222	178	185	186	2139
Student	4	2	5	24	12	3	8	5	1	5	13	5	87
Other	10	9	1		12	9	12	10	10	6	9	8	96
Sub-Total	238	251	153	201	308	230	306	270	306	252	277	247	3039

AGE RANGE	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
ages 0 - 2	54	45	50	40	68	55	64	52	64	50	42	36	620
ages 3 - 5	20	27	34	34	35		28	24	38	32	24	18	314
ages 6 - 12	8	13	17	21	13		22	18	25	11	15	13	176
0 - 5 Multi	49	48	9	44	65	71	60	64	80	74	78	73	715
6 - 12 Multi	3	8	8	25	14	7	9	6	7	9	7	9	112
Teen	9	11	15	10	15	3	12	9	7	12	14	11	128
Mixed	71	84	16	23	75	77	96	80	81	63	74	71	811
Adult	5	6	8	15	14	5	7	9	7	10	17	10	113
Unknown	21	18	14	18	22	16	23	14	13	9	12	4	184
Sub-Total	240	260	171	230	321	234	321	276	322	270	283	245	3173

CIRCULATION ITEMS PROVIDED	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Books/Videos	287	331	348	404	375	239	430	388	421	397	347	320	4287
Articles	159	203	349	645	381	188	223	232	175	341	133	373	3402
Bibliographies	102	240	61	219	105	56	113	153	234	548	164	174	2169
FRC Related	144	352	351	197	257	77	1	247	569	542	416	220	3373
Other	390	240	250	168	118	111	714	123	265	315	321		3015
JAS	1572	1048			1340	1104	1080		828	610	1116	380	9078
Sub-Total	2654	2414	1359	1633	2576	1775	2561	1143	2492	2753	2497	1467	25324

PROFESSIONAL PROFILES

Type of Professional	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Early Childhood Related	111	119	43	57	133	127	121	121	147	115	123	112	1329
K-12 Related	12	16	15	17	27	10	25	15	17	11	17	29	211
Health Human Services	46	50	28	31	59	46	64	51	58	49	44	43	569
Other		17	3	1	2	8	1	2		3	1	2	40
Sub-total	169	202	89	106	221	191	211	189	222	178	185	186	2149

**FRC STATISTICAL OVERVIEW
FY 2006**

PROFESSIONAL AFFILIATIONS

Early Childhood Related	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Administrator		3	2	1	1	2	3		2			2	16
Director-Childcare Center	4	8	5	4	7	4	9	12	10	7	9	5	84
Teacher-Childcare Center	5	12	3	14	3	3	3	4	9	7	1		64
Early Childhood Educator	14	102	8	5	15	23	16	13	31	16	24	13	280
Early Supports & Services	66	2	13	17	67	77	64	66	66	65	68	68	639
Family Childcare Provider	3	6	3	3	2		3		6	1	1	3	31
Family Support	4	7	4	5	5	6	7	12	5	4	7	6	72
Preschool	4	8	1	2	8	4	5	4	8	5	4	4	57
[Preschool Special Ed]	[11]	[1]	[3]	[6]	[24]	[8]	[11]	[10]	[9]	[9]	[9]	[9]	[110]
Other			1		1				1	1		2	6
Subtotal	100	148	40	51	109	119	110	111	138	106	114	103	1249

PreK-12 Related	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Administrator	2	1	2	1	3	2	5	1	1	1	1	4	24
Classroom Teacher	4	4	3	5	7	5	3	6	8	5	6	15	71
Guidance				2	2		1	1	2	1		2	11
Paraprofessional	1			2	3		3	2	1	1	2		15
Preschool Special Ed	11	1	3	6	24	8	11	10	9	9	9	9	110
Specials Teacher		1	5	1	5		5	1	2	1	3		24
Special Education	3	8	0	3	6	3	4	3	3	2	4	5	44
School Nurse		1	1	1			1	1				1	6
Other	2	1	4	2	1		3				1	2	16
Subtotal	23	17	18	23	51	18	36	25	26	20	26	38	321

Health Human Services	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Behavioral Health	4	4	5	3	4	4	4	5	3	4	5	3	48
Child Protection/Welfare	1	2		2	3	2	2	5	3	1	7	1	29
Disability Related	6	8	4	8	11	9	15	7	8	4	7	6	93
Family Support	21	22	8	3	19	23	23	18	23	24	15	13	212
Health Care	8	9	2	5	12	5	11	10	12	7	7	10	98
Social Services	3	2	2	2	4	2	5	5	4	4	1	5	39
Workshop Presenter	3	1	5	7	5	1	4	1	3	5	2	5	42
Other		2	2	1	1				1				7
Subtotal	46	50	28	31	59	46	64	51	57	49	44	43	568