

## Social Service Projects in Public Libraries (8/2013)

<b>Model Programs</b>	
<b>San Francisco Public Library, CA (began 2009)</b>	
<b>Provider</b>	One social worker (1 FTE)
<b>Additional Provider</b>	Health & Safety Associates (HASAs) - paid
<b>Partnerships</b>	Department of Public Health, Department of Public Works, Community Awareness & Treatment Services (CATS)
<b>Special Funding (if any/known)</b>	Salaries/wages are paid from general library fund to separate agencies for staff administration
<b>Outcome Measurement Approach</b>	Tracking number of contacts, assessments, offers of service, placements, employment achieved
<b>Contact Person</b>	Karen Strauss, Chief of Main
<b>Contact Person</b>	Leah Esguerra, social worker
<b>Program Summary</b>	
<ul style="list-style-type: none"> <li>▪ Social worker walks floors in Main Library and meets with patrons on floor or in a visible public meeting room - has office in the library. ▪ Because Social Worker works for the Health Department she can conduct formal screening to assess for case management and permanent housing services. Library staff refer to social services generally.</li> <li>▪ HASAs are peers who have completed recovery who walk floors and restrooms providing peer-to-peer information about food, shelter and recovery programs</li> <li>▪ Pilot project started Spring 2013 to send HASAs to two branch libraries</li> </ul>	

<ul style="list-style-type: none"> <li>▪ Additional Rules of Behavior include specific baggage limits (like airplane carry-on size/number limits)</li> <li>▪ SW/HASAs take care to not be seen with security as a measure to establish client trust; security refers patrons to social worker</li> </ul>
<ul style="list-style-type: none"> <li>▪ SW provides training and assistance to library staff including limit setting with patrons</li> </ul>
<ul style="list-style-type: none"> <li>▪ Library is within a few blocks of a Health Clinic and the Homeless Outreach Team - most clients can walk there. On a very rare occasion a HASA may walk someone over to services.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Library pays salary to SF Health Dept. for Social Worker, social worker is EE of Health Dept.</li> <li>▪ Library pays wages for HASAs to CATS, social worker provides day-to-day guidance for HASAs while CATS serves as administrator/formal supervisor for HASAs. HASAs were originally classified as interns but now have the title of paid trainee.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Security staff are in-house institutional police who report to a police sergeant.</li> <li>▪ Department of Public Works handles exterior building issues such as graffiti removal.</li> </ul>

Pima County Public Library, AZ	
<b>Provider</b>	Five public health nurses (sharing 1 FTE)
<b>Additional Provider</b>	
<b>Partnerships</b>	Pima County Health Department
<b>Special Funding (if any/known)</b>	Seeking grant from National Library of Medicine focusing on women's health
<b>Outcome Measurement Approach</b>	Tracking number of individual client interactions, reduction in 911 calls
<b>Contact Person</b>	Karyn Prechtel, Deputy Director of Public Services
<b>Program Summary</b>	
<ul style="list-style-type: none"> <li>▪ Nurses divide time between six branches providing medical screening, substance abuse and social service referrals.</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Nurses are capable of doing both social work and health screening - a bonus.</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Plans to expand this year (2013)</li> </ul>	

- Library pays salaries cost for nurses
- Modeled on San Francisco Public Library program -provider type based on available resource

### Edmonton Public Library, Alberta CANADA

<b>Provider</b>	Three outreach/social workers
<b>Additional Provider</b>	
<b>Partnerships</b>	Boyle Street Community Services
<b>Special Funding (if any/known)</b>	Funded with \$605,000 for three years by the provincial Safe Communities Innovation Fund
<b>Outcome Measurement Approach</b>	
<b>Contact Person</b>	Richard Thornley, Manager of the Stanley A. Milner Library 780-496-7062
<b>Program Summary</b>	
<ul style="list-style-type: none"> <li>▪ In Downtown Library - Based on EPL's community-led service model, supports and empowers at-risk Edmontonians through literacy, education and social support.</li> <li>▪ Modeled on San Francisco Public Library program</li> </ul>	

### Current Programs - in alphabetical order by state

#### Sacramento Public Library, CA

<b>Provider</b>	One homeless outreach worker ("Navigator") (PT)
<b>Additional Provider</b>	
<b>Partnerships</b>	Works with Sacramento's Continuum of Care, law enforcement, mental health providers and other social service agencies