


Handling Challenging Situations: What Do I Do Now? Part II of II

WHAT DO I DO NOW?:



Handling Challenging Situations with Mentally Ill and Homeless Library Users


Part Two




Tuesday, May 21, 2013
Karen Strauss, Leah Esguerra, Kathleen Smith

Infopeople helping libraries think differently


Who We Are



← Karen Strauss



Leah Esguerra ↑



Kathleen Lee →

The Library's Social Worker



Leah Esguerra
LMFT

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II

What is Limit-Setting?

Providing direction when patrons might be confused and disorganized in their thoughts, speech and/or behavior.

Providing guidance using a reasonable amount of time and attention, while also using a range of interventions that are respectful, welcoming and sometimes firm.

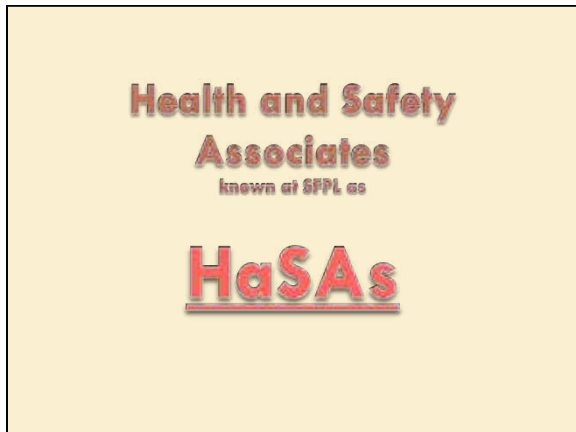
Why Set Limits?

Your mental, emotional and physical health will benefit -- you will manage your own frustrations and anger instead of "losing it."

How To Set Limits

- Be clear
- Be **RESPECTFUL**
- Be **Kind**
- Be firm and tactful
- Be consistent

Handling Challenging Situations: What Do I Do Now? Part II of II







This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II



Philadelphia PL offers jobs to those who were homeless



Philadelphia Library Offers jobs to the Formerly Homeless




First Health and Safety Associate (hired 2009)

Melvin was invited by the mayor to attend the State of the City address in which he mentioned the HaSA program.

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II



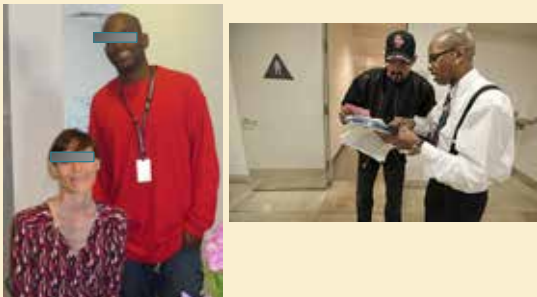
St. Boniface Church in San Francisco lets homeless people sleep in pews
PHOTO: JIMMY KIM

HaSAs are individuals who...

HaSAs are individuals who...

- ...have experienced homelessness and the issues often associated with homelessness.
- ...have first-hand experiences using the system to obtain public benefits, access shelters, free eats, mental health and/or substance abuse treatment.
- ...are current or former clients of the SF Homeless Outreach Team.
- ...have overcome homelessness and other issues.

HaSAs are now helping others



This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

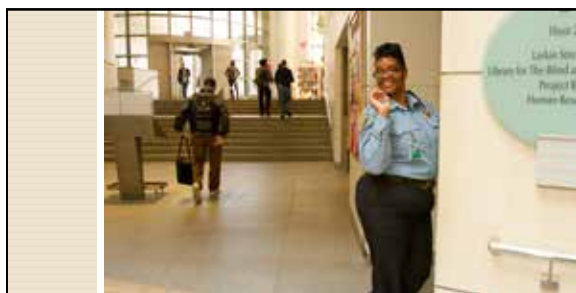
Handling Challenging Situations: What Do I Do Now? Part II of II

Job Overview

- Paid Internship (up to 15 hours/week)
- Six to 12 month duration
- Morning, afternoon and evening (until closing) shifts
- English-, Spanish- and Tagalog-speakers
- Funding for 4 HaSAs simultaneously (1 female; 3 males)

Job Duties

- Monitor the bathrooms for inappropriate activities.
- Provide resources (free eats, showers, shelter, etc.).
- Report illegal activities to Security staff.



The Social Worker and HaSAs complement but do **NOT** take the place of Security staff.

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II

Library Staff Call Security

...when staff feel unsafe addressing a violation of the Guidelines for Behavior (violence or potential violence).

Security calls the Social Worker

...when a patron might benefit from social services (housing, mental health treatment, substance abuse treatment, etc.)

Security calls the Social Worker

...when a patron is a danger to him/herself or others, after the situation has been stabilized

Handling Challenging Situations: What Do I Do Now? Part II of II

Library staff calls the Social Worker

...when
in
doubt



On-the-job Training

HaSAs receive feedback during daily meetings with the social worker, before and after their shifts. They learn how to do outreach, respect confidentiality, and recognize mental health issues.

HaSA Contributions to Patrons and Staff

- ✓ Permanent housing for ca. 100 patron (since 2009)
- ✓ Assistance to over 1,000 patrons
- ✓ HaSAs wake up 2-16 patrons/day, each

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II

HaSA Contributions to Patrons and Staff

- ✓ HaSAs do outreach with 1-6 people/day
- ✓ Find patrons inappropriately using bathrooms; report to Security
- ✓ Alert Custodian if bathroom needs cleaning

HaSA Contributions to Patrons and Staff

- ✓ Assist Library staff with patrons whose social services needs are non-library-related
- ✓ Reduce inappropriate use of bathrooms
- ✓ Reach some patrons more effectively than social worker, thanks to their first-hand experiences

From Homelessness to Work

Vocational Training Model –
former HaSAs are now
employed as peer
counselors and in the
culinary field

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II

Health and Safety Associates

Life experiences and knowledge = insider tips when helping those in need

From Homelessness to Community

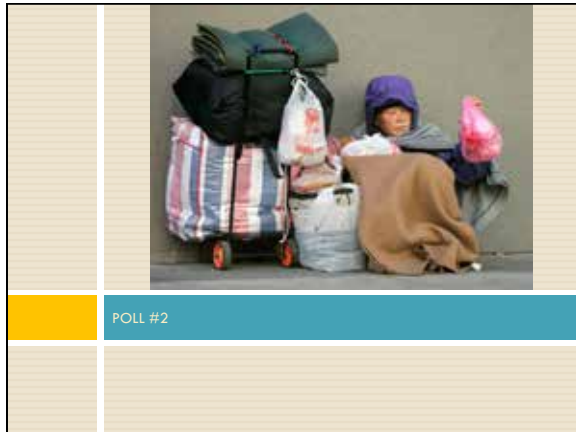




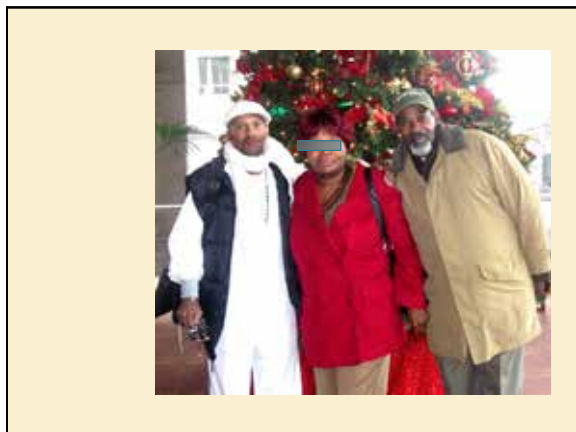
SOMETHING TO THINK ABOUT

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II

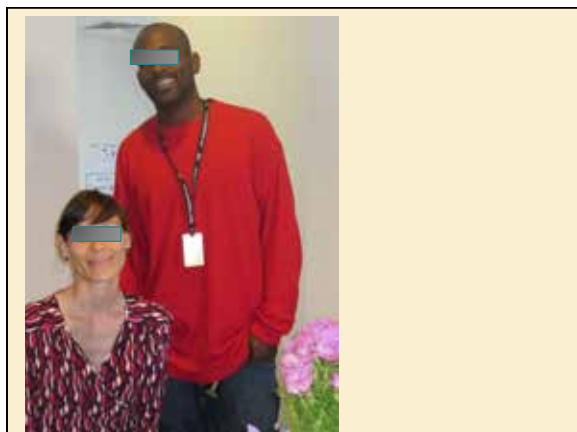


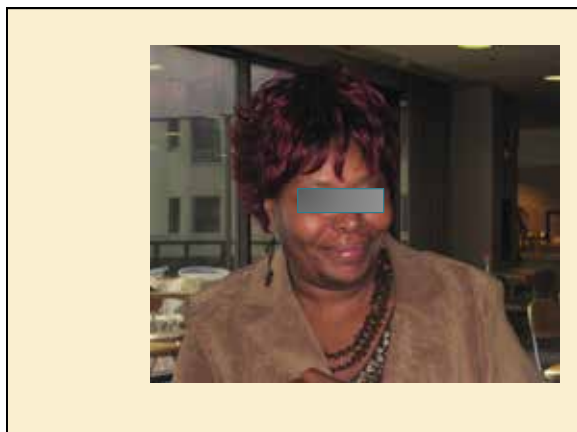
There are **MANY** faces of homelessness.



This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II







This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II




GUILTY VERDICT FOR MAN ACCUSED OF HOMELESS SHELTER STABBING

A jury found a 64-year-old man guilty of the stabbing death of another man at a homeless shelter in San Francisco's South of Market neighborhood in February 2012.

Kathleen's Story





This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II

Timing is Everything



Resources:

- Free shelter (individuals, couples, family)
- Free eats (Curry No Worries, Guide St., Anthony's, etc.)
- Free storage (360 Jones)
- Free clothing (Goodwill, St. Anthony's, etc.)
- Public benefits (GA, SSI, Foodstamps, Healthy SF)
- Veterans' Affairs (Swords to Plowshare, Downtown VA)
- Senior services (Curry Senior, Canon Kip, Golden Gate For Seniors)
- Youth services (Larkin Youth)
- Family services (Hamilton Family, Connecting Point, Homeless Prenatal, etc)
- Medical care (Tom Waddell, SFGH)
- Homeless pet care (VET SOS)
- Mental health, Dental, Vision and Substance abuse treatment
- Holiday/Special Occasion/San Francisco events
- Legal help (Homeless Advocacy Project, Asian Law Caucus, etc)
- Free cellphones for the homeless/low-income
- Vocational/educational resources: GED, CHEFS, Labor-Ready

LAUNDRY & SHOWER RESOURCES

LOW-COST LAUNDRIES

Bayview Hunters Point Multi-Service Center
2111 Jennings Street @ Van Dyke
671-1100
Every day, 7:00pm-12:00 midnight

Mission Neighborhood Resource Center
165 Capp Street near 17th
869-7977
Monday through Friday 7:00am-11:30am
Tuesday & Wednesday 2:00pm-6:00pm
Men and women

Mission Neighborhood Resource Center
165 Capp Street near 17th
869-7977
Monday through Friday 7:00am-11:30am
Tuesday & Wednesday 2:00pm-6:00pm
Men and women

FREE SHOWERS

Bayview Hunters Point Multi-Service Center
2111 Jennings Street @ Van Dyke
671-1100
Every day, 7:00pm-12:00 midnight
Men and women

Martin de Porres
225 Potrero Avenue @ 15th Street
552-0240
Tuesday & Thursday 9:00am
Men and women

Mission Neighborhood Resource Center
165 Capp Street near 17th Street
869-7977
Monday through Friday 7:00am-11:30am
Tuesday & Wednesday 2:00pm-6:00pm
Men and women


MSC South
525 - 5th Street near Bryant
597-7960
Every day, 24 hours
Men and women

A Woman's Place
1049 Howard Street near 6th Street
487-2140
Every day, 6:00am-7:00am, 8:00am-10:00am,
11:30am-3:00pm, 4:00pm-10:00pm
Women only


A Woman's Place Drop-In
211 - 13th Street @ Mission
746-1945
Every day, 24 hours
Women only

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II



Shelter Counselor
Full-time shelter counselor at A Woman's Place.



The Homeless Outreach Team (HOT)
Full-time street outreach worker.




Photo: Leah Esquerro
March 2013

Kathleen gave a presentation in Washington, DC, at the conference on National Health Care for the Homeless.

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II

Kathleen in Washington, DC



How has your library served this **population**?

What **new idea** will you talk about?

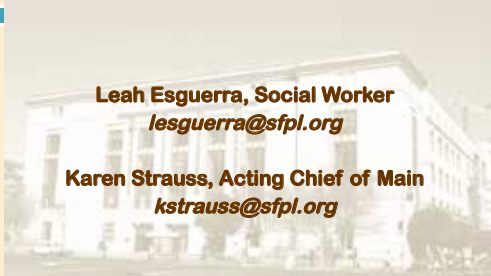
What's something **you do** that we should know about?

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II


Parts 1 and 2 Takeaways

- Partnerships
- Setting limits
- Real life, real ideas



Leah Esguerra, Social Worker
lesguerra@sfpl.org


Karen Strauss, Acting Chief of Main
kstrauss@sfpl.org




Questions?

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

Handling Challenging Situations: What Do I Do Now? Part II of II






*Libraries and the Homeless:
Legal Issues*

Presented by Mary Minow

Tuesday, September 17, 2013 at 12 Noon Pacific



Infopeople webinars are supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

This material has been created for the Infopeople Project [infopeople.org], and has been supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.