

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



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

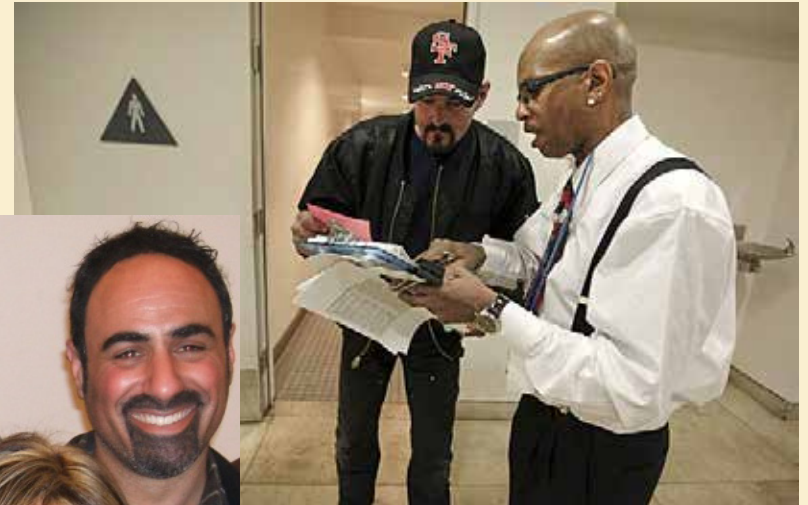
- **Be clear**
- **Be RESPECTFUL**
- **Be Kind**
- **Be firm and tactful**
- **Be consistent**

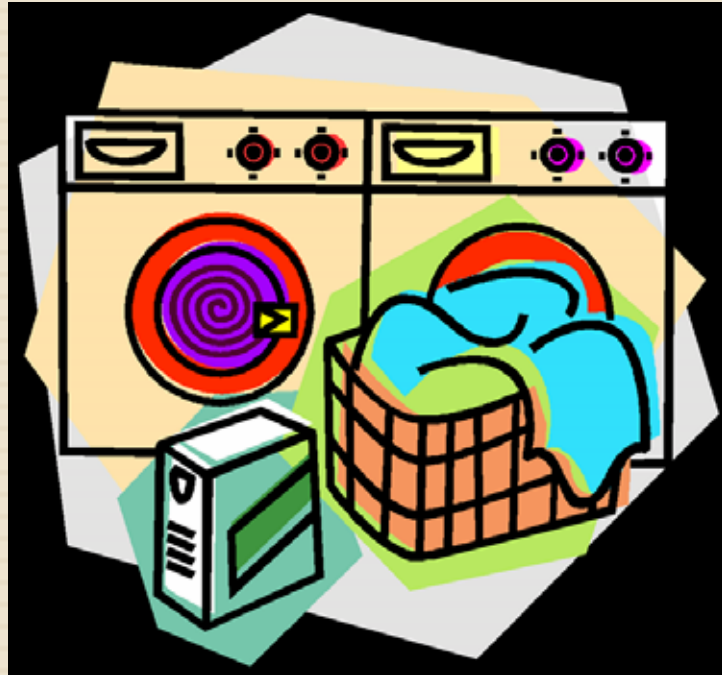
Health and Safety

Associates

known at SFPL as

HaSAs





POLL #1



Philadelphia PL offers jobs to those who were homeless



PHILANTHROPY TODAY

PREVIOUS

[← Red Cross Seeks Tsunami Aid From Thailand](#)

NEXT

[Black-History Collection Gets a New Home →](#)

Philadelphia Library Offers Jobs to the Formerly Homeless

December 15, 2006, 2:03 pm



Hoping to keep a Philadelphia library's bathrooms clean and free of loiterers, a nonprofit group is employing formerly homeless people as bathroom attendants, reports the [Associated Press](#).

The Free Library of Philadelphia hired Project HOME, an advocacy group for homeless people, to deal with a steady stream of homeless people using the bathrooms to bathe—and sometimes causing problems.

Project HOME's workers, equipped with ID badges and two-way radios, are paid \$7.50 an hour to watch over the bathrooms, pick up trash, hand out pamphlets to homeless people, and monitor the patrons' behavior.

The formerly homeless employees are doing an especially good job of helping the homeless patrons at the library, said Ed Speedling, a community liaison at Project HOME. "They have a lot of empathy for them."



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MANAGEMENT****THE NEW SCHOOL**
New York City**Editor's Note:**

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[Georgia Lawmaker Accused of Defrauding Charities](#)
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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.



St. Boniface Church in San Francisco lets homeless people sleep in pews
PHOTO: Jeanette Antal

HaSAs are individuals who...

HaSAs are individuals who...

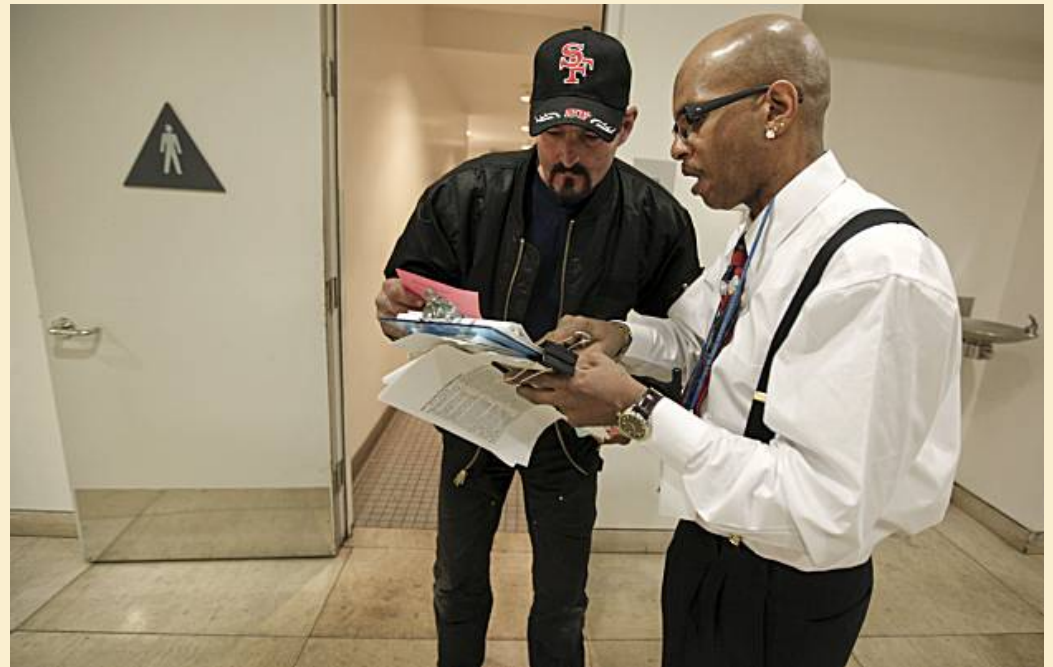
...have experienced homelessness and the issues often associated with homelessness.

...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



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.

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

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

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

Health and Safety Associates



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

From Homelessness to Community





**SOMETHING TO
THINK ABOUT**



POLL #2

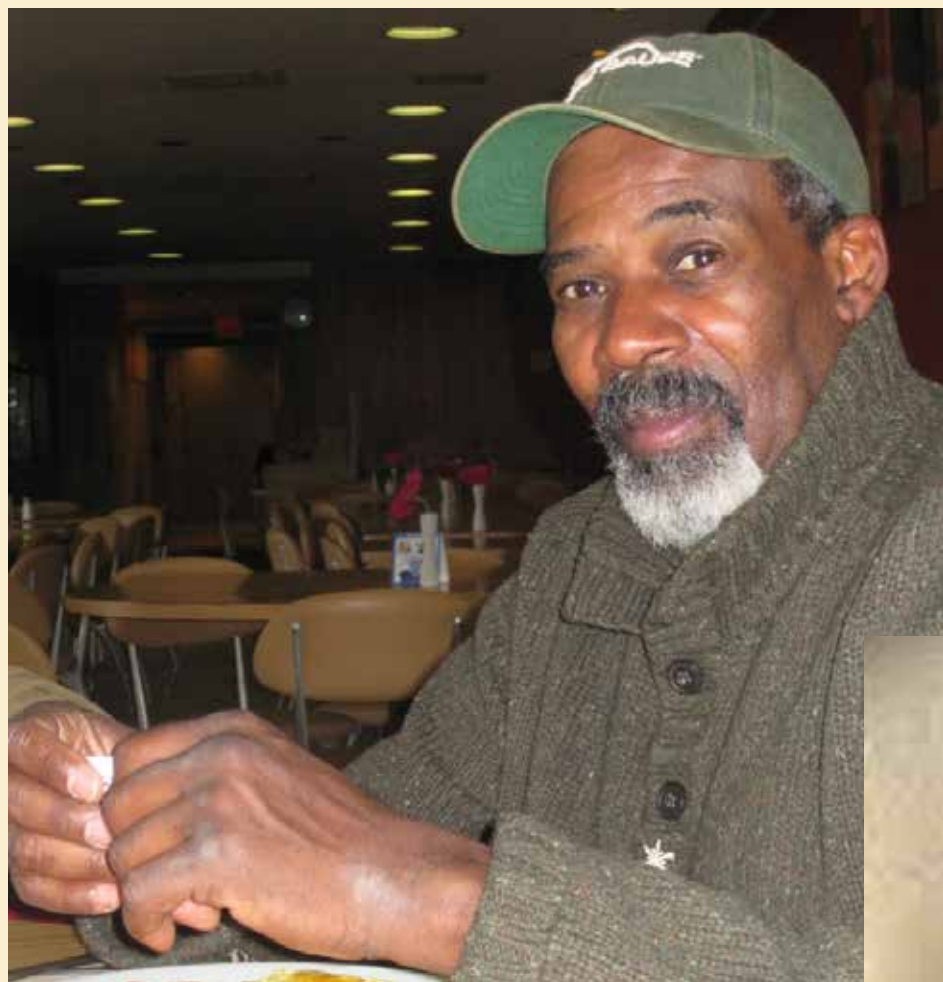


There are MANY
faces of
homelessness.











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



Foreclosure

NEXT EXIT



Timing is Everything



Resources:

- ❑ Free shelter (individuals, couples, family)
- ❑ Free eats (Curry No Worry, Glide St., Anthony's, etc.)
- ❑ Free storage (350 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

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



Shelter Counselor

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



The Homeless Outreach Team (HOT)

Full-time street outreach worker.



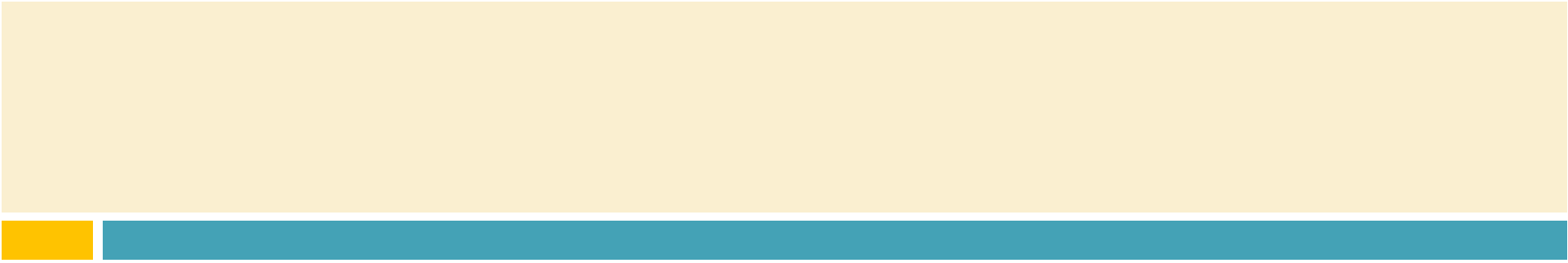
Photo: Leah Esguerra

March 2013

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

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?

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





*Libraries and the Homeless:
Legal Issues*

Presented by Mary Minow

Tuesday, September 17, 2013 at 12 Noon Pacific



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