

The Connected Library: Vetting and Partnering with Social Service Providers

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Goals

- ▶ Explore why we need to establish community partnerships
- ▶ Understand how to begin initiating contact with providers
- ▶ Collect tools to evaluate potential partner agencies
- ▶ Increase awareness of red flags
- ▶ Consider how to identify shared goals
- ▶ Discuss examples of library-agency collaboration
- ▶ Time for Q&A

Escalating needs

- ▶ Covid-19 will likely bring rising levels of:
 - ▶ Financial problems
 - ▶ Substance abuse
 - ▶ Domestic violence
 - ▶ Mental health challenges
 - ▶ Child abuse

WAVY 2020

MARCH 30, 2022

POLITICS

Why People Are Acting So Weird

Crime, “unruly passenger” incidents, and other types of strange behavior have all soared recently. Why?

By Olga Khazan

Health-care workers say their patients are behaving more violently; at one point, Missouri hospitals planned to outfit nurses with panic buttons. Schools, too, are reporting an uptick in “disruptive behavior,” *Chalkbeat* reported last fall. In 2020, the U.S. murder rate rose by nearly a third, the biggest increase on record, then rose again in 2021. Car thefts spiked 14 percent last year, and carjackings have surged in various cities. And if there were a national tracker of school-board-meeting hissy fits, it would be heaving with data points right now.

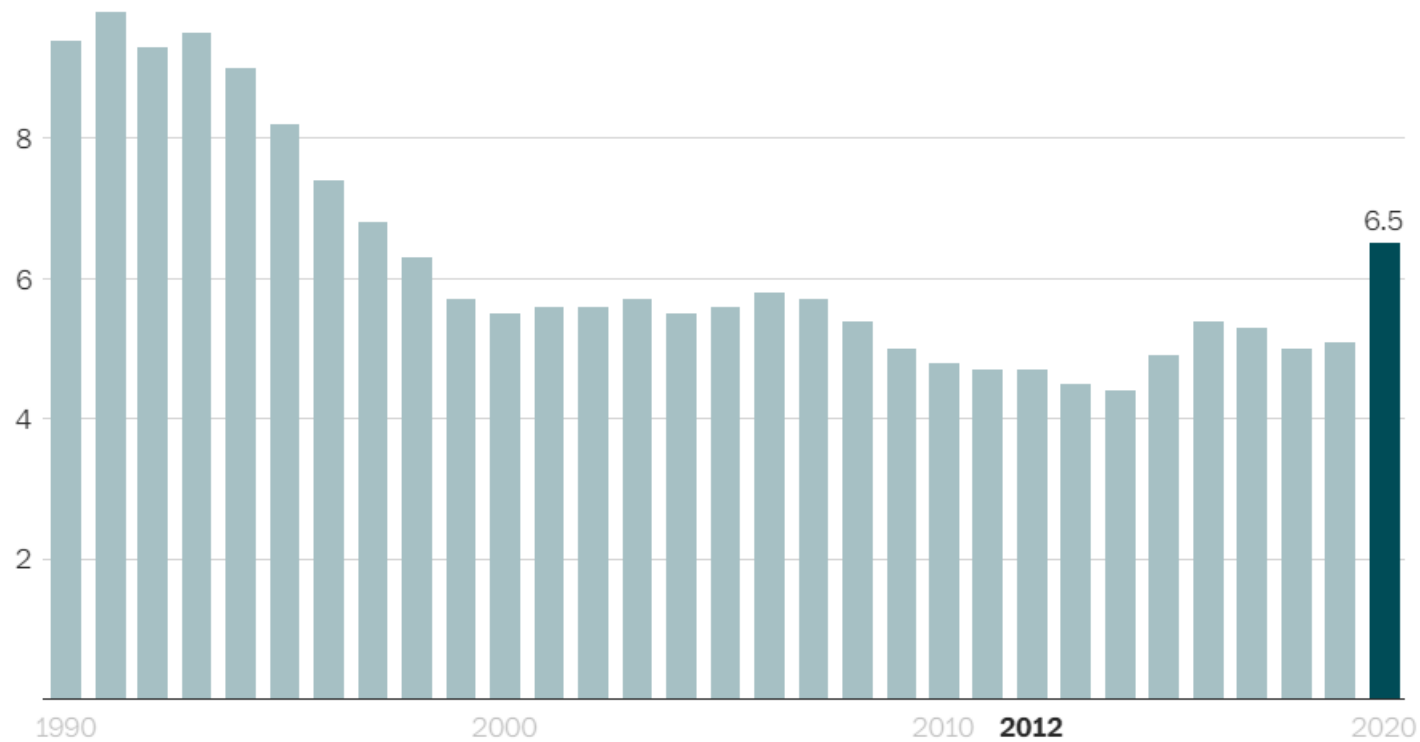
https://www.theatlantic.com/politics/archive/2022/03/antisocial-behavior-crime-violence-increase-pandemic/627076/?utm_campaign=the-atlantic&utm_medium=social&utm_source=facebook&fbclid=IwAR3PJzdLG9GHqtMGGTAUHbAjIHQrSEYsQwaxDXDtzjdPFPVa36V53J8w7Sds

National

Homicide rates have soared nationwide but

ma 022

Rate of homicides per 100,000 people in the U.S.



Source: FBI

THE WASHINGTON POST

<https://www.washingtonpost.com/nation/2022/01/21/homicide-rates-have-soared-nationwide-mayors-see-chance-turnaround-2022/>

Pandemic stress sparked huge jump in cigarette smoking

“We are facing a national mental health crisis that could yield serious health and social consequences for years to come,” said the American Psychological Association.

By Shirin Ali | Oct. 27, 2021

Data suggests that stress has played a significant role in Americans' lives over the last year, with the American Psychological Association's annual survey of Stress in America for 2020 revealing 78 percent of adults say the pandemic is a significant sources of stress in their life and 67 percent say they have experienced increased stress over the course of the pandemic.

“We are facing a national mental health crisis that could yield serious health and social consequences for years to come,” said the APA in a statement.

<https://thehill.com/changing-america/well-being/longevity/578810-pandemic-stress-sparked-huge-jump-in-cigarette-smoking/>

US reaches record high of more than 96,000 drug overdose deaths in a 12-month period, CDC data show

By Virginia Langmaid, CNN

🕒 Updated 1:53 PM ET, Wed October 13, 2021

<https://www.washingtonpost.com/nation/2022/01/21/homicide-rates-have-soared-nationwide-mayors-see-chance-turnaround-2022/>



Caitlin Owens

Oct 30, 2021 - Health

3. The kids really aren't OK

State of play: Even before the pandemic, children's mental health was worsening.

- One in five children experienced a mental health condition in any given year, according to the Children's Hospital Association, and the suicide rate among 10- to 24-year-olds was rising.

The pandemic exacerbated this alarming trend.

<https://www.axios.com/mental-health-children-pandemic-18f0f16e-cea0-42b5-b39c-fd2a6ef3dee1.html>

<https://www.indeed.com/lead/preventing-employee-burnout-report>

of workers say the pandemic has employee burnout

year data, we find that burnout is on the rise. Over half (52%) of survey respondents 2021, up from the 43% who said the same in our pre-COVID survey.

Fifty-three percent of millennials¹ were already burned out pre-COVID, and they remain the most affected population, with 59% experiencing it today. However, Gen Z¹ is now neck and neck: 58% report burnout, up from 47% who said the same in 2020.



**Our communities' needs
are different than they
were in 2019.**

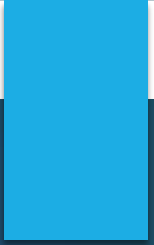
“But that’s not what
libraries are for!”





It's not our job.

It's our responsibility.



Often, answers to patron questions are contained within the library.

Sometimes, answers to those questions are found outside of the library.



No one knows your
community better than
your **local providers.**

No one serves people
quite like a **library.**




Libraries can act as
liaisons between
community members and
social service agencies.

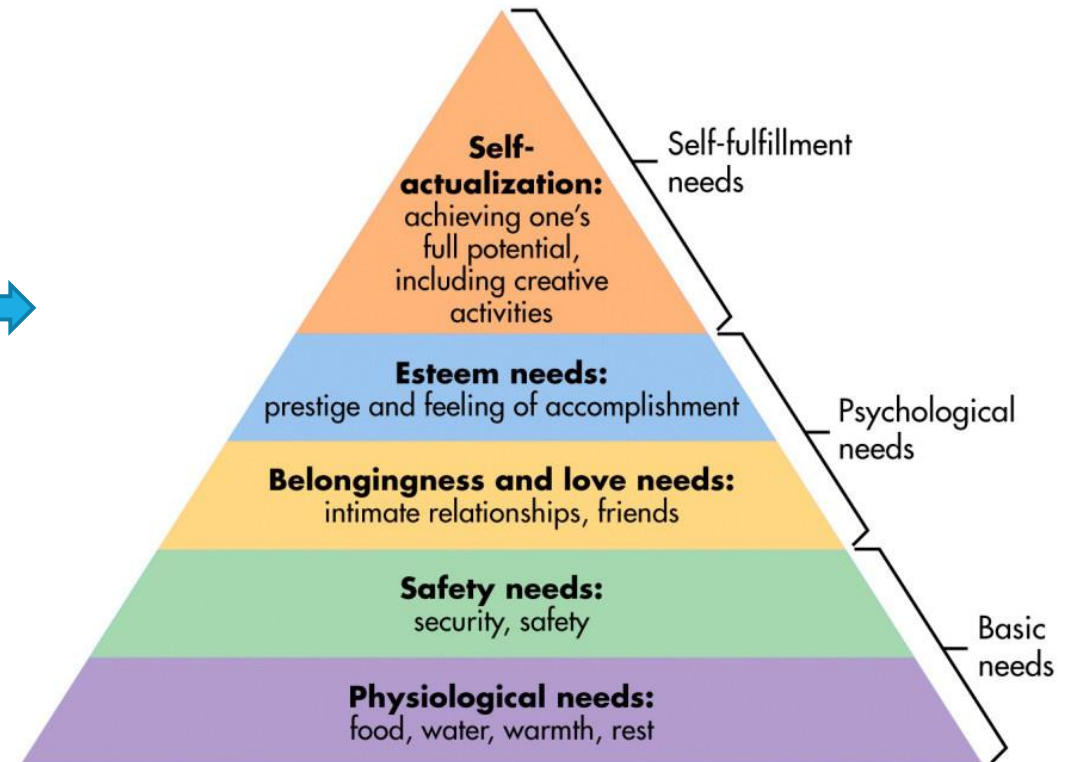
Community partnerships

- ▶ Most agencies will be excited to work with you.
- ▶ An individual may be your patron in the morning and a provider's client in the afternoon.
- ▶ Consistent outreach among NPOs, schools, faith communities, service organizations, and interested individuals will help you better understand the needs of your patrons.
- ▶ This gets easier the more you do it!



Initiating contact with local providers

- ▶ Get to know your [community mental health center](#)
 - ▶ Mental Health First Aid
- ▶ Attend coalition/task force [meetings](#)
 - ▶ Other attendees may include school districts, HHS departments, NPOs, law enforcement
- ▶ **Local basic needs assistance agencies** 
 - ▶ **Food pantries**
 - ▶ **Utility assistance**
- ▶ [FindHelp.org](#)
- ▶ Who do you already know?
 - ▶ Friends with connections
 - ▶ Agencies where staff volunteer
 - ▶ NPO board members



Why vet our partners?

Conclusion

Your words matter. They have the ability to calm even the most enraged patron. Your words can also create problems where none existed. So, get your head right. Position your body correctly. Learn what to say (and what not to say). After you have these three basics down, you are ready for more advanced tools.

Notes

1. Carole Nelson Douglas, *Cat in a Red Hot Rage* (New York: Forge Books, 2008).
2. Actually, I have absolutely no empirical data for this, but it sounds plausible!
3. Ellen Langer, Arthur Blank, and Benzion Chanowitz, "The Mindlessness of Ostensibly Thoughtful Action: The Role of 'Placebic' Information in Interpersonal Interaction," *Journal of Personality and Social Psychology* 36, no. 6 (1978): 635–42.
4. Robert B. Cialdini, *Influence: Science and Practice*, 5th edition (Boston: Allyn and Bacon, 2008), 60.
5. Erin E. Buckels, Daniel N. Jones, and Delroy L. Paulhus, "Behavioral Confirmation of Everyday Sadism," *Psychological Science* 24, no. 11 (2013): 2201–09.
6. Cialdini, *Influence: Science and Practice*, 193.

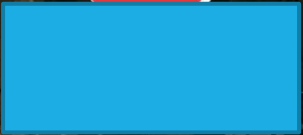
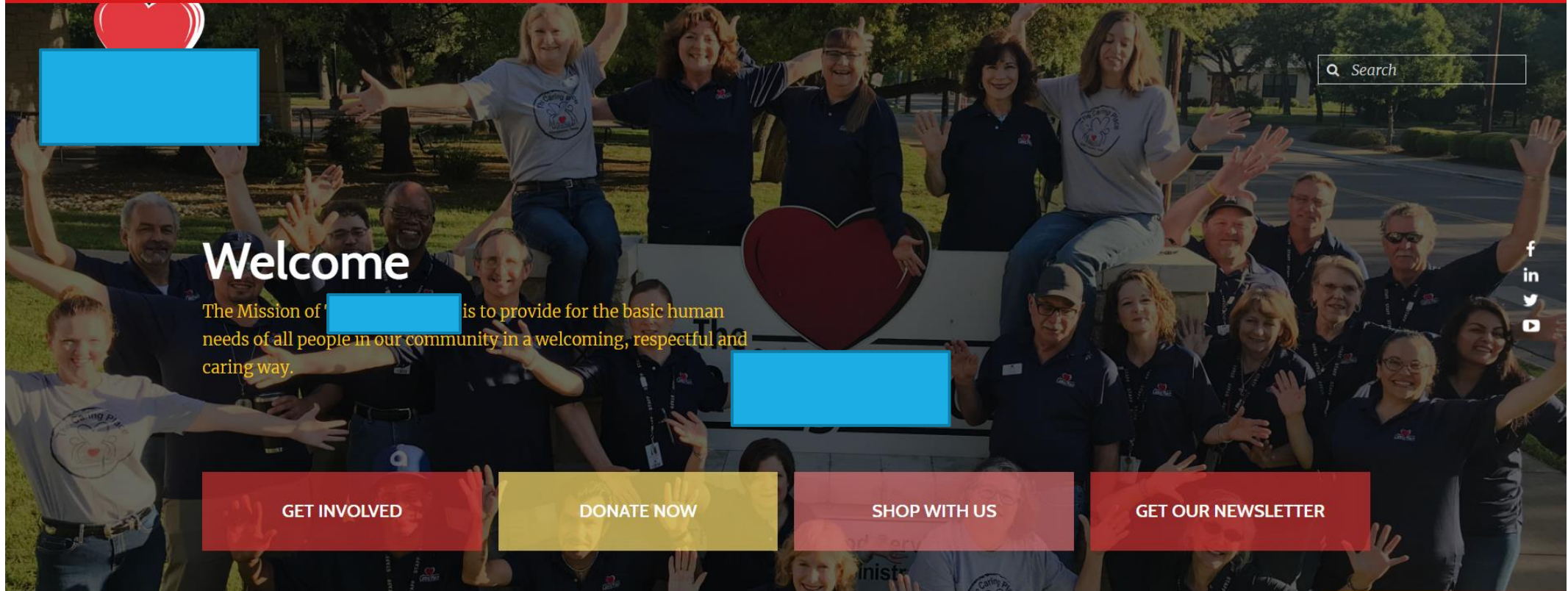
Vetting potential partners

- ▶ What do the agencies you already trust have to say?
- ▶ Check 501(c)(3) status/990 tax form of NPOs
 - ▶ candid.org
 - ▶ projects.propublica.org/nonprofits/
- ▶ Look for a healthy NPO board of directors
 - ▶ 5+ members
 - ▶ Not all from same family or company
 - ▶ Do you know them?
- ▶ Check agency website
- ▶ Reach out to library social workers

What to look for

Due to COVID-19, operating hours and services at [redacted] are modified. Please view our [COVID-19](#) page for the most up to date information.

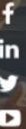
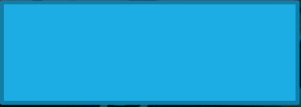
✕ DISMISS



🔍 Search

Welcome

The Mission of [redacted] is to provide for the basic human needs of all people in our community in a welcoming, respectful and caring way.



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GET HELP

What to look for

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Looking for something specific? Try finding it here.

MISSION STATEMENT

educates and empowers youth, through Service Learning, to meet the needs of others in their community so that every child has a sense of normalcy.

Questions for potential partners

- ▶ If not free, does your agency offer sliding scale fees?
 - ▶ Do you accept Medicaid?
- ▶ What populations does your organization typically serve?
- ▶ How do you work to address (insert most prominent challenges facing your patron population)?
- ▶ How do you involve your target population in:
 - ▶ programming?
 - ▶ research and awareness building?
- ▶ Is your agency trauma-informed? How so?
- ▶ What actions have you taken to mitigate spread of covid-19 to clients?
- ▶ **Are you able to serve folks who don't have internet access?
How so?**

Red flags

- ▶ Unable to prove 501(c)(3) status
- ▶ Does not accept Medicaid/no sliding scale fees
- ▶ Dismissive of or unable to articulate language around “trauma-informed” or “resiliency”
- ▶ Violating shared client/patron confidentiality
- ▶ Cold calls to provide “informational sessions”
- ▶ Offers of high cost, for-profit staff trainings
- ▶ Too-good-to-be-true promises:
 - ▶ “It works with everyone” (actual quote)
- ▶ Customer service tips or trainings heavily reliant on scripts







Our Vision:

Set the platinum standard for integrative transitional sober living recovery residences, with focus on providing inspiring environments, amenities, and services.



imoflio.com

Clients have the benefit of individual and small group counseling with Masters-level clinicians and licensed addiction specialists at our treatment centers. Additionally, we have added a unique group of experience-based therapies specifically designed to help clients feel and experience the changes as they occur. Taken together, these four components – the evidence-based practices, the experience-based treatment, the individual and group counseling and the 12-Steps – form what we call  Transformational Treatment Model or the  Way.

Questions for vetted partners

- ▶ What are our community's strengths?
- ▶ What are the greatest challenges facing our neighbors?
- ▶ How can the library help?
 - ▶ Publicizing donation drives, messaging from city/county level
- ▶ What professional connections would be helpful to you in your work?
 - ▶ Potential to liaise between partners and local government, school district, etc.
- ▶ What do our staff need to know about serving your clients?
 - ▶ Potential training opportunities



**Open-ended
questions**

Our new reality

- ▶ Remember that, like libraries, providers are working to find their post-pandemic/endemic footing
- ▶ Many task force, coalition, etc. meetings may be on hiatus, meeting virtually, or have otherwise changed how they do things
- ▶ Services may be reduced or altered
- ▶ Consider and troubleshoot internet access (or lack thereof) among target populations
- ▶ Try not to add (unnecessarily) to the workload of agency employees, if possible
- ▶ **Partnerships are about relationships**



Success stories

- ▶ Mobile library visiting free laundry night at local laundromat
- ▶ Domestic violence/sexual assault advocacy agency using library study rooms to meet clients
- ▶ Narcan placed in building and staff trained in its use by county mental health response team
- ▶ Interns serving folks at library, school district, and afterschool program
- ▶ Local basic needs agency distributing food, etc. in library parking lot
- ▶ Social media campaign highlighting local NPOs
- ▶ A living document listing what services agencies are and are not providing right now
 - ▶ Check social media and websites first

Sniff out
opportunities
to strengthen
your
community.



Q&A

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TEXAS STATE LIBRARY
AND
ARCHIVES COMMISSION