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

Who We Are

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The Library’s Social Worker

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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
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Health and Safety Associates
Known as HaSAs

POLL #1

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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.

Philadelphia PL offers jobs to those who were homeless.
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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

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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
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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**

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Health and Safety Associates

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

From Homelessness to Community

SOMETHING TO THINK ABOUT

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There are MANY faces of homelessness.
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
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Timing is Everything

Resources:
- Free food (Cully Food Bank, Goodwill, St. Anthony’s, etc.)
- Free clothes (Goodwill, St. Anthony’s, etc.)
- Public benefits (DA, DSH, FoodShare, Healthy SF)
- Veterans Affairs (Veterans Affairs, Downtown VA)
- Senior services (Cully Senior, Canon Center, Golden Gate for Seniors)
- Youth programs (Cully Youth, Youth City)
- Family services (Hampton Family, Connecting Point, Homeless Prenatal, etc.)
- Mental health care (NAMI, DSH, PHP)
- Hospital services (St. Mary’s, UCSF, etc.)
- Mentors (DHS, CPF)
- Meals on Wheels (Cully, St. Anthony’s)
- Housing services (Housing Authority, Downtown)
- Career services (Job Corps, Cully)
- Education services (San Francisco State University)

LAUNDRY & SHOWER RESOURCES

**LAUNDRIES**

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

- **Mission Neighborhood Resource Center**
  - 205 Capp Street near 17th Street
  - Monday through Friday, 7:30am-11:30am
  - Tuesday and Wednesday, 2:00pm-4:00pm

**SHOWERS**

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

- **Men and women**
- **Mar/ de Porres**
  - 225 Potrero Avenue @ 15th Street
  - 552-0140
  - Tuesday and Thursday, 9:00am
  - Men and women

- **Laundromat**
  - 233 Potrero Avenue @ 11th Street
  - 514-2106
  - Every day, 7:00am-12:00 midnight

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

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

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

Photo: Leah Esguerra  March 2013

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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?
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Parts 1 and 2 Takeaways

❖ Partnerships
❖ Setting limits
❖ Real life, real ideas

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Questions?