



Anchorage Public Library Community Resource Coordinator Six-Month Progress Report, April 2019

OVERVIEW

The Anchorage Public Library Community Resource Coordinator (CRC) is a grant-funded pilot project that provides outreach, information and assistance services for patrons at the Loussac and Mountain View libraries, especially those experiencing vulnerabilities. A collaboration between the Anchorage Health Department and the Anchorage Public Library, the project began in September 2018 and will run through December 2020. If the project is successful, our goal is to transition it to a permanent municipal program at the completion of the pilot project.

The CRC connects library patrons with available community resources through direct outreach and innovative programs, community events, and collaborations with community partners. The CRC is supported by the UAA School of Social Work and coordinates with the Municipality of Anchorage Mobile Intervention Team (MIT) and the Anchorage Coalition to End Homelessness. The CRC also works with Library staff and security to identify and engage with vulnerable library patrons.

OUTCOMES, SEPT 2018 - MARCH 2019

- **Service to patrons experiencing vulnerabilities: 209** one-on-one meetings with patrons experiencing homelessness, mental illness and other vulnerabilities:
 - Roughly 70% men 30% women (individuals and couples)
 - 50% are age 40-55
- **Food and utilities assistance: 38** assisted with SNAP and other food security resources, and **6** with heating applications.
- **Mental health referrals: 12** referrals to mental health services, with a wide range of presenting issues from severe mental illness to PTSD, anxiety and stress management.
- **Service to individuals experiencing homelessness who are not engaging in Coordinated Entry and/or shelter services: 50+** identified and served.
- **Substance misuse referrals: 8** individuals referred to recovery services.
- **Seniors: 40+** referrals to the Health Department's Aging and Disability Resource Center; **7** completed Senior Benefits applications.

OUTCOMES, CONTINUED

- **Job search assistance:** **24** individuals with resumes & job applications and 9 referrals to the Division of Vocational Rehabilitation.
- **Launched a Veteran Information Center** at Loussac Library (thanks to MSW Intern Jessica!).
- **Materials distributed:** **1000+** CRC business cards, **300+** food pantry schedules, **200+** Substance Use Treatment Resource Guides, **300+** Alaska Public Assistance applications (includes SNAP), **50+** heating assistance applications, **50+** Aetna post-earthquake mental health hotline flyers, **40+** Aging and Disability Resource Center handouts, and **50+** Department of Labor flyers.
- **Additionally:** Loussac MSW Intern Jessica had 82 one-on-ones between Sep 2018 – Apr 2019 and Mountain View MSW Intern Greta had 30 between Sep 2018 – Dec 2019.

NEXT STEPS

- Partnering with the Anchorage Coalition to End Homelessness to streamline access to HMIS (Homeless Mgmt. Info System) & resources for patrons experiencing homelessness.
- Partnering with Library AmeriCorps VISTA and YWCA on economic empowerment for patrons.
- Build on the weekly Housing Lab, which has turned into a high-demand program that provides one-on-one assistance with housing applications (and is an entry point for other services).
- Explore feasibility of peer-outreach at the library.

SUCCESS STORIES

Patron 1: A man who is a senior and a veteran is living at a shelter and working. The CRC referred him to Catholic Social Service's Supportive Services for Veteran Families (SSVF) and after getting re-assessed through Coordinated Entry, he'll be getting housed this month.

Patron 2: A mother in affordable housing was given an eviction for non-payment of rent. The CRC assisted her with the application for lenience with that agency, and also helped with the underlying cause of her financial problems. She successfully stayed housed, her rent subsidy was extended, and she received additional services that helped stabilize her and her daughter.

Patron 3: A gentleman was referred who had been working, but complications with an injury had caused him to lose his housing. His family was living with his wife's parents, but he was living in his car.

Through a new connection with Supportive Services for Veteran Families, the CRC referred him to their case manager, who on-boarded him and he was housed within 72 hours of walking into the library.



Community Resource Coordinator Rebecca Barker

COLLABORATIONS

- Municipal Mobile Intervention Team
- Anchorage Coalition to End Homelessness
- Supportive Services for Veteran Families (Catholic Social Services)
- SNAP Outreach
- Cooperative Extension Service SNAP Education program
- Cook Inlet Housing Authority
- Recover Alaska
- Alaska Mental Health Consumer Web
- Covenant House Alaska
- The Vet Center

FUNDERS

- Alaska Mental Health Trust Authority
- Recover Alaska
- Alaska Community Foundation, Social Justice Fund

PROJECT HOSTS

- Anchorage Health Department
- Anchorage Public Library
- Anchorage Library Foundation

TIMELINE

Fall 2017

- Initial funding secured from Alaska Mental Health Trust (\$75,000) and Alaska Community Foundation Social Justice Fund (\$15,000).

Early 2018

- Funding secured from Recover Alaska (\$20,000).

May-Aug 2018

- Worked with our partners in the Municipality to create the new position and determine the partnership structure with the Anchorage Health Department.

Sep 2018

- Hired Rebecca Barker, MSW; Rebecca was our first Social Work Intern in the Library in 2016-17 and helped establish the program; two 2018-19 Social Work Interns began year-long internships (one had to leave in December).

Oct 2018

- Renamed the program from Social Worker in the Library to Library Community Resource Coordinator to more accurately reflect the nature of the program and to be more approachable for patrons.

- Develop brochures, posters and other materials to promote the CRC for tabling, outreach, and library site locations.

Dec 2018

- Applied unspent Library labor funds to cover the program for 2018, allowing us to stretch grant funds to cover all of 2019; created a CRC office on the 2nd floor of Loussac next to security, which has high visibility for patrons and is easily accessible by staff in all locations of the building.

Jan- Sept 2019

- Program implementation, recruit MSW Interns for 2019-20, and seek year two and long-term funding.

QUESTIONS?

To learn more, contact Clare Ross at 343-2944 or Clare.Rosse@anchorageak.gov or Community Resource Coordinator Rebecca Barker at 343-2911 or Rebecca.Barker@anchorageak.gov



Anchorage Public Library Community Resource Coordinator Progress Report, January 2019

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OUTCOMES, SEPT - DEC 2018

- **Service to patrons experiencing vulnerabilities: 60+** one-on-one meetings with patrons experiencing homelessness, mental illness and other vulnerabilities:
 - Roughly 60% men 40% women (individuals and couples)
 - 50% are age 40-55
- **Food and utilities assistance: 9** individuals assisted with SNAP and **6** with heating applications.
- **Mental health referrals: 7** referrals to mental health services, with a wide range of presenting issues from severe mental illness to PTSD, anxiety and stress management.
- **Service to individuals not already engaged in Coordinated Entry: 5** individuals identified and served (both homeless & housed with severe behavioral health issues) who do not appear to be in the Mobile Intervention Team's database.
- **Substance misuse referrals: 3** individuals referred to recovery services (**2** to CITC Recovery Services and **1** pending referral to Akeela or Genesis).