

REPORTING PERIOD:	April 1 - June 30, 2025 (QUARTER 2)
DATE SUBMITTED:	July 31, 2025
GRANT PROGRAM:	Ypsilanti District Library - Library Care Coordination (Library Social Work)
GRANTOR:	Washtenaw County Community Mental Health

I. EXECUTIVE SUMMARY

This quarter marked the successful launch of the Library Care Coordination program with a full-time, dedicated social worker. We quickly expanded from appointments to include drop-in hours, significantly increasing access to vital support for our patrons with immediate needs. We also prioritized building strong community partnerships, transforming the library into a comprehensive resource hub. This collaborative approach ensures optimized resource utilization and meets a broader spectrum of patron needs directly within the library.

Beyond individual consultations, we focused on direct resource provision and fostering community trust. We track bus token distribution and introduced a Library Care Coordination drawer for discreet access to hygiene supplies. This drawer encourages collective well-being by promoting taking only what's needed, especially in oppressive systems where scarcity often impacts behavior. Our upcoming whiteboard will further enhance transparency by displaying weekly, icon-supported community resources, ensuring open access to basic needs information for everyone.

While initial patron data is promising, it's important to note that direct distribution of supplies and the program's evolving nature mean the full impact is likely underreported.

II. PROGRAM ACTIVITIES AND ACHIEVEMENTS

PATRONS SERVED AND SERVICES PROVIDED

Number of Patrons Served (<i>unduplicated</i>)	63
Number of Visits to LCC (<i>duplicated</i>)	127

Demographics of Patrons Served by Race

- **White/Caucasian:** 19.69%
- **Black or African American:** 59.84%
- **Hispanic/Latinx:** 5.51%
- **Middle Eastern/Arab American:** 0.79%
- **American Indian or Alaskan Native:** 0%
- **Asian/Pacific Islander:** 0%
- **Multiple ethnicity/Other:** 0%
- **Not Disclosed:** 14.17%

Demographics of Patrons Served by Gender

- **Male:** 59.84%
- **Female:** 31.5%
- **Non-binary:** 0%
- **Transgender:** 0.79%

Demographics of Patrons Served by Housing Status

- **Prefer Not to Say:** 0%
- **Not Disclosed:** 7.87%

New Referral vs. Follow-up to Service Referral

- **Literally Homeless:** 57.48%
- **Imminent Risk of Homelessness:** 0%
- **At Risk of Homelessness:** 3.94%
- **Housing Secure:** 17.32%
- **Not Disclosed:** 21.26%
- **New Service Referral:** 89.76%
- **Follow-up to Service Referral:** 10.24%

Type of Service Delivery

- **In-person:** 81.1%
- **Phone:** 3.94%
- **Email:** 2.36%
- **Virtual:** 0%
- **Appointment No Show:** 12.60%

Majority Requested Service Types

- **Transportation Assistance:** 32.73%
- **Assistance to Obtaining Vital Documentation:** 14.55%
- **Application Assistance for Transportation:** 3.64%
- **Referral to Behavioral Health/SUD Services:** 5.45%
- **General Information and Referrals:** 9.09%

PARTNERSHIPS FORMED

Number of Partnerships Established

5

Brief Description of Key Partnerships and Impact

- **Wolverine Street Medicine (WSM):** Provides accessible medical care (non-emergency), primary care appointment support, wound care & harm reduction support, harm reduction supply distribution, dedicated foot care, blood pressure management, essential medications (antibiotics), tick bite assessment & care, and sandwiches for people who are unhoused or housing insecure.
- **LEAF Harm Reduction:** Supplies harm reduction materials bi-weekly with WSM during the wellness tabling event in YDL - Mich Plaza. LEAF replenishes and maintains a consistent stock of life-saving public health supplies – such as Naloxone and binary drug-checking strips for xylazine and fentanyl – across all three YDL branches. LEAF also provides hygiene supplies to the Community Care Drawer located at the YDL - Mich branch.
- **Ann Arbor Transportation Authority:** Library Social Worker completed the application for YDL to become a Fare Deal authorized agency to provide access to Fare Deal cards at the library for half-fare cards for people who are socioeconomically strategically disadvantaged. YDL officially became a Fare Deal authorized agency in June 2025.
- **Shelter Association of Washtenaw County - Shelter Diversion & Resource Program:** Developed a partnership with SAWC in June 2025 to reduce barriers for unhoused and housing-insecure individuals in Ypsilanti and Superior Township to access vital shelter services without transportation barriers or safety concerns that could present with patrons going to the Ann Arbor location. The Shelter Diversion Program Coordinator provides assistance with relocation to safe places, security deposit support, rental support, homeless verification letters, and authorized mail contracts. This partnership significantly expanded access to services previously only available in Ann Arbor.
- **Fed Up Ministries:** Addresses immediate basic food access needs by providing weekly meal distribution at two branches after federal funding cuts impacted the Food Gatherers free summer lunch program. FedUp Ministries

provides free lunches for single adults, children, and families – also allowing for individuals to take as much requested food to-go.

LIBRARY CARE COORDINATION (LCC) EVENTS HOSTED AND PATRON ATTENDANCE

Number of Events

13

List of LCC Events and Service Numbers

- **Wolverine Street Medicine** (every other Monday)
 - May 12, 2025: 11 YDL - Mich Plaza
 - May 19, 2025: 29 YDL - Mich Plaza
 - June 2, 2025: 33 YDL - Mich Plaza
 - June 16, 2025: 48 YDL - Mich Plaza
 - June 30, 2025: 35 YDL - Mich Plaza
- **FedUp Ministries** (every Tuesday and Thursday)
 - June 24, 2025: 60 YDL - Mich
 - June 26, 2025: 52 YDL - Superior
- **GenMobile and StandUp Wireless** (no longer available due to provider scheduling conflict and inventory issues)
 - May 20, 2025: 3 phones and sim cards YDL - Mich Plaza
 - June 2, 2025: 3 phones and sim cards; 1 sim card but no phone YDL - Mich Plaza
 - June 9, 2025: 7 phones and sim cards YDL - Mich Plaza
 - June 12, 2025: 5 phones and sim cards; 3 sim cards but no phone YDL - Mich Plaza
 - June 23, 2025: 10 phones and sim cards
 - June 30, 2025: Cancelled due to lack of phone inventory

III. PROGRAM EVALUATION AND IMPACT

SUMMARY OF EVALUATION AND PATRON FEEDBACK

During Quarter 2, foundational work began on the development of a formal evaluation plan for the Library Care Coordination program. The library social worker is partnering with Dr. Margaret Ann Paauw, an evaluator from Eastern Michigan University, to collaboratively design evaluation tools and methodologies, with implementation planned for Quarter 4.

Evaluation efforts will include the development and distribution of feedback tools tailored to key stakeholder groups, including patrons, library staff, and community partners. The patron survey will consist of an estimated 4 - 5 question Likert scale questionnaire designed to be brief and accessible. It will be available on an ongoing basis to gather continuous input on service experiences. For staff and community partners, a combination of surveys and facilitated focus groups is being planned to collect more in-depth feedback on collaboration, service delivery, and overall program impact. These evaluation tools will inform both program improvement and impact assessment, supporting the Library Care Coordination program's commitment to data-informed service delivery and continuous learning.

LIBRARY CARE COORDINATION (LCC) INTERNSHIP PLACEMENT SUMMARY

During the second quarter, no new interns were placed for the summer term. However, two interns successfully completed their placements in the first few weeks of April, concluding their service for the academic year and with the library. This quarter also included the onboarding of the library's new full-time social worker – a key milestone in program staffing and in strengthening capacity for future intern supervision. Looking ahead, two new interns are expected to begin their placements in Quarter 3, aligned with the start of the fall semester. Both prospective interns are anticipated to join from Eastern Michigan University's School of Social Work.

IV. CHALLENGES AND BARRIERS TO SERVICE

IDENTIFIED BARRIERS

Several systemic barriers continue to affect patrons' ability to access services and support – challenges that extend beyond the scope of any single program or provider. While the Library Care Coordination (LCC) program works to mitigate some of these obstacles through direct support, resource navigation, and partnerships, structural issues such as housing instability, underfunded services, and bureaucratic delays significantly impact outcomes across all types of library and community programming.

These broader challenges include:

- **Service Disruptions Due to Federal Funding Cuts:** Reductions in federal support have led to the discontinuation or downsizing of vital community programs, such as the summer lunch program through Food Gatherers. Anticipated changes to Medicaid policy may result in decreased access to medical and behavioral health services for low-income patrons, creating heightened concern moving forward.
- **Lack of Available or Flexible Funding:** Many patrons face financial barriers that prevent them from obtaining essential items such as identification documents, eye exams, or legal and medical services. Without dedicated funding streams for these needs, patrons frequently experience delays in accessing basic supports.
- **Inaccessible and Unaffordable Housing:** A high number of patrons are currently unhoused, which hinders their ability to complete documentation or access services that require a mailing address or proof of residence. This results in significant delays in securing benefits, identification, or legal support.
- **Communication Challenges and Phone Access:** A number of patrons lack stable phone access, complicating follow-ups, appointments, and ongoing case management. The prior phone distribution program helped address this gap but has since ended due to limited inventory. Patrons without phones remain at a disadvantage in securing housing, employment, healthcare, and safety-related resources.
- **Systemic and Administrative Delays:** Clients frequently encounter delays due to backlogged or unresponsive government systems (e.g., MDHHS, unemployment services), missing documentation, or complicated application processes.
- **Legal Barriers and Limited Access to Legal Aid:** Many patrons face unresolved legal issues – such as outstanding criminal charges or eviction proceedings – that directly impact their access to housing, employment, and benefits. Free or low-cost legal aid services are often overburdened, resulting in long wait times and limited availability.

MITIGATION STRATEGIES

To address the above barriers, the LCC program has implemented or is actively pursuing the following strategies:

- **Strategic Partnerships:** The Library Social Worker continues to form and strengthen partnerships with mutual aid organizations, legal aid providers, housing agencies, and healthcare navigators. These relationships have allowed for creative workarounds, including alternate mailing addresses, access to low-cost documentation services, and streamlined referrals.
- **Creative Resource Identification:** In the absence of dedicated funding, the Social Worker has identified alternative solutions, including tapping into mutual aid funds to help patrons obtain essential documentation (e.g., IDs, glasses, medical support).
- **Support with Phone Applications:** Although the phone distribution program has ended, the Social Worker continues to assist patrons with online applications for government-subsidized phone programs. Where possible, workarounds are identified for eligibility requirements (e.g., using shelter addresses or library-based documentation).

- **Persistent Navigation of Government Systems:** One-on-one support remains essential in helping patrons navigate complex and often delayed bureaucratic systems. The Social Worker assists patrons in compiling documentation, understanding requirements, and re-engaging stalled applications.
- **Ongoing Legal Collaboration and Referrals:** Although legal service capacity remains a barrier, the LCC program continues to maintain referral relationships with local legal aid organizations. Efforts are underway to identify additional community-based legal education and advocacy opportunities.
- **Evaluation Planning:** As part of mitigation and systems improvement, the Social Worker is collaborating with an evaluator from Eastern Michigan University to implement a structured evaluation framework in Quarter 4. This will help identify persistent barriers and support data-driven improvements in service delivery.