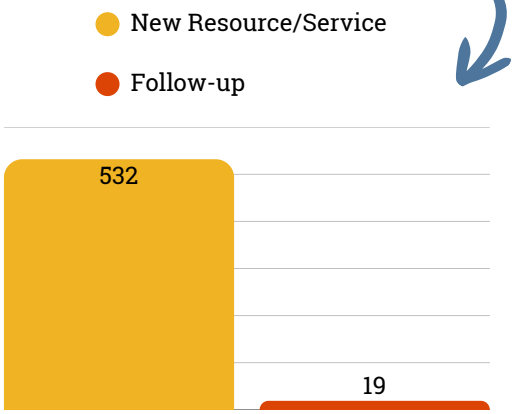
EXECUTIVE SUMMARY

198 *Number of individuals served* (unduplicated)

553 *Number of services provided* (duplicated individuals)



The Library Care Coordination (LCC) Program continues to position the Ypsilanti District Library (YDL) as a hub for holistic community support - connecting patrons to essential services, strengthening local partnerships, and documenting unmet needs to inform systems-level advocacy.

During Quarter 3, LCC deepened its integration within library operations and community networks. Two new social work interns from Eastern Michigan University joined the team in September, enhancing on-site capacity across branches by updating resource binders, restocking community care drawers, and supporting daily patron needs.

Ypsilanti area remains one of Washtenaw County's most resource-limited and high-need communities, where structural and systemic inequities in housing, healthcare, and transportation persist. In a county with only one emergency shelter and a median income gap half the county, YDL functions as one of the few free and judgment-free spaces where residents can safely seek support and resources.

The LCC model – built on harm reduction, trauma-informed care, and systems coordination – translates social work principles into public library practice. By mapping community resources, identifying service gaps, and embedding providers into library spaces, YDL strengthens the local care network and demonstrates how libraries can serve as both direct service providers and systems conveners.

This quarter also underscored the library's expanding role in community advocacy and systems-level engagement. The YDL Board of Trustees' resolution supporting Ypsilanti City Council's call for county investment in a permanent emergency shelter, informed by ground-level insights from the LCC program and key community partners such as LEAF Harm Reduction – who presented to the Board in early September – stands as a powerful example of how community-based evidence can shape public policy and collective action.

TYPES OF SERVICES

351 Transportation assistance services (transit tokens & passes)

44 Distribution of personal care and safety supplies

43 General case management support (information, navigation, and referrals)

31 Support obtaining vital documents (IDs, Social Security cards, birth certificates)

25 Support with government phone program enrollment

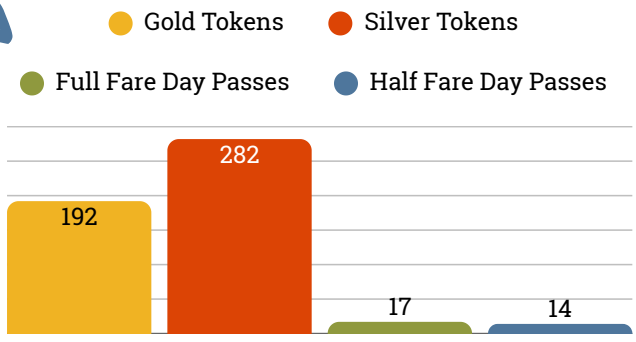
23 Assistance with applications (including government programs, housing applications and Fare Deal cards)

18 Other support services (including engagement, outreach, and follow-up assistance)

11 Referrals to behavioral health or physical health providers

127 *Individuals supported with transportation* (unduplicated)

505 *Transit tokens/passes distributed* (duplicated individuals)

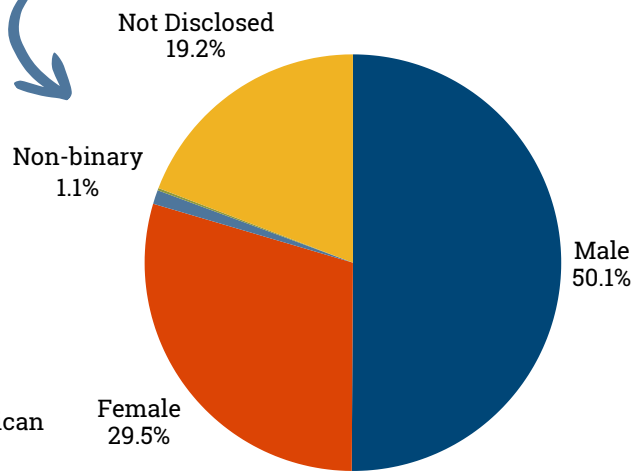


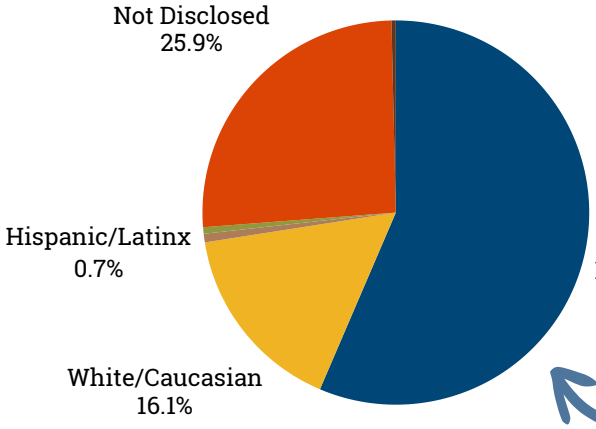
WHO WE SERVE

198 *Number of individuals served by the YDL's Library Care Coordination Program*

Demographic breakdown by gender

N = 198 Total Individuals Served by Library Care Coordination

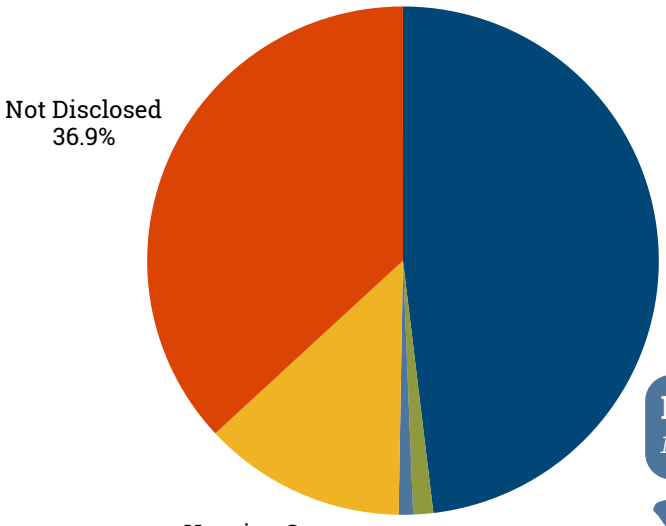




Demographic breakdown by ethnicity

N = 198 Total Individuals Served by Library Care Coordination

Libraries are key spaces supporting unhoused people amid a growing housing crisis



Demographic breakdown by housing status

N = 198 Total Individuals Served by Library Care Coordination

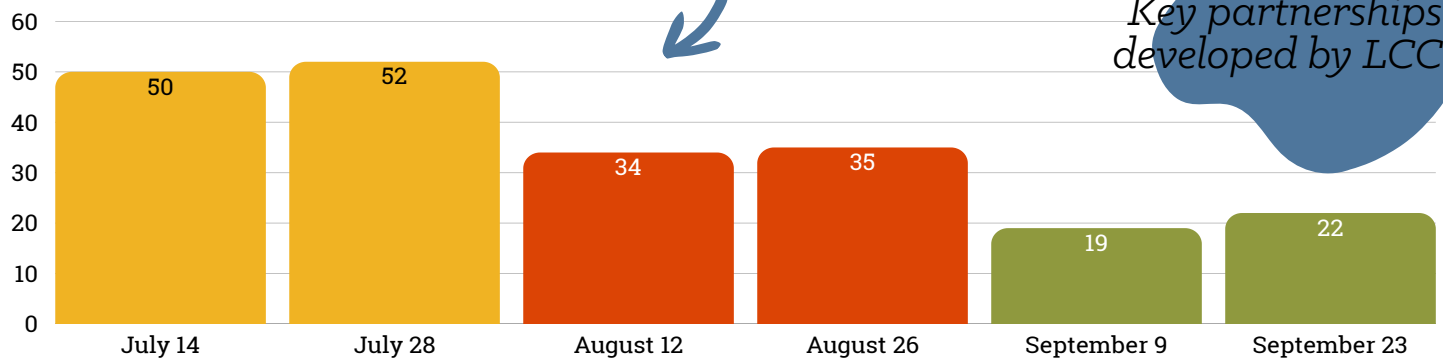
EXPANDING PARTNERSHIPS

31 *Events were held this quarter, focused on partnership coordination, cross-system collaboration, and resource sharing to address common barriers to access*

Total services provided by Wolverine Street Medicine

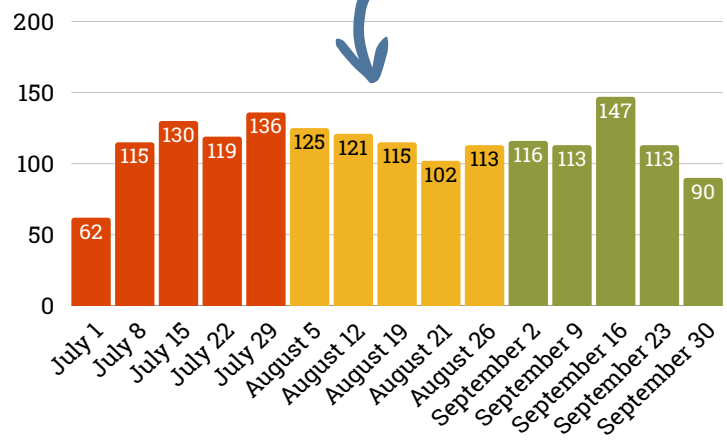
N = 212 Total Services Provided (duplicated count of individuals)

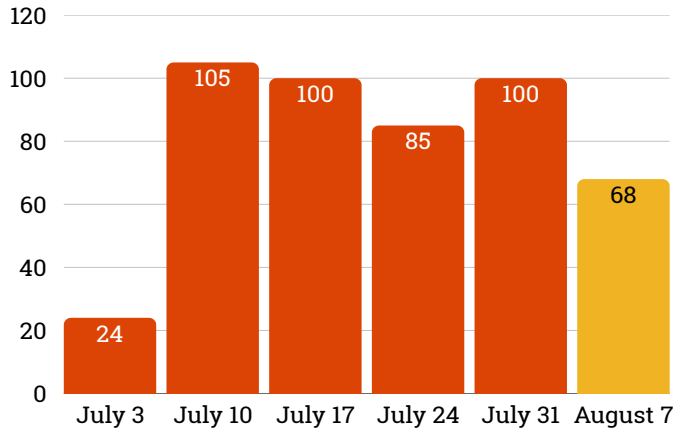
7+ *Key partnerships developed by LCC*



Total meals provided by FedUp Ministries at YDL - Mich Ave Branch

N = 1,717 Total Meals Provided (duplicated count of individuals)





Total meals provided by FedUp Ministries at YDL - Superior Twp Branch

N = 482 Total Meals Provided (duplicated count of individuals)

Total IDs processed by Michigan Department of State through LCC & VAAC August 21 ID Clinic

N = 29 Total ID Transactions Provided at YDL - Mich Ave Branch (unduplicated count of individuals)