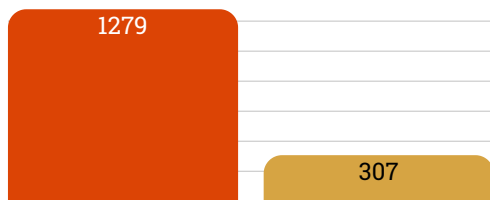


## EXECUTIVE SUMMARY

**307** *Number of individuals served (unduplicated)*  
**1279** *Number of services provided (duplicated individuals)*

- Services Provided
- Individuals Served



The Library Care Coordination (LCC) Program continued to strengthen the Ypsilanti District Library's (YDL) role as a high-access, low-barrier community hub; connecting patrons to essential services, coordinating cross-sector partnerships, and documenting unmet needs to inform systems-level solutions. During Quarter 1, the program experienced notable growth in both service utilization and community engagement, with increased numbers of patrons seeking assistance and a growing network of partner organizations collaborating through the library. LCC delivered a range of direct supports addressing both immediate needs and long-term stability. Transportation assistance was the most frequently requested service, with 852 transit tokens and passes distributed through TheRide to help patrons access employment, medical care, housing appointments, and other critical services. The program also distributed 284 personal care and safety supply items and provided 17 instances of clothing assistance, including warm-weather gear, emergency clothing, and vouchers for local clothing closets. In addition, LCC supported 43 applications for

housing programs, government benefits, and Fare Deal transit cards, and assisted 21 patrons with enrollment in the federal government phone program to maintain reliable communication for employment and service access. Staff also provided 12 instances of support obtaining vital documents, including state identification, Social Security cards, and birth certificates, alongside general case management and referrals to behavioral and physical health providers when appropriate.

Beyond direct service, LCC partnered with community organizations, including LEAF Harm Reduction, Washtenaw Camp Outreach, and the Daytime Warming Center, to distribute hygiene supplies, warm-weather gear, and other basic-needs materials. By combining hands-on support with strategic collaboration, the program extended its reach while ensuring essential resources reached individuals where they are already seeking help.

LCC interns were central to program operations and growth this quarter, with social work students delivering frontline services and collaborating with new community partners to expand and tailor programming for LCC's target population. Their contributions increased LCC's reach while supporting the development of the local social-service workforce.

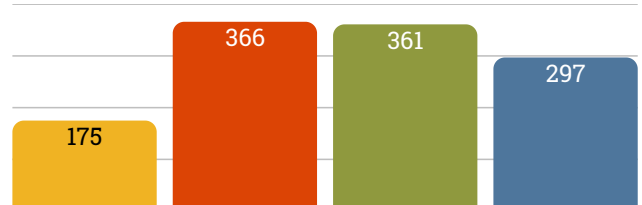
Progress toward formal evaluation continues. Survey and interview tools remain pending review by Eastern Michigan University's Institutional Review Board (IRB), while the program maintains routine tracking of partnerships formed, individuals served, services delivered, and material resources distributed; metrics that will guide continuous improvement and demonstrate impact across the grant period.

## TYPES OF SERVICES

- 852** Transportation Assistance Services (TheRide transit tokens & passes)
- 284** Distribution of Personal Care and Safety Supplies
- 44** General Case Management Support (information, navigation, and referrals)
- 43** Assistance with Applications (including government programs, housing applications and Fare Deal cards)
- 21** Support with Government Phone Program Enrollment
- 17** Clothing Assistance (including vouchers, emergency clothing, and referral to clothing closets)
- 12** Support Obtaining Vital Documents (IDs, Social Security cards, birth certificates)
- 2** Referrals to behavioral health or physical health providers

**221** *Individuals supported by AAATA bus fare (unduplicated)*  
**1199** *Transit tokens/passes distributed (duplicated individuals)*

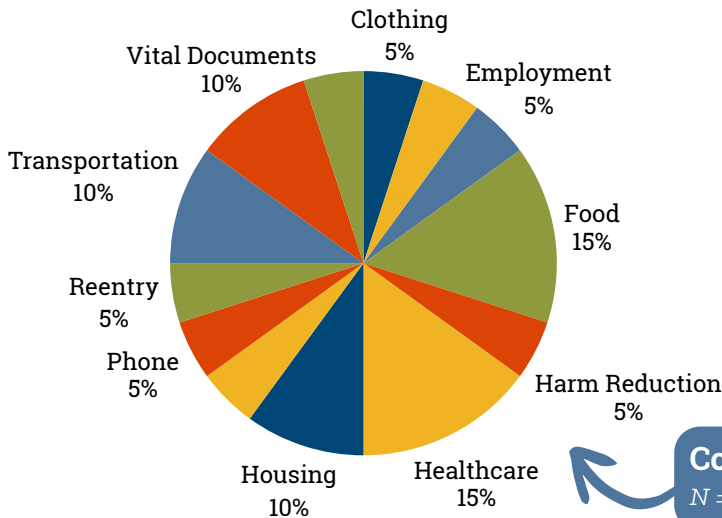
- Gold Tokens
- Silver Tokens
- Full Fare Day Passes
- Half Fare Day Passes



# EXPANDING PARTNERSHIPS

# 11

New Community Partners



**Community Partner Breakdown**

N = 21 Total Active Partnerships

# 7

Events held this quarter aimed to diversify partnership types by fostering stronger coordination among partners, enhancing cross-system collaboration, and facilitating resource sharing to address common barriers to access.

## Collaborative Partnerships to Expand Access to Identification and Resources

The February ID Clinic was hosted at the library through ongoing collaboration with the Shelter Association of Washtenaw County and LEAF Harm Reduction to support unhoused individuals without proof of identity in obtaining documentation through the Homeless Management Information System (HMIS) and provide a mailing address for individuals without stable housing so they could receive vital records and other official documents. On-site, participants also had access to food and beverages, a clothing closet, and harm reduction supplies, while the Interfaith Council for Peace and Justice offered additional support and guidance.

These efforts were made possible through strong, coordinated partnerships with the Voting Access for All Coalition and the Michigan Department of State's Mobile Unit, along with additional community partners who provided free resources and information on-site, including the Washtenaw County Racial Equity Office's Mobile Support Services unit.

### Total IDs processed by Michigan Department of State through LCC & VAAC Feb 20 ID Clinic

N = 35 Total ID Transactions Provided at YDL - Michigan Avenue Branch (unduplicated count of individuals)

● IDs funded by LCC    ● IDs funded by other means



# Addressing Community Needs Through Publicly Accessible Resources

## Resource Accessibility Tools

The Ypsilanti District Library Library Care Coordination program enhances equitable access to community supports through a suite of publicly accessible resources designed to connect patrons with timely, relevant services. Central to this effort is the [LCC webpage](#), which serves as a comprehensive, user-friendly hub linking individuals to a wide network of care, including housing, food assistance, mental health services, and legal support.

Key tools include the online [LCC Resource Calendar](#) and [Community Partner Events Calendar](#), which provide regularly updated information on service availability, outreach opportunities, and local programming. These calendars increase transparency and accessibility by consolidating critical information into a single, easy-to-navigate platform, enabling patrons to identify and engage with resources in real time. In addition, the [LCC Resource Guide](#) offers a curated compilation of community services and supports, empowering individuals to independently explore options aligned with their needs.

Complementing these digital tools, the program also maintains consistent in-person access points. A weekly resource board located at the LCC table at YDL - Michigan Avenue highlights up-to-date services, events, and urgent community resources in a highly visible, accessible format. Weekly printed resource guidebooks are made available for patrons who prefer or require physical materials, ensuring access for individuals experiencing digital barriers. Together, these online and in-person resources position the Library as a centralized, low-barrier access point for community care, reducing obstacles to information and strengthening connections between patrons and local service providers. By maintaining and regularly updating these tools, the Library Care Coordination program reinforces its role as both an information hub and a critical bridge to broader systems of support.



### Library Care Coordination

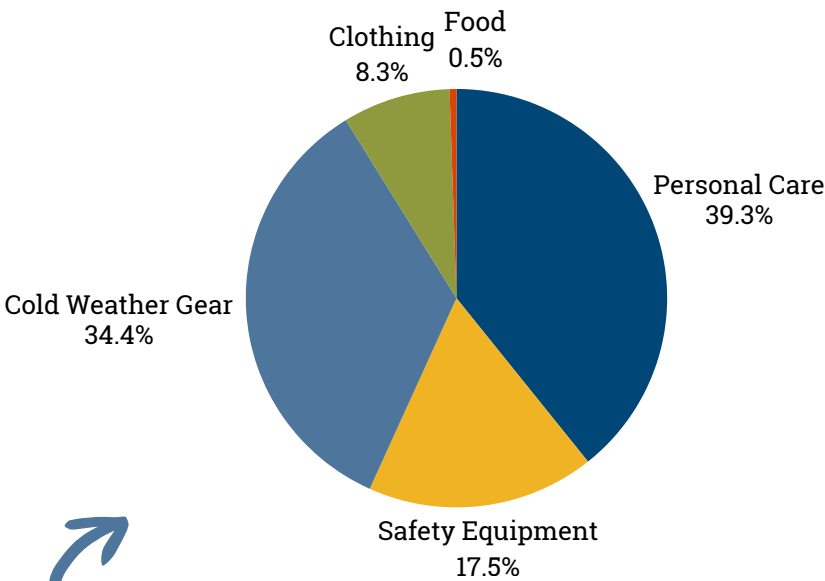
Made possible by the Washtenaw County Mental Health and Public Safety Preservation Millage Funding.

 Ypsilanti District Library

# Community Care Drawer

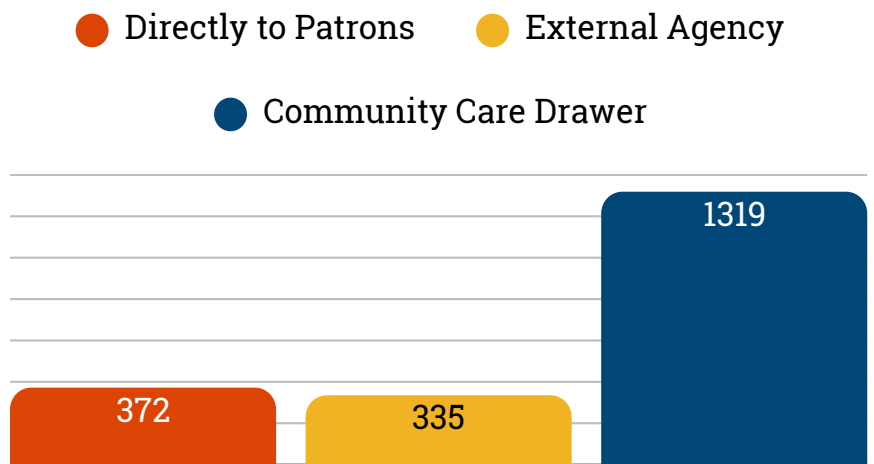
During Quarter 1 of 2026, the Library Care Coordination program continued to meet critical community needs through its Community Care Drawer initiative, a low-barrier resource providing free essential supplies to patrons. Over the course of the quarter, a total of 2026 items were distributed, reflecting consistent demand for basic necessities that support health, safety, and stability. Items distributed included 977 personal care products, 435 pieces of safety equipment, and 857 cold weather gear items; highlighting the ongoing need for hygiene resources and seasonal protection. Additionally, 206 clothing items were provided, along with 13 food items to address immediate hunger needs.

The strong utilization of the Community Care Drawer underscores its role as a trusted and dignity-centered access point for individuals experiencing hardship. By offering discreet access to essential goods, the initiative not only meets urgent needs but also fosters connection to broader library services and care coordination supports.



**Item Distribution Type Breakdown**  
*N = 2026 Total Items Distributed by Library Care Coordination*

Current expansion efforts include the addition of nonperishable food items to better address immediate nutritional needs. Looking ahead, the program will further adapt to seasonal and climate-related challenges through the integration of weather-specific supplies as part of the upcoming Climate Change and the Unhoused initiative. Planned additions include rain gear and ponchos in the spring, cooling supplies during the summer months, and cold-weather gear in the fall and winter to ensure year-round responsiveness to community needs.



**Item Distribution Location Breakdown**  
*N = 2026 Total Items Distributed by Library Care Coordination*



## INTERN SELF-ASSESSMENTS

*I supported patrons in navigating essential services while building trust through one-on-one interactions. I helped connect individuals to resources such as transportation, benefits, and community supports, meeting people where they were and responding to immediate needs with care and respect. Participating in initiatives like the February ID Clinic was especially meaningful, as it highlighted the impact of collaboration in helping individuals overcome barriers to obtaining vital documents. This experience strengthened my understanding of libraries as critical access points for care and deepened my commitment to person-centered, community-based work.*

**2**

*Social Work  
interns placed at  
the Ypsilanti  
District Library  
Quarter 3 of 2025  
through Quarter 2  
of 2026*



*I contributed to creating a welcoming and supportive environment for patrons seeking basic needs and services. Through maintaining the Community Care Drawer and assisting with service navigation, I helped ensure individuals could access essentials while also connecting to broader supports. Working alongside staff and community partners, I gained experience in advocacy, coordination, and responsive care. This role reinforced the importance of dignity, accessibility, and trust in building effective community-based services.*