COMMUNITY RESOURCES

Kansas City Public Library

OVERVIEW

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INTRODUCTION

Kansas City Public Library's Community Resources Team is a team of specialists with a background in social work.

They provide help for folks experiencing life challenges, like houselessness, addiction, incarceration, and poverty.

HISTORY & CONTEXT

How we got here

TIMELINE

2015	2016	2017/2018	2019	2020
First AmeriCorps VISTA member	First MSW practicum student/AmeriCorps VISTA member.	Community Resources Specialist 1 MSW student, 1 MSW student/VISTA, 1 BSW student/VISTA	Community Engagement Associate Community Resources Sr. Specialist 2 MSW and 1 BSW practicum students	Community Resources Service Desk Community Resources Associate 2 MSW practicum students

VISION:

An interconnected and collaborative network of library staff, service providers and patrons who seek to address life challenges.

MISSION STATEMENT:

The Kansas City Public Library's Community Resource Division provides individuals experiencing life challenges an inclusive place to access the connections, supports, and services they need.

We can help:

- Make referrals to helping agencies
- Assist in completing forms for utilities, rent, and housing
- Locate free meals, food pantries, clothes and showers
- Direct you to medical, mental health and dental care services
- Offer emergency funds for birth certificates, hotel, trips home
- Offer handouts in acquiring vital documents

VULNERABLE RESIDENTS & VITAL RESOURCES

ECOSYSTEM

Cultivate and maintain a large and diverse network of service providers and stakeholders to increase access to services for vulnerable populations

ADVOCACY

Advocate for an inclusive and safe environment within the library for individuals experiencing life challenges

REFERRALS

Conduct outreach, information sharing, and referral services targeted toward patrons experiencing life challenges and agencies that serve them

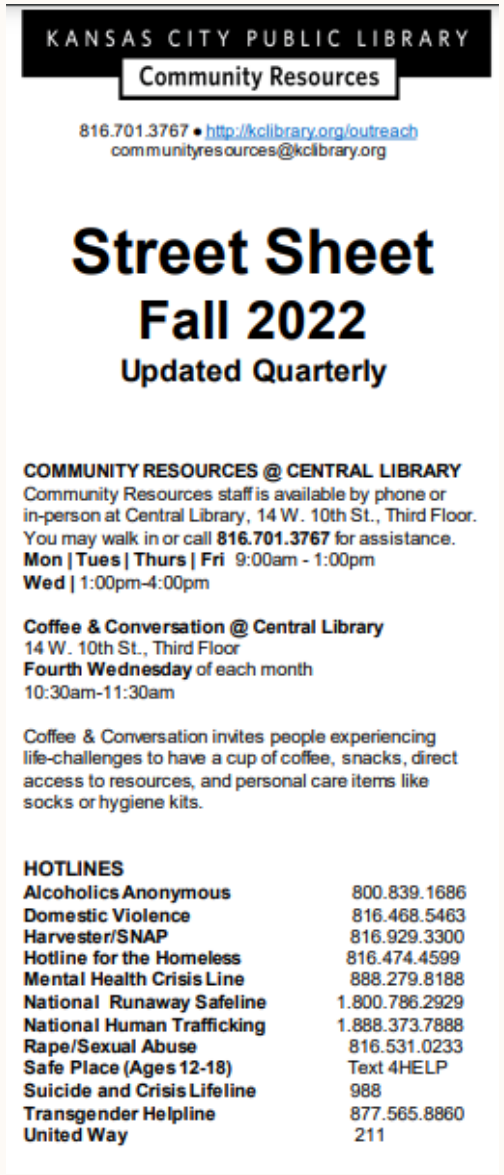
ACTIVITIES

PROGRAMS

- Coffee & Conversations
- Outreach Visits

SERVICES

- Direct public service office at Central Library
- Peer Navigators at Bluford Branch
- Phone Line
- Street Sheet (English & Spanish)



KANSAS CITY PUBLIC LIBRARY
Community Resources

816.701.3767 • http://kclibrary.org/outreach
communityresources@kclibrary.org

Street Sheet
Fall 2022
Updated Quarterly

COMMUNITY RESOURCES @ CENTRAL LIBRARY
Community Resources staff is available by phone or in-person at Central Library, 14 W. 10th St., Third Floor. You may walk in or call **816.701.3767** for assistance.
Mon | Tues | Thurs | Fri 9:00am - 1:00pm
Wed | 1:00pm-4:00pm

Coffee & Conversation @ Central Library
14 W. 10th St., Third Floor
Fourth Wednesday of each month
10:30am-11:30am

Coffee & Conversation invites people experiencing life-challenges to have a cup of coffee, snacks, direct access to resources, and personal care items like socks or hygiene kits.

HOTLINES

Alcoholics Anonymous	800.839.1686
Domestic Violence	816.468.5463
Harvester/SNAP	816.929.3300
Hotline for the Homeless	816.474.4599
Mental Health Crisis Line	888.279.8188
National Runaway Safeline	1.800.786.2929
National Human Trafficking	1.888.373.7888
Rape/Sexual Abuse	816.531.0233
Safe Place (Ages 12-18)	Text 4HELP
Suicide and Crisis Lifeline	988
Transgender Helpline	877.565.8860
United Way	211

THE PANDEMIC: HOW IT EXPANDED OUR SERVICES

MEETING THE PUBLIC

- While the Library was closed, Community Resources remained open.
- Met people at the front door, escorted to desk with mirrored computers and sneeze guards.
- With no one on the floor, we had complete privacy.
- When the Library reopened to the public at large, we no longer had privacy and our service was moved to a room, with mirrored computers, mask mandates and meeting one patron at a time.
- We now continue the procedure although without the mask mandate.

MORE TELEPHONE CALLS

- As word got out that we were open for services, patrons began to call.
- Bishop Sullivan, a nonprofit that offers financial assistance, asked if we would be willing to assist their patrons who were digitally challenged.
- This same procedure began with patrons who needed to fill out ERAP & SAFHR applications.
- Another population, those who are digitally challenged, often elderly and on fixed incomes, call regularly for help with financial assistance.

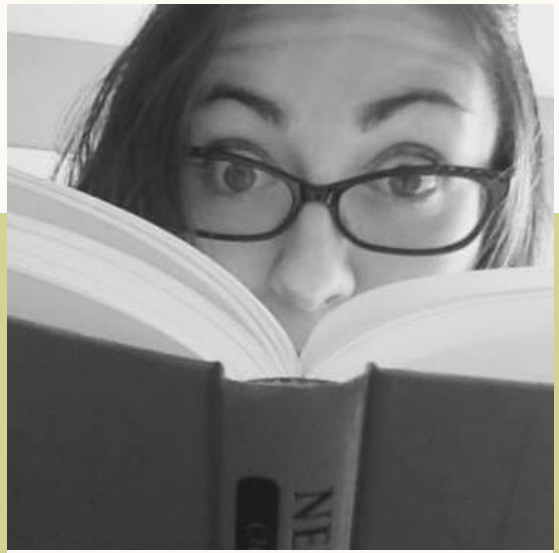
MEET OUR TEAM

BETH HILL

Senior Resource Specialist

KELLY BERRY

Outreach Specialist



SARA ESCANDON

Resource Specialist

TBD

New FTE

OUR STORIES & FUTURE GOALS

- Our monthly contacts
- A few stories.....

And finally, some future goals

- Scaling of services
    - Additional staff and interns
    - Collaboration with Community Reference Team
        - Health, Jobs, Legal & Civic Life, Entrepreneurship
    - Successful implementation of Digital Corps
    - Peer Navigators at additional locations
- Act as a model for other libraries

THANK YOU

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