

The Social Worker program follows the Library's Trauma Sensitive approach to spaces and services that are safe, welcoming, and comfortable for people of all cultures, abilities, and communities. We recognize that community members may be struggling with traumatic lived experiences, and the library is here to help.

# By The Numbers

A social worker on staff offers one-to-one help to patrons in crisis and also provides information and resources to both library users and staff that address substance use, shelter, immigration, and other issues.

Community Resource Outreach Program (CROP) at George Latimer Central Library and Rondo Community Library focuses on connecting unsheltered adults with service providers.

**1,832**

Visits to the Community Resource Outreach Program

**121**

Community members referred to various social service agencies

**359**

Consultations with social worker

**75**

People reached at Rondo Library tabling event

**26**

Number of local partners SPPL connect with to provide resources and referrals



## Spotlight: social work in action

A patron needed assistance getting a free phone through the federal Affordable Connectivity Program. The SPPL social worker helped them find a phone provider, their office hours, and how to get there the following day. That weekend, the client called from their new phone to let the social worker know they got it and to say thank you.

The social worker helped another patron make phone calls to NUWAY Alliance for information about substance use disorder treatment programs. He was helped with transportation costs to get to the Saint Paul Opportunity Center downtown. Two weeks later, the social worker got a voicemail from him to say thank you and to give an update that he had started a residential treatment program in a nearby city and was doing well.

### SUPPORT NEEDS PROVIDED BY SOCIAL WORKER

