



SYMPOSIUM: POWER OF PARTNERSHIPS

**From Community Resource Fair to
Social Service “Office Hours” 5-17-18**

Redwood City & Community Needs

- ▶ Redwood City Public Library serves a semi-urban community of approximately 79,000 (plus) 15,000 (in adjacent unincorporated North Fair Oaks).
- ▶ Median age 37 on American Community Survey 2010-14
- ▶ “Almost half Redwood City’s households are lower income: 15 percent are extremely low income, 13 percent are very low income, and 18 percent are low income. These residents are particularly at risk for overpaying for housing” (General Plan.)
- ▶ People with disabilities - Identified in the Housing Element as increasing.
- ▶ Homeless - Identified in Housing Element as increasing; Mental Illness unsheltered 37%, sheltered 10%, according to 2013 San Mateo County Homeless Census and Survey, prepared by the San Mateo Human Services Agency, Center on Homelessness.
- ▶ (Seniors - Identified in Housing Element as increasing.)

Increasing Homeless Count for Redwood City Reflected in City's General Plan

Table H-20: Homeless Count in Redwood City and San Mateo County (2013)

Year	City of Redwood City			San Mateo County		
	Unsheltered Homeless	Sheltered Homeless	Total Homeless	Unsheltered Homeless	Sheltered Homeless	Total Homeless
2007	212	275	487	1,094	970	2,064
2009	220	244	464	803	993	1,796
2011	233	269	502	1,162	987	2,149
2013	307	338	645	1,299	982	2,281
2007 - 2013 Actual Change	95	63	158	205	12	217
2007 - 2013 Percent Change	+45%	+23%	+32%	+19%	+1%	+11%

Source: 2013 San Mateo County Homeless Census and Survey, 2011 San Mateo County Homeless Census and Survey, 2009 San Mateo County Homeless Census and Survey, prepared by the San Mateo Human Services Agency, Center on Homelessness

Redwood City continues to work with public and nonprofit community agencies to address the needs of the homeless, particularly the needs of families. The City also provides direct funding to nonprofit organizations serving homeless families and individuals, including persons who are senior citizens, homeless youth, and homeless persons who have mental disabilities.

5/2017 Mental Health Awareness Display



New Service Priorities & New Aspirations Support Community Partners

- ▶ Sixteen community dialogues
- ▶ Over 200 individuals
- ▶ Aspiration 1: Redwood City is welcoming and inclusive, celebrates the diversity of our population, and enjoys a friendly, neighborly community spirit.
- ▶ Aspiration 2: Redwood City provides opportunities for community members of all income levels.
- ▶ Aspiration 3: Residents have more awareness of existing programs and services.
- ▶ Aspiration 4: Redwood City is a safe place for children and families.
- ▶ Aspiration 5: All Redwood City children have access to quality educational opportunities.

Specific Related Aspirations

SERVICE PRIORITIES 2017 - 18

- Incorporate diversity & inclusion into Library customer service model and provide staff training on implicit bias or other related topics
- Continue to provide workforce development series, Lawyers in the Library, and explore additional workshops to meet practical community needs, such as financial literacy
- Offer series of "Know your rights" workshops for renters, immigrants, parents of children with disabilities, and other vulnerable populations
- Provide outreach training for staff conducted by community partners to increase staff's awareness of programs and services for the community
- Identify opportunities to make a social worker available at the Downtown Library to provide assistance to mentally ill or homeless individuals, and increase staff awareness of referral options

10/2017 Community Resource Fair

A partnership of the South Community Service Area (CSA) and the Redwood City Public Library

COMMUNITY Resource Fair

LEARN ABOUT MENTAL HEALTH
AND RECOVERY SERVICES

Join us for a program and one-on-one opportunities to learn more about services offered for mental health and substance use available to adults, children and families with staff from San Mateo County Behavioral Health and Recovery Services and diverse partner City and non-profit agencies serving the Redwood City community.

- «» Hear **personal stories**
- «» Visit **resource tables** and meet **service providers**
- «» **Spanish Interpreter Services** «» **Raffles**
- «» **Children's Table** Activities
- «» **Light refreshments**

OCTOBER 25, 2017 | 6:00 PM - 8:00 PM
Downtown Library Community Room

  **Mental Health Association**
OF SAN MATEO COUNTY
Empowering Health to Create That Best Life

redwoodcity.org/library 

SPONSORED BY SAN MATEO COUNTY BEHAVIORAL HEALTH AND RECOVERY SERVICES, MENTAL HEALTH ASSOCIATION OF SAN MATEO COUNTY, AND THE FRIENDS OF THE LIBRARY BOOKSTORE

- Redwood City launched specific partnerships.
- And began offering training and programs to welcome the mental health/recovery community.

Staff Training

San Mateo County - mental health first aid - <https://www.smchealth.org/general-information/mental-health-first-aid>

Infopeople - Serving People with Mental Health Challenges at Your Library 11/2017

Extending our Reach: Reducing Homelessness Through Library Engagement - ALA's Social Responsibilities Round Table & Office for Literacy and Outreach Services

Training for Librarians sponsored by San Mateo County - included role of first responders and ability to request a CIP trained officer (Several years ago.)

Ryan J. Dowd's Librarian's Guide to Homelessness

Related Training - Cracking the Codes: Libraries Promoting Racial Equity

1/11/2018


Mental Health Training Video

We watched part of the film series on working with sensitive community members. We discussed trying to find ways to accommodate customers when possible and being sensitive to customer who may have a mental illness or may be experiencing homelessness. The video series is provided by Los Angeles Public Library and County of Los Angeles Public Library.

MHI Ep. 3 The Do's and Don'ts of Interacting with Patrons Affected by Mental Illness

<https://www.youtube.com/watch?v=P99gdETQ1fU>

Social Services “Office Hours”



SOCIAL SERVICES “Office Hours”

AT THE DOWNTOWN LIBRARY

TUESDAYS | 10 AM - 12 PM
DOWNTOWN LIBRARY • SMALL CONFERENCE ROOM
1044 MIDDLEFIELD ROAD, REDWOOD CITY

Get help with housing, mental health or barriers to assistance.



- » **San Mateo County Behavioral Health Recovery Services** offers services for children, youth, families, adults and older adults in San Mateo County for the prevention, early intervention and treatment of mental illness and/or substance use conditions.
- » **El Centro de Libertad** offers “recovery with dignity.”
- » **LifeMoves** teaches comprehensive life skills that help our clients achieve long-term self-sufficiency and effectively break the cycle of homelessness.
- » **Heart & Soul, Inc.** Peer support for mental wellness.
- » **Street Life Ministries** community volunteers provide food and clothing, as well as referrals for shelter, addiction recovery, and other support.

FOR MORE REFERRALS:

- <http://www.smchealth.org/bhrs>
or Access Call Center at 800.686.0101

Assistance in finding mental health and/or substance use services for someone who may be experiencing a mental illness and/or substance use

<http://www.211bayarea.org> • <http://www.mhasmc.org>



Mental Health Association
OF SAN MATEO COUNTY
Improving Lives and Saving Lives

redwoodcity.org/library **RC**
LEARN | EXPLORE | DISCOVER | CONNECT | PL

A partnership of the South Community Service Area (CSA) and the Redwood City Public Library

Social Services “Office Hours” Partners



COUNTY OF SAN MATEO
HEALTH SYSTEM

HEALTH CARE SERVICES LIVE HEALTHY FORMS & PERMITS FOR PROVIDERS

Our Divisions ▾

Aging & Adult Services

Behavioral Health & Recovery Services ▾

Mental Health & Substance Use Services

BHRS Blog

BHRS Wellness Matters Newsletter >

Meeting and Event Calendar

Office of Diversity and Equity

BHRS Staff & Providers

Psychiatry Residency Training Program

BEHAVIORAL HEALTH AND RECOVERY SERVICES

San Mateo County Behavioral Health and Recovery Services (BHRS) provides a broad spectrum of services for children, youth, families, adults and older adults for the prevention, early intervention and treatment of [mental illness](#) and/or [substance use conditions](#). We are committed to supporting treatment of the whole person to achieve wellness and recovery, and promoting the physical and behavioral health of individuals, families and communities we serve.



LifeMoves



Contact us!

Derek Wolfgram, Library Director

650-780-7061

[dewolfgram@redwoodcity.org](mailto:dwolfgram@redwoodcity.org)

Roz Kutler, MLIS

Adult Services & Programming, Outreach

650-780-7058

rkutler@redwoodcity.org