SOCIAL WORK SERVICES IN PUBLIC LIBRARIES

Presented by:
Matthew David
Selina Raghunath
Andre Morris

WE CHANGE LIVES
AREA CHALLENGES
Orange County, Florida

- Crime
- Food Insecurity
- Employment Gaps
- *Homelessness
  - Central FL: 2,000
  - Statewide: 36,000
- Struggling Schools

*Homelessness statistics from: CentralFloridaHomeless.org and Fchonline.org
Customer Needs

- Affordable Housing
- Career Skills Training
- Counseling / Mental Health
- Food / SNAP Benefits
- Government Services
- Healthcare / Marketplace
- Immigration Assistance
- Reemployment Guidance
16 Locations in Orange County
In 6 cities

WE CHANGE LIVES
Delivering services and programs that meet cultural, social, and technology needs for the community
Limitations for Librarians

Time | Privacy | Expertise
Meet Andre Morris, MSW

“Everyone needs some advocacy at some time in their life.”

~Andre

VIDEO:
https://www.youtube.com/watch?v=DjwKD378XQY

WE CHANGE LIVES
Andre’s Story

What Is Social Work?

The profession of social work seeks to improve the quality of life for individuals and to effect system-wide change through the pursuit of social justice. Just like any helping profession, such as nursing and teaching, social work seeks to help people overcome some of life’s most difficult challenges. What separates social work from other helping professions is its focus on the person-in-environment model and its emphasis on social justice. Social workers not only consider individuals’ internal struggles, as a counselor might, they also work with people to examine their relationships, family structure, community environment, and the systems and policies that impact them in order to identify ways to help address challenges.
Social Work p.r.n.

We know social work

We are a social work owned and operated social work staffing agency. Our business is guided by social work values, principles and leadership. Let our experience solve your unique social work staffing needs.

Good People...Good Value

WE CHANGE LIVES
Social Worker @ the Library
Thursday, September 05 2019, 10:00am - 7:00pm
Orlando Public Library, 421 - Fourth Floor
Types: Community & Citizenship
Ages: Adults
Created by Selina Raghunath

Social Worker @ the Library
Friday, September 06 2019, All day
South Trail Branch
Types: Community & Citizenship
Ages: Adults
Created by Claudia Piper

Social Worker @ the Library
Tuesday, September 10 2019, 9:00am - 5:00pm
Orlando Public Library, 421 - Fourth Floor
Types: Community & Citizenship
Ages: Adults
Created by Selina Raghunath

Social Worker @ the Library
Wednesday, September 11 2019, 10:00am - 7:00pm
Alafaya Branch, Alafaya - Ask at Desk Internal
Types: Community & Citizenship
Ages: Adults
Created by Lynette Schimpf

Attendees
Unknown
Adults 12
Teens
Children
Attendance Complete ON
Library Social Worker

Help is here! Every week the Orange County Library System has a social work professional onsite to meet one on one with individuals and families. Visit any one of these four locations:

- North Orange Branch, Mondays 10 a.m. - 7 p.m.
- Orlando Public Library, Tuesdays 9 a.m. - 5 p.m.
- Alafaya Branch, Wednesdays 10 a.m. - 7 p.m.
- Orlando Public Library, Thursdays 10 a.m. - 7 p.m.
- South Trail Branch, Fridays 10 a.m. - 5 p.m.

*Dates and times subject to change.*
Limitations for Librarians
Time  |  Privacy  |  Expertise

WE CHANGE LIVES
Meeting Challenges in a Compelling Way
Customer Needs...met!

- Affordable Housing
- Career Skills Training
- Counseling / Mental Health
- Food / SNAP Benefits
- Government Services
- Healthcare / Marketplace
- Immigration Assistance
- Reemployment Guidance
Reaching Out: A Community Resource Fair
National Professional Social Work Month [March]
Reaching Out: Our Central Florida Neighbors
May 2018 – April 2019: 2,196

Daily average: 8

Monthly average: 183

Highest participation: 23 in one day
“100% total benefit for people - homeless people, disabled people, people without jobs that don't have bus fare to get such places they need to go...we can come here.”

“Great help to me - I just moved from Chicago”

“He's a good talker - a person who keeps you motivated.”

“Extremely helpful”

“Thank you Mr. Andre Morris”

“I wish every city in America had the professional help that I received.”

“He is good at problem solving, and he has always handled himself in a professional and courteous manner”

“Vital to the community”

“5 stars”

“Andre was awesome - he did a great job getting me the services I needed”

“WE CHANGE LIVES”
Re-Introducing Andre
Primary Focuses

✓ Empowering others to help themselves

• Connecting customers to needed community services and resources

• Ensure individuals reaches their optimum level of wellness & functionality within their environment
Primary Focuses

• Care provided in the most comprehensive and cost-effective manner by collaborating with various social service agencies

• Identifying customers experiencing homelessness or customers needing referrals for mental health and substance abuse to help recover and rehabilitate

• Immigration documents review and assistance completing necessary paperwork
Direct vs. Indirect Service

- **F**: Feelings
- **A**: Assess needs
- **R**: Refer
- **E**: Educate
Direct Service

- Legal Advice
- Therapeutic Sessions
- Counseling
- Other direct services such as bus passes, providing food or money, etc.
Q & A Session

You’ve got questions... We’ve got answers!
Thank you!

Email us!

Matthew: mdavid@ocls.info
Selina: sraghunath@ocls.info