



## CITY OF GLENDALE, CALIFORNIA REPORT TO THE CITY COUNCIL

### **AGENDA ITEM**

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Report: California State Library Community Connections Grant, Request for Authorization to Accept Grant Funds in the amount of \$60,000.

1. Motion accepting Community Connections grant funds in the amount of \$60,000 from the California State Library, and authorizing the City Manager or a designee to execute all agreements, amendments, certifications, and documents necessary to accept and implement the funding.
2. Resolution of Appropriation.

### **COUNCIL ACTION**

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**Item Type:** Consent Calendar

**Approved for** December 7, 2021 **calendar**

### **EXECUTIVE SUMMARY**

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The Community Connections grant will allow the Glendale Library, Arts & Culture (GLAC) to expand its role as a social services connector by adding a part-time Community Resource Specialist, who will work with the Library's existing Social Service Liaison. The new team will complete a community needs assessment so that GLAC can fulfill the specific social service needs in our community through provision of information, partnerships with other organizations, referrals for assistance and support in accessing that assistance.

## **COUNCIL PRIORITIES**

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- **Informed & Engaged Community:** The Community Connections grant will provide the public with reliable information and connect the community with available social services.
- **Safe & Healthy Community:** The Community Connections grant will assist patrons who are struggling to navigate the various programs and systems available to them and act as a critical point of de-escalation when patrons violate the Library's Rules of Behavior.

## **RECOMMENDATION**

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That the City Council approve the Motion accepting \$60,000 in grant funds from the California State Library and authorizing the City Manager or designee to execute all agreements, amendments, certifications, and documents necessary to accept and implement the funding; and approve a Resolution of Appropriation appropriating the grant funds.

## **BACKGROUND**

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Library, Arts & Culture has been successful in securing a \$60,000 grant. In 2017, through the support of the California State Library's Mental Health Initiative grant, GLAC brought on a part-time Social Service Liaison (SSL), who connects with people experiencing homelessness and/or mental health issues at the library and refers them to needed resources. GLAC has continued the position using general fund support, and the SSL plays a vital role and is an active member of the City of Glendale's Continuum of Care team, the local hub of social service organizations.

The SSL assists patrons who are struggling to navigate the various programs and systems available to them and acts as a critical point of de-escalation when patrons violate the Library's Rules of Behavior. They are able to address issues in a way that builds trust between the organization and the community, opens the door to support options, and maintains a safe environment. Assistance has ranged from connecting patrons to the local domestic violence agency and Adult Protective Services to eviction and housing support. In 2019, the SSL assessed 221 unique patrons for services, made 173 referrals to other community agencies for services, and made 878 total patron contacts.

Additional work in this area has included on-going partnerships with local nonprofits, including Ascencia, a local homelessness organization, offering "office hours" at the Library, public programming with NAMI, and hosting Mental Health Fairs at the library to support nonprofit outreach. GLAC has also done outreach and programming for targeted communities with specific mental health needs (teens, people with dementia/Alzheimer's, etc.), and regular mental health and wellness programming. Along with staff training, this work has transformed the way that library staff handle issues of mental illness. In 2019, staff completed 155 hours of mental health training and, as a result, documented 53% fewer patron behavior incidents at the Central library than in the prior year.

## **ANALYSIS**

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The Glendale Library, Arts & Culture department (GLAC) proposal focuses on deepening and expanding work in this area. Engaging in a needs assessment will enable GLAC to expand our understanding of the specific social service needs that exist in our community. Undertaking asset mapping work will help GLAC ensure that all resources – City, County, State & nonprofit – are understood and can be shared with patrons. Under the grant, the part-time SSL will be joined by a part-time Community Resource Specialist (CRS). The CRS will:

- Receive training from the California State Library and join the statewide library community of practice.
- Participate in the City of Glendale's Continuum of Care team.
- Identify new opportunities for organizational partnerships based on the priorities identified in the needs assessment, arranging for more "office hours" and outreach from service agencies at the library.
- Work with the Senior Library, Arts & Culture Supervisor to develop MOUs with at least two agencies whose work aligns with the needs assessment.
- Support a community resources service point, and, most critically, provide roaming service in the Central Library, particularly on weekends and evenings, allowing them to connect with patrons in need and build trust and rapport.
- Provide library patrons with community resource information and referrals for services at other organizations.
- Increase the number of assessments and referrals for services.
- Provide patrons with direct support with completing forms and paperwork associated with accessing different services - a need identified by Glendale Community Services & Parks' Human Services Division.
- Be a partner to GLAC staff to build awareness of social service resources and to continue training efforts around working with people in crisis in order to build up institutional knowledge and capacity in this area.

## **STAKEHOLDERS/OUTREACH**

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The CRS will increase the number of hours the Library will have a dedicated member to connect community members with social services. These hours will be enhanced by select partners providing an "outstation" in our Community Resource office in the Central Library to directly provide resources and one-on-one guidance through such topics as Veteran services and senior health. Our Community Resource Center will be located in the Central Library but referral services will be offered at all eight Library sites specifically targeting:

- Community member in need of social services.
- Friends, family members or community members interested in obtaining more information about services.
- Reconnecting community members to social services, such as homeless services.

Our partner list includes:

- Ascencia
- Community Resource Center for Aging, at USC Verdugo Hills Hospital
- Veteran Peer Access Network, Department of Mental Health
- Glendale Community Services and Parks, Human Services
- Glendale Police Department, Homeless Outreach Team
- Glendale Continuum of Care

## **FISCAL IMPACT**

The Community Connections Grant of \$60,000 was not included as part of the FY 2021-2022 budget. Therefore, staff is requesting for an appropriation of \$60,000 from grant revenue. The appropriation request is outlined below:

Requesting Appropriation			
Amount	From (Account String)	To (Account String)	Funding Source
\$54,546	GL: 31240-2750-LAC-0020- PL: LAC00752AG	GL: 43110-2750-LAC-0020- PL: LAC00752AG	Library Fund - Federal Grants
\$5,454	GL: 31240-2750-LAC-0020- PL: LAC00752AG	GL: 41100-2750-LAC-0020- PL: LAC00752AG	Library Fund - Federal Grants

## **ENVIRONMENTAL REVIEW (CEQA/NEPA)**

Because no possibility exists that the activity in question (adding a part-time Community Resource Specialist to connect the public with social services) may have a significant effect on the environment, the activity is not subject to CEQA review under the common sense exemption set forth in 14 Cal. Code Regs. § 15061(b)(3).

## **CAMPAIGN DISCLOSURE**

This item is exempt from campaign disclosure requirements.

## **ALTERNATIVES**

Alternative 1: Adopt:

- A Motion accepting the grant funding to enable the Library to add a Community Resource Specialist to connect the public with social services, and authorizing the City Manager or a designee to execute all agreements, amendments, certifications, and documents necessary to accept and implement the funding.
- A Resolution of Appropriation.

Alternative 2: Decline to adopt a Motion and Resolution of Appropriation.

Alternative 3: The Council may consider any other alternative not proposed by staff.

## **ADMINISTRATIVE ACTION**

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**Prepared by:**

Kristina Gerber, Library, Arts & Culture Administrative Manager

**Approved by:**

Roubik R. Golanian, P.E., City Manager

## **EXHIBITS / ATTACHMENTS**

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None