



# EFFECTIVE APPROACHES TO WORKING WITH HOMELESS PATRONS

*Jared Öates*



Homeless issues put a spotlight  
on the relevance and power of a  
21st century library.

# WHO ARE OUR POTENTIAL PARTNERS?

- ▶ Local Government
- ▶ Non-Profits
- ▶ Churches
- ▶ Local Businesses
- ▶ Local Activists
- ▶ The Homeless





# WHAT LIBRARIES OFFER PARTNERS

- ▶ Information Curation
- ▶ Physical Space
- ▶ Community Relationships

# INFORMATION CURATION FOR THE HOMELESS

- ▶ Salt Lake Public Library's printed flyers
  - ▶ Baltimore County's "Street Card"
- 
- |                             |                                 |
|-----------------------------|---------------------------------|
| ▶ Shelters                  | ▶ Clothing assistance           |
| ▶ Food banks, food kitchens | ▶ Transitional storage services |
| ▶ Youth resource centers    | ▶ Medical care clinics          |
| ▶ Domestic abuse services   | ▶ Employment services           |
| ▶ Substance abuse services  | ▶ LGBTQ resources               |
| ▶ Hygiene facilities        | ▶ Legal services                |



## AFTER HOURS & WEEKEND FOOD RESOURCES

*Many of these require ID and have other restrictions, please call before visiting.  
Hours of operation also change frequently. Again, please call to confirm.*

### FOOD BANKS

#### Reach Salt Lake

1235 West California Avenue (1330 South)  
SLC, UT 84104  
801-972-5708  
Mon, Wed & Thu 10am–1pm  
call for an appointment

#### Hildegard's Pantry

231 East 100 South, SLC, UT 84111  
801-328-2303  
Tue, Wed, Fri 11am–1:30pm  
Thu 5–6:30pm

#### Church at Liberty Park Food Pantry

662 East 1300 South, SLC, UT 84105  
801-973-0088  
Tue 3:30–5:30pm, Wed 3–5:30pm  
Thu 11am–1:30pm

#### Salt Lake CAP

1300 West 300 North, SLC, UT 84116  
801-359-8741  
Tue, Thu, Fri 8:30am–Noon, 1–4:45pm

#### House of Prayer

829 South 200 West, SLC, UT 84101  
801-364-2335  
Fri 9–10pm

#### Crossroads Urban Center

347 South 400 East, SLC, UT 84111  
801-364-7765  
Mon–Fri, 9am–5pm

#### Granger Community Christian Church

3232 West 4100 S  
West Valley City, UT 84119  
801-968-3301  
Mon 5:30–7pm, Sat 10am–12pm

#### Kearns First Baptist Church

4445 West 5175 South, Kearns, UT 84118  
801-968-1471  
Mon, Wed, Fri 11am–Noon, 1–3pm  
Tue 6:30–8pm, Thu 1–3pm

#### Rescue Mission of Salt Lake

463 South 400 West, SLC, UT 84101  
801-355-1302  
Mon & Sat 9–11am; Mon, Sat & Sun, 2–4pm

#### St. Andrew's Food Pantry

11835 South 3600 West  
Riverton, UT 84065  
801-984-7555  
Thu 5–7pm

## HYGIENE FACILITIES

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#### Central City Recreation Center

615 East 300 South  
SLC, UT 84111  
385-468-1550  
Mon–Fri 6:30am–9pm  
Sat 10am–3pm  
• \$3.50 entitles patron to fitness and other life enrichment classes as well as hygiene facilities

#### Rescue Mission of Salt Lake City

463 South 400 West  
SLC, UT 84101  
801-355-1302  
Mon, Wed, Fri 9:30–11:30am  
• Men aged 18 years or older may use dorm facilities for hygiene as well as access the clothes pantry where free clothing and hygiene products may be obtained.

Haircuts are strictly through the Weigand Center.

### CLOTHING OPTIONS

#### Deseret Industries Thrift Stores

several locations, search Google or call 211

#### Salt Lake City Welfare Square

751 West 700 South  
801-240-7332  
• May require volunteer hours at the Church-run Services Center if more than a few items are needed.

#### Road Home Emergency Services

235 South Rio Grande Street  
385-234-5782

#### Crossroads Thrift Store

1385 West Indiana Avenue (850 South)  
801-359-8837  
Tue–Fri 10am–6:30pm  
Sat 10am–5pm  
• speak with VOA for a free clothing voucher  
\*ID required

## YOUTH RESOURCE CENTER

### Youth Resource Center

888 South 400 West  
Salt Lake City, UT 84101  
Phone: 801-364-0744  
Fax: 801-364-0745  
Street Outreach Program: 801-694-9271  
voaut.org

The Youth Resource Center addresses the needs of homeless and low income youth, providing a safe place where they can receive support and resources they need. The Center serves youth ages 15 to 22.

### HOT MEALS SERVED DAILY

- Breakfast 8:30–9:30am





# INFORMATION CURATION FOR THE COMMUNITY

- ▶ Comprehensive Report on Homelessness — State of Utah 2015
- ▶ State of Homelessness in America 2015 Report — National Alliance to End Homelessness
- ▶ [www.endhomelessness.org](http://www.endhomelessness.org)



## PHYSICAL SPACE

- ▶ Spokane Public Library — Community Court
- ▶ Pima County Public Library — Nurse Visit Hours
- ▶ Salt Lake Public Library — Annual Resource Fair
- ▶ Hennepin County Public Library — Hosted Onsite Social Worker





# INVITING COLLABORATION

- ▶ The homeless walk through your doors every day. Get to know them, hear their stories.
- ▶ You are not a direct service provider.
- ▶ You catalyze collaboration between service providers.
- ▶ Create a referral system.
- ▶ Identify goals and measurable outcomes.

# **HANDLING PROBLEMATIC BEHAVIOR**

**WITH RYAN DOWD**

**FROM HOMELESSLIBRARY.COM**



# A NEW PARADIGM

• •

	Punishment-Driven Enforcement	Empathy-Driven Enforcement
Tools	Threats Punishment	Psychology
Benefits	Simple	Effective Compassionate

## *Three Parts*

- 1) How homeless patrons are different than you
- 2) Psychological principles
- 3) Different tools for different stages of conflict



## Differences

- 1) Use of “Registers”
- 2) Smaller vocabulary = more body language

## *Psychology of “voluntary compliance”*

- 1) Emotional contagion
- 2) Reciprocity



## *Practical Tools*

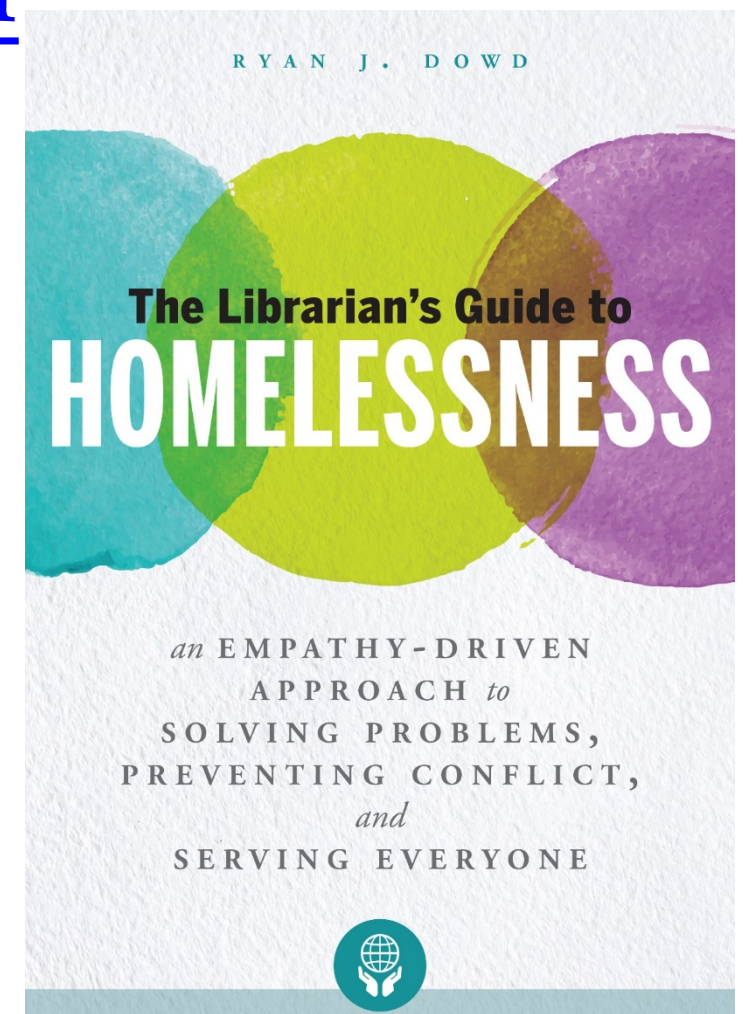
- 1) Lead, Don't Follow
- 2) How to stand

[www.homelesslibrary.com/WebinarVideo](http://www.homelesslibrary.com/WebinarVideo)

*For more information...*

1) [www.homelesslibrary.com](http://www.homelesslibrary.com)

2) ALA Book Librarian's  
Guide to Homelessness



Questions?

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No one else is so well positioned.  
Seize the day.