

Library Case Management – Embedded Services

Scope of Work

Liberty Community Services will embed a Library Case Worker in the New Haven Free Public Library. The Library Case Worker will serve the needs of library patrons and community members by providing necessary information, referrals, and case management services to resolve housing, health, and income crises.

The goals of the Library Case Worker are:

1. Provide immediate access to trauma-informed, person-centered social services to people experiencing housing, health, and/or income crises at the New Haven Free Public Library through a full-time embedded social services professional.
2. Maintain a blog that provides library personnel current information on vital resources for people in crisis in the New Haven Free Public Library.
3. Serve 500 individuals. Services will include: securing housing; connecting to longer term social service assistance; referrals to behavioral health and primary care.

The program activities covered in this agreement include:

1. Embedded Library Case Worker. This person is available at the New Haven Free Public library for social service navigation including but not limited to brief assessments, benefits applications, referrals to other services agencies, housing navigation, and crisis counseling. The Library Case Worker will provide rotating services at three library locations: Ives Main Library, Fair Haven Branch, and Wilson Branch. Services are open to any library patron on a first come, first serve basis.
2. Blog maintenance. The Case Manager/Service Navigator will maintain a blog with resources, current events, and other relevant information to share with library staff and the public. The blog can be accessed at <https://libertycsjobs.blogspot.com/>
3. Marketing and Communications. Liberty will notify key partners in the community about the availability of this service. These will include: DESK, Outreach & Engagement Team, TIC, Fellowship Place, BH Care Navigation Hub, The Greater New Haven CAN, The City of New Haven, Warming Centers and Shelters, Community Action Agency, Marrakech, Inc., Columbus House, Health Care Providers, New Haven Public Library Staff.

Agreement Period: July 1, 2023 to June 30, 2026

Award Amount: \$210,000.00

Budget Breakdown:

Line Item	Total
Personnel Services	\$153,555.83
Employee Taxes & Benefits	\$47,357.07
Materials & Supplies	\$6,587.10
Indirect Costs	\$2,500.00
Total	\$210,000.00