

Working with Underserved Populations: Libraries Collaborating to Enhance Effectiveness

Washington State Library
Westcare Foundation / WAServes



Presenters

- Washington State Library
 - Jeff Martin, Manager, Library Development
 - Danielle Miller, Director & Regional Librarian, Washington Talking Book & Braille Library
 - Laura Sherbo, Branch Library Services Program Manager
- Westcare Foundation / Washington Serves (WAServes)
 - Mike Schindler, CEO, Operation Military Family Cares
 - Donald Lachman, Special Projects Coordinator, Pacific Northwest

Reentry and Library Access

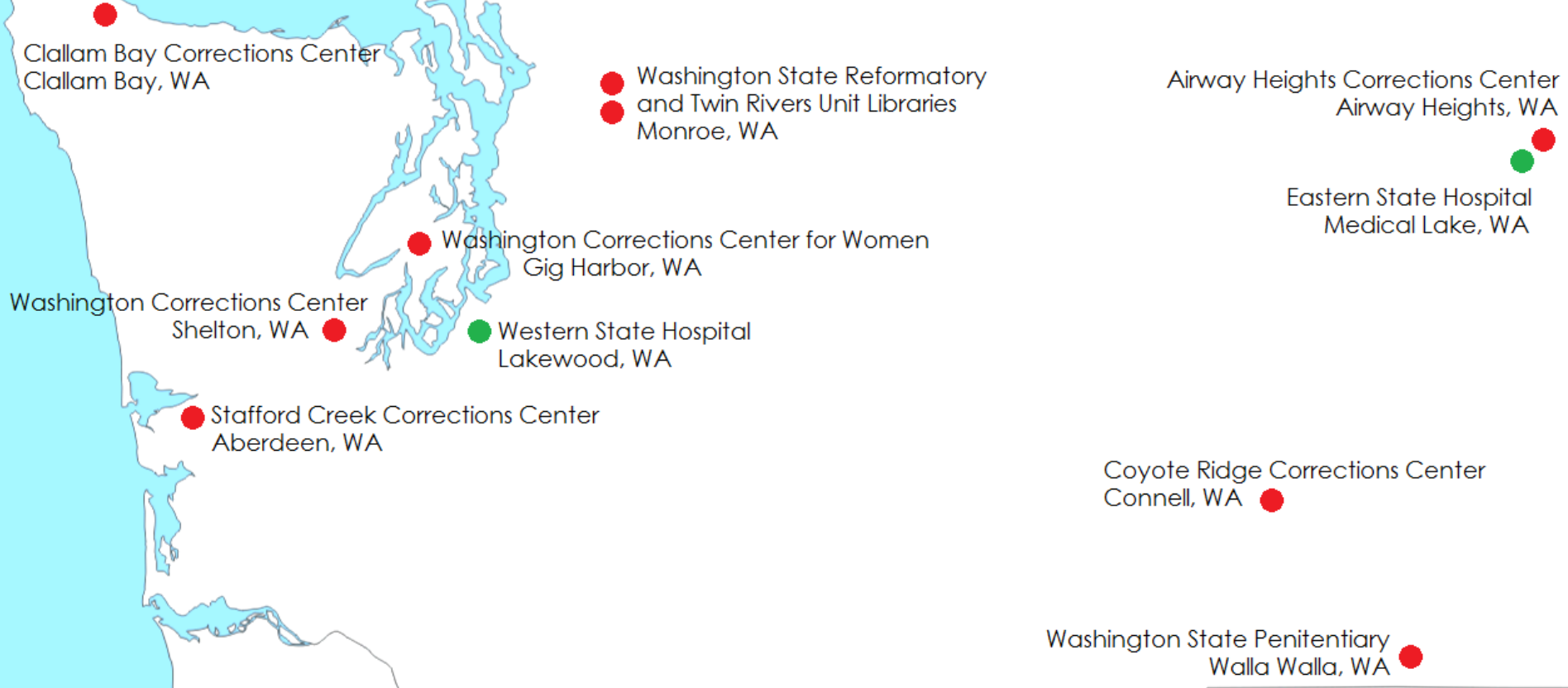
Supporting reentry through partnerships with public libraries.

Laura Sherbo

Manager, Institutional Library Services



Institutional Library Services Branch Libraries



- Department of Corrections (DOC) Branch
- Department of Social and Health Services (DSHS) Branch



Branch Library Services

Professional library and information services to meet the reentry, recovery, educational and recreational needs of patrons.



WSP Branch Library

Branch Library Services

- Circulating & Reference Collections
 - Books, magazines, newspapers, music CDs, audiobooks
 - DVDs in DSHS Branches
 - Reference books and print resources



Reentry Binders at CBCC Branch, January 2018

Branch Library Services

- Programming
 - Community Reading program
 - Poetry Month
 - Community Speakers
 - Baby Reads



Poetry Workshop at WCC Branch, April 2015

Focus on Reentry

- Collection of reentry resources
 - Books
 - Reference
 - Print copies of online resources
- Workshops and programs
- Digital Literacy
- Library Card Project
- Reentry Wiki



License reinstatement workshop provided by DOL at WCC branch, January 2018

ILS Reentry Wiki

wiki.sos.wa.gov/ILSRe-entry

- Built based on what patrons request.
- Partner with State Board of Community and Technical Colleges to provide digitally offline.
- Examples of topics:
 - Forms of Identification
 - Recursos en español
 - Resources by County
 - Veterans Resources
 - Tribal Resources

Servicios de Biblioteca Institucional Reentry Wiki

Los Servicios de Biblioteca Institucional es un programa del Estado de Washington (WSL). La Biblioteca del Estado de Washington se asoció con el Departamento de Servicios Sociales y de Salud para proporcionar servicios de biblioteca a hombres en los centros correccionales para adultos y hospitales psiquiátricos para adultos. Hay sucursales de WSL en dos centros de DSHS y nueve sucursales en los centros correccionales DOC.

<https://www.sos.wa.gov/library/Institucional>

A partir del 2006 los Servicios de Biblioteca Institucional reunieron recursos de reingreso para ofrecerlos a quienes se reincorporaron a la sociedad después de cumplir su sentencia. En el 2016 se hizo un esfuerzo para ampliar el alcance de los recursos y ponerlos disponibles en un sitio web público.

<https://wiki.sos.wa.gov/ILSRe-entry>

El Reentry Wiki es una obra en progreso. Para sugerencias acerca de Wiki o los recursos, por favor contacte con Anna Nash anna.nash@sos.wa.gov o Laura Sherbo laura.sherbo@sos.wa.gov.



Institutional Library Services Reentry Wiki

Institutional Library Services is a program of the Washington State Library (WSL). The Washington State Library partners with the Department of Corrections (DOC) and the Department of Social and Health Services (DSHS) to provide library services to men and women incarcerated in adult correctional facilities and patients in adult psychiatric hospitals. There are WSL branch libraries in two DSHS facilities and nine WSL branch libraries in DOC facilities.

<https://www.sos.wa.gov/library/InstitutionalLibraryServices.aspx>

Starting in 2006 the Institutional Library Services began collecting reentry resources to provide to the men and women reentering society after incarceration and/or commitment. In 2016 a concentrated effort was made to expand the scope of the resources and make them available on a public website.

<https://wiki.sos.wa.gov/ILSRe-entry>

The Reentry Wiki is a work in progress. For any comments, questions, or suggestions about the wiki or the resources please contact Anna Nash anna.nash@sos.wa.gov and Laura Sherbo laura.sherbo@sos.wa.gov.



Library Card Project

- Partnerships with public libraries to provide DOC patrons with library cards prior to release.
- Started in 2017
- MOUs with four library districts and more to come.



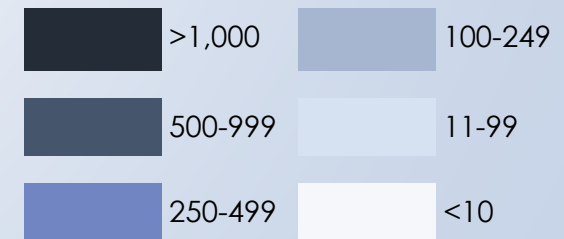
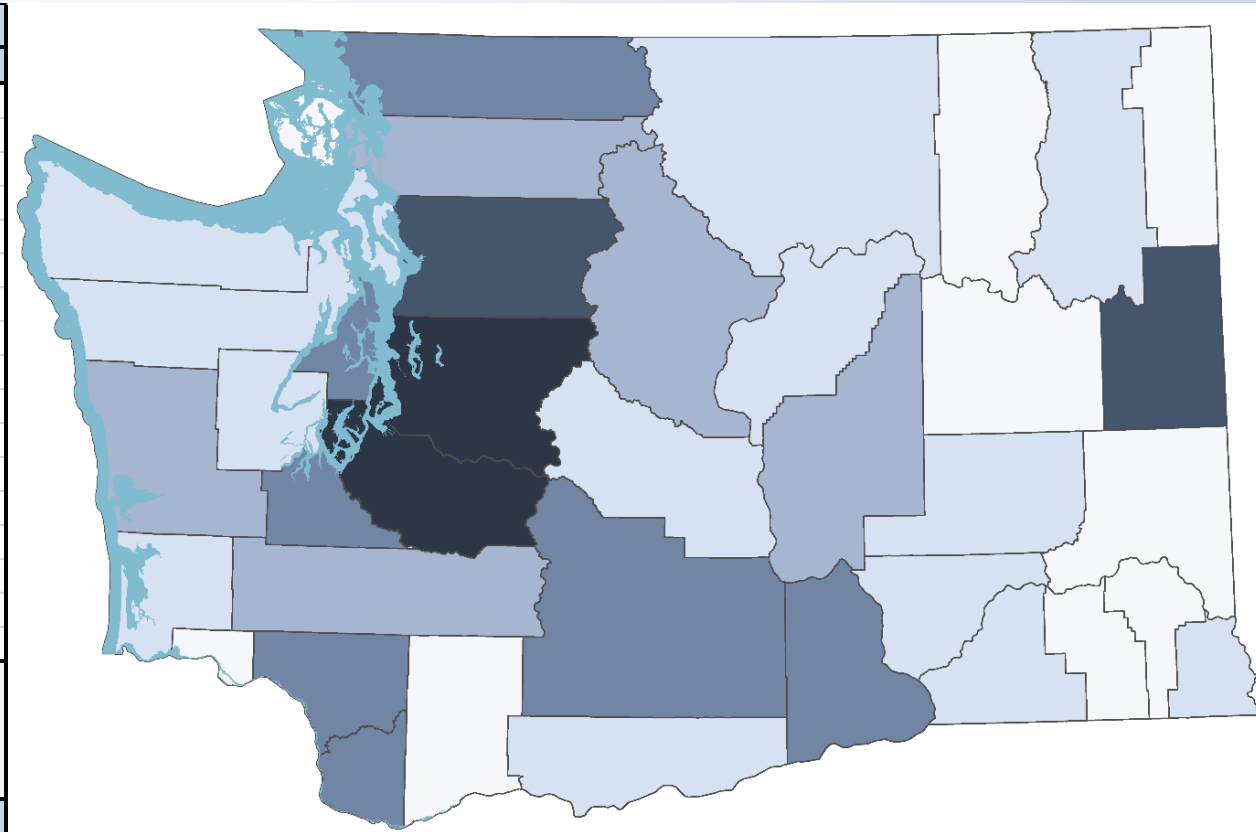
First library card (Spokane Public Library) issued from WCCW branch, December 2017

Definitions

- ERD – Earned Release Date
 - The date the person is expected to release from incarceration provided there are no additional factors, i.e. loss of good conduct time, lack of acceptable release address, etc.
- County of Origin – the place where the offender received his/her first felony conviction in Washington State, regardless of whether it is served in Prison or the community. This includes juvenile adjudications, but not vacated convictions.

Releases by County

Fiscal Year 2018					
COUNTY	Admission	Release	COUNTY	Admission	Release
ADAMS	34	13	MASON	75	92
ASOTIN	61	34	OKANOGAN	107	73
BENTON	276	281	PACIFIC	50	37
CHELAN	147	102	PEND OREILLE	4	5
CLALLAM	75	72	PIERCE	1,291	1,140
CLARK	572	469	SAN JUAN	7	8
COLUMBIA	10	3	SKAGIT	162	169
COWLITZ	254	285	SKAMANIA	12	8
DOUGLAS	21	28	SNOHOMISH	645	615
FERRY	9		SPOKANE	677	682
FRANKLIN	128	90	STEVENS	47	38
GARFIELD	4	2	THURSTON	398	325
GRANT	114	135	WAHKIAKUM	4	1
GRAYS HARBOR	170	153	WALLA WALLA	48	61
ISLAND	40	42	WHATCOM	263	257
JEFFERSON	20	11	WHITMAN	18	3
KING	1,334	1,497	YAKIMA	406	425
KITSAP	416	319	OUT OF STATE	44	191
KITTITAS	83	34	US IMMIGRATION	-	158
KLICKITAT	54	30	US MARSHAL	1	37
LEWIS	209	159	OTHER	45	8
LINCOLN	11	6	Total	8,346	8,098



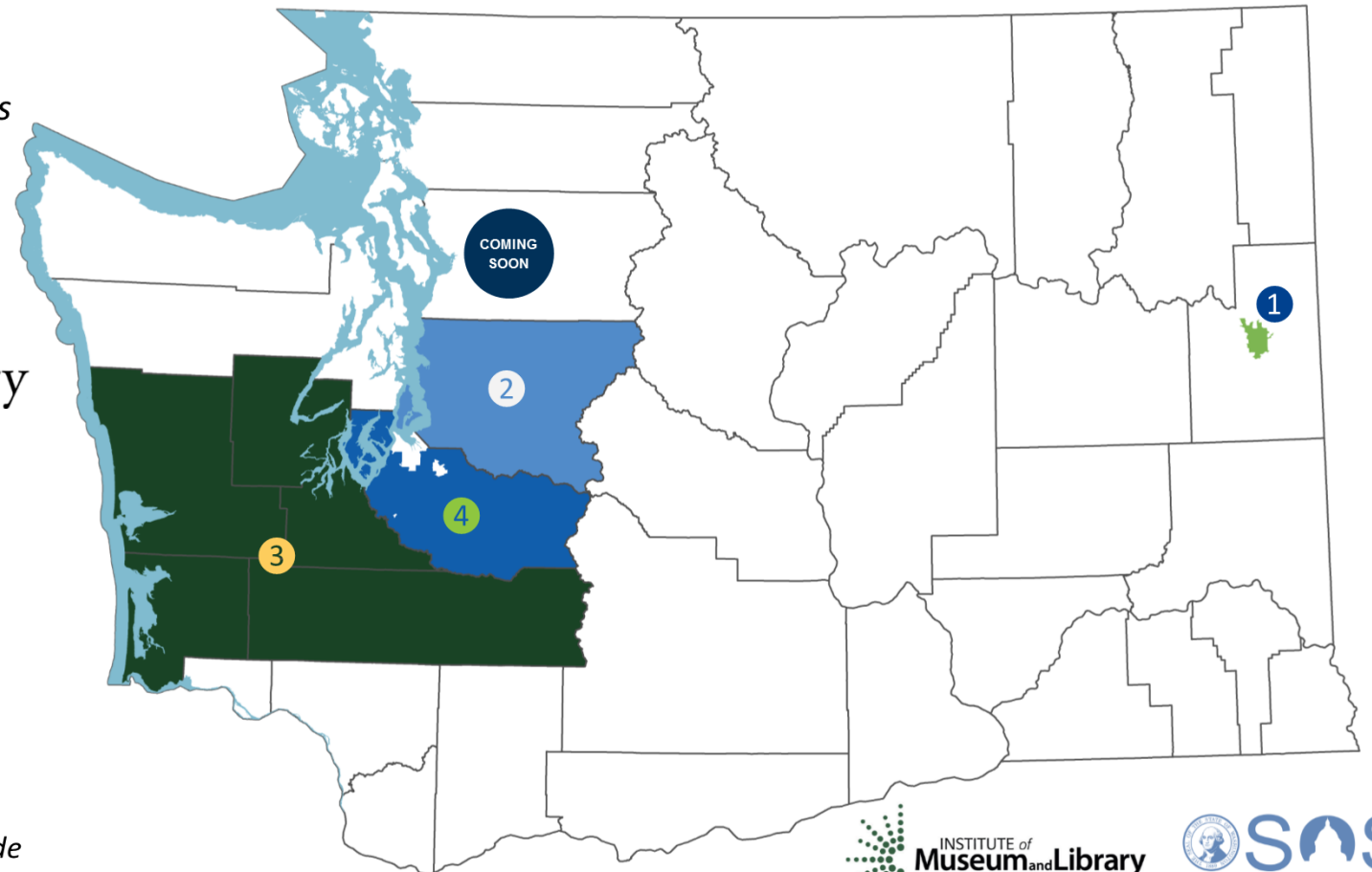
Releasing soon?

Get your library card before you leave.
Talk to State Library staff today!

¿Será liberado pronto?

Obtenga su tarjeta de biblioteca
antes de irse. ¡Hable hoy con el
personal de la Biblioteca del Estado!

Participating library systems
Sistemas de bibliotecas participantes



Brought to you through partnerships with the
Washington State Library. *Traído a usted a través de
asociaciones con la Biblioteca del Estado de Washington.*

Seattle Public Library



If releasing homeless, use this address:

General Delivery
Seattle WA 98101

If no phone number, use this:

000-000-0000

Email address not a required field

WSL staff email SPL at wslcards@spl.org with ERD, temporary card number (assigned electronically), and physical card number within a week of issuing the card and use "Seattle Public Library card issued from [name of facility]" for the subject line.

Spokane Public Library



If releasing homeless, use this address:

32 W Pacific Ave
Spokane WA 99201

Phone number not a required field

Email address not a required field

WSL staff email Spokane contact with ERD, temporary card number (assigned electronically), and physical card number within a week of issuing the card and use "Spokane Public Library card issued from [name of facility]" for the subject line

Timberland Regional Library



If releasing homeless, use this address:

General Delivery

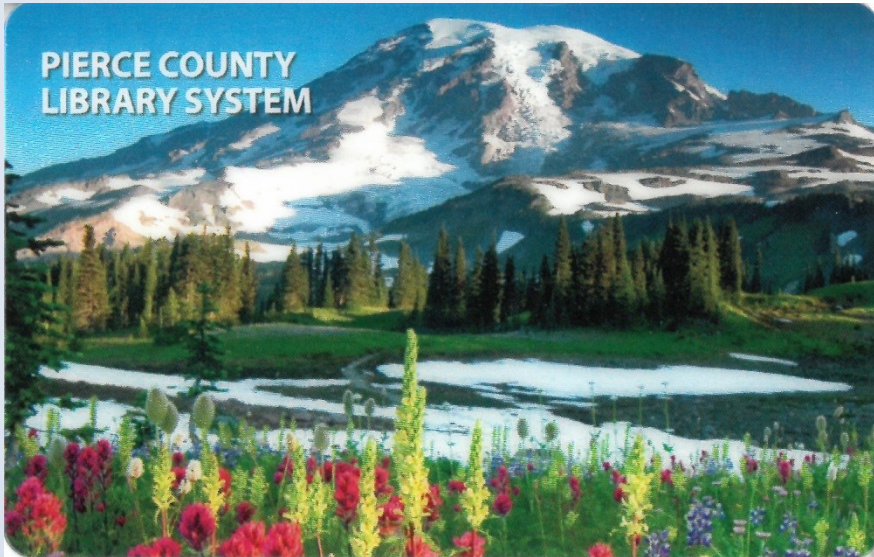
[City of release] WA [Zip code of release]

Phone number not a required field

Email address not a required field

Unique online registration form that lets TRL know this is an inmate and from which facility

Pierce County Regional Library



If releasing homeless, use this address:

3005 112th St E
ATTN: Outreach Adult Services
Tacoma, WA 98446

If no phone number, use this:

000-000-0000

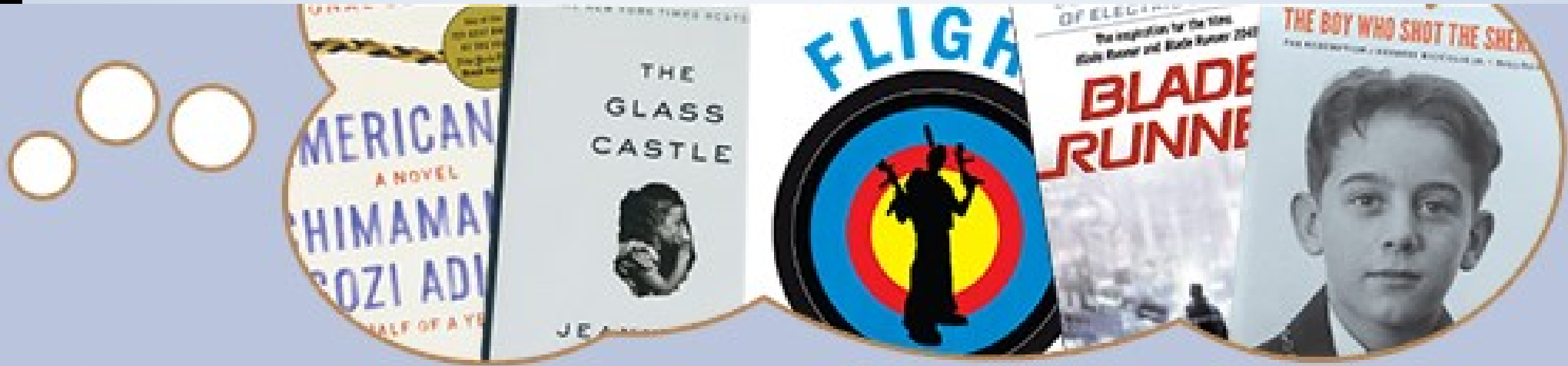
Email address not a required field

For the “How did you find out about getting a library card?” field, select “Washington State Library.”

WSL staff assign a new card number to the patron, and hold on to the library card. Email the library the patron’s date of birth and card barcode number at reentry@pcls.us. PCLS will email a confirmation to state library staff that the card number has been assigned to the patron, and can be released to the patron.

Agreements

	Seattle Public Library	Spokane Public Library	Timberland Regional Library	Pierce County Library System
If releasing homeless use this address:	General Delivery Seattle WA 98101	32 W Pacific Ave Spokane WA 99201	General Delivery [City of release] WA [Zip code of release]	3005 112 th St E, ATTN: Outreach Adult Services Tacoma, WA 98446
If no phone number	Enter 000-000-0000	Not required field	Not required field	Enter 000-000-0000
Email address	Not a required field	Not a required field	Not a required field	Not a required field



Support your institutional library

Purchase materials for libraries through our Amazon.com wish lists

We love donations!

Visit <https://www.sos.wa.gov/library/institutionallibraryservices.aspx>
Or email Laura Sherbo laura.sherbo@sos.wa.gov for more information

Libraries Serving Veterans

Mike Schindler
CEO, Operation Military
Family Cares

Donald Lachman
Special Projects Coordinator,
Pacific NW
Westcare Foundation/Washington Serves





IT'S OUR TURN TO SERVE YOU



A National Partnership
AmericaServes.org

Transforming the delivery of services and
resources to military members, veterans and their
families

AmericaServes' Opportunity



Washington State, Hub for Global War on Terrorism

- **Continues deployments**
- **Role and risk for Women members**
- **Role and risk for National Guard/Reserve members**
- **Survivability of severe trauma/injury**
- **Signature wounds of war**

Washington State is home to over 700,000 Veterans, Spouses and Widows

- **Over half 65yrs of age and older**
- **Historic levels of benefits, services, partnerships and resources exclusively for Veterans**
- **WA State is separation point for military**
- **Underutilized pensions, *Thousands eligible and \$ millions unclaimed***
- **Veterans are Economic /Healthcare engines!**

The Problem



Challenges Faced by Veterans, Service Members, and Military Families



Navigation

In a survey of >8,500 veterans, service members, and dependents, 60% identified navigating benefits as the most significant challenge to transition



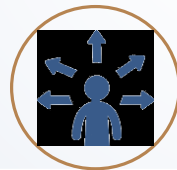
Eligibility

It is difficult to identify which providers are able to meet unique needs, eligibility restrictions, and preferences



Intake

It becomes cumbersome to submit and repeat the same information across multiple intake forms and applications



Co-Occurrence

AmericaServes data demonstrates that 35% of clients entering the network have more than one service need

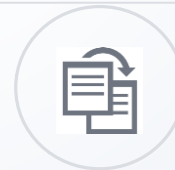


Challenges Faced by Health and Human Service Providers



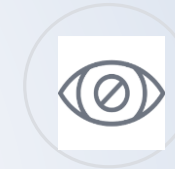
Scope Creep

Service providers are not equipped to meet client needs outside their mission and area of expertise



Duplication

No visibility into a client's information, history of service requests, resulting in redundant intake and request for information



Ambiguity

Referrals to other providers are made blindly without any visibility into their eligibility requirements, capacity, or how the referral progresses

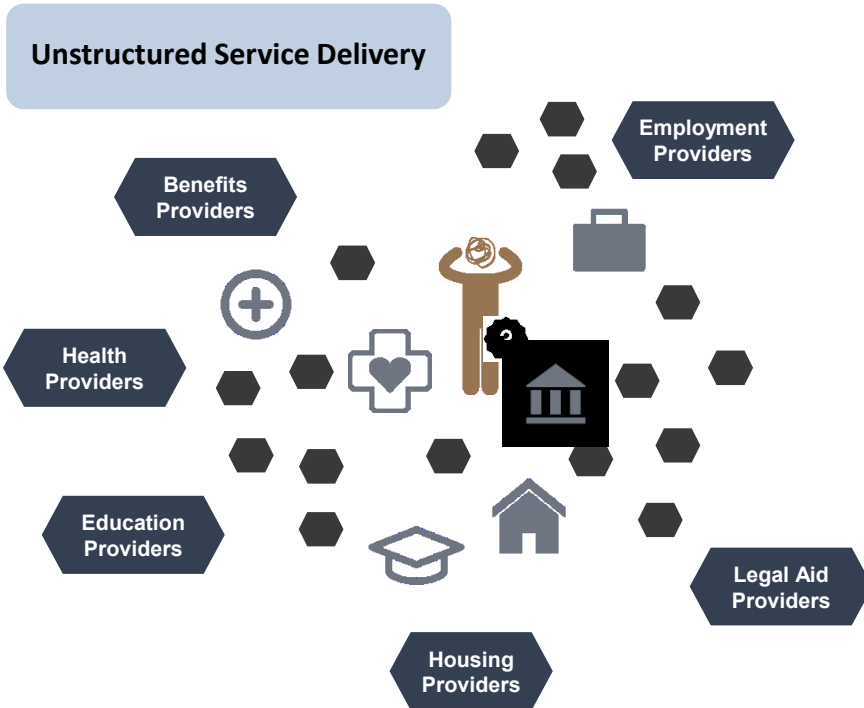


Unaccountable

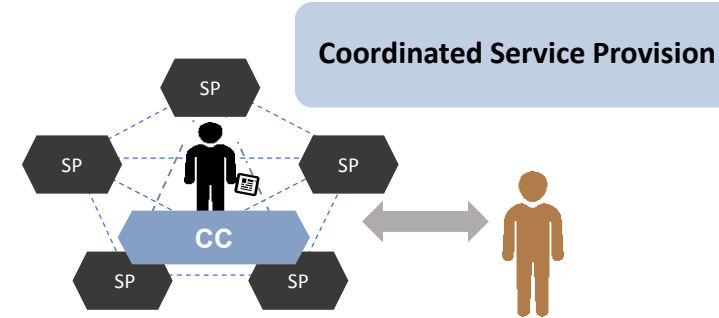
Lack of appropriate data collection and measurement prevents providers from ensuring quality and remaining accountable to those they serve

Why AmericaServes? Problem to Solution

Pre-Launch: Greater Puget Sound area



Post-Launch: WAServes Market



Registered Providers on the Platform

Providers in the WAServes Network, with More Joining Every Day!

A grid of logos for various registered providers on the WAServes platform. The logos include: ONWARD OPPORTUNITY, VCTP, FOURBLOCK, American Red Cross, Boots to Shoes FOUNDATION, BUNKER LABS SEA, RWB, CARES OF WASHINGTON, COORDINATION CENTER SPOTLIGHT: WestCare Washington, WESTCARE, Eagle Rock Group, COMMERCIAL DRIVER SCHOOL, Habitat for Humanity of Skagit County, HIRE HEROES, BELLEVUE COLLEGE, JACOMA PIKES COUNTY CHAMBER, Employment Security Department WASHINGTON STATE, OLYMPIC COLLEGE, Goodwill, WORKSource, CFI CENTER FOR INDEPENDENCE, EVE COMMUNITY, Snohomish County, SOUTH SEATTLE COLLEGE, The Soldiers Project, SACKS VETERANS SERVICES HUB, Department of Corrections WASHINGTON STATE, ywca, and WAServes Greater Puget Sound.

What is AmericaServes?



AmericaServes Is...



Innovative

The nation's first, scalable Collective Impact initiative serving military-connected members



Flexible

Meeting communities where they are, AmericaServes is tailored to the needs of local providers and the clients they serve



Interconnected

A Continuum of Interconnected Networks of comprehensive services, resources and care

AmericaServes Is Not...



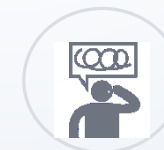
Exclusive

AmericaServes welcomes veterans of all eras, eligibility, and discharge status



A Replacement...

AmericaServes encourages providers to focus on what they do best - only when the provider is unable to serve all the needs of the client should they refer them



Cumbersome

The AmericaServes platform rides above existing internal systems and is tailored to only capture enough information to make a smart referral

Libraries Impacting Community



Pioneering a Service Collaboration with Libraries

Why Libraries?

- 2013 VA Rural Veterans Demonstration Project
- California libraries, Veterans Project
- NCServes , library kiosk partnership
- Library's historical role and community connection
- Relevancy and value to community

Advances library Mission

To bring the world of information and imagination to all people of our community.



Veterans Connect Here Initiative Pioneering a Service Collaboration with Libraries

Honoring our nations Veterans by,

- Timely access to specialized information and expertise,
- Connections to exclusive entitlements, resources and specialized services
- Respond to emerging community needs or issues
- Ignite economic/ health care engine unique to Veterans

Joining the Provider Network

- Step One, Register your organization at: <http://americaserves.org/provider-registration>
- Step Two, Describe your organization, list hands services, programs and support
- Step Three, Complete and submit. Vetted for participation
- Step Four, Sent link Unite US training webinar link, Using the simplified client dashboard
- Step Five, Complete training, receive log on and password

Attentive Washington Serves Support Team

- Mother ship, AmericaServes IT support team
- Regional Coordinator, Navigator, Manager, and Special Projects Coordinator

The Future

A revolution is here in accessing services via mobile technology

- Changing laws and regulations for practitioners and professional services
- Federal supremacy and multistate compacts
- Improving technologies and capabilities
- Growing acceptance and integration of individual devices and internet carried services
- Opportunities for libraries in the transformation



Special Acknowledgement, the Washington State Library and leadership , Cindy Aden, State Librarian and Jeff Martin, Manager of Operations/Innovation

Thank you for your commitment to serving Veterans and their families

Questions or Additional Information ?

Mike Schindler

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mschindler@opmilfam.com



Washington Serves Team

Regional Coordinator

andrea.talmadge@westcare.com

Navigator

ryan.nabors@westcare.com

Coordinator, Pacific

donald.lachman@westcare.com

Washington Talking Book & Braille Library and Public Libraries: Partners!

Danielle H. Miller

Director & Regional Librarian



Washington Talking Book & Braille Library (WTBBL)

- National Library Service for the Blind and Physically Handicapped (NLS) / Library of Congress
- One of the first Regional Libraries
- Provides all NLS services
- Additional Programs
- Serve 9,500 / year
- Circulated 286,000 items FY18
- 114,000 items downloaded FY18



Eligibility – Our Users

- Blindness
- Visual Impairment
- Deaf-Blindness
- Physical Disability (Difficult to hold a book or turn a page)
- Traumatic Brain Injury
- Reading Disability (e.g., Dyslexia)



Librarians – You can certify patrons!

- Professional Librarian or Library Staff
- Certify for visual or physical disability
- Application for service on website
- Fax and get them going same day!

Certification of Eligibility

Have a doctor of medicine, doctor of osteopathy, ophthalmologist, optometrist, nurse, therapist, or a professional staff member of a hospital, institution, social welfare agency, or a library certify your eligibility because of one or more of the reasons below. Qualified library users must be residents of the United States.

- Blindness.** Visual acuity of 20/200 or less in the better eye with correcting lenses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- Visual Impairment.** Inability to read standard printed materials without special aids or devices other than regular glasses.
- Physical Disability.** Inability to turn pages or comfortably hold a book for extended periods of time as a result of physical limitations.
- Deafness and Blindness.**
- Reading Disability.** Reading disability, resulting from organic dysfunction, of sufficient severity to prevent reading of printed material in a normal manner.

Please note: Federal law (36 CFR 701.10) mandates that only doctors of medicine or osteopathy are allowed to certify cases of reading disability.

To be completed by certifying authority (as described above)
I certify that the named applicant requesting library service is unable to read or use regular printed material for the reason indicated on this form.

Certifier Signature

Printed Name

Title and Occupation

Address

City

State

ZIP Code

Audio Books & Braille by Mail

- Digital Talking Books
- All equipment for playback
- Over 40,000 physical audio books
- Public Library type collection
- Readers' Advisory
- Duplication on Demand
- Free Matter for the Blind

PLEASE!
NEED
BOOKS



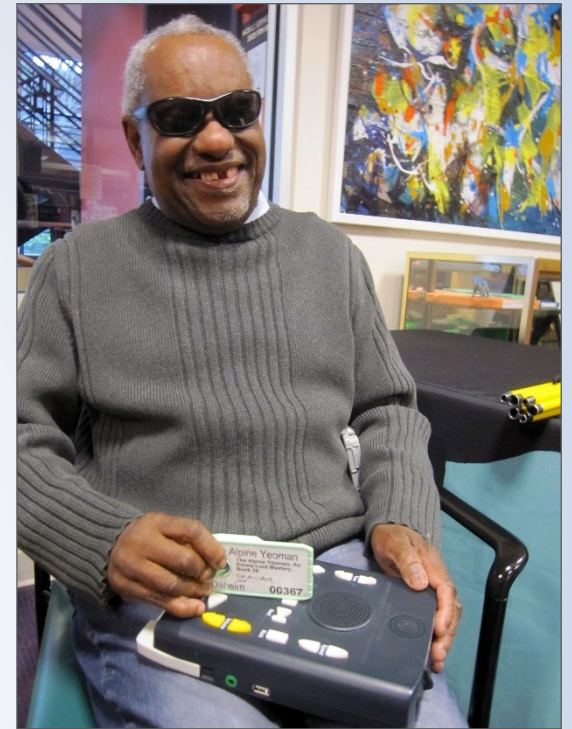
Audio Books & Braille by Mail

- 3,000+ new audio book added / year
- Produced by NLS
- Agreements with commercial book publishers
- 500 new braille books / year
- Incorporating tactile graphics
- Print / braille
- Chaffee Copyright Amendment



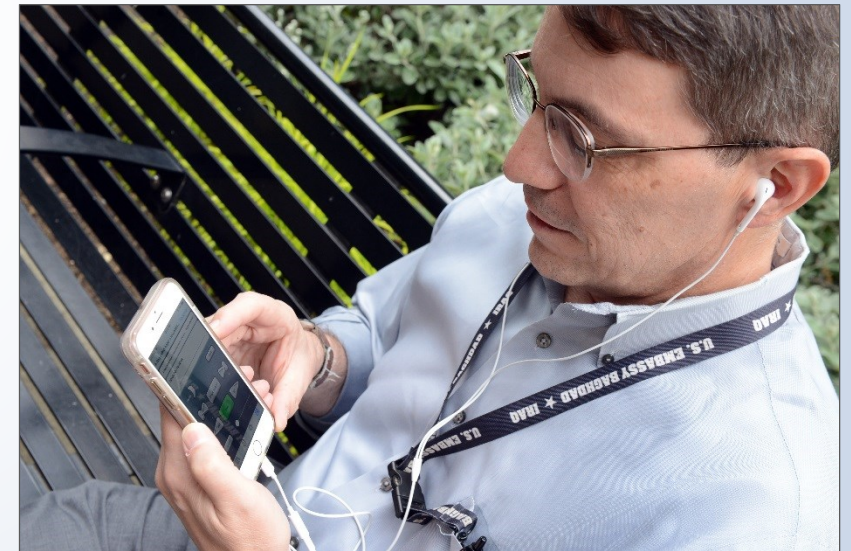
Audio Books & Braille by Mail

- Profile Service
 - Likes – authors, subjects
 - Exclusions
 - Number of books
- Custom Book Service (audio)
 - Individual cartridge
 - Multiple books, series
 - Hard to serve



Braille and Audio Reading Download (BARD)

- National Download site & mobile app
- Over 80,000 audio books
- Electronic braille collection, over 14,000
- Audio & braille magazine collection
- Braille music collection
- Books never expire



WTBBL Programs & Services

- Provides additional programs and services to patrons
 - Local Audio Book Production
 - Local Braille Book Production
 - Youth Services
 - Electronic Services & Instruction
- Statewide Outreach
- Volunteer Services Support Programs



Use library computers to download books

- WTBBL patrons with BARD accounts
- Your patrons too
- Computer to flash drive
- Library wireless to mobile device



Thank You!

Visit wtbbl.org



“Like us” on Facebook:
fb.me/wtbbl

Danielle H. Miller
Washington Talking Book &
Braille Library
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Questions

- Institutional Library Services
 - Laura Sherbo
- Westcare Foundation / WAServes
 - Mike Schindler / Donald Lachman
- Washington Talking Book & Braille Library
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