

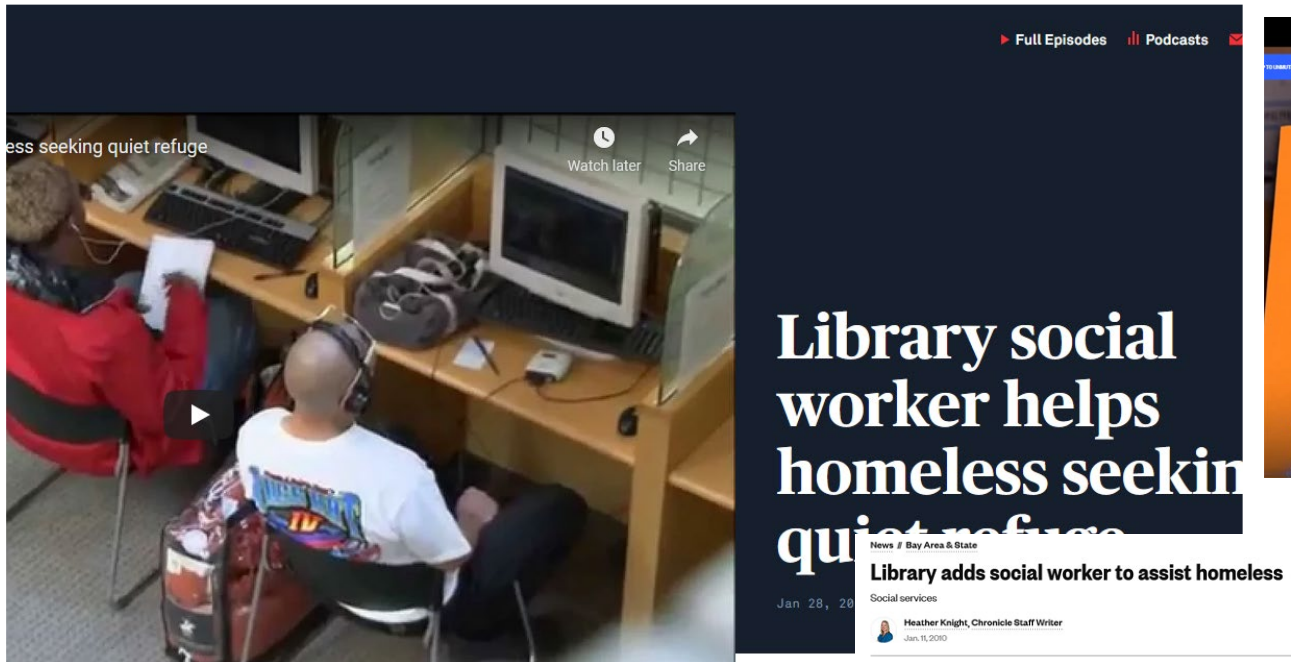


# SAN FRANCISCO PUBLIC LIBRARY SOCIAL SERVICES PROGRAM

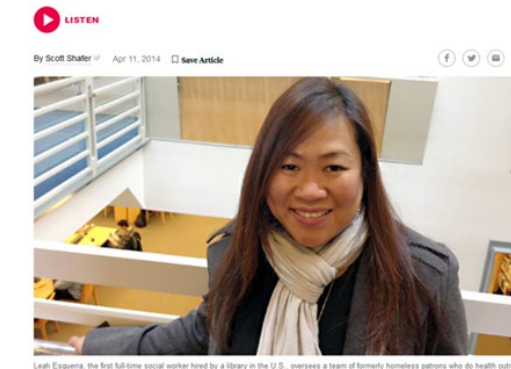
Leah Esguerra, MS, MFT, Social Services  
Supervisor  
July 16, 2026  
San Francisco Library Commission



# SFPL HIRES THE FIRST LIBRARY SOCIAL WORKER IN 2009



## Nation's First Library Social Worker Helps Give Hope to the Homeless



# SFPL SOCIAL SERVICES PROGRAM OVERVIEW

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## **LIBRARY SOCIAL WORKER**

- Supervision of Health and Safety Associates (HaSAs)
- Staff training, support and consultation
- In-reach and patron referral to community services
- Community partnerships

## **HEALTH AND SAFETY ASSOCIATES**

- Patron support, connections and referrals
- Personal and professional development
- Presence at the Main Library and branches (Eureka Valley and Mission Bay)



# HEALTH AND SAFETY ASSOCIATES (HaSAs)

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# “IN-REACH” OUTREACH MODEL

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# SOCIAL SERVICES TABLE IN THE ATRIUM



# OVER 80 FREE SOCIAL SERVICES RESOURCES PROVIDED DURING OUTREACH

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- Free shelters and housing information
- Free meals, showers and clothing
- Primary care, mental health and substance use treatments
- Legal and public benefits such as CalFresh and General Assistance
- Veterans, Youth and Senior Services
- Employment and vocational resources



# NUMBER OF REPEAT OUTREACH BY THE SOCIAL SERVICES TEAM

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- Fiscal Year '23: **8,247**
- Fiscal Year '24: **11,102**
- Fiscal Year '25: **12,000**
- Fiscal Year '26: **14,671**
  - Tabling outreach (started in May 2026): **463**



# COMMUNITY PARTNERS OUTREACH IN THE ATRIUM

- Department of Disability and Aging Services (DAS)
- Behavioral Health Services (BHS)
- Sequoia Living Senior Services
- Department of Veterans Affairs
- Family and Children's Services - Department of Human Services (DHS)



# SOCIAL SERVICES EVENTS



Simply The Basics  
Hygiene Market,  
January 2026



Institute on Aging



**Together  
against  
elder abuse.**

A panel discussion on elder  
and dependent adult abuse



World Elder  
Abuse  
Awareness Day,  
April 2026



# TRAININGS FOR LIBRARY STAFF

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- Healthy Boundaries and Limit-Setting
- Navigating Challenging Library Situations and Difficult Conversations
- Humanizing Homelessness
- Understanding Mental Health Challenges and Substance Use
- Trauma-Informed Approach
- Self-care and Resiliency





Thank you!

