



City of High Point

Special Meeting Agenda

City Council

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Cyril Jefferson, Mayor
Britt W. Moore, Mayor Pro Tempore (At Large), Amanda Cook (At Large),
Vickie M. McKiver (Ward 1), Tyrone Johnson (Ward 2),
Monica L. Peters (Ward 3), Dr. Patrick Harman (Ward 4), Tim Andrew (Ward 5), and Michael Holmes
(Ward 6),

Monday, November 3, 2025

4:00 PM

3rd Floor Conference Room #302

CALL TO ORDER

ADOPTION OF AGENDA

PRESENTATION OF ITEMS

- 2025-450 **Library Social Work Program Update**
Staff will present an update on the High Point Library Social Work program.
- 2025-445 **Closed Session**
Council is requested to go into Closed Session pursuant to N.C.G.S. §143-318.11(a)(4) for Economic Development and N.C.G.S. §143-318.11(a)(3) for Attorney-Client privilege.

ADJOURNMENT

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Library Social Work Program Update

FROM:
Mary Sizemore
Library Director

MEETING DATE:
November 3, 2025

PUBLIC HEARING:
No

ADVERTISED DATE/BY:
N/A

ATTACHMENTS:
1. Presentation

PURPOSE: To present an update on the Library Social Work program.

BACKGROUND: The City contracted with Mental Health Associates of the Triad on July 15, 2024, and renewed the contract on July 21, 2025, to provide social work services to citizens in the High Point Library. This report covers the first year of the program.

BUDGET IMPACT: N/A

RECOMMENDED ACTION REQUESTED: For Information Only.

A Community Partnership Model for Social Work

Mental Health Associates of the Triad and High Point Public Library

Breaking Barriers: A Community Partnership for Social Work

About Mental Health Associates of the Triad

- Nonprofit agency serving the Triad since 1967
- Mission: Expand access to mental health care through services, advocacy, and outreach
- Programs include: therapy, medication management, peer support, re-entry services, and intensive in-home care

Library-Based Social Work Program

- Innovative partnership placing a Social Worker and Peer Navigator on-site at High Point Public Library

Provides:

- Crisis response and emotional support
- Connections to housing, benefits, and healthcare
- Referrals and follow-up with community partners
- A safe, stigma-free space for patrons

Why It Matters

- Transforms the library into a community hub for care
- Builds trust, reduces barriers, and connects people to long-term resources

Roles in the Library-Based Social Work Program

Peer Navigator

- Brings lived experience with recovery, housing, or mental health.
- Builds trust quickly through shared experience and peer support.
- Helps with immediate, practical needs: job applications, benefits, technology, housing referrals.
- Serves as a bridge, guiding patrons toward professional services when needed.

Social Worker

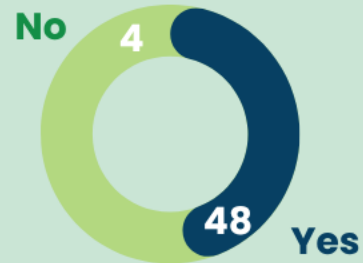
- Professional providing crisis support and case management.
- Tackles complex and long-term challenges: housing stability, benefits eligibility, re-entry, mental health treatment.
- Connects patrons with agencies, healthcare providers, and community resources.
- Ensures follow-up and continuity of care beyond the initial library visit.

Mental Health Associates of the Triad

Peer Navigator Program Start-Up Data

September 2024–November 2024

Service Completed



Insured Vs. Uninsured Served



Insured:
33



Uninsured:
10



N/A:
8

Primary Care Provider



Has PCP:
31



No PCP:
11



N/A:
10

In-House Items Given Out

In-House Items Given Out	Number Given Out
N/A	1
No	18
Shirt & Pants	1
Water	1

Resources Contacted

Resources Contacted	Count of Resources Contacted
Community Partners	16
Mental Health Services	5
Healthcare Services	3
N/A	28

Referred to Agency

Referred to Agency	Count of Referred To Agency
N/A	44
Health Services	3
Mental Health Referral	5

Social Worker Data Snapshot (Sept–Nov 2024)

Caseload and Outcomes

- 11 documented cases during the start-up period
- Outcomes: 5 completed, 4 ongoing, 2 not completed

Health Access

- 5 patrons with Medicaid/Medicare coverage
- 7 did not discuss having a primary care provider; 4 did not have a primary care provider and were referred

Partnerships and Referrals

- 5 cases involved coordination with outside agencies
- 8 referrals made to DSS, MHA, TAPM, APS, Caring Services, and housing providers

In-House Support

- 3 patrons received immediate support (food and snacks through Community Café)

Key Insight

- Social Worker services were fewer in number but more complex, requiring multi-step engagement and agency collaboration.

Library Program Data Overview

***Standardized Data Snapshot
December 2024–September 2025***

Transition to Standardized Reporting (Dec 2024–Sept 2025)

The program's data is divided into two parts:

- Sept–Nov 2024: start-up phase, documented in pilot logs and case notes.
- Dec 2024–Sept 2025: standardized monthly reports with consistent categories.

This separation is intentional: the first phase shows how services began, while the second shows how the program grew and stabilized over its first year.

- The standardized dataset captures: patrons served, services delivered, referrals, partner agencies, and housing/healthcare outcomes.
- In this section, we move from the early snapshot to the full program view, highlighting trends and patterns across ten months of activity.

Overview of Standardized Data (Dec 2024–Sept 2025)

Covers 10 months of service delivery at the High Point Public Library

- Includes both Peer Navigator and Social Worker records

Each month tracks:

- Patron demographics (age, sex, veteran status)
- Needs identified (housing, employment, benefits, healthcare, daily support)
- Actions taken and whether the goal was met
- Referrals and partner agencies involved
- Housing and healthcare status (insured, PCP access, housed vs. homeless)
- Income/employment notes where available

Provides a full-year dataset to analyze service patterns, outcomes, and community needs over time

Library Program Data

December 2024–August 2025

People Served



**Total
Served**
623



**Men
Served**
390



**Women
Served**
233

Goals & Actions Completed



**Goals
Completed**
438



**Goals
Ongoing**
165



**Goals Not
Completed**
19

Top Service Areas



**Employment
Cases**
156



**Housing
Cases**
63



**Shelter
Placements**
10



**Medicaid
Support**
28



**SSI/SSA/Disability
Support**
53



**Food & Nutrition
Services**
27



**Other Services
Completed**
53

The program reached 623 patrons between Dec 2024 and Aug 2025, with strong outcomes in employment, housing, and benefits support. These results highlight the library's unique role in bridging social services and community access.

Core Service Needs Identified

Employment

- The single most requested service month after month.
- Includes job applications, resume support, unemployment certification, job readiness, and transportation to interviews.

Housing & Shelter

- Persistent and pressing need, with housing applications, HUD/authority referrals, and emergency shelter placements every month.
- Homelessness was common across the dataset, with a notable portion of patrons lacking stable housing.

Healthcare & Benefits

- Regular requests for Medicaid enrollment/renewal and food/nutrition (FNS) applications.
- Also included Medicare card replacements, energy/utility assistance, and behavioral health connections.

Disability / SSI / SSA Support

- Grew in frequency over time, with many patrons seeking help with applications, appeals, card replacements, and attorney referrals.
- By mid-2025, SSA/SSI-related support became one of the stronger categories of service.

Other Practical Supports

- Frequent needs for ID/documentation replacement, transportation, banking/card issues, legal aid, and community referrals.
- These often connected directly to patrons' ability to access jobs, benefits, or housing.

Key Trends Over Time

Early months (Sept–Nov 2024):

- Program start-up period. High focus on employment and basic benefits, with smaller volumes of housing and SSA work.

Winter–Spring 2025 (Dec–Apr):

- Cases became more multi-layered, with patrons needing combinations of services (job + housing + ID, etc.). SSI/SSA support began increasing.

Summer 2025 (May–Aug):

- Services broadened further. Housing instability remained persistent, employment requests stayed high, and referrals to external agencies grew (showing program's role as a connector).



What the Data Tells Us

The program fills a critical gap by providing on-site, low-barrier access to social work and peer navigation in the library setting.

Needs are both immediate (emergency shelter, food, ID replacement) and long-term (employment, housing stability, disability benefits).

The library setting reaches patrons who may not otherwise engage with formal service systems — evidenced by the volume and diversity of requests each month.

Data suggests the program is not only stabilizing individuals but also acting as a bridge to community systems, particularly around housing, benefits, and employment.

Over the year, the program has proven sustainable and responsive, adapting to meet evolving community needs while maintaining strong follow-through on goals.

What We Learned

Insights

The library-based setting effectively **connects people to services** who may not seek help elsewhere

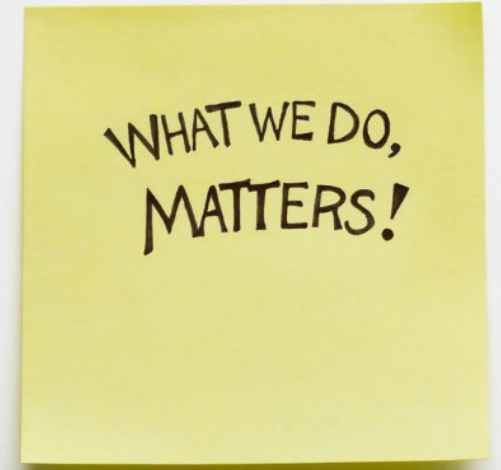
Patrons' needs are often **multi-layered**, combining employment, housing, benefits, and documentation

Employment support is the most frequent request, but it is closely tied to **housing and benefit stability**

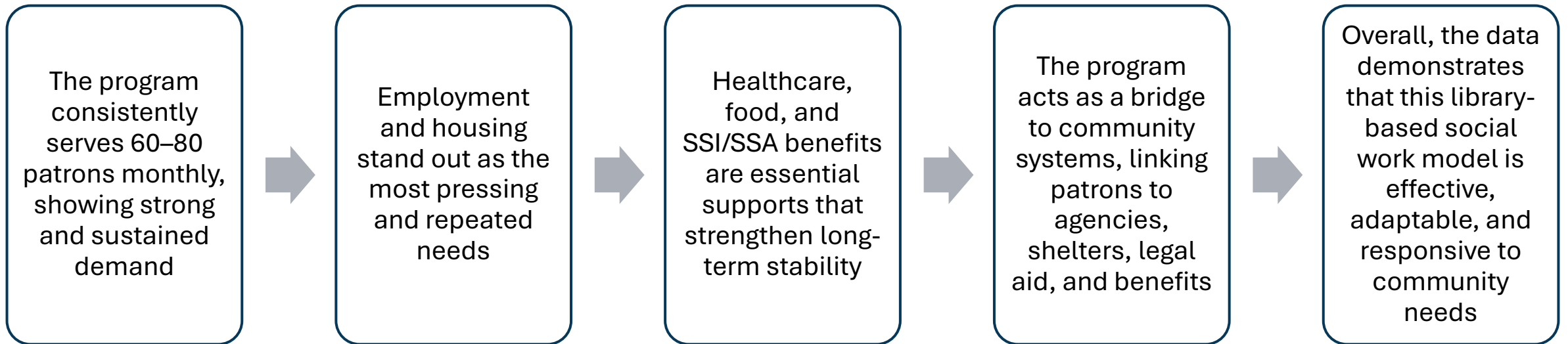
Housing insecurity remained a persistent challenge, with many patrons needing shelter or affordable housing options

SSI/SSA and disability benefits became a growing area of support over time

Most goals were **successfully completed**, with a smaller share requiring longer-term engagement



Key Takeaways



Questions

Q&A Session

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