

## THE COMMUNITY WE SERVE

### CITY OF PLANO HOMELESS INITIATIVE

- In 2021, the City of Plano received \$1.9 million in HOME – American Rescue Plan funds from the U.S. Department of Housing & Urban Development
- On January 9, 2023, the Plano City Council unanimously approved a plan for the allocation of these funds
- The City of Plano held consultation meetings with a number of organizations to devise the plan, including Housing Forward, Hope's Door Texas Muslim Women's Foundation, Plano Housing Authority, Salvation Army and more

Sources:

<https://planotx.new.swagit.com/videos/198385>

<https://plano.novusagenda.com/agendapublic/MeetingView.aspx?MeetingID=3387&MinutesMeetingID=726&doctype=Agenda>

<https://communityimpact.com/dallas-fort-worth/plano-south/government/2023/01/09/plano-city-council-approves-allocation-of-19m-to-combat-homelessness/>

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### NEIGHBORHOOD SERVICES DEPT. - [HTTPS://WWW.PLANO.GOV/910/HOMELESS-SERVICES](https://www.plano.gov/910/homeless-services)

- Under the Community Services Division, the Neighborhood Services department has Homeless Services: Homeless Prevention Assistance Program, Rapid Rehousing Program, & Additional Support such as shelter intake coordination, visiting homeless encampments when reported by City or the public, One-on-One housing assessment and referral services by phone or in-person
- Neighborhood Services is located in Downtown Plano at 777 E. 15th Street, Plano, Texas 75074 and can be reached at 972-208-8150
- Homeless Services Coordinator completes Weekly Street Outreach at various locations across the City in coordination with Police, Community Paramedics, and mental health workers
- Homeless Care Package Collection – food packs or basic needs/hygiene kits

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### PLANO PUBLIC LIBRARY

- Remember our Customer Service Model
  - BE PPL: Be Proactive & Approachable, Prioritize Patrons, Create a Positive Experience for Patrons, Be Courteous & Professional, Address Challenging Situations with Empathy, Engagement and w/the Buddy System
- In Scope:
  - Remain neutral on the topic of homelessness – “Is there something library related I can assist you with?”
  - Partner with a librarian to address difficult behavior that violates the PPL Code of Conduct
  - Call or Text 911 for emergencies – Plano PD and/or Fire will be dispatched based on the information you provide
- Out of Scope:
  - Do not assume anyone is experiencing homelessness
  - We can provide information to patrons, but we are not social workers
- Per the Quick Reference Notebook, we provide a Partner Card, which is a 12-month full access library card granted to any Collin County temporary shelter residents 18 or older with official documentation and/or individuals or families working in cooperation with Neighborhood Services or Plano ISD

- ID does not serve as official documentation. We would need ID in addition to official documentation
- One Partner card will be issued per family. Family is defined as a Parent(s)/Caregiver(s) with children under the age of 18

**Agencies and programs include but are not limited to:**

Agape Resource & Assistance center  
Assistance Center of Collin County  
Bella House  
City House  
Emily's Place  
Hope's Door  
Hope's Restored Mission

Life Path Systems  
Salvation Army  
St.. Vincent De Paul  
Texas Muslim Women's Foundation  
Veteran's Center of North Texas  
Plano ISD Homeless Support Services  
(McKinney-Vento)

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## AT HARRINGTON

- Danielle Davis, Neighborhood Services' Homeless Services Coordinator, does site visits to Harrington every other Wednesday from 9am-12pm in the Public Conference Room – contact information on phone list
- Get to know Officer Lance Buckley, our Neighborhood Police Officer – contact information on phone list
- Harrington is partnered with a variety of departments to best serve our community: Plano PD, Neighborhood Services, Parks Dept., Facilities, Environmental Health & Sustainability Dept., and more
  - Plano PD provides support to library staff for behavioral issues at the library, PD is trained to address mental health crisis situations, or enforces violations to City Ordinances. At GH only, Plano PD has authority to Criminally Trespass patrons
  - Parks provides power washing services weekly to keep our front porch & built-in benches clean due to high use
- Recurring topics
  - Quantity/Size of bags, Food Debris, Unattended/Abandoned Items, Body Odor, Disruptive Behavior which are addressed by the PPL Code of Conduct & Facility Use Rules
- Librarian resources to share with patrons
  - Neighborhood Services bimonthly visits to Harrington & General contact information
    - Hygiene or Food Care Packages provided by Neighborhood Services [as available](#)
    - [Z Drive: Services > Reference > Neighborhood Services](#) flyer available at desk
- Did you know?
  - Library Property Hours are 6am-9pm. (all locations) Signs are posted in parking lots.
  - WiFi extends into the parking lot during hours of operation
  - Porch power outlets are active during hours of operation

### Z Drive Links:

[PPLS Policies > 300 Management > 300 Library Code of Conduct Policy 10.2018.pdf](#)

[PPLS Policies > 300 Management > Library Facility Use Rules 03.2024.pdf](#)

[Signage, Handouts, & Templates > Handouts > Unattended Belongings\\_ 4 up.pdf](#)

[Services > Reference > Neighborhood Services > Link to Plano Homeless Resource Guide.pdf](#)

Employee Assistance Program (EAP) - <https://www.plano.gov/489/Benefits>

City of Plano employees as well as their family members have confidential access to the Employee Assistance Program (EAP) through ComPsych Guidance Resources. Call: 855-365-4754 | TDD: 800-697-0353

**Online: [guidanceresources.com](https://guidanceresources.com) | App: GuidanceResources® Now | Web ID: ONEAMERICA6**