

# COMMUNITY RESOURCE SPECIALIST TEAM



WE ARE HERE TO HELP

January 21, 2025

Need help obtaining Health Insurance, Food Stamps, or other  
Community Resources?

## WHAT IS A COMMUNITY RESOURCE SPECIALIST (CRS)?

### What to Expect

Community Resource Specialists are available to guide patrons in connecting with community resources that meet their unique needs. They are highly knowledgeable about public, private and government organizations that can assist patrons. Community Resource Specialists can refer you to social service agencies; however, they do not provide counseling, case management, or emergency services. They are equipped to help with the following topics:

- Housing • Health insurance • Mental health • Food banks • Programs for children and teens
- Caregiving for friends and family members • Many other topics

### Confidentiality

Conversations with community resource specialists are confidential, with a few exceptions: 1) When consulting with their supervisors and team members as a means to ensure excellent service to our patrons, 2) If a patron mentions harm to themselves, a child, or older adult to ensure safety for all, or 3) If served with a lawful court order or subpoena.

## MORE ABOUT US

### Contacting Our Team

Community Resource Specialists are available to meet with you one-on-one at your preferred Arapahoe Libraries location to determine what agencies or resources can meet your needs.

Two of the four timeslots at each branch are reserved for walk ups (no appointment needed). You may reserve an appointment slot by 1) calling 303-LIBRARY (303-542-7279), 2) visiting our website at <https://arapahoelibraries.org/community-resource-specialists>, or 3) asking any library staff member to reserve an appointment for you. On our website, you can also submit an email question or read our blog to learn more about community resources.

## HOW OUR PROGRAM WORKS

### Program Expectations

- Appointments are up to one hour in length to allow access to a greater number of library patrons. To be as fair as possible to all, library patrons may only reserve one appointment at a time.
- Branch appointments may occasionally be cancelled due to illness, vacation, or holiday. There are also four weeks per year (quarterly) when the CRS team does not take appointments. All changes will be listed on our website.

### Patron Rights

- Patrons have the right to refuse our services.
- Patrons have the right to be themselves, as long as they follow the Patron Code of Conduct. It is the diversity and uniqueness of our patrons that makes our libraries a safe and welcoming place for all!
- Patrons have the right to be left alone. We welcome all referrals but if a patron does not want our services, we will respect their choice.

### Meet Our Team

Rachael King

Jennifer Martin

Mando Suarez



Habla español

Our Mission is to use micro, mezzo, and macro tools...

- to remove barriers and improve accessibility to library services and community resources;
- to increase patron and staff efficacy in navigating complex social systems; and
- promote a culture of equity, empathy, and compassion within the library and the larger community.

## BRANCH SCHEDULE

**Appointments: 10 AM & 1 PM**

**Walk up Slots: 11 AM & 2 PM**

### Castlewood Library (Study Room)

6739 S. UINTA ST. CENTENNIAL, CO

**EVERY WEDNESDAY**

### Davies Library (Study Room 1)

128 2ND AVE. DEER TRAIL, CO

**FIRST WEDNESDAY OF THE MONTH**

### Eloise May Library (Study Room 2)

1471 S. PARKER RD. DENVER, CO

**EVERY OTHER TUESDAY &  
ALTERNATING FRIDAYS AND  
SATURDAYS**

### Kelver Library (Study Room 2)

585 S. MAIN ST. BYERS, CO

**SECOND MONDAY OF THE MONTH**

### Koelbel Library (Meeting Room C)

5955 S. HOLLY ST. CENTENNIAL, CO

**EVERY OTHER WEDNESDAY**

### Sheridan Library (Study Room 2)

3425 W. OXFORD AVE. DENVER, CO

**EVERY MONDAY (EXCEPTION - MORNING  
ONLY ONE TIME PER MONTH)**

### Smoky Hill Library (CRS Room)

5430 S. BISCAY CIR. CENTENNIAL, CO

**EVERY TUESDAY (THIRD WEEK  
CHANGES TO SATURDAY)**

### Southglenn Library (Study Room 2)

6972 S. VINE ST. CENTENNIAL, CO

**EVERY OTHER FRIDAY**