NAME OF AGENCY: The Poverello Center-Homeless Outreach Teams (HOT teams)

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AGENCY WEBSITE: www.thepoverellocenter.org

STUDENT PREFERENCE: Either BSW or MSW

A. BRIEF OVERVIEW OF AGENCY SETTING

In collaboration with the people of Missoula and surrounding areas, and local state and national organizations, the Poverello Center, Inc. reaches out in faith to provide food, shelter, clothing and essential services to the community’s hungry and homeless. This mission is accomplished through compassionate, respectful, and competent services in an environment that enhances human worth.

The Poverello Center meets this mission through the operation of the Ryman Street shelter and soup kitchen, the Salcido Drop-In Center, Homeless Outreach Teams, the Valor House, and the Joseph Residence at Maclay Commons (see website for thorough descriptions).

The Homeless Outreach/Transition Team (“HOT Team”) will conduct daily outreach to individuals living on the street or other areas not meant for habitation. This outreach will help connect shelter-resistant individuals to services in the community that they are currently not in contact with, or have never contacted, as well as connect people with opportunities for transportation (through bus tickets), medical care and other efforts.

B. DESCRIPTION OF CLIENT GROUP

The HOT Team will focus on homeless individuals who are presently not utilizing services available in Missoula, or using only minimal services. The majority of the Team’s attention will be on individuals who have been on the outside of society for some time. These individuals are often severely mentally ill and struggle with addiction. Many are Veterans, Native American, and predominantly male.

C. LEARNING OPPORTUNITIES

Interns will have the opportunity to build skills in engaging extremely service resistant individuals. Through daily outreach, interns will learn to: build trust, complete thorough assessments, develop and implement client driven service plans, work collaboratively with partner agencies, participate in interdisciplinary service teams, work with police and emergency medical services to ensure clients needs are met, and advocate for clients in multiple settings.

Interns will also have the ability to: address stereotypes in the community, engage in education opportunities in the community, and work with downtown businesses to decrease conflict.

D. EXPECTATIONS OF STUDENTS

Students will be expected to work within a larger team of professionals and paraprofessionals (social workers, case managers, support staff, medical personnel) and participate in team meetings. Students must display a high degree of communication skills, both verbally and written, and must be comfortable communicating with individuals with differing needs. Students will receive extension training, but must be comfortable dealing with conflict and working with individuals who may be intoxicated and/or experiencing a mental health crisis.