A. BRIEF OVERVIEW OF AGENCY SETTING
The YWCA Missoula Gateway Assessment Center (GAC) is a short-term, assessment, referral, and supportive services program currently located at the Salvation Army. The program offers YWCA case management and assistance with other housing programs in town. For most families this is the assessment before entering the YWCA Ada’s Place Emergency Housing Program, a 50-day hotel stay for homeless families with children. The Gateway Assessment Center might also be able to help with short term emergency hotel vouchers for homeless families with children and transportation vouchers.

B. DESCRIPTION OF CLIENT GROUP
Who is eligible for the Gateway Assessment Center:
- Families must be homeless based on HUD’s definition "a homeless family is: one that is forced to spend the night in a place not meant for human habitation, in an emergency shelter, living in transitional housing or supportive housing for the homeless or having been discharged from an institution with a lack of resources and the support network needed to obtain access to housing, being evicted within a week from a private dwelling and no subsequent residence has been identified, fleeing from domestic violence."
- Single and two parent families with children under 18 living with them.
- Pregnant women with no other children who are in their third trimester.

C. LEARNING OPPORTUNITIES
- Initial assessment of families’ situation (often crisis intervention)
- Short-term case management services (assisting with housing applications, referrals to community resources, outreach etc.)
- Outreach & interactions with a network of agencies and non-profits in Missoula County (related to homelessness, subsidized housing, domestic violence, health, CFS, addiction services, etc.)
- Participating in weekly team and staff-meetings

D. EXPECTATIONS OF STUDENTS
After shadowing, volunteers will learn and carry out the initial assessments. They will provide case management to families to assist them on their way into the emergency housing program. Volunteers will be involved in keeping participants’ files up to date (case notes). The volunteer will be expected to staff regular walk-in hours at Salvation Army and attend weekly team and staff meetings.