

Dear The Road Home Dane County Volunteer,

Welcome! We are so glad that you have chosen to join us in our work, helping families with children that are experiencing homelessness find safety, comfort and the opportunity for a better life.

The Road Home Dane County is a non-profit organization serving homeless families with children since 1999. We are committed to the empowerment and long-term success of children and families; to serving each family with dignity and respect; and to achieving results in helping families improve their lives. The Road Home seeks to address the root causes of homelessness and is a leader in the effort to include homeless community members in the search for new solutions.

In this packet you will find six sections:

- 1. The Road Home Dane County: General Information**
- 2. Becoming a Volunteer: Tasks and responsibilities for volunteers**
- 3. Policies/Procedures for Volunteers**
 - a. Confidentiality and Boundaries when working with families**
 - b. Confrontational Situations**
 - c. Volunteering with Children**
 - d. Helpful hints for sensitive volunteering**
- 4. Information/articles about family homelessness, economics, race and trauma (National Alliance to End Homelessness)**
- 5. Review questions and answers**
- 6. The Road Home Dane County Volunteer Statement and Confidentiality Policy**

Please read the information in each section and check your answers to the review questions at the end of this packet. There is no “score” – we just want to ensure that if you have any questions regarding a review question or any topic that is discussed in our volunteer training packet, we can assist you! Once you have read this packet and feel comfortable with your answers to the review questions, please mail, e-mail or complete your volunteer application at www.trhome.org:

The Road Home Dane County
C/O: Volunteer Manager
890 W Wingra Dr
Madison, WI 53715
Email to vol.mgr@trhome.org

We thank you in advance for the time you are spending in preparation for becoming a much needed and valued volunteer and for your support of the vision of The Road Home Dane County:

Every child deserves a home.

Sincerely,
Kristin Rucinski
Executive Director

Alane Conn
Volunteer Manager

The History of The Road Home Family Dane County

After two years of work by a core group of religious leaders and shelter providers, The Road Home Dane County (then known as Interfaith Hospitality Network of the Madison Area) opened our doors on April 26th, 1999 as an overflow shelter for families who could not be served by the existing shelters. Since that time, we have expanded to providing programs and services that assist families in moving to stable housing as well as in overcoming barriers and gaining skills needed to maintain stable housing successfully. The Road Home currently serves about 150 families with children in Dane County each year.

Our Mission

The Road Home Dane County provides opportunities for homeless children and their families to achieve self-determined goals and affordable, stable housing.

Our Vision

Every child deserves a home.

How We Help

At The Road Home, we seek long-term solutions to homelessness by helping families find and maintain stable, affordable housing. We offer a range of programs, starting with intensive case management for families' currently experiencing homelessness. We work with these families who are referred to us with the types and levels of [case management](#) and [stable housing programs](#) that best fits their needs and helps them be successful. We follow the Housing First approach, an approach that, as the [National Alliance to End Homelessness](#) explains, "prioritizes providing people experiencing homelessness with permanent housing as quickly as possible – and then providing voluntary supportive services as needed." This philosophy has proven to be effective and has been put into place across the country. And we've seen it work right here in our community. Over 90% of our families who could reach one year in stable housing do so—a significant benchmark for families who have experienced homelessness.

The Road Home is part of a community-wide coordinated network in Dane County. We work together with other nonprofit and government agencies as well as volunteers, businesses and individual donors to provide solutions that work. You can become part of this effort.

The Road Home Dane County partners with the Coordinated Entry System. The Salvation Army of Dane County, the YWCA- Madison and United Way of Dane County to actively support families that are experiencing homelessness and are in need of shelter, case management services and/or housing opportunities.

Resources for Families Seeking Emergency Shelter and Housing Assistance **The Salvation Army of Dane County**

Emergency Family Shelter welcomes homeless families seeking immediate overnight shelter. In addition to shelter, families are offered meals, shower/laundry facilities and case management. Transportation to/from school may be arranged for school-aged children.

To access shelter, families must call [The Salvation Army at 608.250.2298](tel:608.250.2298) before noon and express need for shelter for that evening. All calls are returned to interested families between 12:00 pm and 1:00 pm to confirm or deny a space in shelter for the evening. If a family does not have access to a phone, families may add their name in-person at The Salvation Army of Dane County.

Families who are approved for shelter in the evening are invited to have dinner at 5:00 pm. New families will meet with shelter staff following dinner to complete intake paperwork. Need documentation includes: identification for adults and proof of parentage for children. All families must exit shelter by 8:00 am. The Road Home partners with The Salvation Army to offer daytime shelter to families in need.

The Beacon: Day Resource Center

The Beacon is a comprehensive day resource center for people who are experiencing homelessness in Dane County. On average, they help over 150 men, women, and children each day, 365 days a year. The Beacon is located at 615 East Washington Ave in Madison, Wisconsin. They are right across the street from The Salvation Army of Dane County Family and Single Women's shelters. This convenient location allows individuals who are experiencing homelessness a safe place to obtain resources to assist them in securing stable, affordable housing.

While at The Beacon, they are able to meet with a case manager (The Road Home Dane County will have a case manager on-site throughout the week to meet with families experiencing homelessness). Other resources that individuals can access are laundry services, shower facilities, food, preventative healthcare, computer lab to assist with employment and housing searches, mail center to use as a physical address, telephone access, transportation assistance, etc.

The Tenant Resource Center

The Tenant Resource Center is a nonprofit, membership organization dedicated to promoting positive relations between rental housing consumers (tenants) and providers (landlords) throughout Wisconsin. By providing information and referrals, education about rental rights and responsibilities, and access to conflict resolution, they empower the community to obtain and maintain quality affordable housing. The Tenant Resource Center is located at 1202 Williamson Street #102, Madison WI 53703.

- **Homeless Services:** They offer assistance finding housing, including limited case management, eviction prevention services and rapid rehousing services. This is for Dane County residents only.

Policies and Procedures for Volunteers

This section of the training includes policies and procedures for volunteers in the following areas:

1. Confidentiality and Maintaining Healthy Boundaries
2. Confrontational Situations
3. Volunteering with Children

These practices are intended to protect the safety, health and well-being of all those involved with The Road Home. As a volunteer, you are responsible to know and follow these policies and procedures. Please keep them handy for reference.

Confidentiality Policy

Information about families may not be shared with anyone beyond The Road Home staff and volunteers, except with the expressed written consent of the family on a The Road Home release of information form. Information that must be kept confidential includes:

The identity of any family

This includes names as well as other descriptions or facts that might disclose identity, such as the participant's "story" or the age and school of a child in the program. You should never tell enough details so that if your listener later met a participant you had worked with, they could identify them as such. **Family identities cannot be shared with anyone other than the staff and volunteers directly involved with that family.**

Personal information

Personal information that you learn through involvement with a family should only be shared with The Road Home Dane County staff that need this information to serve the family, but not with other staff or volunteers, even if those staff members or volunteers know the family's identity. **This information should be shared *only* with staff members who can be expected to provide primary assistance.**

Dangerous information

If you become aware of a potential danger to any family, volunteer or staff member you must share this information immediately with a staff member or with the Executive Director. The Executive Director will take appropriate action and share information with others as necessary and appropriate. She may be reached at 294-7998 ext. 302.

If you witness child abuse you should call the staff and/or call Child Protective Services to make a report, but not share this information with anyone else.

*****If there is immediate danger, you should call 911 and are legally permitted to break confidentiality, and to identify the participant.**

All staff and volunteers of The Road Home are required to abide by this confidentiality policy. It is perfectly acceptable for staff members or volunteers to share their own experiences and reactions with family, friends, and other community members, so long as this sharing will not break confidentiality. If you have a question regarding confidentiality, please call the Road Home office at 294-7998 for clarification.

Maintaining Healthy Boundaries while volunteering

The Road Home Dane County relies heavily on volunteer support so ensuring that our volunteers understand and adhere to maintaining healthy boundaries with families is very important. Boundaries set the parameters of what is and is not acceptable behavior by staff and volunteers when working with families we serve. Boundaries help to protect and inform staff, volunteers and families by clarifying what types of behavior will or will not be tolerated.

Boundaries give volunteers confidence as they know how to react to different situations. Establishing clear boundaries help to develop trusting relationships with families who will know what to expect from staff and volunteers. Boundaries also help to develop professionalism by encouraging high standards of work and consistency between staff and volunteers.

Clearly identified boundaries are essential in a volunteer/mentor role for several reasons:

*They protect both the volunteer and the family by providing clarity about what is and is not acceptable behavior.

*They give both parties greater confidence in opening up about sensitive issues, where otherwise they might feel vulnerable.

*They provide a clear framework so that mentors/volunteers can recognize when to stop and question what they are doing.

Do's for maintaining healthy boundaries:

*Recognize your own personal boundaries.

*Avoid getting into situations that could be misunderstood.

*Think before you say "Yes".

*Remember that the main focus of the relationship is the needs and progress of the other person.

Don't:

*Give out your personal contact information such as home address, phone number, etc.

*Become emotionally over-involved.

*Get involved in a sexual or intimate relationship.

*Accept any form of harassment/violence from the other person.

*Buy gifts or give money to the other person.

*Lend money/material goods or ever borrow from the other person.

If you are ever in doubt about a boundary issue, please speak to The Road Home staff immediately.

Volunteer Guidelines for Confrontational Situations and Crisis Intervention

There are times when The Road Home participants may display negative behaviors towards volunteers or other people. Please use the following guidelines to maximize safety for everyone involved.

1. **Always have two volunteers on duty when families are present.** For your safety, you should not be volunteering alone. If you find yourself as the only volunteer, please contact staff.
2. **Avoid confrontation.** If you have a concern/complaint about a person's behavior you can calmly remind them of the rules, but do not make personal or blaming/judging comments.
3. **Diffuse confrontation.** If a situation becomes at all confrontational, stay calm and get out of it. Apologize if necessary. Remember that it is not your job or your role to make people behave better, beyond having calmly stated the rules or expectations. Offer to call staff.
4. **Staff.** If there has been any confrontation at all, you must connect with staff immediately. We need to know about these incidents in order to respond to them individually and to track them for the safety of everyone involved with the program. This is a courtesy to the staff, participant and future volunteers, and is a requirement of your volunteer position.
5. If you feel **AT ALL** threatened:
 - **Call 911.** Do not hesitate to do this. If necessary, you can pretend to be calling someone else: "Hello Susie, I need some cash for a woman here..." The police will come, they will not mind, and they won't press charges unless we want them to (unless there is domestic violence). **Know your address and your location in the building**, such as "the southwest lower entrance".
 - **Leave.** Get yourself to a safe place if at all possible: pretend to be getting something the person wants, use your exits, and get to someplace where there are other adults, even other participants who are not part of the confrontation.
 - **Call Staff.** In the case of threat, aggression or violence, the staff will respond in person immediately. If you have not called 911 and there has been threatening, aggressive or violent behavior, the staff will do so before responding.

Helpful Volunteer Interventions at Different Stages of Crisis

Volunteers can provide support by showing empathy and non-judgment.

Ways to provide support:

1. Active listening- rephrase or summarize what they are saying to you.
2. Validate- point out why their anxiety is valid. Example) "things are really stressful for you right now, it's understandable that you would be feeling overwhelmed".
3. Asking what we can do to be helpful and maybe giving some options of how we can help. Example) ask if they may need to have a few moments alone away from children and other families so that they can get some space.
4. Allowing for venting in a safe space with non-judgment.
5. Remove audiences if at all possible. Example) see if they may want to talk with you in an office or more private and quiet place. Offer to call a staff person so that they can speak with them.

Volunteering with Children: Guidelines for Everyone's Protection

We are not a day care facility. We are not and cannot be responsible for children. Parents will be on-site when child-care activities are in process. Volunteers may not baby-sit or assume primary responsibility for children in any other way.

Never be alone with a child in any room or outside. If a child has to go to the bathroom, but needs help, try to find the parent. If you cannot find the parent in time, try to take a second person with you and/or prop the bathroom door open. If you go to the park always take another adult with you.

Do not change clothes in front of a child and don't let a child change clothes in front of you. Never change a child's diaper. If you have to interrupt a parent meeting or wake up a parent, then do so.

Touching guidelines

Do not rub or pet a child and do not let them rub or pet you.

- Do not allow flirting. Put a stop to it right away (politely of course.)
- Younger children may sit on your lap as long as there is no inappropriate touching between either of you. You can suggest with older children that they sit next to you instead.
- Wrestling and tickling can sometimes get out of control and could be construed as inappropriate touching.
- Be careful when playing tag or anything else that can turn into roughhousing, since roughhousing could also be construed to be inappropriate touching.

Don't promise to keep secrets. You have an obligation to report anything pertaining to a child's safety to The Road Home staff. Let the child know that you will be careful with the information that they share but that there are some things that you cannot keep secret.

Universal Health Precautions:

To help avoid potential contagious diseases you should:

1. Never change a child's diapers, treat a bloody wound, clean up vomit of the participants or their children. Always have the parent do this for their children.
2. If it is unavoidable and you need to deal with any bodily fluids of the guests, always wear protective gloves.
3. Use bleach and water solution to clean surfaces.
4. **Communicable Diseases:** Please be sure to inform staff if you are made aware of someone who may have a communicable disease. If you yourself find that you are too ill to volunteer when you are registered to do so, please contact the volunteer manager to inform them that you are unable to volunteer at this time.

Some Hints for Sensitive Volunteering

Volunteering for The Road Home is most often a cross-cultural experience, crossing socio-economic and racial differences. Please consider the following when you volunteer with The Road Home families:

Fear of the unknown

As a volunteer you probably desire to help others in some way. However you may not have had any experience working with poor, homeless or minority individuals or families. Thus you may find that you feel nervous or uncomfortable at first. It is normal to have these feelings when faced with the unknown.

It is important for you to know that our participants are people just like you and me. They might be your co-worker, neighbor, or fellow church member. They might be friends of your children or schoolmates. They may be our nurse's aides when you are in the hospital or your waitress when you go out to dinner. All of us have probably had interactions with homeless individuals; we just did not know it.

The participant themselves may be uncomfortable also and for the same reason, the fear of the unknown.

Most volunteers have found that as soon as they meet the participants, and see that each is an individual, they begin to relax. Often times the participants themselves end up making the volunteers feel comfortable.

Labeling

The "homeless" often are depicted as addicts, people who "choose" to be homeless and people who steal for their food and never take baths. The word "homeless" throws people into a class of their own, as third-class citizens.

There are many reasons why people are homeless: Loss of a job, divorce or sudden separation of a partner, relocation where the temporary living arrangements have fallen through, domestic violence, condemnation of an apartment, etc. Each family has their own individual story and cannot be lumped together under one category of "homeless."

Sometimes, unintentionally, volunteers will refer to the participants as "you people," again categorizing the families and building a wall of separation between us. One of the goals of The Road Home is to tear down those walls. Be aware of what you are saying!

Respect

People tend to make decisions all of the time for the "homeless". Just because they are homeless does not mean they are not responsible. Allow families as much control or say in situations as possible. Don't smother them with "helping" or by hovering. This gives the impression that they cannot do for themselves or that they need to be watched. It is fine to offer help if it seems appropriate. For example, mom is struggling to get the kids ready to go, feel free to ask her if she would like some help.

Personal Privacy

Be respectful of a family's personal privacy. Don't ask personal questions about their lives or how they became homeless or in their current situation. As you get to know them better you may find they are willing to share with you. However, you need to remember that you are only one volunteer of many that our participants meet and they should not have to tell their story repeatedly.

Anything the families share with you is to remain confidential. However, if a family has shared something with you that you find concerning please make sure you let The Road Home staff know.

Physical Privacy

Be respectful of the family's physical privacy. Be careful not to invade a person's comfort space when having a conversation. Most individuals have a physical boundary that they like to keep from others so ensuring not to invade that space is helpful in having successful interactions with others. Allow families to guide the conversation and sense their comfort level. Active listening and allowing the family to take the lead is usually helpful when volunteering.

Parenting

Always ask the parents' permission to do or give anything to their child. Whether it is food or doing an activity, the parent's wishes must be observed. Do not contradict the parents. Let them parent their own kids even if they do it in a way that may be different from how you would do it.

Support the parents by playing with the kids in order to give the parents a break. Parents are often very tired due to stress. However, if the children get out of control then you need to give the kids back to the parents and let them take over. For health and safety reasons always have the parents take the children to the bathroom, change diapers or take care of any injuries. It is appropriate to model good parenting techniques but do not criticize the way the parents do something. If you develop a good relationship with the parents then they may be more open to sharing parenting experiences and swapping of ideas. However, nothing will turn off or make a parent more defensive than criticizing the way they parent.

Judging

Do not go into volunteering with a pre-conceived idea about the families. Each family and their circumstances are different. Get to know each person as an individual and try to imagine the stress they must be under. Understand that what you see during your shift is not the whole picture. Do not be judgmental. The families will feel this right away. Breaking down stereotypes is an integral part of The Road Home.

Conclusion

Just act normal. Be friendly, offer help when appropriate but don't be overeager. Get to know each person as an individual. Chances are you will learn a lot about strength, survival, persistence and hard times. Always feel free to connect with staff if you have questions or concerns.

Statistics on Race and Homelessness

Nationally

- 50% of all people experiencing homelessness are African-American
- 12% Hispanic
- 2-4% Native American
- ~1% Asian

ABOUT 65% of the homeless population is people of color

Families served by The Road Home

- 71% African-American
- 12% Biracial
- 7% Hispanic

ABOUT 85% of the homeless families served at The Road Home are people of color

Related Statistics

Race and Poverty

Nationally, families of color are more than three times as likely to be working, but still poor. In Dane County roughly 37% of African American children lived in poverty in 2000.

Child poverty rates are *six times* greater for African American children than for white children in Wisconsin – the worst rate in all 50 states.

Wealth and African Americans

Income is what people get paid. ***Wealth*** is what people own. Wealth is racially disparate.

Regardless of educational, occupational, and demographic characteristics, White Americans' median net worth is *twelve times* that of black Americans.

Segregation

Segregation persists at very high levels for African-Americans and is improving at an extremely slow pace. It is worst in Northern cities such as Detroit, Milwaukee and Chicago.

Why is race such a significant factor?

Structural racism* - the shift from the explicit to the covert

While individual attitudes towards race appear to have improved over the past decade, institutional change has not. Society has transformed from explicitly racist laws and attitudes to superficially race-neutral policies, which work to isolate people of color from opportunities.

A characteristic feature of structural racism is its ability to conceal and disguise its true nature, which makes it an insidious force.

Homelessness and Structural racism*

Homelessness can be seen as a **symptom of structural racism**, Homelessness is tied to disparities in income, wealth, available jobs, education level, access to healthcare, etc.

Homelessness can also be seen as an **example of structural racism**

Why has the homeless problem been allowed to explode to the extent it has?

- Homelessness/poverty of people of color also contribute to racism
- Reality and stereotyping of poor/homeless people of color reinforces a belief system that normalizes and excuses the racially-based class hierarchy. This, in turn, reproduces these inequalities.

The Need to Think in Terms of Opportunity

“Opportunity structures” are the resources and services that contribute to stability and advancement

Fair access to opportunity structures is limited by segregation, concentration of poverty, fragmentation, and sprawl in our regions, particularly for low-income households and families of color

Housing and Opportunity: Obviously homelessness is tied to the availability of affordable housing, but it is not simply a matter of building more houses in a community or region.

Questions to answer:

1. Is the housing **affordable**?
2. Does it create **access to employment**?
3. Is the housing situated in proximity to **transportation** options
4. Does the housing support school readiness, school stability and **educational enhancement**?
5. Does the housing support the **health** of occupants?
6. How is **wealth** limited or advanced by the housing?

The choices people make are within constraints. We cannot look only to the choices that are being made, but must also focus on those that are available.

* Structural racism refers to the laws and policies of government and other entities that create unequal distribution of material resources, such as jobs, income and housing as well as unequal access to opportunities such as education and training. Examples of structural racism include past and current lending, zoning and development laws and policies that create and sustain segregation. These laws and policies often appear neutral without further examination.

Information adapted from the Kirwan Institute for the Study of Race and Ethnicity at www.kirwaninstitute.org

Trauma-informed Care

The Road Home strives to offer services that recognize the effects of trauma and are sensitive to the needs of people who have experienced trauma. We are aware that the vast majority of the population has experienced trauma.

What is trauma?

Trauma is extreme stress that overwhelms a person's ability to cope. It creates feelings of vulnerability, helplessness and fear and can interfere with relationships and fundamental beliefs. Trauma may occur through violence, maltreatment, neglect or deprivation, exploitation, war, disaster and/or abrupt and negative life changes.

What is complex or developmental trauma?

A single incident or period of trauma can cause symptoms of PTSD (Post-Traumatic Stress Disorder). Complex trauma is the result of traumatic experiences that are interpersonal, intentional, prolonged and repeated. Developmental trauma describes complex trauma that occurs in childhood which increases its negative effects.

What are the effects of complex/developmental trauma?

The immediate physiological effects of trauma are commonly known as "fight, flight or freeze". In these states the "thinking" part of the brain shuts down and the "doing" part goes to work. Over time, if these reactions are repeated, brain development is affected so that the action systems develop more and the development of the thinking/reasoning systems is slowed. These effects on the brain can lead to impulsive or violent behavior, anxiety, depression, drug and alcohol abuse and learning disorders. Complex/developmental trauma also leads to fundamental beliefs such as the following:

- The world is unsafe
- Other people are unsafe
- My thoughts and feelings are unsafe
- I expect crisis, danger and loss
- I have no worth and no abilities

What is Trauma-Informed Care?

Volunteers and staff at The Road Home may see our participants make parenting, decision-making, communication and other choices that are upsetting or challenging. While The Road Home staff works with each family to address these areas, it is critical for everyone to understand that these behaviors may stem from a history of trauma. It is also important to understand that angry, judgmental or overly rigid responses can re-traumatize a survivor.

Try asking yourself the following questions:

- **"I wonder what happened to that person?"** (instead of "what's wrong with him/her?")
- **"I wonder what might have triggered that reaction?"**
- **"I wonder how I can be supportive to this person and his/her family?"**

Please consult with professional staff at any time to discuss behaviors that concern you and to ask how we are addressing these issues effectively from a trauma-informed perspective.

Questions/Answers regarding Economics, Race, Trauma and Sensitivity:

List three reasons why people might find themselves homeless.

- *Loss of income/employment
- *Eviction or loss of housing
- *Rising cost of housing or lack of affordable housing options
- *Unexpected financial cost such as death of a loved one or medical expense
- *Divorce or end of a relationship

List and explain three barriers for families to getting back on their feet.

- *Lack of education or training that keeps individuals from obtaining better paying jobs
- *Lack of childcare in order to go to work
- *Unreliable transportation to and from work

What does race have to do with homelessness?

- *65% of the homeless population and 85% of those in The Road Home are people of color.
- *Fair access to “opportunity structures” is undeniably skewed in favor of white families.
- *Stereotyping the poor/homeless makes these disparities excusable, this in turn promotes further racism and more poverty for these groups.

How can I be sensitive to participants who may have trauma histories?

- *Avoid reacting with anger or judgment to any behavior that you do not understand and instead ask yourself what this individual may have gone through or what could have triggered such a reaction.
- *Avoid asking questions that are sensitive in nature such as “How did you become homeless?” or “What happened to you?”

How would you know if a participant feels like talking?

- *You will know when a participant feels like talking when they initiate a conversation beyond simply being polite. Allow the participants to direct the conversation. Most of the participants love to interact with our volunteers while some enjoy having more alone time.

What questions might be too personal to ask a The Road Home participant?

- *“What’s your story?” or “How did you end up homeless?”
- *“What are you going to do if you cannot find housing?”
- Allow the participants to direct the conversation. You may find that some participants are more talkative than others and some might share more of their life story. Just be mindful of asking any questions that are too personal and intruding.

Quiz on Families and Homelessness: Self-Test

Please take a moment to review the following questions and record your answers. There is an answer sheet at the end of this self-test to check your answers. This self-test is used to help provide some information about family homelessness nationally and locally. All information is gathered from the Homeless Management Information System (HMIS) Report June 2017. 2016 The State of Homelessness in Wisconsin and from www.proprofs.com.

1. Approximately how many people in America are currently experiencing homelessness on any given day?
 - A. 1 million
 - B. 555,000 people
 - C. 3.5 million people
 - D. 100 million people

2. What percent of homeless are chronically homeless (without a house for multiple or a significant amount of times)?
 - A. 10%
 - B. 23%
 - C. 57%
 - D. 5%

3. Who makes up the fastest growing segment of the homeless population?
 - A. Children
 - B. Families
 - C. Single men
 - D. Single women

4. What age group makes up the majority of the homeless population?
 - A. Single men
 - B. Children on their own
 - C. Families with children
 - D. Single women

5. The HUD (US Department of Housing and Urban Development) definition of chronically homeless is.....
 - A. Reside in a place not meant for habitation, safe haven, or in an emergency shelter.
 - B. Have been homeless and residing in such a place for at least 1 year or at least 4 separate occasions in the last 3 years. (The 4 episodes of homelessness must sum to 12 months.)
 - C. Have a diagnosable disability (substance abuse disorder, serious mental illness, developmental disability, PTSD, cognitive impairments, or chronic physical illness or disability).
 - D. All the above

True or False on Homelessness

1. 41% of persons experiencing homelessness in Wisconsin who sought services did so as a member of a family or household.
2. Nearly 90% of children who experience homelessness are members of a family unit?
3. Your home is destroyed due to a natural disaster and you stay at a relative's house until you can find another home for yourself. You are considered homeless.
4. The leading cause to homelessness is addiction to drugs and alcohol.
5. In Wisconsin, Dane County has the highest percentage of chronically homeless at 12%.
6. Families are defined as experiencing chronic homelessness if at least one adult head of household meets the definition of chronic homeless.
7. The homeless are completely at fault for the situation they are in.
8. In 2016, 44% of homeless clients were served in Milwaukee and Dane Counties.
9. In 2016, 1 in 416 white Wisconsinites experienced homelessness while the rate is 1 in 36 for Black Wisconsinites.
10. In 2016, The Road Home Dane County served 183 families including 401 children throughout their programs.

Information gathered from:

Homeless Management Information System (HMIS) Report June 2017. [2016 The State of Homelessness in Wisconsin.](#)

www.proprofs.com. Quiz on families and homelessness.

Quiz on Families and Homelessness:

Answers:

1. C- 3.5 million people
2. B- 23%
3. B- Families
4. A- Single men
5. D- All the above

True or False on Homelessness:

Answers:

1. **TRUE:** 92% of these households contain at least one adult and one child. 6% of households are adults only, though they may include adult children. The majority of families (70%) are households with one adult and at least one child.
2. **TRUE:** In 2016, there were 929 unaccompanied children who received homeless services. This is about 4% of the total homeless population. 78% of unaccompanied children are teens (ages 13-17) compared to the 5% of children experiencing homelessness as members of a family unit.
3. True
4. False
5. True
6. True
7. False
8. **TRUE-** The greatest numbers of persons experiencing homelessness in Wisconsin are in and around population centers.
9. **TRUE-** Black Wisconsin residents are almost 12 times more likely to experience homelessness. Wisconsin residents who are multi-racial or American Indian are almost 6 times as likely to experience homelessness, and Latino/a residents are more than twice as likely to experience homelessness. The racial disparity in Wisconsin homelessness cannot be explained by poverty rates alone. Based on 2015 data, Black Wisconsin residents are almost 4 times more likely to live below the poverty line (compared to white non-Latino/a Wisconsinites.) While this is an obvious inequality, it is smaller than the gap between white and Black residents experiencing homelessness.
10. **TRUE-** With new housing opportunities for families who are experiencing homelessness beginning in early 2018, The Road Home Dane County will continue to increase the number of families served in our community. Our vision is every child deserves a home.

The Road Home Dane County Volunteer Statement and Confidentiality Policy

Information about participants may not be shared with anyone beyond The Road Home Dane County staff and volunteers, except with the express written consent of the participant on The Road Home Dane County release of information form. Information that must be kept confidential includes:

- **The identity of any participant.** This includes names as well as other descriptions or facts that might disclose identity, such as the participant’s “story” or the age and school of the child in the program. You should never tell enough details so that if your listener later met a participant you had worked with, they could identify them as such. **Participant identities cannot be shared with anyone other than The Road Home staff and volunteers directly involved with that guest.**

- **Personal information.** Personal information that you learn through involvement with a family should be shared with the staff member who needs this information to serve the family, but not with other staff or volunteers, even if those staff members or volunteers know the family’s identity. **This information should be shared *only* with staff members who can be expected to provide primary assistance.**

- **Dangerous information.** If you become aware of a potential danger to any participant, volunteer or staff member you must share this information immediately with the Executive Director, the client’s case manager or the staff member who is on-call. This person will take appropriate action and share information with others as necessary and appropriate. **If there is immediate danger, you should call 911 and are legally permitted to break confidentially, and to identify the participant.**

All staff and volunteers of The Road Home Dane County are required to abide by this confidentiality policy. It is perfectly acceptable for staff members or volunteers to share this own experiences and reactions with family, friends, and other community members, so long as this sharing will not break confidentiality. If you have a question regarding confidentiality, please contact one of the staff members mentioned above for clarification.

The Road Home Dane County Volunteer Statement

As a volunteer with The Road Home Dane County, I agree to conduct myself in a professional manner at all times while volunteering. I agree to extend genuine care and concern for all participants while maintaining healthy and appropriate relationship boundaries and to treat all people with dignity and respect. I agree to adhere to the volunteer policy that two volunteers must be present at all times when families are present and if not, I will contact the on-call staff member at 608.225.1957.

Volunteer Name: _____ **Date:** _____
Volunteer Signature: _____

Staff Name: _____ **Date:** _____
Staff Signature: _____