



# Welcome Volunteers !

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**Thank You for your interest in  
becoming a Volunteer!!**

After viewing this orientation, please be  
sure to visit our “contact us” link to let us  
know.



# Objectives

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- Gain a better understanding of the issue of homelessness
- Become familiar with the Guest House
- Learn basic expectations of GH volunteers

One of these men is homeless.  
Can you guess which one?



Whichever man you chose, you could have been correct.

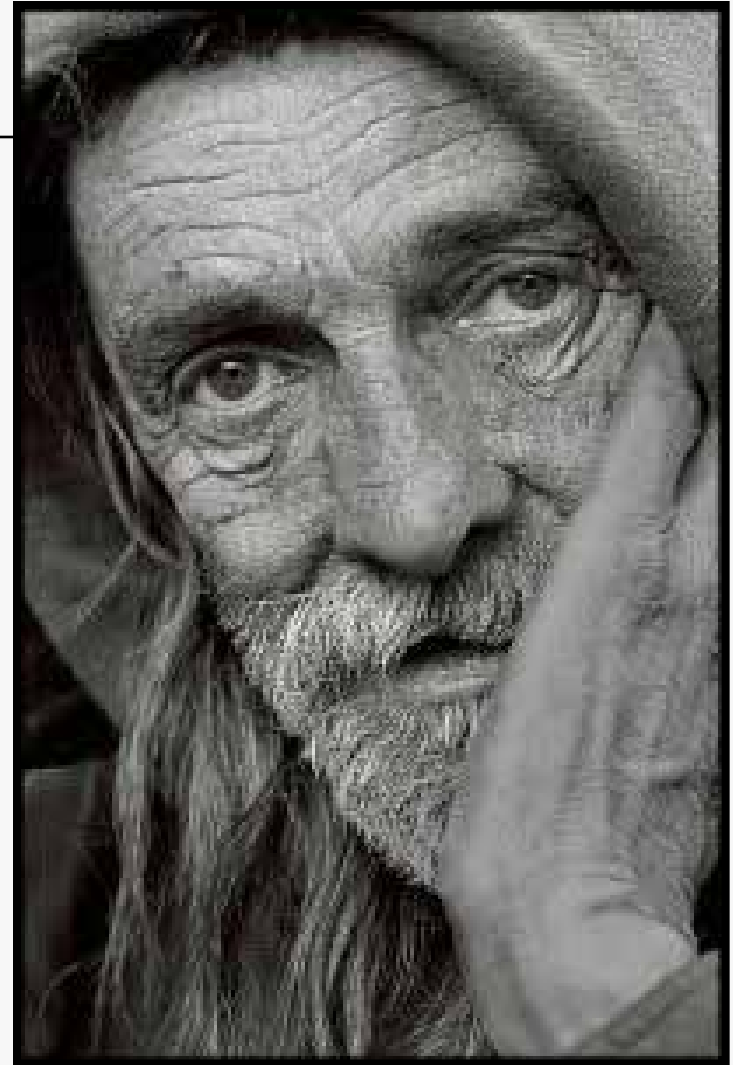



**He is not a “hobo.”**

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**He is a human.**

The facts do not support the  
myths about what  
homelessness “looks like.”





Let's dispel some of the most common  
myths about the homeless.

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He Just needs a job

He is a danger and unstable

He is an addict or a drunk

He is chronically homeless

He drains the system, collecting undeserved benefits



Myth: He just needs a job.

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Over a **quarter** of all homeless men have jobs. Most of the remainder cannot yet keep a job until they first address other critical barriers.



## Myth: He is dangerous and unstable.

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Studies confirm he is less likely to commit violent crimes than the general population.

More often he is easy prey and becomes a victim of crime.

Only about 1/3 of the homeless suffer from severe mental illness.



Myth: He is an addict or a drunk.

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The majority of the homeless  
are not substance abusers.  
Many become abusers as a  
result of their homelessness.



Myth: He is chronically homeless.

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The average person is homeless for seven months. As many as 40% of the nation's homeless are military veterans.



Myth: He drains the system, collecting  
undeserved benefits.

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About 40% of the homeless qualify for some assistance. Yet unlike the general population, less than 11% of the homeless actually collect their earned benefits.



**He lacks housing and is likely poor.**

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**He knocks at the door of the  
Guest House.**

**And he finds a chance  
to make a change.**



The GUEST HOUSE of MILWAUKEE  
Est. 1982

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**Mission Statement:**

The Guest House provides shelter, housing, education, and services for Milwaukee's homeless who seek to transform their lives with dignity and purpose.





# Programs Elements

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Emergency Shelter - generally limited to 30 days

LEADS Transitional Housing - Individual Service Planning is the core of this program service delivery model. ISP teams are comprised of a case manager and AODA counselor who together assists each man in creating, following and modifying a comprehensive recovery plan

Permanent Housing - The Guest House supports 146 scattered-site apartment units for formerly homeless individuals

Resident Manager Program - Provides self selected individuals the opportunity for placement as Resident Managers in a Safe Haven project. Each participant gains quality experience and education in a marketable skill, personal and professional development and the building of a stronger work ethic and life skills



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How do volunteers fit in?

How don't they!!



# General Volunteer Guidelines

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Be on time

Dress comfortably and modestly

Always defer to staff

Ask questions

Smile and make eye contact

Be flexible




# Special GUEST HOUSE Guidelines

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Limit your interactions with guests to a first name basis only  
and do not exchange other personal information

Allow yourself time to build your comfort level toward  
meaningful and respectful communication with guests

Maintain strict confidentiality



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Thank you for  
giving of yourself  
and your time.



# Congratulations!

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You have completed the Guest House  
volunteer orientation.

- Please be sure to send us email by visiting our “contact us” page
- Our Fund Development Department will contact you soon with available opportunities