**Agency Background**

I am currently employed by **agency** , which has several locations in UNAMED County. AGENCY is a nonprofit organization that was founded in 1986 in an effort to provide services for the homeless population in UNAMED County. Since that time; AGENCY has become one of the leading agencies in UNAMED County to provide housing and supportive services to homeless families. The main office is located at 10 willow brook ave, long meadows while our family support centers are located at 1010 blank street and 15 love lane. AGENCY family support centers play a critical role in engaging and providing services to the residence of POTOMAC and surrounding communities. Some of the services that AGENCY family support centers provide include developing family and individual service plans also known as blank, parenting education, outreach, life enrichment workshops, financial literacy and employment readiness, housing, access to health and wellness services, referrals and advocacy.

With regards to referrals, clients are given referrals to our family support centers from Social Service agencies such as DCPP. Additionally, clients are also referred to our agency by their case managers and medical case managers from surrounding health centers. Upon being referred to the agency, clients are assessed by a housing specialist in order to determine the client’s specific need. If a client is in need of utility assistance the criteria requires the client to have a “shut off” notice. If a client is in need of supportive and permanent housing, the client must be homeless, disabled and has an income of either SSI or SSD. The admission criteria for our transitional housing program require families to have a modicum source of income. Although our supportive housing is permanent, the duration of our transitional housing program is 12-18 months, which allow families the time needed to regain their independence and reach self-sufficiency.

**Mission of Agency**

The website for AGENCY mission statement is to deliver solutions to homelessness by providing transitional, supportive and permanent housing, homeless prevention assistance and family support services to strengthen and build communities. The mission statement not only plays a fundamental role in guiding the agency’s social service departments but also in its expansion as an organization. Over the past 5 years, AGENCY has experienced various changes beginning with 2 additional locations, a new ED and social services director and 15 additional support staff. In 2008, AGENCY acquired 20 homes for homeless and disabled families and opened up its first family support location in love town so that families are able to receive supportive and case management services. To further meet the need of the homeless population, AGENCY also opened a second family support location in 2011. As a result of these expansions, AGENCY has been successful in meeting the current and future needs of its targeted population.

**Agency status and Funding**

I am fortunate that I am able to also conduct my internship at AGENCYand as previously mentioned, AGENCY is a non-profit organization. Many AGENCY funding sources for client services are provided from NHT. Additionally, AGENCY receives a variety of grants such as the Grant, which is used for our housing and utility assistance programs. AGENCY also receives the Grant, which provides rental assistance for our low-income UNAMED county residents in our transitional housing program. Our SPECIAL NEEDS grants help to provide long-term rental assistance and emergency utility assistance to CHRONICALLY ill individuals and families. The UBS grant and SPC grants help to provide rental assistance and counseling services for our disabled clients. Finally, other funding is derived from individual donors, and community organizations and companies.

The effects of these funding sources are detrimental to the continuum of care that AGENCY provides to its diverse client population. For example, NHT mandates that clients who are in our supportive and permanent housing must receive case management and supportive services. As a result of this mandate, AGENCY must comply with NHT in order to continue receiving funding to assist clients with the subsidized portion of their rent.

**Role of social workers and social work interns**

Finally, the role of the social workers and social work interns at AGENCY are similar because the primary focus is client care and service delivery. For example, the social workers at AGENCY not only provide information to clients but they also help to link clients to resources and follow up with clients to ensure that the needed resources are attained. Additionally, the role of social workers at AGENCY involves being an advocate, facilitator, educator, organizer, managing their staff and supervising interns like myself. Similarly, the role of the social work interns is to advocate, link clients to resources, be a facilitator and organizer. Interns are also expected to apply classroom theory to real life problems while continuing to develop their skills so that they can be applied to all level of social work.

Reference

AGENCY (2015).

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