

AGENCY CHECKLIST

For Home- and Community-Based Services and Supports

WHAT ARE HOME- AND COMMUNITY-BASED SERVICES AND SUPPORTS?

Home- and community-based interventions include both services and supports that are provided to the individual in their home or community. Services are those typically provided by licensed professionals and are reimbursable by insurance. Supports are provided by para-professionals and/or those with lived experience. The service and/or support is provided in the recipient's home or in their community at a variety of locations such as schools, community centers, libraries, churches, outdoor spaces, and agencies who share space. Home- and community-based services are provided to individuals of all ages, from early childhood home visiting, to therapeutic interventions with children/youth, to individuals, parents, families, and the elderly.

WHY DOES THE AUSTIN/TRAVIS COUNTY COMMUNITY VALUE AND PROMOTE HOME- AND COMMUNITY-BASED SERVICES AND SUPPORTS?

- Removes barriers to supports and services
- Utilizes an inclusive service model
- Meets people where they are
- Allows you to see an individual functioning in their own environment
- Aides in discovering strengths and hidden challenges of the individual and their family

CHECKLIST FOR SUCCESSFUL PROVISION OF HOME- AND COMMUNITY-BASED SERVICES AND SUPPORTS

SAFETY

- Know your agency's policies and procedures for off-site visits
- Inform your supervisor/co-workers when you are in the field and when you will return
- Wear clip-on name badge and/or shirt with agency name/logo
- Assess your safety both in and around the home and terminate visits if deemed unsafe
- Have a plan for pets in the home (especially free roaming dogs)
- Consider arriving for visits when it is daylight when possible
- Be aware of who is in the home during your visit
- Be aware of and how to respond to potential health hazards

For more information, consult Safety Tips for Home Visitors: www.texashomevisiting.org/wp-content/.../Safety-Guidelines-for-Home-Visitors.pdf

CULTURAL HUMILITY

- Engage in a continual process of awareness of yourself and the individual/family you are serving
- Promote choice in service provision, including location (home, community, office), time, and length
- Honor the uniqueness and specific culture of the individual/family

PROFESSIONAL BOUNDARIES

- Identify rooms you should not enter in the home (you are not evaluating their home environment)
- Be aware of others who may be present during the session and how or if they should be incorporated into the work
- Establish your plan for when food or drink, gifts, or personal invitations are offered and when efforts are made to befriend you by the family
- Make a plan for privacy and create the therapeutic space

CREATING THERAPEUTIC SPACE

- Be knowledgeable of meeting opportunities in their community (school, library, community center, church, or other agencies that would share space)
- Consider privacy and confidentiality
- Prepare ahead of time: collaborate with the individual/family about creating a quiet, uninterrupted space for the visit or identify an alternate location in the community
- Establish time, length, and frequency of visit
- Be considerate of high activity times for children/youth (dinner, bath/bedtime)
- Collaborate with the individual/family to develop ground rules regarding the visit for both yourself and the participant(s)
- Respect their home and remember you are a guest, so arrive and leave on time
- Develop a Tool Kit with board games, balls, arts and crafts, coloring, and other activities

ADMINISTRATION SUPPORTS

- Written policy for off-site provision of services
- Training
- Ensure access to a supervisor while staff are in the field
- Empower staff to assess their safety and terminate visits if the environment feels unsafe
- Mileage reimbursement
- Mobile technology (encrypted laptops, tablets, wireless cards, and smart phones)