

BENEFITS OF THIS SERVICE MODEL

For the individual or family:

- Services and supports are provided in a comfortable and familiar setting
- Reduces or eliminates barriers to accessing services and supports
- Allows participants to invite others to engage in the service provision

For the practitioner:

- Meet people where they are
- Inclusive service model
- Able to see people functioning in their environment
- Uncover strengths and hidden challenges
- Create a stronger, more holistic service intervention

IMPORTANT CONSIDERATIONS

When providing home- and community-based services and supports:

- Safety
- Privacy and confidentiality
- Creating a therapeutic space
- Professional boundaries
- Cultural respect
- Reliability and timeliness

When staff/interns are providing home- and community-based services and supports:

- Written policy
- Training and observation
- Mileage reimbursement
- Mobile technology
- Backup contact

STAFF PERSPECTIVES

"I believe that in order for change to happen, you must meet clients where they are—sometimes both literally and figuratively. I believe home-based services provide clients a sense of empowerment and acceptance."

-Counseling Team at Any Baby Can

"One important thing I've noticed having done both office- and home-based services is that going to a client's home helps build rapport. Think about it—they are opening the door to their private world, both on the outside and inside. That takes a huge leap of faith and trust— that in some way, we can help. I never take that lightly."

-Counseling Team at Any Baby Can

"Home Visiting allows families greater access to services that may have transportation or scheduling barriers, and allows them to feel more comfortable and empowered to make changes! Our job is unique in that we serve such a wide variety of families with varying needs; we are able to tailor our program to meet the family wherever they are in the change process as well as the community. We walk with families through their parenting journey and get to see the amazing outcomes at the end, and they are so proud of themselves (that's the best part)! Families end the program more connected, engaged with each other, more confident, and less stressed!"

-The SAFE Alliance



A GUIDE TO UNDERSTANDING HOME- AND COMMUNITY-BASED SERVICES AND SUPPORTS *in the AUSTIN/TRAVIS COUNTY COMMUNITY*

**An overview for institutions
of higher learning to aid in
the preparedness of future
practitioners**



COMMUNITY PHILOSOPHY

The Austin/Travis County community **values and promotes** the use of home- and community-based services and supports.

The community desires that individuals entering the workforce are **aware of and able to successfully deliver services** to participants in their homes or local communities. This includes case managers, therapists, and other practitioners.

The community is committed to **supporting institutions of higher learning** in achieving this goal through presentations, panel discussions, and internships.



LOCAL EXPERTS

Austin/Travis County has experts on home- and community-based services and supports who are available for classroom discussions or other engagement opportunities:



Jenny Baldwin, LMSW: 512.610.7994
jennymb@anybabycan.org



Coordinator of Off-Site Services: 512.451.2242



Camille Clark, Community-Based Peer Support & Counseling Program: 512.735.2100



Strong Start Parent Education Program, Abigail Sharp: 512.906.9573

Travis County Health and Human Services
Office of Children Services: 512.854.7874

What are HOME- AND COMMUNITY-BASED SERVICES AND SUPPORTS?

Services and supports provided to individuals, families, children, and youth in their homes and/or in their neighborhoods. These services and supports are wide-ranging, from early childhood to behavioral health.

- The **intent** is for the service or support to be provided in a location that is comfortable and accessible by the participant.
- **Locations** vary and can be in a participant's home, a home of a relative, at a school, community center, library, park, or any agreed upon location.
- Many types of **practitioners** serve participants in home or community settings, including: early childhood development specialists, therapists, caseworkers, respite providers, parent educators, peer support specialists, mentors, tutors, and registered nurses.

