



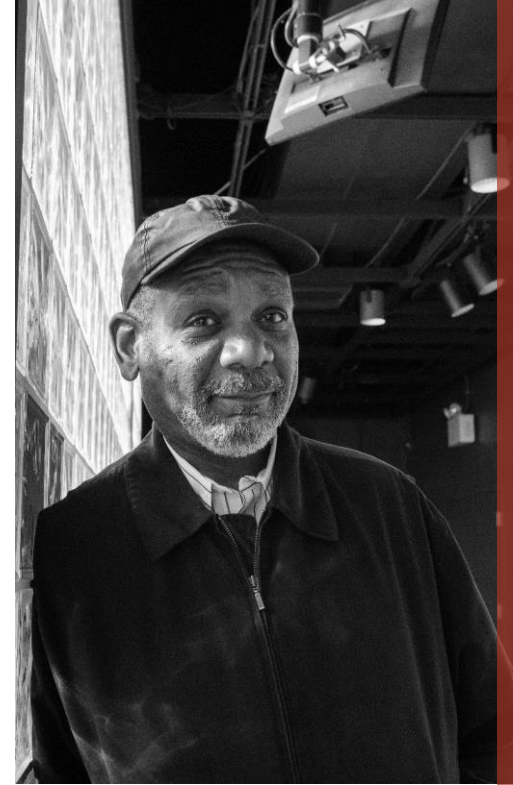
A program of Pathways to Housing PA

# Home Visits: *Why & How to Do Them*

Andrew Spiers, LSW & Caitlin Mobley, LSW

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# Housekeeping

- We invite you to be present with us!
- If you are seeking CEUs...
  - Stay for the duration of the training
  - Participate in discussion
  - Respond to all polls
- Questions and comments welcome throughout
- Course evaluation is required to receive a certificate
- Closed captioning is available



# Today's Agenda

- ✓ The purpose & philosophy of the home visit
- ✓ Goals of the home visit
- ✓ Before, during, & after a home visit
- ✓ The role of the team
- ✓ Common home visit issues
- ✓ Q&A



# Learning Objectives

- Define the purpose and goals of the home visit as a targeted intervention.
- Name three tasks staff must complete to prepare for an effective home visit.
- Identify key information to be included in home visit documentation.



A photograph of a row of colorful row houses on a city street. The houses are in various colors including red, blue, and green. A large, semi-transparent brown box with a dark red border is overlaid on the image, containing the text "Purpose & Philosophy" in a bold, black, serif font. The street is paved with cobblestones, and there are trees and a fence in the background.

# Purpose & Philosophy



# So your participant is now housed..

**Great! *Now the work really begins!*** It is our responsibility as service providers to truly meet our participants where they are, in their physical space, to help them have the best possible outcomes and maintain successful tenancy in their homes.



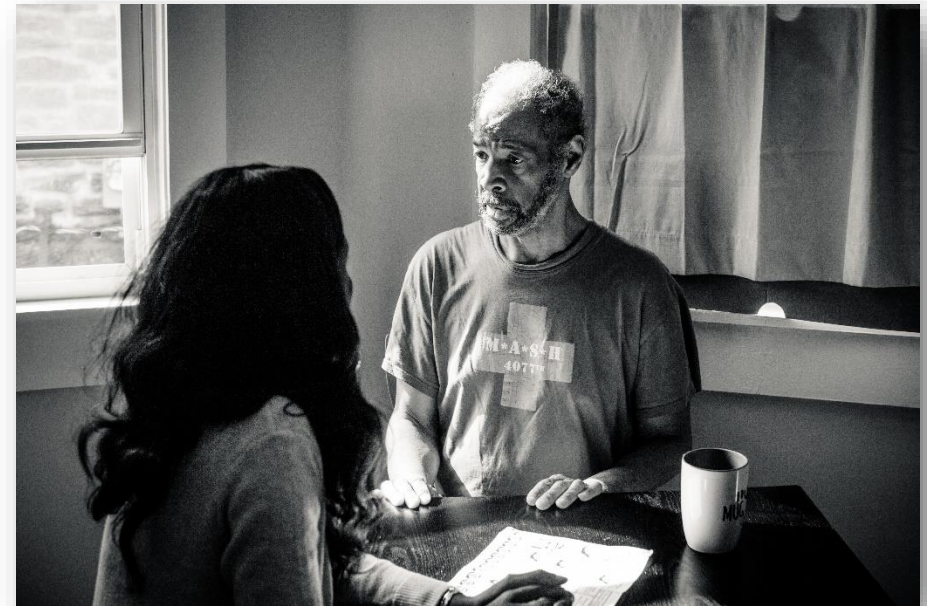
# Why Do Home Visits?

- To ensure the well-being of the participant
- To ensure the apartment is in good shape
- To ensure the participant is managing well as a tenant

The home visit is the *cornerstone* of the Housing First model.

# What exactly is the Home Visit?

- The home visit is not a social call, it is a **targeted intervention**.
- The home visit is an **opportunity** to **invite** the client to participate in treatment.
- Staff encourage ongoing, active engagement based on participant's **stated goals**.
- Provides **continuity** of support.





# Things to keep in mind...

- Staff need to respect the participant's
  - Boundaries
  - Space, time, bio-rhythm
  - Tolerance for engagement/contact
- Shifts power dynamic
  - Staff are guests in the participant's home
- Positive social interactions in the home create positive associations.
- Encouragement & positive feedback go a long way!

A photograph of a row of colorful row houses on a city street. The houses are in various colors including red, blue, and green. A large, semi-transparent red rounded rectangle is overlaid on the image, containing the text "Why Do Home Visits" in bold black font. The street is paved with cobblestones, and there are trees and a fence in the background.

# Why Do Home Visits

# Clinical Goals



- To learn about the participant, from the participant (and their environment).
  - Their personality
  - How they are doing *today*
- The home visit is an opportunity to get to know someone.
  - Their tastes & interests
  - Hobbies



# Supporting Tenancy

- Assess and address threats to successful tenancy
- Home visits have two main parts
  - *Addressing housing issues*
  - *Addressing clinical concerns*
- During home visits staff learn
  - *What supports are needed*
  - *What's going on with the participant*
  - *Comfort level*



A photograph of a row of colorful row houses on a city street. The houses are painted in various colors like red, blue, and green. A large, semi-transparent brown box with a dark red border is overlaid on the image, containing the text "Preparing For Your Visit" in a bold, black, serif font. The street is paved with cobblestones, and there are trees and a fence in the background.

# Preparing For Your Visit

# Before

- Morning rounds
- Review recent documentation
  - DAP notes, incident reports, medical D/C ppw, etc.
- Call ahead to confirm
- Who is visiting and why?
  - Compliance
  - Med delivery
  - Check up on a work order
  - Discuss goals
  - Doctor's appointment

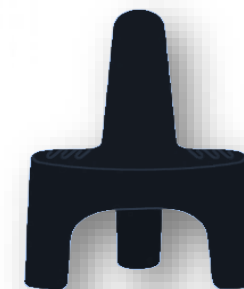




<b>Compliance Tracking</b>	<b>Financial</b>
<ul style="list-style-type: none"> <li>✓ Date of last contact</li> <li>✓ Face-to-face or phone</li> <li>✓ Home, office, or community</li> <li>✓ Next scheduled contact</li> </ul>	<ul style="list-style-type: none"> <li>✓ Next financial disbursement</li> <li>✓ Status of public benefits</li> </ul>
<b>Home</b>	<b>Health</b>
<ul style="list-style-type: none"> <li>✓ Maintenance issues</li> <li>✓ Outstanding work orders</li> <li>✓ Plumbing (hot and cold water)</li> <li>✓ Appliance functioning</li> <li>✓ Cleanliness</li> <li>✓ Food supply</li> </ul>	<ul style="list-style-type: none"> <li>✓ New symptoms or concerns</li> <li>✓ Upcoming appointments</li> <li>✓ Medications</li> <li>✓ Mental status/psych symptoms</li> <li>✓ Substance use</li> <li>✓ Naloxone supply</li> </ul>
<b>Social</b>	<b>Other</b>
<ul style="list-style-type: none"> <li>✓ How have you been spending your time?</li> <li>✓ Contact with family/friends</li> <li>✓ Religious or spiritual activities</li> <li>✓ Interpersonal issues</li> <li>✓ Relationships with neighbors</li> </ul>	<ul style="list-style-type: none"> <li>✓ Outstanding tasks</li> <li>✓ Clinical concerns</li> <li>✓ Legal issues</li> <li>✓ Safety issues</li> </ul>

# Home Visit Tool Kit

- Keys (sign them out)
- Field folders
- Compliance paperwork
- Medication or health related info
- Septa fare
- Laptop/tablet/phone (fully charged, with charger)
- Naloxone!
- Mask, hand sanitizer
- Water & snacks (for you or the participants!)
- Business cards, paper & pen
- Petty cash, if needed
- Directions, if needed
- Activity calendars, flyers, etc.



A photograph of a row of colorful row houses on a city street. The houses are in various colors including red, blue, and purple. A large, semi-transparent red box with a dark red border is overlaid on the image, containing the text "During Your Visit" in a bold, black, serif font. The street is paved with cobblestones, and there are trees and a fence in the background.

# During Your Visit

# During

- Start processing environmental needs before even entering the apartment/house
- What assets are available to participant
  - Public transportation
  - Community engagement opportunities
  - Parks, etc.
- Traffic, triggers, or other trouble
- Entrances/exits
- Need for special accommodations





## What happened here?

- Did someone break into the unit?
- Did the client break the door?
- Did they lose their keys?

## What needs to happen now?

- Is the client safe?
- Who do we inform?
- How do we get the door fixed?
- What other supports are needed?



# During

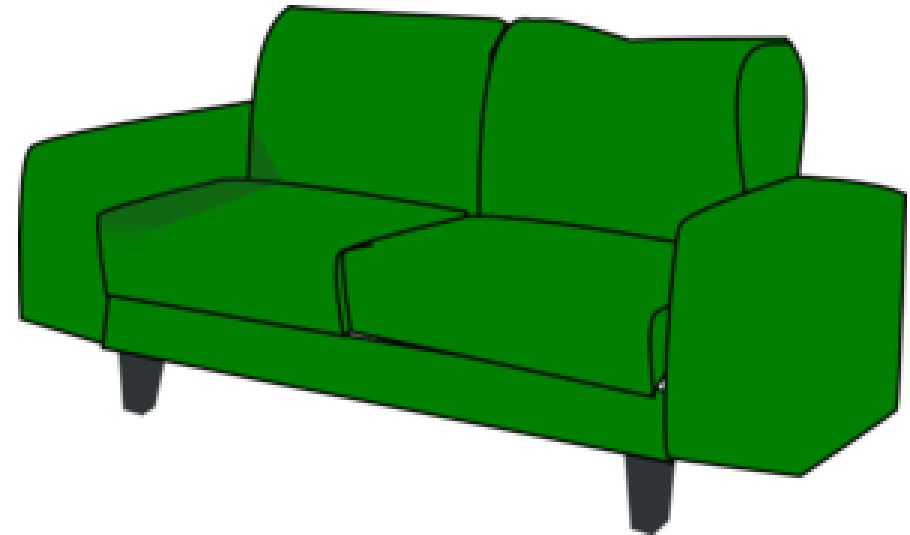
- We do not enter the home without permission.
- Keys are for emergencies or to check on the unit in the event that participant cannot be located.
- When visiting we respect our clients' privacy and honor the sanctity of their home.
- Be observant, not intrusive.





# Main Living Space

- First impressions
- What do you see when you look closer?
  - Organized or disorganized?
  - Presence of guests?
  - Housekeeping needs or extra support?
- Ask about the apartment – maintenance issues?
- Apartment temperature
  - Extreme cold or heat?
  - Participant clothing
- Personal effects? Unpacked?
- Pests?
- Odors?

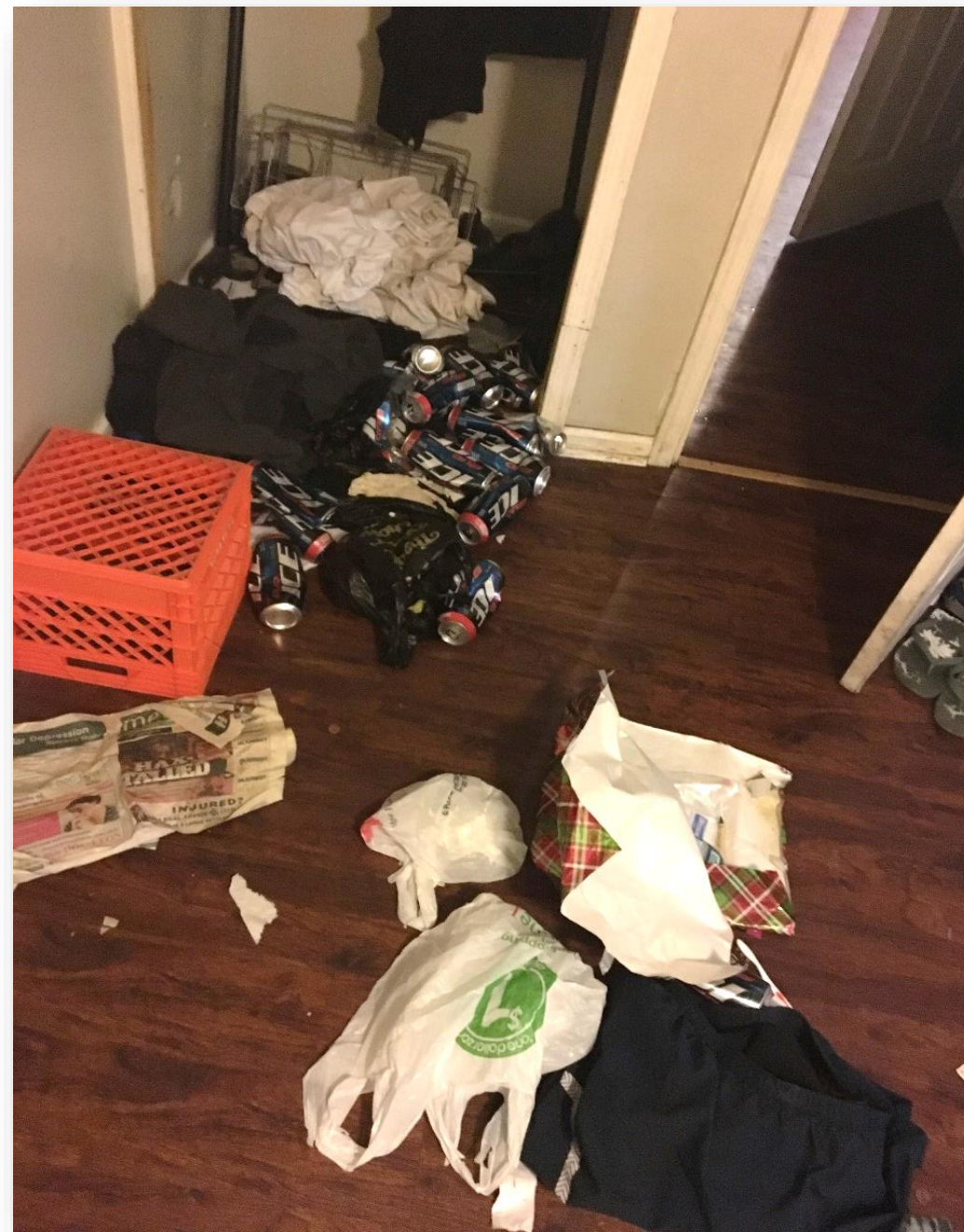


## What happened here?

- Is this the normal state of the unit?
- Did the client drink all of that beer?
- Do they have a trash can?

## What's next?

- Ask about recent guests
- What's the plan for cleaning this up?
- What other supports are needed?

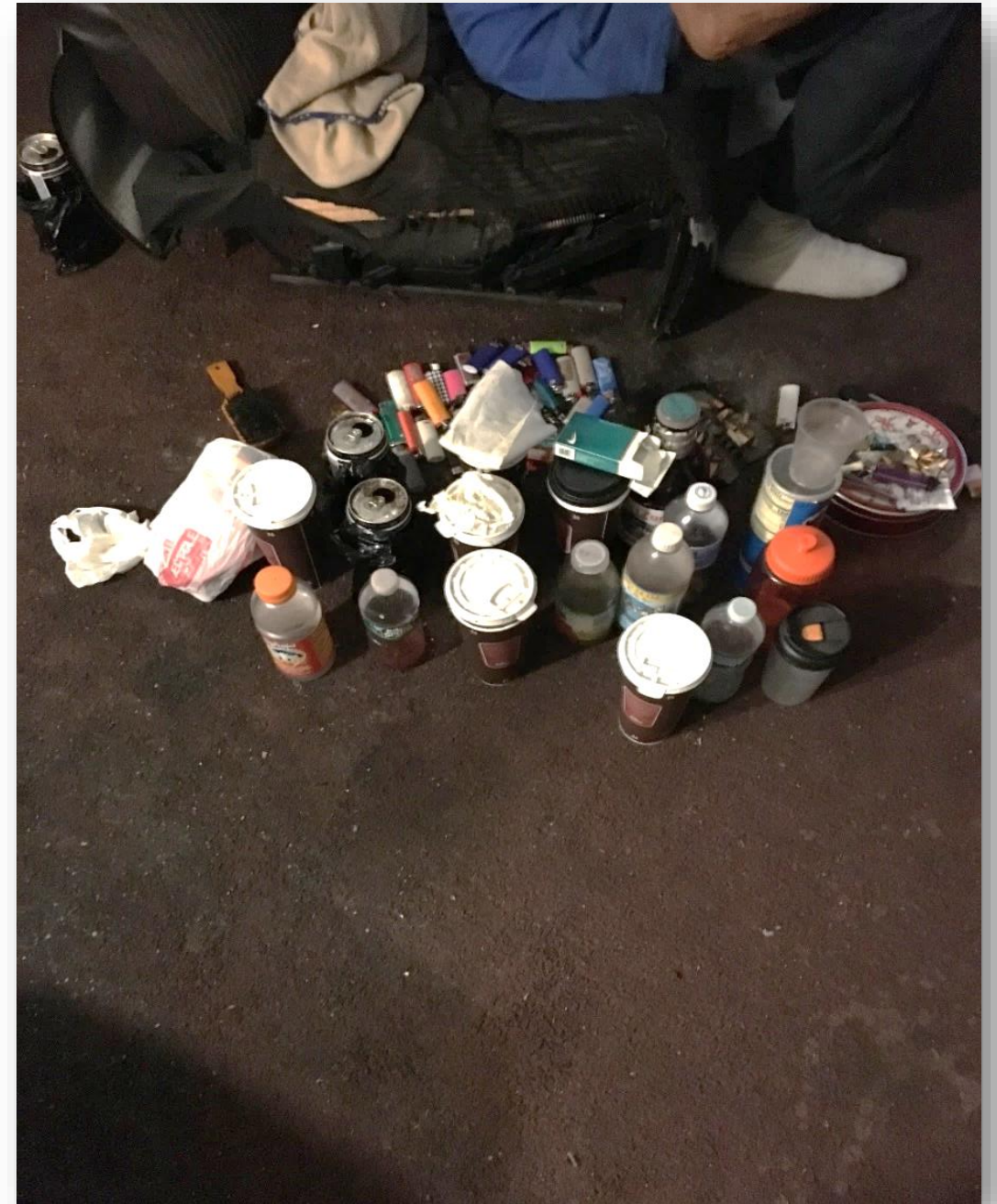


## What information do we get from this photo?

- Ashtrays and lighters
- Empty containers
- He spends a lot of time in that chair

## What do we need to know?

- Is this the normal state of the unit?
- Does he have/need a trash can?
- Does he need assistance with ADLs?





# Kitchen

- Ask about where and how they prepare food
- Ask before opening refrigerator or cabinets
- May lead to conversations on nutrition, cleaning, or money management
- Check appliances and plumbing
- Note cleanliness or need for ADL assistance
- Discuss discarding expired food





## What do you see?

- Is this the normal state of the unit?
- Clutter
- Fire hazard
- Food stored safely?

## What should we discuss?

- Do they have the cleaning supplies needed?
- Does the stove work?
- Fire hazards
- Can we provide storage solutions?
- ADL assistance?

# Bathroom

- Cleanliness!
- Does the participant have necessary items?
  - Toilet paper, dental care supplies, shower curtain, towels, etc.?
- Need for any assistive devices like shower bars, non-slip mats, shower stools
- Signs of water damage?
- Sink draining properly?
- Toilet flushing correctly?





## What do you see?

- How long has this leak been a problem?
- Was there an attempt at “repair?”
- Are they on the top floor?

## What needs to happen now?

- Document
- Communicate to housing department or landlord
- What’s the timeline for follow up?

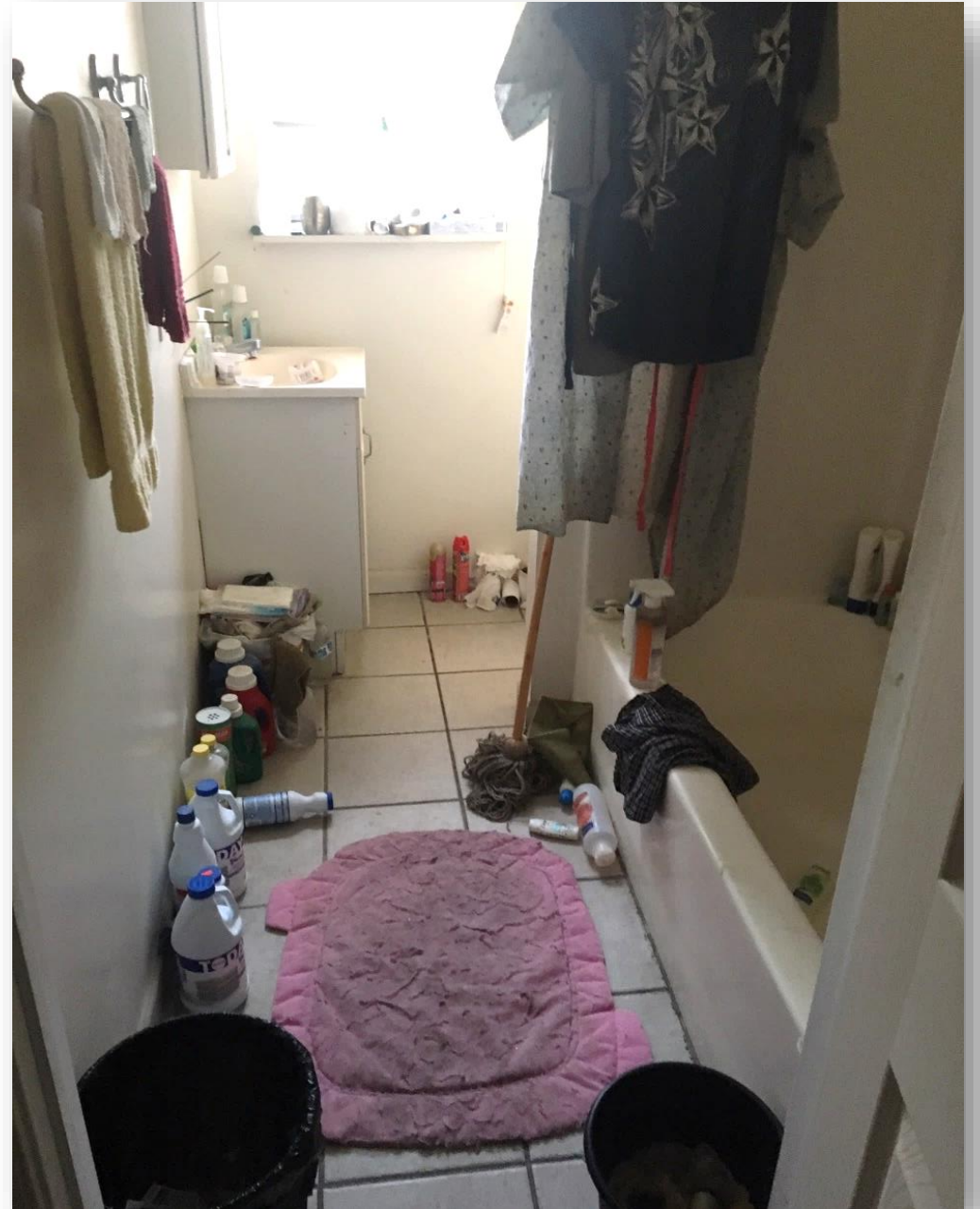


## What do you see?

- Why so many cleaning products?
- Are they washing clothes in the tub?
- Where is the shower curtain?

## What questions might you ask?

- Do you need assistance with going to laundromat?
- Tell me about your cleaning regimen?
- Are there any storage supplies that would be helpful for you to have?





A photograph of a row of colorful row houses on a street. The houses are in various colors including red, blue, and green. A large, semi-transparent red box with a dark red border is overlaid on the image, containing the text "Other Rules of Thumb" in a bold, black, sans-serif font. The street is paved with asphalt and has a concrete curb. There are some trees and a fence on the left side of the street.

# Other Rules of Thumb

# General



- Be sure to check each room
- Use of space
- Windows
- Furniture (dirty, broken, missing)
- Leaks (determine exact locations)
- Utility bills (overages)
- **Take Pictures (with consent)!**

# Discussion

- Use your Motivational interviewing skills!
- Ask about behavioral, social, financial, medical, etc.
  - Any new or ongoing concerns?
  - Progress with goals?
- Provide **medication** and retrieve empty containers.
  - Is there unused medication? Talk about why.
- Confirm next home/office/field visit.
- Real-time documentation

How have you been spending your time this week?

Last time I saw you, we talked about your goal of reconnecting with your sister. How's that going?

# Take Your Time

- For many clients, we are their only visitors.
- Slow down. Build rapport.
- Treat participants like you would a cherished relative. Find out what's going on in their lives.

**Remember:** The home visit is your primary means of intervention in Housing First.





# In the Community



- Some visits start in the home and end elsewhere
- After checking on the unit, you can meet/talk wherever the participant feels most comfortable
- Remember the Assertive Engagement creativity tips!
- Observe: How do they interact with neighbors, shop owners, friends/acquaintances?
- Observation often gives you more insight than verbal reports

# Collaboration with Landlords

- Nurture the partnership
- Check in with landlord or property manager during routine visits
- Provide education to reduce stigma & promote mission buy-in
- Be available at critical times – you are an asset
- Work with participant to reduce most concerning behaviors

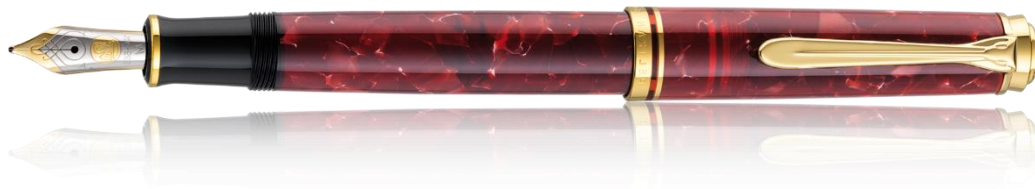


A photograph of a row of colorful row houses on a street. The houses are in various colors including red, blue, and green. A large, semi-transparent red box with a dark red border is overlaid on the image, containing the text "After Your Visit" in a bold, black, sans-serif font. The street is paved with cobblestones, and there are trees and a fence in the background.

# After Your Visit

# After

- Document it!
- Communicate information timely manner
  - Health concerns, work orders, new appointments, change of plans, etc.
- When info is communicated quickly, home visits help keep everyone accountable
- Follow-up on tasks, schedule next steps





# After

- **Data:** Where were you? How long was the visit? What did the apartment look like? Any maintenance issues? What did you talk about? Any new issues, appointments, etc.? Progress toward goals?
- **Assessment:** Your clinical interpretation of events/behavior/appearance/etc.
- **Plan:** Next scheduled visit, outstanding tasks, etc.

A photograph of a row of colorful row houses on a city street. The houses are in various colors including red, blue, and green. A large, semi-transparent red box with a dark red border is overlaid on the image, containing the text "Home Visit Dilemmas" in a bold, black, sans-serif font. The street is paved with cobblestones, and there are trees and a fence in the background.

# Home Visit Dilemmas

# Safety: Trust Your Gut

- If it doesn't feel right, leave.
  - Do you feel safe in the presence of the participant?
  - Presence of dangerous objects?
  - History of violence/aggression?
- As soon as possible, let your team know, and make sure to coordinate the appropriate follow up.
- Who else do you need to consult? Supervisor, psychiatrist, nurse, landlord, etc.
- How is the problem going to be resolved?
- How do we solve the issue rather than just ignoring it until it gets worse?







# Emergencies

Know the procedure for response in the event of

- Participant verbalizing **suicidal** and/or **homicidal ideation**
- Participant in need of **medical attention** or there is another serious health concern
- **Significant maintenance issue** that is an emergency (fire, heavy water damage, structural issues)
- **Death** of participant or other individual



# Common Concerns

- Evidence of substance use
- Evidence of (unwanted) guests
- Belongings are missing
- Unit is dirtier than usual
- Participant refuses entry
- Only lets me see certain rooms
- No one is ever home
- Constantly losing keys
- Significant damage or disturbances
- Children present
- Animals
- Extreme heat or cold



A photograph of a row of colorful row houses on a street. The houses are in various colors including red, blue, and green. A large, semi-transparent brown box with a dark red border is overlaid on the center of the image, containing the word "Review" in a bold, black, sans-serif font. The street is paved with cobblestones, and there are trees and a fence on the left side.

# Review

# Final Thoughts...

- The home visit is the cornerstone of Housing First.
- An opportunity to learn about the client in and from their environment.
- Be prepared. Be respectful. Be observant.
- Don't rush.
- **Before:** Do your homework. Gather everything needed. Confirm the appt.
- **During:** Ask questions. Listen. Observe.
- **After:** Document. Communicate. Follow-up.
- Functional, not beautiful.







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## **Andrew Spiers, LSW**

Director of Training & Technical Assistance

[ASpiers@pthpa.org](mailto:ASpiers@pthpa.org)

215-390-1500 ext. 1708

## **Caitlin Mobley, LSW**

Outreach Manager

[CMobley@pthpa.org](mailto:CMobley@pthpa.org)

