

SVdP Member Orientation Program

- Home Visit –George and Jan



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Home Visit

“After the love of God, your principal concern must be to serve the poor with great gentleness and cordiality, sympathizing with them in their ailments and listening to their little complaintsfor they look on you as people sent by God to help them. You are therefore intended to represent the goodness of God in the eyes of the poor.”
(St. Vincent de Paul)

“ The Home Visit is the essence of our Vincentian Vocation.”
(page 15, The Spirituality of the Home Visit)



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Agenda

- General Methodology
- Sample Prayers
 - Before the visit
 - At end of visit
 - Following the visit
- Guidelines and SVdP Team Interaction
 - Manage expectations
 - Interview tips
 - Key guidelines
- Summary
- SVdP Candidate Next Steps - Dan



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Sample prayer by Advocates before the Home Visit

Jesus, we are going out in obedience to your command to love. We pray for the grace to love with purity and strength, not mindful of our own comfort or honor, but seeking to comfort and honor those who have called out to us. We ask your peace on their household and your help in being peacemakers.



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Home Visit - Methodology

Pray before entering neighbor home

- Let **JESUS** enter through the doorway **FIRST**
- Introduction: Introduce yourselves and SVDP
- Opening Prayer - Ask to pray with neighbor
- Discovery Questions
 - Please tell us what is your situation
 - What type of help are you looking for?
 - What are the priorities of your needs?
- Family Questions
 - Husband employed at:
 - Wife employed at:
 - Number and ages of children:

- Financial Questions
 - Household Income:
 - Any Income assistance:
 - Rent/Mortgage:
 - Utilities:
 - Phone:
 - Cable/Internet:
 - Car Loan:
 - Credit Card Payments/month:
 - Insurance costs:
 - Other expenses: Pay day loan, subscription services, etc.
- Describe the process for approving assistance
- Take completed Confidentiality Form
- Q&A
- **Closing Prayer with neighbor –Ask permission first**
- **Lastly, thank neighbor(s) for allowing you into their home.**

Pray after leaving neighbor home



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Prayers at completion of Home Visit

Sample prayer with neighbor(s) at end of Home Visit

Lord Jesus, we thank you for the opportunity to assist [Their Name(s)] in this time of need. Strengthen and guide us all each day. Give us an awareness of your presence in our lives. Help [Their Name(s)] to walk the path with you that will lead to the resolution of these present needs and concerns. Amen.

Sample prayer by Advocates after leaving Home Visit

Thank you Lord for all the blessings you have given today. We ask you to continue to bless the ones we have visited, to inspire them to trust in you and come to you for their needs. We pray for [Names of each person and specific needs]. We pray that our work may be continued by your other servants and completed by your Grace. Glory be to the Father, the Son, and the Holy Spirit, as it was in the beginning, is now, and ever shall be, world without end, Amen

Expectations, Tips and Guidelines

MANAGE EXPECTATIONS

- Reassure neighbor that everything you discuss is confidential, but ask them if it is okay for you to talk to other agencies and vendors (i.e.: apartment manager, water company, etc.) on their behalf. If yes, have them sign a Neighbor (Client) Release form.
- Explain that you are volunteers. It is important the neighbor to understand that you are not employed by the Society.
- Explain that you are not a trained Social Worker.
- Explain that you are not authorized to promise any financial assistance at that time. You will discuss their situation at the next conference meeting and will find out at that time if any financial assistance can be made.
- Explain the financial assistance guidelines set by your Conference. (i.e.: type of assistance and amount of funding.)
- Tell them when they can expect to hear back from you and contact them when you say you will.



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INTERVIEW TIPS

- Ask what caused them to get behind and be a willing listener
- Be friendly and respectful – don't interrogate!
- Do not ask if they are a US citizen but you can ask if they have access to governmental assistance such as food stamps.
- Ask how they intend to cover their expenses next month – make sure their game plan is feasible.
- If the situation deems it, help the neighbor face reality. Try to offer options – do they have family they can move in with until their finances can be stabilized? Be compassionate and understanding of their crisis.



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GUIDELINES

- Safety
 - Know where you are going
 - Make an appointment to visit – if that appointment was arranged several days prior to going, call before arriving
 - **ALWAYS go with another SVDP member. A home visit team must consist of at least one male if visiting a male and at least one female if visiting a female**
 - Observe surroundings and if possible go during daylight
- Be humble and respectful
 - You are a guest
 - You are not there to “fix” them
 - Can you see Christ in that person?
 - You will need to assess their situation in order to help; DO NOT JUDGE
 - Picture the person sitting in the meeting, imagine that they are listening to your report of their case



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GUIDELINES - continued

- Obtain information necessary to help in spiritually sensitive manner
 - You may know some advice – this may not be the time to push it
 - Greet in honest and respectful manner
 - Asking for help is usually embarrassing
 - The gap in financial status between you and your neighbor may be great
 - Ask general open ended questions first, take pertinent and obtain other information
 - Refer to the SVC intake sheet as a question rather than an assumption
- “I understand you may be having some trouble with your rent this month – is that right?”
- “Mr. or Ms. X said that you need some help – can you tell me more about that?”
 - Allow the neighbor to finish their initial story if at all possible – do not interrupt
 - State that there are some things that you might need know or take copies of in order to help and ask if you can have that information
 - “Would it be okay if we talked with your landlord about your rent and late fees?”



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GUIDELINES - continued

- Can I see your lease agreement?
 - Don't be so concerned with getting all of the details – this is not an interrogation.
 - Include therapeutic statements as you obtain information – be truthful
- “This must be very hard for you to go through now after being so independent for so long”
- “ Many people have difficult times once in a while, it doesn't mean you did anything wrong”
- Ask for permission to contact further if more information is needed to help.
 - **Close home visit with plan for follow-up**
- Confirm best contact time and number
 - Promise only what you are going to do
 - Keep neighbor in loop on developments
 - Let neighbor know when to expect an answer from the conference



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GUIDELINES - continued

- Approaches to difficult scenarios
 - Neighbor talks too much
 - Gently interrupt when possible to redirect the time
- “This is an important issue for you, but we will need to be leaving in the next 10 minutes – let’s see if we can get a handle on this one issue (x) and then we can address that first as the most pressing”
- If the neighbor is a talker on the phone, state in advance how much time you will have for the home visit
 - Neighbor’s needs are overwhelming (undocumented immigrant, no source of income, about to be evicted, disability or illness preventing work)
 - Assess situation as best you can
 - Restate for neighbor what you have heard
 - Address the process by which the Society handles each case
- Explain the guidelines of how the financial support from SVDP is limited. This usually means that we cannot help more than (e.g.) one month’s rent. Address root of the problem (poor planning, abusive relationship, childcare needs, job skills, health, work performance etc.



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Summary

Say a prayer, smile and say hello! Introduce yourself by FIRST NAME ONLY.

Ask permission to enter his/her home. Ask to eliminate distractions (T.V., radio etc.)

Inquire about his/her situation. Ask open-ended questions.

Notice their needs, of the children, of the household.

Talk when given an opportunity, try not to interrupt, if possible

Value neighbor's dignity. Refrain from giving advice. Don't be judgmental.

Discuss other options and give resources of which you are aware

Pray with the neighbor - ask first if they would mind your saying a short prayer.

Lastly, thank them for allowing you into their home



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Questions or Comments



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Next Steps

- Congratulations on completing the SVdP Orientation Program!
- We want to provide you the opportunity to prayerfully consider joining us on this Spiritual journey now that you have a greater appreciation of what it means to be a Vincentian
 - Over the next week please consider this calling and let me know your decision
- For those proceeding forward (we hope and pray you all will) the following are the next steps:
 - Assign you a mentor to be a contact for you as you begin to engage in the work
 - Add you to the Seton Conference email distribution
 - Add you to the database and be sure you have login credentials
 - Include you in an invite for the March 29th Conference Meeting (7pm)
 - Work with you, via your mentor, to assist you in engaging in the role(s) of interest
 - Enroll you for Safe Environment Training and Background Check
 - Enroll in an upcoming Ozanam Training (when they again become available)
- In upcoming meetings we will ask you and an existing member to each do an introduction on yourself/spouse.
 - Over several weeks, everyone will be able to learn of all the members...current and new



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Closing Prayer

Thank you Lord for all the blessings you have given today. We ask you to continue to bless the SVdP candidates who visited with us over these last weeks. We pray that we inspired them to join us in our mission to continue our work as your servants to help the needy and poor in our community. Amen



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