Social Services Block Grant
Onsite Visits

Policy 14.05

Introduction
Agencies that contract with the Tennessee Department of Human Services through the Social Services Block Grant are subject to scheduled and unscheduled onsite visits.

Scope
The purpose of this policy is to outline the types of onsite visits with provider agencies that may be conducted by the Social Services Block Grant state office.

Policy
Scheduled Visits
The Tennessee Department of Human Services (TDHS) Social Services Block Grant (SSBG) office schedules annual onsite visits with each provider agency. These visits are intended for relationship-building and to provide Training and Technical Assistance (T/TA). Annual visits may coincide with provider in-service days to allow SSBG to engage with provider staff.

Unscheduled Visits
TDHS SSBG staff may conduct unscheduled visits to agencies where allegations of service delivery issues have been made. The visits are conducted as part of an investigation into the allegations. TDHS SSBG staff will notify the agency no less than thirty (30) minutes prior to arrival.

Upon completion of the investigation, TDHS SSBG staff will report the findings in writing to the agency. If appropriate, the findings may also be submitted to the agency’s board.

Supporting Documents
2013-007, Central Procurement Office, Grant Management and Subrecipient Monitoring Policy and Procedures

Retention of Records
Added by CQI

Definitions/Acronyms

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<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>OIG</td>
<td>Office of Inspector General</td>
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<td>SSBG</td>
<td>Social Services Block Grant</td>
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<td>TDHS</td>
<td>Tennessee Department of Human Services</td>
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Supersedes

Social Services Block Grant (SSBG) Policy and Procedures Manual
- Licensing Requirements/Fire, Safety, and Health Codes, Page 21
- Unannounced Visits, Pages 35-36

Approval History

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<tr>
<td>Clarence H. Carter</td>
<td>Commissioner</td>
<td>07/22/2021</td>
<td>08/01/2021</td>
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Revision History

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<th>Date</th>
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<td>07/22/2021</td>
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<td>New Segmented Policy Document</td>
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Approved By: Clarence H. Carter

Authority:
- 45 CFR 96.70 et seq. [Social Services Block Grants]
- 42 CFR §§ 1397
- CPO Policy 2013-007

Application: SSBG State Office and Contracted Providers

Date of Last Review: 07/22/2021
Effective Date: 08/01/2021

Supersedes: See Supersedes section