



Social Services Block Grant

Onsite Visits

Policy 14.05

Effective: August 1, 2021

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.

Provider agencies are also subject to onsite visits during routine monitoring. See [2013-007, Central Procurement Office, Grant Management and Subrecipient Monitoring Policy and Procedures](#)

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

Term	Definition
OIG	Office of Inspector General
SSBG	Social Services Block Grant
TDHS	Tennessee Department of Human Services

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

Approved By	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	07/22/2021	08/01/2021

Revision History

Date	Version	Location of Change	Description/Reason for Change
07/22/2021	08/01/2021	New Segmented Policy Document	New Segmented Policy Document

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