

Operations Bulletin 2015-15: Home Visits (Issued 11/20/2015)

This Operations Bulletin serves as a reminder to Department staff that, although infrequent, home visits may be conducted to take applications or complete interviews that cannot take place by phone. Home visits may be conducted by Department case managers as an Americans with Disabilities Act (ADA) reasonable accommodation or for other appropriate reasons. The time of the home visit must be scheduled in advance with the household by telephone or letter. If the home visit is conducted due to a client's disability as an Americans with Disabilities Act (ADA) reasonable accommodation, it must be documented following procedures in the ADA Accommodation Process: Case Manager Approving Accommodation page of the Harper/ADA book of the Cross Program topic of the Online Guide in accordance with established procedures.

When a client receives a notice of a pending home visit by Quality Control or other Department employee, the client will sometimes call the case manager to verify that home visits are conducted. When this occurs, inform the client that the Department does conduct home visits, assure him or her that the Department staff conducting the home visit will have appropriate employee identification and inform the client that s/he should ask to see the identification.

Any request for a home visit must be processed by the TAO director or designee for appropriateness. If the director or designee determines that the home visit is appropriate, s/he will assign the application/reevaluation to a case manager following established TAO protocol. Remember, we are here to assist clients in accessing the benefits to which they are eligible.

For more information on home visits for SNAP, see 106 CMR 361.510, 106 CMR 361.640 (C), 106 CMR 362.120. For more information on home visits for cash programs see 106 CMR 701.600 (Y), 203.595(B) and 203.650(B)(2).