



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

POLICY AND PROCEDURE:

Field Visits

REVIEW FREQUENCY:

Every two years

POLICY # 2000601-2005-18

DISTRIBUTION:

- Employment Services
- Eligibility Services
- Quality Mgmt

EFFECTIVE DATE: March 1, 2001
 ORIGINAL DATE OF ISSUE: March 2, 2001
 LAST REVISION DATE: November 2, 2018

APPROVAL: Juan Bautista 11/5/18
 Eligibility Services Manager Date

APPROVAL: Teresa Brown 11/5/2018
 Employment Services Manager Date

APPROVAL: Lynn Berg 11/6/18
 SSSD Deputy Director Date

APPROVAL: Mary Butler 11/6/18
 HHSA Director Date

POLICY STATEMENT:

It is the policy of Napa County Health and Human Services Agency (NCHHSA) to ensure the efficiency and safety of its staff while they are conducting field visits.

ADMINISTRATION:

- Community Aide
- Eligibility Worker (EW)
- Employment Services Worker (ESW)
- Social Worker (SW)

DEFINITIONS:

None

END OF POLICY

PROCEDURE

I. Field Visit Reasons

- A. Required field visits
 1. When a WTW participant has not responded to three (3) contact attempts.
 2. When previous month hours verifications are not received by the 10th – 20th of the month.
 3. Minimum of once every six (6) months on all active and sanctioned participants.
 - a. With supervisor approval, any case determined to not be safe for a field visit is excluded from this requirement.
 4. When a CalFresh Employment and Training (CFET) participant is closing for failure to participate.
- B. Other reasons a worker may conduct a field visit include, but are not limited to:
 1. At annual renewal (RE)
 - a. A home visit prior to completion of annual renewal is required when living arrangements or other factors affecting eligibility, or apparent eligibility in cases of immediate need or diversion, cannot be satisfactorily determined without such a visit. (MPP 40-161)
 2. At appraisal
 3. When a participant is unable to come into the office (health, transportation, etc)
 4. To pickup verifications or obtain signatures on paperwork
 5. Prior to approval of cash
 - a. A home visit prior to approval of aid is required when living arrangements or other factors affecting eligibility, or apparent eligibility in cases of immediate need or diversion, cannot be satisfactorily determined without such a visit. (MPP 40-161)
 6. For case management purposes

II. Scheduling Appointment

- A. The worker will call the participant to schedule a field visit.
 1. A field visit may be conducted unannounced if the worker determines this is appropriate.
- B. If unable to contact the participant via telephone, the worker will determine the date of the field visit.
- C. Worker will complete the field visit appointment letter and send to the participant with at least seven (7) calendar days notice.

III. Field Visit Preparation

- A. Determine need for accompaniment of another staff person or to meet in a location that is not the customer's home.
- B. Make courtesy reminder call to participant the day before the scheduled field visit.
- C. Enter case name, case number, and location into Outlook under the scheduled field visit appointment time.
- D. Advise a supervisor, prior to leaving for visit, estimated return time and provide cell phone number.
- E. Wear county name badge
- F. Gather any necessary paperwork or items needed, including a cell phone.
- G. Review the HHSA Workplace Violence Prevention policy and procedure.

IV. Conducting Field Visit

- A. If at any time during the field visit, you feel unsafe, leave the situation.
- B. If at any time during the field visit, you feel yourself or someone else's safety is threatened, leave the situation immediately.
 - 1. Call 911 if you feel it is necessary.
- C. Report any situation, listed above, to your supervisor immediately.
 - 1. Ensure you have your supervisors office phone number as well as cell phone number prior to leaving for any field visit.
 - 2. If supervisor is not immediately available, report the situation to a back-up supervisor or manager.

V. Worker actions upon returning from Field Visit

- A. Check in with supervisor, immediately upon return, to inform you have returned to office or home.
- B. Update C-IV with any new information obtained
- C. Complete proper referrals and send to appropriate agencies
- D. Complete a C-IV journal entry
 - 1. Journal entry should include at minimum:
 - a. Reason for visit
 - b. Information obtained
 - c. Appointments scheduled
 - d. What was discussed
 - e. Referrals that were made
 - f. Decisions discussed
 - g. Participant's living conditions
 - h. What follow up is needed
 - i. Any other pertinent information
- E. Enter any scheduled appointments into Outlook and send appointment letter if not already provided.
- F. Advise all Eligibility Workers and/or Employment Services Workers of any pertinent information obtained during field visit, if applicable.

VI. Annual Renewal (RE) Field Visit

- A. Preparation
 - 1. Print current Statement of Facts (SOF) and Child Support Questionnaire (CW 2.1)
 - 2. Follow steps in III. Above (Field Visit Preparation)
- B. Conducting RE
 - 1. Interview will be completed manually using the most currently printed SOF, unless laptop is used.
 - 2. All changes to the SOF will be recorded on the document and signed by the participant.
 - 3. Review, discuss, and complete RE packet with participant.
 - 4. Complete the CW 2200 – Request for Verification for any verification not gathered at the RE Field Visit.
 - 5. Inform participant that their RE will be complete when all requested verifications have been provided.
- C. Worker system actions after RE field visit

1. Put case into RE mode on Case Summary Screen.
2. Update CIV Data Entry Pages with any new information and/or changes, leaving all unverified information pending.
3. Complete a C-IV Journal Entry
4. Set task to review/take action day after verifications are due.
5. Image and index all documents.
6. Return any original documents received.

VII. Supervisor Responsibility

- A. Supervisor shall be available to take any calls from staff who are in the field.
- B. Supervisors should verify all staff conducting field visits have safely returned by his/her expected return time.
 1. If the worker has not returned within 30 minutes of his/her expected return time, supervisor will look in the office to see if the worker has in fact returned. If he/she has not returned, the supervisor will attempt to contact the worker via cell phone.
 2. Supervisor shall call 911 if attempts to contact the worker fail.
 - a. Supervisor should notify management immediately after contacting 911.

VIII. Procedure/Process Assessment

- A. In order to ensure proper field visit protocol is in place and followed, this field visit procedure will be reviewed every two years or more often if needed.
- B. Supervisors will review field visits with staff at one-on-one meetings quarterly, at minimum. During this review the supervisor will check in on the following items:
 1. Are staff following all steps outlined in the field visit procedure, including checking in and checking out?
 2. What is working with the field visit procedure?
 3. What is not working with the field visit procedure?
 4. How can it be improved, if applicable.?
- C. If the supervisor finds that no changes are needed to the field visit procedure, no action is taken.
- D. If the supervisor finds that a change is needed, the supervisor will notify the field visit procedure contact person, who will address the issue and update the procedure if necessary.

REFERENCES:

HHSA Workplace Violence Prevention Procedure (2001201-1205)
[MPP 40-161](#)

FORMS

CW 2200 – Request for Verification

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

| Revision | Date | Description of Change | Requested By |
|-----------------|-------------|--|---------------------|
| 1.0 | 11-30-10 | Biennial Review - Updated into new format. Changed to reflect changes due to CIV. | S. Gardner, SSA |
| 2.0 | 03-29-12 | Updated to include SWIV and home visit reasons from protocol. Close to biennial review so updated review for two more years. | S. Gardner, SSA |
| 3.0 | 04-29-14 | Biennial Review – Updated to remove need for visit prior to sanction and mandatory list of forms to take. | S. Gardner, SSA |
| 4.0 | 09-01-16 | Biennial Review – Updated to reflect requirement to check in upon return & to exclude cases deemed as unsafe. | S. Gardner, SSA |
| 4.1 | 12-28-17 | Updated Procedure to new name of Field Visit. Added in requirement to take cell phone for access to 911 as well as how field visit process will be reviewed. | S. Gardner, SSA |
| 4.2 | 03-02-18 | Updated to reflect to notify supervisor only of going into field. Supervisor instructions if unable to contact worker. | S. Gardner, SSA |
| 5.0 | 11-02-18 | Biennial Review – No changes | S. Gardner, SSA |