

M E M O R A N D U M

DATE: March 2, 2018

TO: Job Center Directors, Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center Directors

FROM: James K. Whelan, Executive Deputy Commissioner Office of Policy, Procedures and Training *JKW*

SUBJECT: Identifying Homebound Applicant and Participants with High Needs

Effective March 19, 2018, the JOS/Caseworker in the Home Visit Needed (HVN) Unit at the RAR/HVN Center 90 must complete the Observational Questionnaire (**FIA-1028z**) at the end of the initial home visit interview for applicants and participants. The **FIA-1028z** will then be used by staff to determine whether an individual has high needs and needs additional assistance and/or services.

The **FIA-1028z** consists of four questions. For every question on the **FIA-1028z** there is an area for comments. The JOS/Caseworker should enter a brief comment for every question on the **FIA-1028z** explaining the reason for the answer selected.

The JOS/Caseworker must answer the first three questions based on his/her observations and interactions with the applicant/participant during the home visit interview. The first three questions must **not** be asked to the applicant/participant.

The fourth question must be asked to the applicant/participant. If the applicant/participant responds "Yes" to the fourth question, the JOS/Caseworker must ask the applicant/participant for the name and relationship of the individual that will help him/her. The information of the individual that will be assisting the applicant/participant must be annotated in the comments area of question four, as well as, any other pertinent information that may be helpful. The answer to question 4 will not be used to identify an individual as someone with high needs. The answer to question 4 will only be used for future statistical needs.

The applicant/participant will be identified as an individual with high needs if the JOS/Caseworker selects "No" to any of the questions 1 through 3.

When the JOS/Caseworker returns to the Job Center, he/she must scan and index the **FIA-1028z** into the "Home Visit/Homebound Documentation" folder and forward the form to the HVN Unit Supervisor. The HVN Unit Supervisor must ensure on a daily basis that applicants/participants identified as having high needs are identified in the Intranet Quorum (IQ) system as individuals with high needs. A case comment must be entered in POS identifying the individual as having high needs.

Individuals identified in IQ as high needs will be placed on a list that will be sent to the interim case management group to notify them of these cases. Staff at the Bureau of Eligibility Verification (BEV) will be the interim case management group and responsible for calling these individuals the day before a scheduled home visit appointment and five days before requested eligibility documents are due. The staff at BEV is also responsible for entering the outcome of the phone call in IQ.

If for any reason the individual cannot be present for a scheduled home visit appointment or the individual cannot submit the requested eligibility documents by the due date, BEV staff will enter the information in IQ which will immediately send an email to the RAR Unit with this information. The RAR Unit must contact the applicant/participant as soon as possible to reschedule the home visit appointment or to give the applicant/participant an extension on the submission of required documents.

Attachment:

FIA-1028z Observational Questionnaire

cc: FIA Call Center
Code X



Date: _____

Observational Questionnaire

The questions below must be answered by Center 90 staff at the end of the interview. The questions are based on observations and interactions with the applicant/participant. Staff must not ask the applicant/participant the questions.

Question	Yes	No
1. Was the client able to remember important dates related to the application or recertification process?	<input type="checkbox"/>	<input type="checkbox"/>
Comments: <div style="text-align: center; font-size: 4em; color: blue; opacity: 0.5;">SAMPLE</div>		
2. Does the client understand the next steps, including document requirements?	<input type="checkbox"/>	<input type="checkbox"/>
Comments: 		
3. Does the client have the ability to obtain or produce important documents? Could the client explain how he/she will get these papers to HRA?	<input type="checkbox"/>	<input type="checkbox"/>
Comments: 		
4. Do you have anyone who can help you with keeping your HRA appointments and sending them papers?	<input type="checkbox"/>	<input type="checkbox"/>
Comments: 		