

Introduction

Agencies that contract with the Tennessee Department of Human Services through Adult Protective Services grants 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 might be conducted by the Tennessee Department of Human Services.

Policy

Scheduled Visits

Adult Protective Services (APS) Grants staff schedule 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 APS 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

APS staff may conduct unscheduled visits to agencies where allegations of administrative or service delivery issues have been made. These visits are conducted to establish the validity of the complaint prior to referral to the appropriate investigative authority. Allegations that raise concerns about imminent health or safety issues will be referred to the appropriate authority immediately, even if APS staff have not completed an on-site visit. APS staff will notify the agency no less than thirty (30) minutes prior to arrival.

Supporting Documents

[2013-007, Central Procurement Office, Grant Management and Subrecipient Monitoring Policy and Procedures](#)

Definitions/Acronyms

Term	Definition
APS	Adult Protective Services
OIG	Office of Inspector General
T/TA	Training and Technical Assistance (T/TA)

Supersedes

Social Services Block Grant Onsite Visits, effective 08/01/2021

Approval History

Approved By	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	08/27/2024	09/01/2024
Clarence H. Carter	Commissioner	07/22/2021	08/01/2021

Revision History

Date	Version	Location of Change	Description/Reason for Change
08/27/2024	09/01/2024	Policy Section	This policy revision clarified all APS grants are included instead of SSBG only and changed the investigative responsibility from DHS staff to the appropriate investigative authority.
07/31/2024	08/01/2021	Review conducted	Revisions required and started
07/22/2021	08/01/2021	N/A	New Policy Document

Approved By	<i>Clarence H. Carter (tr.)</i>	Approval Date	08/27/2024
Authority	45 CFR 96.70 et seq. [Social Services Block Grants] 42 CFR §§ 1397 CPO Policy 2013-007	Effective Date	09/01/2024
Application	APS and Contracted Providers		