

**IHSS Program Integrity and Fraud Prevention  
State and County Government Workgroup  
Unannounced Home Visit (UHV) Subcommittee**

The goals of this workgroup are to ensure the health and wellbeing of IHSS recipients by verifying that services are being provided appropriately, ensure program funds are spent to meet the needs of IHSS recipients, and to protect the overall integrity of the IHSS Program.

By definition, a UHV is an unscheduled visit to the home of an IHSS recipient. The workgroup discussions have focused on how to ensure UHVs are conducted in a consistent and coordinated manner over a reasonable timeframe and, most importantly, performed in a manner that is respectful to the recipient's unique needs and circumstances.

**Discussion Points:**

The key objectives of the UHV subcommittee are:

- The process must be respectful to recipients.
- The visits must be conducted by trained professional staff.
- The staff must be knowledgeable of the recipient's unique circumstances by reviewing the specifics of the case and talking to the social worker in advance.
- The recipient must be enabled to verify the identity of the individual conducting the home visit.
- The process will provide recipients a reasonable timeframe and a sufficient number of visits and other notice before any action can be taken on a case.

**Proposed Concept:**

1. UHVs will be conducted based on some attribute which could indicate risk. The focus of the visit will be on recipients' wellbeing. Examples of such attributes include:

- Recipients assessed as severely impaired and living alone
- Recipients whose provider has not submitted timesheets for more than 60 days

2. UHVs will be conducted by trained staff that will be required to review the recipient's case file and discuss their unique needs with the assigned case worker prior to the home visit.

3. County UHV staff will be required to carry State/County issued picture identification and provide proof of identity to the recipient. If the recipient is unable to verify the home visitor's identity, the UHV will be conducted at a later date.

4. UHV staff may ask questions regarding the type, quality, and frequency of services being provided to them, and provide information regarding program requirements.

5. If the recipient is not home or refuses entry at every stage (so that no information can be collected), the subcommittee is considering the following additional steps by the UHV staff:

- **A minimum of two additional UHVs** not conducted on the same day, but within a reasonable timeframe, no more than 60 days following the initial UHV attempt.
- **A minimum of two telephone calls** not conducted on the same day. The phone calls may be to the recipient or provider, as necessary.
- **A letter to the recipient's home** stating the purpose of the home visit and the unsuccessful attempts that were made to contact the recipient in their home and/or by telephone.

6. Only after all required attempts of contact have been made and no UHV is able to be conducted, the recipient will be sent a Notice of Action (NOA) indicating services will be discontinued. Recipients will have the right to appeal discontinuance including aid paid pending.