

04 Scheduling Home Visits - Overview

Schedule a home visit interview when the PI requests. Reasons for a home visit include, but are not limited to, the following:

- The [Kinship Care](#), [Kinship Foster Care](#), or [Legal Permanent Guardian](#) applicant chooses this interview option.
- The participant is disabled and homebound.
- The participant lacks transportation.
- The participant has a valid reason for not being able to appear for an office interview.
- No possibility of completing a [mid-approval review](#) for an NA participant by telephone.

NOTE Obtain supervisor approval for a home visit.

CA EXCEPTION

Conduct a home visit when there is reason to believe that an eligibility error can be avoided by conducting the visit. There is no requirement to schedule seven days in advance. Conduct home visits when any of the following apply:

- Information received from the PI or collateral sources is inconsistent with that in the case, and cannot be resolved satisfactorily.
- A more careful examination of the case is needed, based on prior experience.

When a home visit is conducted for a CA new or renewal interview, the PI must be present for the interview.

When the CA home visit is conducted to complete a case audit, and information is obtained from a responsible person, there is no requirement for the PI to be present. DO NOT take adverse action in these situations

Schedule home visit interviews at least seven days in advance. Send the appointment notice, and include a time frame of arrival (e.g., between 9 a.m. and 12 p.m.). The following apply to home visits:

- Key H in the INTERVIEW DATE AND TYPE field on INDA.
- Confirm the home visit by phone, when possible.
- Do not schedule home visits outside normal working hours of the local office, except at the request of the PI. A supervisor must approve any after-hours home visits.
- Reschedule the home visit when the PI contacts the office before the visit and has good cause to request the reschedule.

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