
APS Policy Bulletin (PB) #2021-07

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DISTRIBUTION: ALL STAFF

VISITATION OF COMMUNITY GUARDIAN PROGRAM CLIENTS

(Revises Visitations of CGP Clients – May 4, 2017)

The purpose of this policy bulletin is to remind staff of the visitation policy for CGP clients. This policy bulletin replaces the prior procedure dated May 4, 2017.

■ **OVERVIEW**

Community Guardian Program (CGP) staff must maintain regular face-to-face contact with clients to ensure that the client's service needs are being met. This includes transitional services upon appointment of the CGP. The purpose of client contact is as follows:

- To determine progress made towards the goals of the service plan;
- To identify and assess issues that threaten the client's safety or well-being and barriers to achieving the service plan goals; and
- To establish the need for revisions to the service plan or tasks associated with the implementation of the service plan.

To ensure that clients are seen regularly, CGP caseworkers must make diligent efforts to schedule visits at times and locations that ensure the client is available. After hours or early morning visits are advised if it appears that such visits may afford the best chance to find the client at home. All efforts to see or verify the client's safety must be documented in the CG Case Management System.

■ **CGP CASEWORKER RESPONSIBILITIES**

Initial Home Visit

Once the CGP is appointed, APS will provide 90 days of transitional services to the client. During the 90-day period, the CGP caseworker and APS caseworker will conduct joint visits with the APS caseworker and schedule monthly conferences.

The initial home visit must be completed within five days of receiving the legal and social work packets from HRA/APS. If the first visit is unsuccessful, the CGP caseworker will attempt to visit the client every two days until the client is seen. If the CGP caseworker is unable to locate the client, the CGP must consult with the APS Regional Manager.

Monthly Home Visits/Client Contact

A home visit is required once every calendar month for CGP clients under the following circumstances:

- Abuse, neglect, or exploitation by another person is suspected or documented;
- Environmental conditions in the home threaten the health and safety of the client; or
- The client is homebound.

The CGP caseworker must conduct a face-to-face visit with the client at least once a month. If a scheduled visit or required contact is not completed, at least one additional attempt must be made to complete the required contact as soon as possible considering the client's characteristics and the nature of the risk.

If the first attempt to conduct a visit with the client fails, the CGP caseworker must make every effort to contact collateral sources such as neighbors, relatives, friends, or other supports to verify the client's safety.

If the second attempt to visit the client is unsuccessful, the CGP caseworker will consult with the CGP supervisor to evaluate the need for additional visits based on the particulars of the case. Rescheduling mandated client contact after unsuccessful attempts must be weighed against the level of risk.

Clients in Receipt of or Applying for Housing Subsidies

CGP caseworkers must assist clients with applying for housing subsidies including rent, security, storage fees, furniture allowance, moving expenses, and any other appropriate grant. When a client receives a housing subsidy to assist in the payment of rent, the CGP caseworker must confirm that the client resides in the unit as soon as the landlord receives payment. The confirmation of the client's residence must be documented in the CG Case Management System.

CGP caseworkers are required to visit clients who are in receipt of a housing subsidy (Section 8, FHEPS, CityFHEPS, SCRIE/DRIE, etc.) at least quarterly to assess the client's living conditions. If there are any changes or issues with the subsidized unit, such as structural damage, potential violations, or the client no longer resides in the unit, CGP caseworkers must report the matter to the subsidy program.

Client Refuses Access

The CGP caseworker must review the Order and Judgment to determine whether the Community Guardian Program was granted "key access" to the client's residence. If key access was granted, the CGP caseworker will review the execution terms and access the residence in accordance with the terms. If key access was not granted, following the client's second refusal, the CGP must petition the court for key access and consult with HRA/APS Administration as needed.

Client Cannot Be Located

If the CGP caseworker has attempted two home visits that were unsuccessful, or received notification that the client is missing, consult with a supervisor and **take the following actions**:

- Report the case to HRA/APS Administration immediately.
- Review the case record to obtain addresses and telephone numbers of individuals known to the client;
- Check for and note any events that is consistent with CGP's inability to see the client (e.g., client goes to dialysis every day at 2 pm, client is in a day treatment program);
- Stagger the times of the home visits (early morning, late evening, and weekends);
- Contact HRA/APS Administration to complete a Welfare Management System (WMS) clearance; and
- Send the client a certified letter indicating the inability to locate.

Document all attempts to locate the client in the Case Management System/case record. To obtain additional information concerning the client's whereabouts, contact collateral sources. These collateral contacts include:

- Neighbors, family, and friends;
- Landlord, building management/superintendents;
- Utility companies;
- Community providers known to the client (e.g., Meals-on-Wheels, senior centers);
- Social Security Administration (to ascertain the status of the client's benefits: suspended, uncashed, or returned);
- Local hospitals and public administrator;
- Medical Examiner's Office;
- Department of Homeless Services (call 311 to verify the client's possible presence in the shelter system); and
- Local police precinct's Community Affairs Officer (to ascertain whether they have any history of responding to the client's residence).

If necessary, report the client missing at the local precinct and note any cognitive impairment or mental illness which will expedite the search process. Bring a picture, if possible, and have the following information available:

- Physical description, including height, weight, eye/hair color, any distinguishing traits (e.g., uses a cane, wears a hearing aid, small mole on chin, etc.).
- Clothing worn when last seen.
- Medical information and list of medications, if any.
- Any relevant vehicle information, whether the person was a driver or passenger.

All findings must be reported to HRA/APS Administration immediately.

Effective immediately.