



CCSE Bulletin 21-06

Date: December 31, 2021

To: Eligibility Services Supervisors and Staff
Program Managers
Regional Directors
Regional Attorneys
Hearings Officers

From: Access and Eligibility Services Program Policy
State Office 2115

Subject: **Revised - Return to Face to Face Home Visits**

The information in this bulletin will be included in a future handbook revision. Until the handbook is updated, staff must use the information in this bulletin. If you have any questions regarding the policy information in this bulletin, follow regional procedures.

Active bulletins are posted on the following websites:

- Community Care Services Eligibility Handbook (CCSEH) at <https://www.hhs.texas.gov/handbooks/community-care-services-eligibility-handbook>

Return to Face to Face Home Visits

Background

On January 27, 2020, the Secretary of the U.S. Department of Health and Human Services declared that a Public Health Emergency (PHE) exists nationwide due to the novel coronavirus (COVID-19) outbreak. Additionally, on March 13, 2020, Governor Greg Abbott also declared a state of disaster for all counties in Texas due to the COVID-19 outbreak.

Current COVID-19 Policy

[Community Care Services Eligibility \(CCSE\)](#)

Guidance previously issued in CCSE Broadcast, CCSE Face-to-Face Home Visits, released on March 17, 2020 and CCSE Bulletin 21-02, Item #3 COVID-19 Update: Face to Face Home Visits, released on April 8, 2021, provided that all face to face assessments and monitoring visits must be completed by telephone contact with the person receiving services or their authorized representative.

This update replaces the previous guidance for face to face home visits.

New COVID-19 Policy

[CCSE](#)

Effective January 3, 2022, face to face home visits, beginning with initial assessments for new applicants, will resume in a phased approach.

Please follow the additional guidance provided in *CCSE Temporary Procedures: Return to Home Visits*, released on December 6, 2021, found [here](#) on the CCSE LOOP page.

Note: Continue to follow CDC Guidance for Preventing COVID-19 Infections.

<https://www.cdc.gov/coronavirus/2019-ncov/php/infection-control.html>

Update: Phase I of the Return to Home Visits plan has been postponed. Staff must continue to complete initial assessments, annual reassessments, and monitoring visits by phone through January 31, 2022. State Office will continue to monitor the public health emergency and staff will be notified of any additional changes by their CCSE Regional Management.

Automation

Automation changes are not required.

Correspondence

Correspondence changes are not required.

Handbook

Handbook updates are not required.

Training

Training is not required.

Effective Date

This policy is effective January 3, 2022.