



Social Services Block Grant (SSBG) Specific Assistance Procedures

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Tennessee Department of Human Services

Social Services Block Grant

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I. Purpose

The procedures are intended to provide instructions to Adult Protective Services staff and sub-recipient providers regarding the application of the Specific Assistance policy.

II. Definitions

A glossary of terms for the document

Term	Definition
APS	Adult Protective Services
CMS	Case Management System
LIHEAP	Low Income Home Energy Assistance Program
PSSA	Personal Support Services Agency
SA	Specific Assistance
SATIO	Specific Assistance for Individuals Only
SNAP	Supplemental Nutrition Assistance Program
SSBG	Social Services Block Grant
TDMHSAS	Tennessee Department of Mental Health and Substance Abuse Services

III. Procedure

Specific Assistance (SA) is emergency funding and can only be used in emergency situations. Clients must have a plan to meet their basic needs for the future. If necessary, the client must be assisted with budgeting or bill paying in order to reach the point of becoming self-sustaining.

At no time are SA funds to be paid directly to the client. Goods and services must be purchased in transactions that take place directly between the service provider and vendor(s).

All purchases with SSBG funds must be necessary, reasonable, and within budgetary constraints.

Groceries

Requests for groceries may be approved for either one (1) or two (2) weeks at a time. Two (2) weeks will be approved when the client is not expected to have access to another grocery source (client income, food banks, Supplemental Nutrition Assistance Program (SNAP), etc.) within one (1) week of the request.

Pest Control

Pest control has traditionally been a difficult service to provide because successful remediation of bed bugs requires extensive preparation of the home. Most providers do not have the staff to provide the preparation necessary and many clients don't have family or community support to do it instead.

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Terminix provides a no-prep bed bug solution at a higher cost than pest control companies who require prep. In cases of moderate to severe bed bug infestation and inadequate family and community support, a Terminix solution should be considered.

Frequently, clients will need pest control related purchases in support of the remediation solution that might include but are not limited to:

- Bedding
- Mattress and box spring covers
- New mattress
- Platform bed frame

The SA request can be written to include these necessities.

Community Resources

SA is to be requested after all other community resources have been exhausted. All requests must document efforts to find relief within the community. These efforts should include but are not limited to:

- applications for Low Income Home Energy Assistance Program (LIHEAP), Meals on Wheels, and SNAP;
- contributions from churches, community agencies, and food banks; and
- proactive contact with utility companies to reduce overdue balances and extend cutoff dates.

Manner of Submission

There are two methods for requesting Social Services Block Grant (SSBG) Specific Assistance (SA) depending on the source of the request. Cases submitted by Adult Protective Services (APS) or adult day services must be sent through the case management system (CMS) while cases submitted by personal support services providers must use the [Specific Assistance Request](#) form.

APS and Adult Day Services Staff Requests

- Requests for SA must be generated through the CMS and approved by the Field Operations Director and the SSBG Block Grant Coordinator or designee.
- In requests for SA Only cases, APS must ensure that the CMS has the clients' proof of citizenship or qualified non-citizen status prior to the request so that funds can be spent on material benefits. Clients receiving services based on self-declaration of citizenship eligibility do not qualify for SA.
- Requests greater than five hundred dollars (\$500) require a full review of the client's circumstances and resources prior to approval.
- Each request can include more than one type of relief.
- Requests should include as much detail as necessary for making the purchases/payments, including dollar amounts, account numbers, quantities, clothing/shoe sizes, dietary restrictions, etc.

Personal Support Services Staff Requests

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Requests for SA by personal support service staff must be completed by submitting the [Specific Assistance Request](#) form to the SSBG Block Grant Coordinator or designee.

- By federal requirements, all recipients of SA must be citizens or qualified non-citizens. The client file for each recipient must contain proof of citizenship before SA can be provided. Clients receiving services based on self-declaration of citizenship eligibility do not qualify for SA.
- Requests greater than five hundred dollars (\$500) require a full review of the clients' circumstances and resources prior to approval.
- Each request can include more than one type of relief.
- Requests should include as much detail as necessary for making the purchases/payments, including dollar amounts, account numbers, quantities, clothing/shoe sizes, dietary restrictions, etc.