

DEVELOPMENTAL DISABILITIES ADMINISTRATION
Olympia, Washington

TITLE:	COMPLETING A HOME VISIT AND VIEWING A CLIENT'S LIVING QUARTERS	14.03
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Authority: [Title 71A RCW](#) *Developmental Disabilities*
[WAC 388-828-1520](#) *Where is the DDA assessment and reassessment
administered?*

PURPOSE

This policy requires a case resource manager to conduct a home visit and request to view the living quarters during the home visit of all clients who are receiving or planning to receive any DDA-paid service.

SCOPE

This policy applies to DDA field staff.

DEFINITIONS

Case resource manager or **CRM** means a DDA case manager, social service specialist, or social worker.

Home visit means visiting a client in their home and requesting to view the client's living quarters.

In-person visit means seeing the client in-person. An in-person visit is not a home visit unless the visit is conducted in the client's home.

Living quarters means the client's bedroom and main living area(s).

POLICY

- A. If a client receives an initial, annual, or significant change assessment, the CRM must conduct a home visit. During the home visit, the CRM must request permission to view the client's living quarters.
- B. The home visit may occur:
 - 1. During the assessment;
 - 2. Up to 30 days before or after the client's assessment; or
 - 3. Up to 30 days after the client moves from an institutional setting to a community-based setting.

PROCEDURES

- A. In the home visit tab in CARE, the CRM must record their general observations of the client's living quarters and overall well-being.
- B. Any DDA employee conducting a home visit, must use their senses to learn about the condition of the home and quality of care by considering questions such as, but not limited to:
 - 1. Does the client appear healthy, clean, and properly groomed?
 - 2. Does the client have any obvious injuries?
 - 3. Are there risks to the client's health or safety in the home such as rotten food, blocked exits due to excessive clutter, visible pests, insects, or animal waste?
 - 4. Does the client have access to food and running or potable water?
 - 5. Are there locks on the refrigerator or cabinets preventing client access?
 - 6. Is the client's bedroom free of health and safety concerns, such as mold and concerning odors?
 - 7. Does the client's bed and bedding meet the client's individual needs?
 - 8. Are there locks on the outside of the client's bedroom?

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9. For a client receiving residential services, ask yourself:
 - a. Are staff interacting with the client?
 - b. Are staff including clients in conversations about them?
 - c. Does the client have privacy in their bedroom and bathroom and can they lock the doors?
 - C. If the request to conduct a home visit is declined, the CRM must:
 1. Make a second, person-centered attempt to schedule the visit within 30 days and explain that a home visit must occur;
 2. Document the reason for the declined home visit in the home visit tab in CARE;
 3. Report to an investigative body (e.g., Adult Protective Services, Child Protective Services, or law enforcement) if there is reasonable cause to believe that there are concerns of abuse, neglect, or exploitation;
 4. Discuss the case with their supervisor to determine next steps;
 5. Consult the Field Service Administrator or Regional Quality Assurance Manager for further assistance, if necessary; and
 6. Document any related follow-up activity in the home visit tab in CARE.
 - D. If a scheduled home visit is postponed, the CRM must:
 1. Document in the home visit tab in CARE the reason the home visit was postponed; and
 2. Reschedule for a later date.
 - E. If after the home visit the CRM has reasonable cause to believe abuse or neglect has occurred, the CRM must immediately report this to the appropriate investigative body, such as Adult Protective Services, Child Protective Services, or law enforcement.

SUPERSESSSION

DDA Policy 14.03, *Viewing a Client's Living Quarters*
Issued October 15, 2017

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EXCEPTION

Any exception to this policy must have the prior written approval of the Deputy Assistant Secretary or designee.

Approved: /s/ Shannon Manion
Deputy Assistant Secretary
Developmental Disabilities Administration

Date: February 1, 2023