

DEVELOPMENTAL DISABILITIES ADMINISTRATION
Olympia, Washington

TITLE: Viewing a Client's Living Quarters POLICY 14.03

Authority: [Title 71A RCW](#) *Developmental Disabilities*

PURPOSE

This requires a Case Resource Manager to request permission to view the living quarters of a client who receives residential or personal care services.

SCOPE

This policy applies to Case Resource Managers of any client who receives residential or personal care services funded or authorized by the Developmental Disabilities Administration (DDA).

DEFINITIONS

Personal Care Services means assistance with activities of daily living and instrumental activities of daily living through Community First Choice or Medicaid Personal Care programs under chapter 388-106 WAC.

Residential Services include Supported Living, State Operated Living Alternatives, Group Homes, Group Training homes, Alternative Living services, Companion Homes, Adult Family Homes, Assisted Living Facilities, Adult Residential Care, and Licensed Staffed Residential Facilities, Group Care Facilities, and Child Foster Homes.

POLICY

During each residential or personal care services client's annual CARE assessment or follow-up visit, the Case Resource Manager must ask permission to view the client's living quarters and note their observations in the client's service episode record (SER). "Living quarters" means the room in which a person lives, typically a person's bedroom.

PROCEDURES

- A. The Case Resource Manager must request permission from the client or their legal representative to view a client's living quarters during the client's annual CARE assessment or follow-up visit.
- B. The Case Resource Manager must record their general observations regarding the client's living quarters in an SER. The Case Resource Manager may consider answering the following:
1. Does the client appear clean and properly groomed?
 2. 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?
 3. Does the home have running water?
 4. Are there any issues with medical or mobility equipment?
 5. Is the client's bedroom reasonably clean, and free of mold and odors?
 6. Does the client have an appropriate bed and bedding?
 7. Does the client's bedroom lock from the outside?
 8. Do the client's bedroom windows allow the client to exit during an emergency?
- C. If the Case Resource Manager's request to view the client's living quarters is denied for any reason, the Case Resource Manager must:
1. Document the reason for the denial in the client's SER;
 2. Discuss the case with their supervisor to determine necessary next steps, if any;
 3. Consult the Regional Quality Assurance Manager for technical assistance, if necessary; and
 4. Document any related follow-up activity in the client's SER.
- D. If after the home visit the Case Resource Manager has reasonable cause to believe abuse or neglect has occurred, the Case Resource Manager must report this to the appropriate investigative body, such as Adult Protective Services, Child Protective Services, or law enforcement.

- E. If the annual CARE assessment occurs outside of the client's home, the Case Resource Manager must:
1. Schedule a follow-up home visit within 30 days; and
 2. Request permission to view the client's living quarters during the follow-up home visit.

SUPERSESSSION

DDA Policy 14.03
Issued September 1, 2017

EXCEPTION

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

Approved: /s/ Donald Clintsman
Deputy Assistant Secretary
Developmental Disabilities Administration

Date: October 15, 2017