



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: MONITORING AND QUALITY IMPROVEMENT POLICY 4.08
OF ADULT FAMILY HOME SERVICES

Authority: RCW 70.129
Chapter 388-71 WAC
Chapter 388-72A WAC
Chapter 388-76 WAC

BACKGROUND

While the Residential Care Services Division (RCS) is responsible for the oversight of the Adult Family Home license and contract, the Division of Developmental Disabilities (DDD) is responsible for the quality and oversight of the services provided to individuals funded by DDD and living in adult family homes (AFH).

PURPOSE

To ensure persons with developmental disabilities living in adult family homes receive quality services through case management and quality improvement oversight and support of the AFH providers.

SCOPE

This policy applies to all case resource managers who authorize or monitor adult family home services.

POLICY

Case resource managers will comply with state rules (WACs) and policies governing adult family homes and Medicaid Personal Care (MPC) services when providing services to residents of adult family homes.

PROCEDURES

- A. Case resource managers (CRM) will perform the following activities for all DDD AFH residents eligible for personal care services:
1. Complete a Comprehensive Assessment Reporting Evaluation (CARE) as required by [Chapter 388-106 WAC](#).
 2. Provide input to the negotiated care plan developed by the AFH provider with the DDD resident, as requested.
 3. Review the Negotiated Care Plans submitted by the AFH provider and follow-up on any concerns.
 4. Share incidents and concerns with the regional Performance Quality Improvement (PQI) and/or Aging and Disability Services Administration (ADSA) Residential Care Services (RCS).
 5. Complete an annual face-to-face CARE assessment with the client at least every twelve (12) months.
 6. Complete a CARE assessment when there is a significant change in the client's functional needs.
- B. **Performance Quality Improvement (PQI)** staff will provide support to the AFH providers to enhance the health, safety, and quality of life of the DDD residents in these homes. The PQI staff may:
1. Review AFH services and authorizations in relationship to existing WAC and department regulations and policies;
 2. Maintain a computer data system for tracking QI visits and placements to AFHs, AFH specialty training, and technical assistance;
 3. Provide consultation and assistance to CRMs regarding AFHs;
 4. Visit each AFH at least once to review the quality of AFH services to DDD residents. Visit more often if the provider or resident concerns warrant it;
 5. Provide and document feedback to the provider verbally or in writing;

6. Notify RCS and other appropriate staff and individuals when concerned about the AFH provider or resident;
7. Review completed RCS complaint investigation reports;
8. Coordinate/schedule DDD AFH trainings; and/or
9. Be a DDD Liaison with regional ADSA/RCS staff and AFH associations.

EXCEPTIONS

None.

SUPERSESSSION

DDD Policy 4.08
Issued November 30, 2004

DDD Policy 4.08
Issued May 8, 2000

DDD Policy 4.08
Issued March 14, 1998

DDD Policy 4.08
Issued March 25, 1997

Approved: /s/ Linda Rolfe
Director, Division of Developmental Disabilities

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