



DIVISION OF DEVELOPMENTAL DISABILITIES  
Olympia, Washington

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

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Authority: Chapter 71A RCW *Developmental Disabilities*  
RCW 70.129 *Long-Term Care Resident Rights*  
Chapter 388-71 WAC *Home and Community Services and Programs*  
Chapter 388-76 WAC *Adult Family Home Minimum Licensing*  
*Requirements*

**BACKGROUND**

The Aging and Disability Services Administration's (ADSA) Residential Care Services Division (RCS) is responsible for the oversight of the Adult Family Home (AFH) 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 AFHs.

**PURPOSE**

To establish a process for eligible DDD clients living in adult family homes to 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 (CRM) 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. CRMs will perform the following activities for all DDD AFH residents eligible for personal care services:
1. Complete a DDD Assessment as required by [Chapter 388-106 WAC](#).
  2. Provide input to the negotiated care plan developed by the AFH provider with the DDD client, 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) staff and/or RCS staff;
  5. Complete an annual face-to-face DDD Assessment with the client at least every twelve (12) months.
  6. Complete a DDD Assessment when there is a significant change in the client's functional needs.
- B. PQI staff will provide support to the AFH providers to enhance the health, safety, and quality of life of the DDD clients residing in these homes. Specifically, all PQI staff will:
1. Review AFH services and authorizations in relationship to existing WAC and department regulations and policies; and
  2. Visit the AFH when it is licensed and more frequently if provider or resident concerns warrant it.
  3. PQI staff may also perform the following tasks:
    - a. Maintain a computer data system for tracking quality improvement/oversight visits and placements to AFHs, AFH specialty training, and technical assistance;
    - b. Provide consultation and assistance to CRMs regarding AFHs;
    - c. Provide and document feedback to the provider verbally or in writing;

- d. Notify RCS and other appropriate staff and individuals when there are concerns about the AFH provider or resident;
- e. Review completed RCS complaint investigation reports;
- f. Coordinate and schedule DDD AFH trainings; and/or
- g. Act as a DDD liaison with regional ADSA/RCS staff and AFH associations.

**EXCEPTIONS**

None.

**SUPERSESSSION**

DDD Policy 4.08  
Issued February 1, 2008

DDD Policy 4.08  
Issued January 2, 2007

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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