



COMMISSIONER
Jon Weizenbaum

Memorandum

To: Community Services Regional Directors
Community Services Program Managers

From: Dana Williamson
Manager
Long Term Services and Supports Policy

Subject: Completing a home visit for a service monitor or annual reassessment for
Community Attendant Services, Primary Home Care and Family Care with
delay due to unsafe environmental circumstances

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This memorandum establishes procedures for completing the service monitoring requirement for individuals receiving Community Attendant Services (CAS), Primary Home Care (PHC) and Family Care (FC) when there is an unsafe environmental circumstance at the time of the monitoring visit attempt.

The Department of Aging and Disability Services (DADS) case manager is required to make every reasonable attempt to complete the CAS, PHC and FC service monitoring or annual reassessment visit. All attempts to contact the individual must be documented in the case record to support the efforts to meet the requirements. In some situations, the case manager is unable to make the face-to-face home visit due to a dangerous environmental situation beyond the case manager or individual's control. These situations may include but are not limited to:

- current police activity (i.e. a car chase, weapons drawn, drug raids))
- gathering of people on the streets demonstrating threatening or intimidating behavior directed at the case manager
- illegal activities in close proximity (e.g. next door to the individual's home) occurring at the time the case manager attempts the home visit

When such situations occur and the case manager feels threatened, he or she can make the home visit at another time. The case manager must immediately notify regional management of his inability to conduct the home visit. The case manager must schedule another service monitoring or annual reassessment visit at the earliest possible opportunity. The case record must contain ongoing documentation of attempts to complete the visit and the reason for the delay until the monitoring visit has been completed.

Completing a home visit for a service monitor or annual reassessment for Community Attendant Service, Primary Home Care, and Family Care with delay due to unsafe environmental circumstances

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If, during the home visit an individual or someone in his home exhibits threatening behavior or makes comments that are threatening or hostile, the case manager can end the service monitor or annual reassessment and reschedule for a later time. The case manager must immediately notify regional management of his or her inability to conduct the home visit. The case manager will refer to Case Manager Community Care for Aged and Disabled Handbook Item, 2840, Threats to Health or Safety, to suspend or terminate services. If the threatening behavior is resolved, the case manager must schedule another service monitoring or annual reassessment visit at the earliest possible opportunity. The case record must contain documentation of all attempts to complete the visit along with any reasons for delays until the monitoring visit has been completed.

Questions regarding this memo may be directed to Long Term Services and Supports policy staff at: CCAD@dads.state.tx.us