



DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

ON-SITE PROGRAM MONITORING VISITS AND LIFE SAFETY INSPECTIONS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 04/26/2021

The DDD On-Site Program Monitoring Visits and Life Safety Inspections of all service settings will resume the week of May 3, 2021. All visits will be conducted following CDC and ADHS COVID-19 protocols, including wearing masks and social distancing.

Program Monitoring HCBS Reviews 2021

The DDD Program Monitoring Unit has integrated the AHCCCS Home and Community Based Services (HCBS) assessment tools and requirements into its monitoring process to evaluate HCBS compliance for contracted DDD Group Homes, Adult and Child Developmental Homes, Day Programs, and Center-Based Employment services being provided to DDD members. Group-Supported Employment Programs will be assessed by the DDD Employment team in conjunction with Program Monitoring.

Administrative Site Plan

- As stated above, Program Monitoring will resume onsite visits with the 30 vendors who previously participated in the desk audit self-assessment process.
- In May 2021, Program Monitoring will begin sending out self-assessment tools and instructions to the vendor's administrative office for the remaining vendors 30 days prior to an on-site visit via email.
 - The emails will be sent in batches throughout the course of this calendar year and will include attachments noting what service types will be reviewed, recommended items that may be utilized as verification to meet compliance, and additional FAQ's regarding this process.
- Program Monitoring's HCBS Assessment core team will be conducting on-site visits at the vendor's administrative offices to verify documentation on the self-assessment, provide technical assistance and ensure compliance with the required criteria.
- The team will also confirm that the vendor has a COVID-19 Transition Plan as outlined in the AHCCCS Companion Guide.
- The self-assessment, other tools, and Companion Guide will be available on the AHCCCS website soon. Trainings and instructions are available at <https://www.azahcccs.gov/shared/HCBS/>.

Service Site Plan

In May 2021, Program Monitors will assess compliance of the HCBS rules by conducting unannounced, on-site reviews at the specific service sites. Visits to Adult and Child Developmental Homes will be announced.

Program Monitors will:

- Conduct Member surveys (interviews) with DDD Members using AHCCCS tools.
- Request contact information for a Community Partner associated with this site. That individual will be interviewed off-site by Program Monitors and a questionnaire will be completed using AHCCCS tools.
- Conduct a Facility Observation using AHCCCS tools.
- Prior to entering any contracted site practice DES/DDD required COVID-19 mitigation strategies. They will also ask a series of questions to verify there are no active COVID-19 cases or anyone experiencing symptoms at the site and follow the qualified vendors' specific pandemic response requirements for each location.
- A walkthrough of the site will also be conducted to identify any health and safety concerns and, if so, will ensure they are resolved using DDD tools.
- During the review, Program Monitors will provide technical assistance as needed and identify any Health and Safety concerns. Additional follow-up may occur if needed.
- Site specific HCBS rule compliance results and information will be sent to your agency's delegated contact upon completion. Additional information may be communicated after the visit if necessary.

Please note the scope of these reviews is subject to change if necessary.

For assistance or additional information please email:

DDDMonitoring@AZDES.gov or call 602-542-2550 to contact DDD Program Monitoring.

OLCR-Life Safety Inspection 2021

Developmental Homes

OLCR will resume conducting annual life-safety inspections of Developmental Homes for all inspection requests received on or after May 3, 2021. Vendors do not need to re-request inspections as a result of the COVID-19 pandemic. Annual inspections occur once per calendar year. During the license renewal period, Quick Connect will require an inspection request if an inspection is due at that time. See the Annual Inspections FAQ's on the [Developmental Home Licensing](#) webpage.

Qualified Vendors should resume in-person monthly monitoring as required by Provider Manual Chapter 51. During in-person visits, licensing staff are required to adhere to all COVID-19 pandemic protocols, including social distancing and wearing masks during the visit. If an in-home visit is unable to be completed due to COVID-19-like symptoms or exposure, a virtual visit may be completed and documented in the contacts screens in Quick Connect.

HCBS Service Sites

Since March of 2020, the Focus HCBS application has been accepting inspection requests. However, OLCR inspectors have only completed inspections of new services sites due to the COVID-19 pandemic. Beginning May 3, 2021, OLCR Life Safety Inspectors will begin working through HCBS service site "renewal" inspection requests. Qualified vendors should continue to request inspections of service sites on a two-year inspection cycle.

DDD Guidance Document Updates

On Thursday, April 22, 2021, the Division updated its [COVID-19 QVA Guidance for Congregate Settings \(Group Homes/Developmental Homes\) and Direct Care Workers \(DCW\)](#) guidance document based on new guidance released by the [Centers for Disease Control and Prevention \(CDC\)](#) related to cleaning and disinfecting. Qualified Vendors providing residential services are reminded to check both of these documents and update their COVID-19 pandemic plans accordingly to ensure compliance with this new guidance.