

## **DRAZ COMIT MONITORING PRE-VISIT PREPARATION/INSTRUCTION**

1. Utilize assignment roster contact information for initial contact with the Group Home (GH) Qualified Vendor (QV).
  - a. Reference the COMIT Initial Contact Guide for alternative contact information.
  - b. Notify the Lead/Manager if it has been reported that the member is no longer at the GH on the roster.
  - c. If you have an email for the QV, use the COMIT Monitoring Introduction Email Template.
  - d. Document contact attempts.
2. Successful Contact with QV – When there is a successful contact with a QV representative:
  - a. Ask if they have time to complete the GH Management Interview Questions.
  - b. If they don't have time, ask to schedule a time for the full interview and only ask the following:
    - i. Is the GH address listed on the roster accurate for the member?
    - ii. Does the member have a Guardian? If so, request the Guardian's contact information.
    - iii. Are there any accommodations needed for the Member Interview (ASL/Language, Interpreter, etc.)?
  - iv. Is the Member behaviorally stable and are there possible concerns or triggers that we should be aware of for the visit and Member Interview?
3. Ask for their availability and the availability/schedule of the Member to schedule the monitoring visit.
  - a. Schedule the visit and request the pre-visit documents:
    - i. Person-Centered Service Plan (PCSP)
    - ii. PCSP Safeguards and Supplemental Documents
    - iii. Behavior Treatment Plan
    - iv. PRC Disposition form
    - v. Master HAB Staffing Schedule
  - b. Always send an email documenting the agreed upon scheduled visit date and requested documents.
  - c. Send an appointment Invite to the GH representative for the scheduled visit date and time, ensure the following is in the invite:
    - i. Title: DRAZ/COMIT (member initials) Monitoring Visit (example: DRAZ/COMIT LH Monitoring Visit).
    - ii. Location: The full GH address is in the location line of the invite (example: 1700 W. Washington St., Phoenix, AZ 85007).
4. Contact the Guardian and ask if they have time to answer the Guardian Interview Questions or if they would like to schedule a time to ask the questions. Monitors can invite them to the scheduled visit if they are available and interested, but it is not mandatory that the Guardian be at the site visit.
5. Complete the Arizona Department of Health Services Facility Report and Citation Review (save the facilities report and citations in an ADHS folder in the member file).

6. Save all received documents and all correspondence with the GH and Guardian in the member file in SharePoint.
7. Prior to attending the Monitoring Visit:
  - a. The Monitor must have the visit on their Outlook Calendar,
  - b. Requested travel approval from JJ (cc: Manager and Admin Assistant),
  - c. Have the approval email from JJ for the travel, and
  - d. If accommodations were requested, ensure they have been staffed and coordinated.
8. Pre-visit documents are not required. Monitors must complete the visit even if they are not received.
  - a. Unannounced Visits: If the Monitor is not able to successfully contact the QV or has inconsistent communication, they should staff with the Lead/Manager. If there is confirmation that the member is in the GH, an unannounced visit should be completed (This unannounced should still be on the calendar with necessary travel requests/approvals.).