



# DDA Home Visits

## *What to expect, purpose, and more.*



If you are receiving or planning to receive any DDA-paid services, a case resource manager will conduct a home visit and request to view the living space of your loved one. For instance, they will view your child's or supported loved one's bedroom, but not the parent's or caregiver's room. These visits will take place in your home.

### **Are home visits and in-person visits the same?**

No, they're not. In-person visits refer to a DDA case manager meeting with a client face-to-face, but this doesn't necessarily mean the visit takes place at the client's home. Home visits specifically occur when the case manager goes to the client's home.

### **Who is a case resource manager?**

A case resource manager, or a CRM is a DDA case manager, social service specialist, or social worker.

### **When do home visits occur?**

If your loved one receives an initial, annual, or significant change assessment, the CRM must conduct a home visit. During this visit, the CRM will request permission to view the living quarters of your child or the loved one you support.

### **A home visit may occur during:**

- The assessment
- Up to 30 days before or after your child or loved one you support assessment
- Or up to 30 days after the individual moves from an institutional setting to a community-based setting

### **What will happen during this home visit?**

The case manager will take note of their general observations of the living quarters and the individual's overall well-being. They will observe to learn about the condition of the home and the quality of care. Some questions they may consider when conducting their home visit include the following, but are NOT limited to:

- Does the client have access to food and running water?
- Are there locks on the refrigerator or cabinets preventing client access?
- Does the client's bed and bedding meet the client's individual needs?
- Are there locks on the outside of the client's bedroom?

**If you have more questions, reach out to your DDA case manager.**