

## 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  
Medically Dependent Children Program with delay due to unsafe  
environmental circumstances

Issuance Date: October 13, 2014 LTSS 14-09-017

Effective Date: October 27, 2014

This memorandum establishes procedures for completing the service monitoring and annual reassessment requirement for individuals receiving Medically Dependent Children Program (MDCP) 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 and regional nurse are required to make every reasonable attempt to complete the MDCP 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 or regional nurse 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 or regional nurse 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 service monitoring or annual reassessment visit has been completed.

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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 or regional nurse can end the service monitor or annual reassessment and reschedule for a later time. The case manager or regional nurse must immediately notify regional management of his or her inability to conduct the home visit. The case manager will refer to Case Manager Medically Dependent Children Handbook Section 5400, Convening a Meeting to Resolve Issues, and Section 9410, Notification of Service Suspensions, to suspend or terminate services. If the threatening behavior is resolved, the case manager or regional nurse 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: [MDCP@dads.state.tx.us](mailto:MDCP@dads.state.tx.us)