

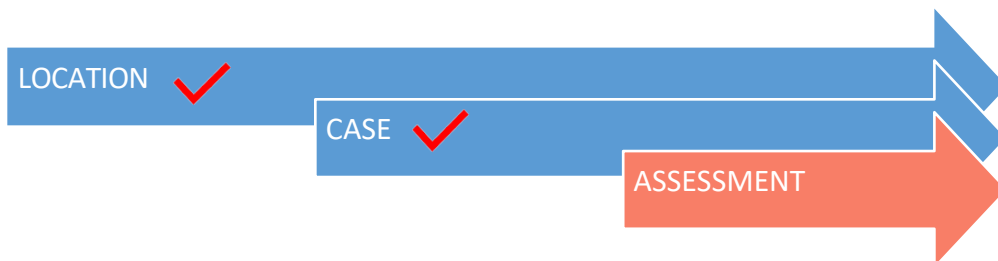
Department of Disabilities, Aging, and Independent Living (DAIL)
DAIL Housing Safety and Accessibility Process

**Agency Portal User Manual:
Home Safety Assessments, Re-Inspections,
and Approving Cases**

(Please see separate document for Accessibility Assessments)

July 2024

The **Location** and the **Case** must be in the database
before an **Assessment** can be added.



BEFORE creating and scheduling a new Home Safety Assessment, check for a current **Home Safety Assessment**. (*'Current' means the Home Safety Assessment is Approved and has not expired.*)

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Home Safety Assessment – Initial

(See separate section for a Single Rooms/Bedrooms only Assessment)

Pre-Inspection Process

Before the housing contractor is contacted to schedule a Home Safety inspection, the Pre-Inspection process needs to be completed by the agency. The Pre-inspection process includes the following tasks. These tasks must be completed with each new Assessment.

- **Agency Pre-Inspection:** The Provider Agency is required to do an in-person pre-inspection of any shared living provider home and fill out the [Pre-Inspection Housing Standards and Checklist](#). The agency needs to work with the Shared Living Provider to correct any known non-compliant items identified. (For example, a missing smoke detector, fire extinguisher, missing/broken railings, etc.)
 - *Important:* The Home Safety Assessment should include all *potential* bedrooms that may be used by a Participant even though they may not currently be in the room.
- **Fire Safety Escape Plan:** [Fire Safety Escape Plan](#) is obtained and uploaded into the Related tab of the Initial Home Safety Assessment. A hard copy must be posted in the home per requirements.
- **Water Test** (if applicable): A Water Test is required for any home that is not on a public water source. The agency should work with the Shared Living Provider to have the testing done in a timely manner, in order for the results to be received by the Housing Contractor visit. A copy of the test results is required to be uploaded into the Related tab of the Initial Assessment. A paper copy must be available during the inspection.
- **Chimney Inspection and Cleaning** (if applicable): A Shared Living Provider must provide documentation to show that any chimney used for wood or wood pellet heat in the home has been cleaned and inspected *by a professional*. A copy of the report needs to be uploaded into the Related tab of the Initial Assessment. A paper copy must be available during the inspection.

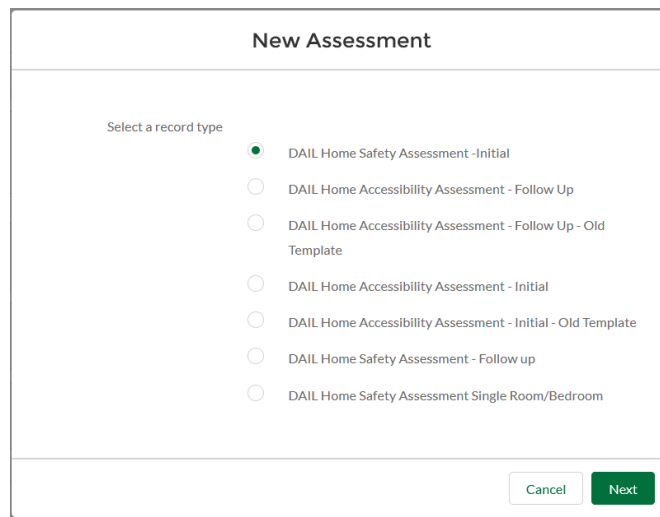
Creating and Requesting a Home Safety Assessment

Step 1: See Pre-Inspection Section above.

Step 2: Creating a Home Safety Assessment

- Create a Case (See **Creating a Case** in the [DAIL Housing Inspection and Accessibility Portal Manual for Agency Providers.](#))
- Click the **Case** number and with the **Case** open, click on the **Related** tab.
- Go to the **Assessment** section and click **New**, a New Assessment screen will appear.
- Select **DAIL Home Safety Assessment – Initial** and click **Next**.

*Note: Only a DAIL Home Safety Assessment - Initial should be selected in this step.
(Follow-up Assessments are created within the Initial Assessment)*



The screenshot shows a web form titled "New Assessment". Below the title is a section labeled "Select a record type" containing a list of radio button options. The first option, "DAIL Home Safety Assessment - Initial", is selected. The other options are "DAIL Home Accessibility Assessment - Follow Up", "DAIL Home Accessibility Assessment - Follow Up - Old Template", "DAIL Home Accessibility Assessment - Initial", "DAIL Home Accessibility Assessment - Initial - Old Template", "DAIL Home Safety Assessment - Follow up", and "DAIL Home Safety Assessment Single Room/Bedroom". At the bottom right of the form are two buttons: "Cancel" and "Next".

- **Form Template** – Type 'Safety' and select the **Initial Home Safety Assessment** template.
- **Status** – Status is '**Assessment Requested.**'
 - **Status** is changed to '**To Be Scheduled**' when Assessment is ready to be scheduled with Contractor.
- **Assigned Agency Super User** – Enter the name of the Agency Super User.

The screenshot shows a web-based form titled "New Assessment: DAIL Home Safety Assessment -Initial". The form is organized into three main sections:

- Assessment Information:** Includes a "Case" field with the value "02238256", an "Offline Lock" checkbox, a "Location" field, a "Form Template" search field, and a "Record Type" dropdown set to "DAIL Home Safety Assessment -Initial".
- Address & Scheduling:** Includes an "Assessment ID" field, a "Status" dropdown menu (currently showing "--None--"), a "Visit Date/Time" section with "Date" and "Time" input fields, and two "Assigned" fields for "Service Coordinator" and "Contractor", each with a "Search People..." search box.
- Pre-Inspection Section:** Includes checkboxes for "Fire Escape Plan?", "Preinspection Complete", and "Water Test Requested?". Below these is a "Room Location(s)" field with a rich text editor showing "Salesforce Sans" font and size "12".

At the bottom right of the form are three buttons: "Cancel", "Save & New", and "Save".

- **Pre-Inspection Complete, Fire Safety Escape Plan, Water Test Requested** (if applicable), and **Chimney Inspection** (if applicable)
 - Check these blocks *when* the documents are uploaded.
 - Documents **MUST** be uploaded, using the correct Naming Convention (see instructions for [Naming Conventions: Documents](#))
 - Upload documents into the **Related** tab of the *Initial* Assessment.
 - New documents are required each time a new Home Safety Assessment is requested.

*NOTE: If the assessment is a **Certificate of Occupancy**, the Visit Date/Time is not filled in and the Assessment Status is changed to 'Assessment Requested.' Please see the instructions for Agency User Manual for [Certificate of Occupancy or Residence](#).*

Step 3: Schedule the Assessment

- Provider Agency:
 - Change the **Assessment Status** to **'To Be Scheduled'**
 - Ensure boxes for **Pre-Inspection Complete, Fire Safety Escape Plan, Water Test Requested** (if applicable), and **Chimney Inspection** (if applicable) have been checked and documents have been uploaded.
- Housing Contractor will contact the Provider Agency to schedule a Visit Date. The Contractor will enter:
 - **Visit Date/Time** - When the **Visit Date/Time** is saved, the **Assessment Status** will change to **'Scheduled.'**
 - **Assigned Contractor**

Step 4: Attend the Assessment

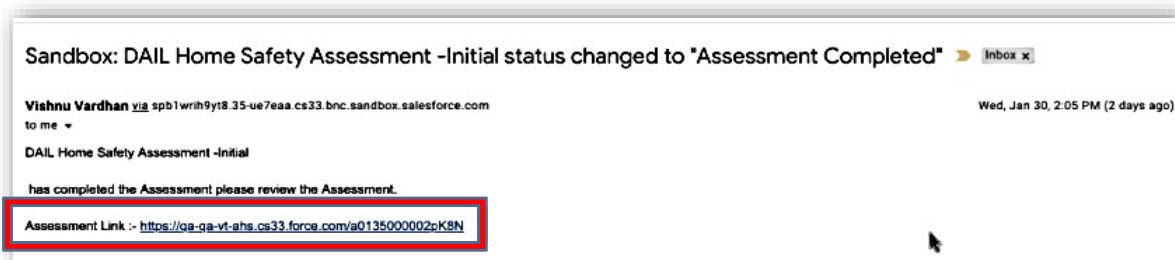
The inspection is ready to be completed by the Housing Safety Contractor. An agency representative, the Participant, and the Shared Living Provider are required to be at the home during the inspection.

Documents

Please see separate document for Information about the required naming conventions for documents: Agency User Manual, [Naming Conventions: Documents](#)

Assessment Results

Once the Housing Contractor has finished the inspection and has entered the results into the Assessment in the Portal, the Super User at the Provider Agency will receive an electronic e-mail notification from the Portal with a link to view the results. The notification will look similar to this. Click **Assessment Link** to see the results.



If all the Assessments items are Compliant, the Housing Contractor will Approve the Home Safety Assessment.

- If the Home Safety Assessment is Approved, and all other Assessments for the Case are Approved, the Provider Agency will need to Approve the **Case**. (See **Approving a Case**)

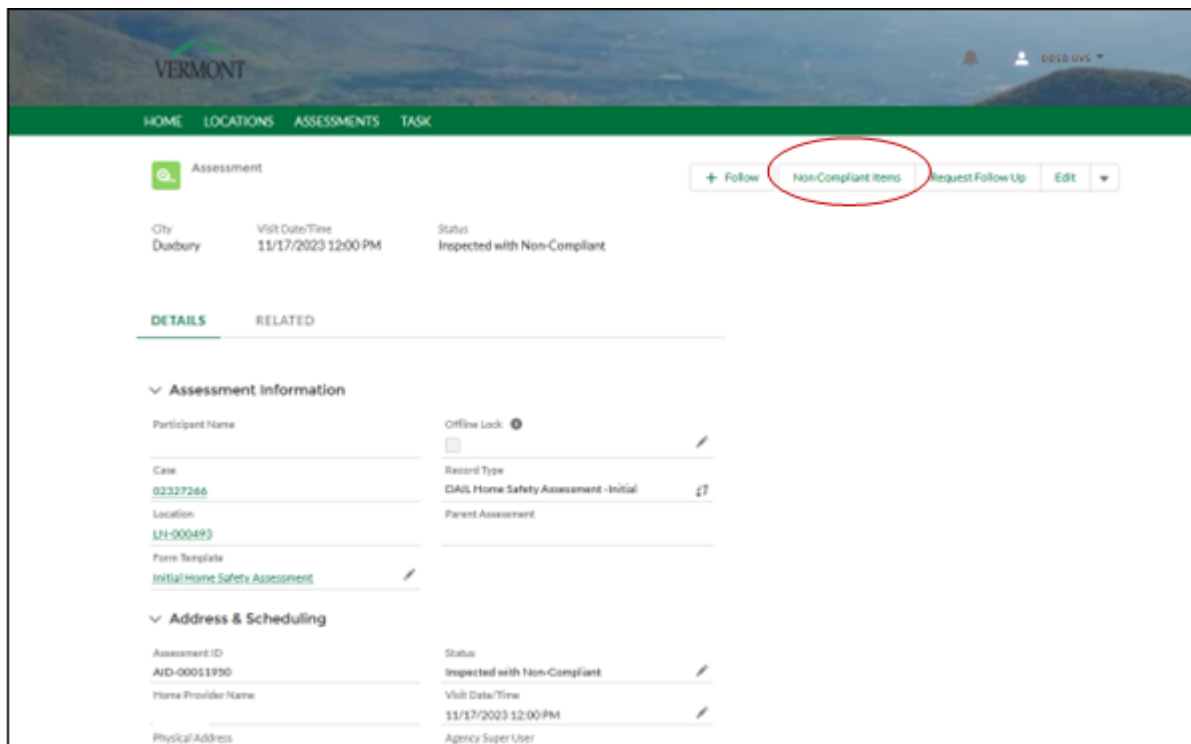
If the Housing Contractor finds Non-Compliant items during the inspection, see section on **Non-Compliant Assessment Items**.

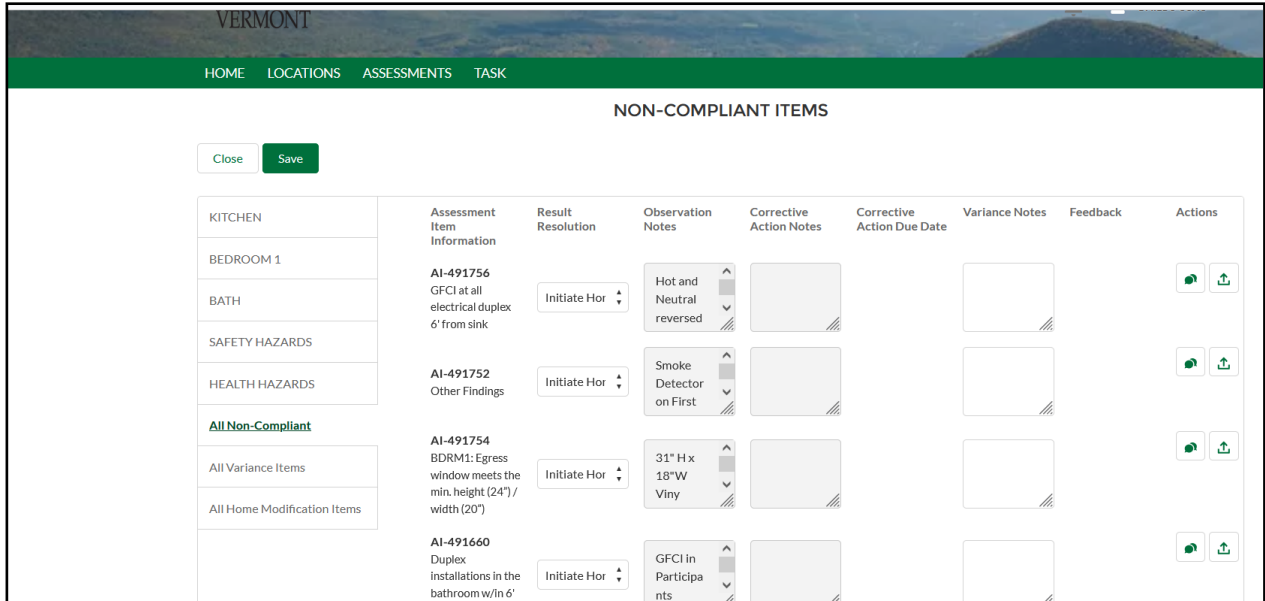
Non-Compliant Assessment Items

The Contractor will enter the findings of Compliant and Non-Compliant items found during the inspection into the Home Safety Assessment in the Portal.

To review the Non-Compliant Items, open the **Assessment** (or click on link in system notification):

- Click **Non-Compliant Items** on the top right of the screen.
- Click **All Non-Compliant** on the left tool bar.





Resolve Non-Compliant Items

There are two ways to resolve non-compliant items:

- **Initiate Home Modifications** - Working with the homeowner to complete repairs/home modifications to bring the non-compliant item(s) up to the safety standards.
- **Request Variance** – A Variance may be requested when a Provider Agency, in consultation with SLP, Participant and their team, feels that the Non-Compliant Assessment item is not a safety risk. (See Request Variance in the DAIL Housing Inspection and Accessibility Portal Manual for Agency Providers.)

Important:

- If a **Variance** is requested on an item(s) and the variance is Denied, a home modification *will* be required for that non-compliant item.
- All Variance requests need a decision by DAIL ***before*** creating a Follow-Up Home Safety Assessment in the Housing Portal, and before contacting the housing contractor.

Home Safety Assessment - Follow Up

- Before a Follow-up Assessment can be created in the Portal:
 - Any Variance being requested must be completed and a decision made by DAIL.
 - All home modifications must be completed and verified by the Provider Agency.
- The Follow-Up Assessment is created from the Initial Assessment.
- Each Initial Assessment should have no more than one Follow-Up Assessment in the system. Agencies must contact DAIL for prior approval if a second Follow-Up Assessment is felt necessary.

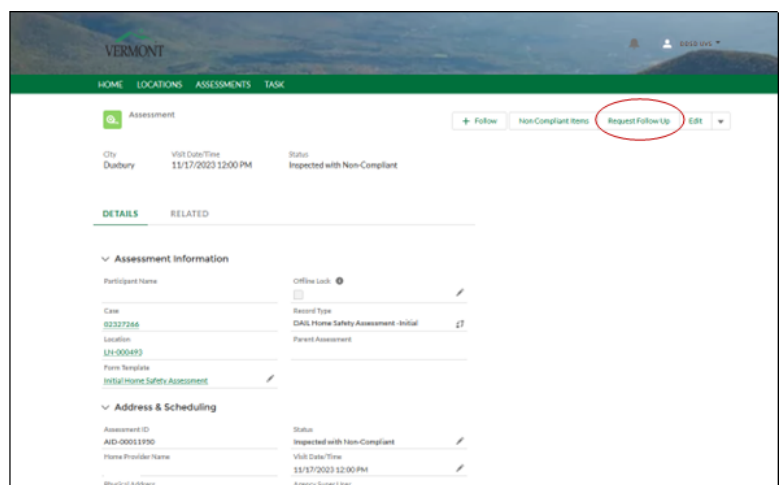
Creating a Follow Up Assessment

Step 1: Change Result Resolution

- Open the **Assessment** and click **Non-Compliant Items** on the top right of the screen.
- Click **All Non-Compliant** on the left tool bar.
- Change the Result Resolution to **Initial Home Modification**.
 - If a Variance is Denied, or Variance Feedback has been provided and no further Variance action is being taken, the Result Resolution for these items need to be changed to Initiate Home Modification.

Step 2: Click on the **Request Follow Up** button on the top right of the Assessment. The system will create the Follow-Up Assessment.

- A message will appear at the top of the page confirming the Follow-up Assessment has been created. However, it only appears for a few seconds.
- It may be necessary to refresh your browser to see the Follow-up Assessment.
 - 'DAIL Home Safety Assessment – Follow Up' will show in the Record Type field.
 - You may need to go to the Related tab in the Case to see the Follow-up Assessment.
 - Please do not click the button twice as it will create two follow-up



assessments.

Step 3: Scheduling the Assessment

- Provider Agency:
 - Ensure, and verify in person, that all Non-compliant items have been corrected.
 - Change the **Assessment Status** to **'To Be Scheduled'**
- Housing Contractor will contact the Provider Agency to schedule a Visit Date. The Contractor will enter:
 - **Visit Date/Time** - When the **Visit Date/Time** is saved, the **Assessment Status** will change to **'Scheduled.'**
 - **Assigned Contractor**

Follow Up Assessment Results

Once the Housing Contractor has finished the Follow-up inspection, they will enter the findings into the Portal. The Super User at the Provider Agency will receive a system generated e-mail notification with a link to view the information. Click **Assessment Link** to see the results.

If all of the Assessment items are Compliant, the notification will indicate Assessment Approved. The agency will need to **Approve** the **Case**.



Approving a Case

If all of the Assessments are Approved for the Case (Home Safety Assessment and Accessibility Assessment, if applicable), the Provider Agency needs to approve the **Case**.

Important: A Case cannot be approved if there are any Assessments that have not yet been Approved.

- If the Initial Home Safety Assessment has non-compliant items, please see **Review Non-compliant Assessment Items**.
- If the Follow Up Home Safety Assessment has non-compliant items, please contact DAIL to discuss further steps.

To Approve a Case

- Open the **Case**, click **Approved** on the bar across the top.
- Click **Mark Status as Complete**

The screenshot displays the Vermont Case Management System interface. At the top, there is a navigation bar with 'HOME', 'LOCATIONS', 'ASSESSMENTS', and 'TASK'. The user 'DAILDS UCS' is logged in. The main content area shows a 'Case' card with a status bar. The status bar includes buttons for '+ Follow', 'Edit', 'Submit for Approval', and 'Print Record'. Below the status bar, the case details are shown: Priority: Medium, Status: Open, Case Number: 02297542. A progress bar shows the case is currently in the 'Open' stage, with other stages being 'Emergency Placement Approved', 'Approved', and 'Closed'. A green button labeled 'Mark Status as Complete' is visible at the end of the progress bar. Below the progress bar, there are tabs for 'DETAILS' and 'RELATED'. Under the 'DETAILS' tab, there is a section for 'Location & Participant Information' with fields for Participant Name (Lisa Test), Case Number (02297542), Location, Status (Open), Program (Home and Community Based Services - DDSD), and Assessment Expiration Date.

DAIL Home Safety Assessment Single Room/Bedroom (Bedroom Only)

The Home Safety Assessment should include all *potential* bedrooms that may be used by a Participant even though they may not currently be in the room. Therefore, the need for a Home Safety Assessment Single Room/Bedroom should be very minimal.

If a Home Safety Bedroom Only Assessment is found necessary, the Provider Agency must contact DAIL for prior approval and next steps.

Note: The Home Safety Bedroom Only inspection may include more than one bedroom. When it is found necessary to do this additional assessment, the Agency should include all potential bedrooms to be done at this time that were not done in the Home Safety Assessment of the house.

Step 1: Provider Agency must contact DAIL for prior approval to have a Bedroom Only Assessment completed.

Step 2: Complete the Pre-inspection steps above for the additional bedroom(s) and obtain a new Fire Safety Escape Plan that includes the additional bedroom(s).

- **Agency Pre-Inspection:** The Provider Agency is required to do an in-person pre-inspection of the additional bedroom(s) and fill out the [Pre-Inspection Housing Standards and Checklist](#). The agency needs to work with the shared living provider to correct any known non-compliant items identified.
- **Fire Safety Escape Plan:** [DAIL Fire Safety Escape Plan requirements](#)

Step 3: Creating a Home Safety Assessment Single Room/Bedroom

- Create a Case (See **Creating a Case** in the DAIL Housing Inspection and Accessibility Portal Manual for Agency Providers.)
- Click the **Case** number and with the **Case** open, click on the **Related** tab.
- Go to the **Assessment** section and click **New**, a New Assessment screen will appear.
- Select **DAIL Home Safety Assessment Single Room/Bedroom** and click **Next**.
- **Form Template** – Type ‘Bedroom’ and select the **Safety Assessment Single Room/Bedroom** template.
- **Status** – The Status is ‘**Assessment Requested.**’
 - Change **Status** to ‘**To Be Scheduled**’ when Assessment is ready to be scheduled with Contractor.

- **Assigned Agency Super User** – Enter the name of the Agency Super User.
- **Pre-Inspection Complete and Fire Safety Escape Plan**
 - Check these blocks *when* the documents are uploaded.
 - Documents **MUST** be uploaded, using the correct Naming Convention (see instructions for [Naming Conventions: Documents](#))
 - Upload documents into the Related tab of the *Initial* Assessment.
 - New documents are required each time a new Home Safety Assessment is requested.

Step 4: Scheduling the Assessment

- Provider Agency:
 - Change the **Assessment Status** to **'To Be Scheduled'**
 - Ensure boxes for **Pre-Inspection Complete** and **Fire Safety Escape Plan** have been checked and documents have been uploaded.
- Housing Contractor will contact the Provider Agency to schedule a Visit Date. The Contractor will enter:
 - **Visit Date/Time** - When the **Visit Date/Time** is saved, the **Assessment Status** will change to **'Scheduled.'**
 - **Assigned Contractor**

Step 5: Attend the Assessment

The inspection is ready to be completed by the Housing Safety Contractor. An agency representative, the Participant, and the Shared Living Provider are required to be at the home during the inspection.

Re-Inspection (5 year or when required)

The Home Safety Assessment will be conducted every five (5) years. A re-inspection is also required when there are significant alterations to the home that may impact the safety of the individual living in the home, or if the DAIL Quality Management reviewer or Service Coordinator from the Provider Agency feels there are safety concerns in the home following a DAIL Quality Services Review and/or home visit. (See the Housing Safety and Accessibility Inspection Process Protocol.)

Homes that were inspected prior to July 1, 2011 are not required to have a Home Safety inspection completed every 5 years, unless there has been a change in the home. This may include, but is not limited to, the Participant is in need of an Accessibility Assessment, a new Participant moving into the home, home modifications made have been made in the home, the

DAIL Quality Management reviewer or Service Coordinator feels there are safety concerns in the home.

Reinspection Due Date

The Provider Agency staff must monitor the reports in the Housing Portal which shows the Assessment Expiration date for the Home Safety Assessment. All 5-year re-inspections must be completed within 90-days of when the Assessment Expires.

Important: A reinspection cannot be done *before* the Expiration Date. There is a 90-day grace period after the Expiration Date in which an agency is to complete the new inspection. If a new inspection is required before the Expiration Date, contact DAIL.

Process for 5-Year Reinspection

Step 1: Close the Current Case(s)

- Open the Location.
- Click on the current Approved **Case**.
- Enter “**5 Year Home Reinspection**” in the **Description Field**.
- Click **Closed** on the status bar towards the top, and **Mark Status as Complete**, then **Save**.

If there is more than one Participant currently living at the Location, this process needs to be completed for each Case.

When a home is due for a reinspection, *the agency must CLOSE all of the current Case(s) for the participant(s) in that location* before they can start the re-inspection process.

Step 2: Create a new Case

- Create a new **Case** for **each** participant at the location (See **Creating a Case**)
 - If there is more than one Participant currently living at the Location, a new Case needs to be created for each Participant.
- Open the **Case**, create a new Home Safety Assessment (See **Initial Home Assessment**).
 - If there are two Participants at the same home, only one Home Safety Assessment is necessary. Choose one of the Cases in which to create the new Initial Home Safety Assessment.

Step 3: Follow the steps for an Initial Home Safety Assessment

Other Reasons for Re-Inspection

If a home has had significant alterations or the DAIL Quality Team, or Provider Agency feel there are safety concerns in the home following a DAIL Quality Services Review and/or home visit, contact DAIL.