

Department of Disabilities, Aging, and Independent Living (DAIL)
Home Safety Inspection and Accessibility for Shared Living

Agency Portal User Manual

Variance Process for Home Safety Assessment

October 2024

In the rare occurrence that an item cannot be corrected or brought up to the standard requirements, the Provider Agency may submit a request for a Variance through the DAIL Housing Portal. DAIL Quality Management staff will review each variance request and enter a decision into the DAIL Housing Portal. Each variance request must have the necessary documentation as outlined below.

If additional time is required for a home modification, the Provider Agency **must** submit a request for a Variance for Additional Time, within 30 days of the inspection, through the DAIL Housing Portal and upload the documentation to support this request.

The DAIL Quality Management staff will review the Variance information to determine if the Variance should be granted.

If a Variance is Rejected (Denied), a home modification will be necessary for that non-compliant item.

Variances are person-specific; if the Participant living in the home changes or a second Participant moves into the home, a review of any approved Variances will need to be requested.

All Variances must be requested, and a decision made by DAIL, before a Follow-up Assessment is created and before the DAIL Contractor is contacted to schedule the Follow-up Assessment.

Non-Compliant Items

The expectation is that all items identified by the Home Safety Contractor that do not meet a safety standard will be addressed through a home modification to bring the item up to the standard requirements.

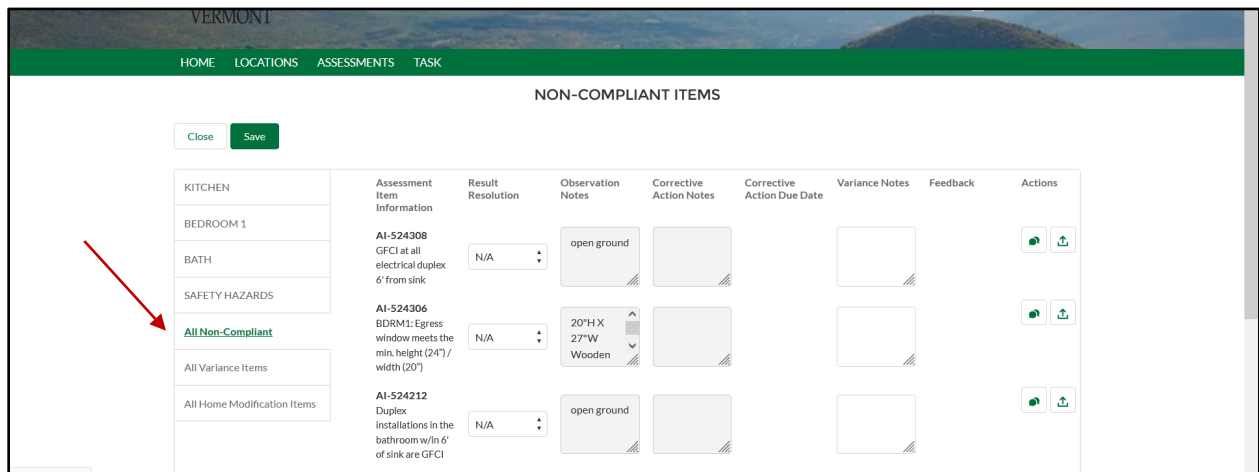
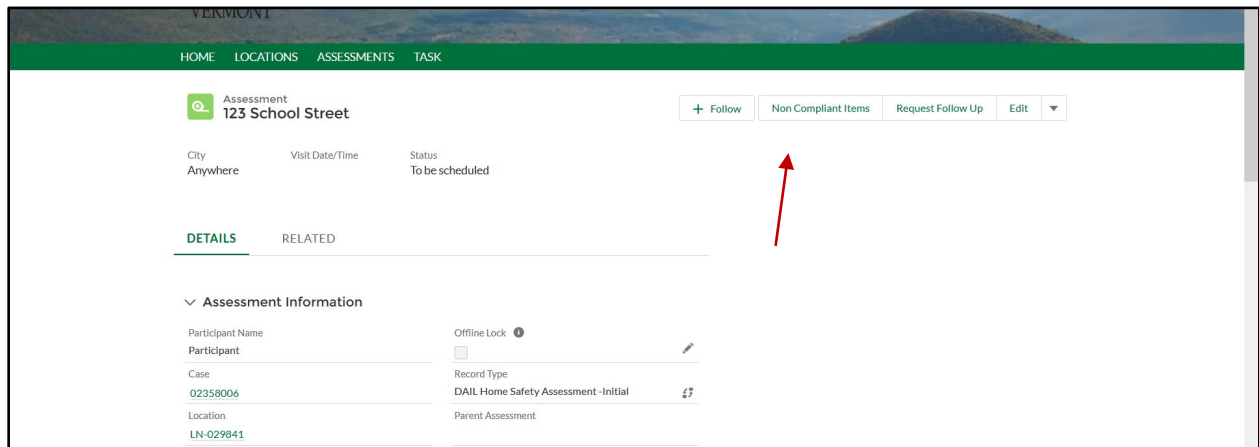
Request A Variance

A Variance request is submitted after the Housing Contractor has entered the Initial Home Safety inspection findings into the Portal, *before* a Follow-up inspection is created in the Portal and scheduled with the Housing Contractor.

View the Non-Compliant Items:

To view the items that were found Non-Compliant by the DAIL Contractor:

- Open the Home Safety Assessment;
- Click **Non-Compliant Items** in the upper right;
- Click **“All Non-Compliant”** on the list on the left; All the Non-Compliant Assessment Items found on the inspection will show.
- **Close** to go back to the Assessment.



Request a Variance

- Open the Initial Assessment, upload the required supporting documents in the **Related** tab of the **Initial Assessment**. *Do **not** upload the supporting document in the variance request.*
 - A rationale for why the request is being submitted; and
 - A statement from the Participant or Guardian acknowledging they are aware the Variance request is being submitted and they feel the Variance is in the best interest of the Participant and will not cause a safety risk;
 - If it is a Variance requesting Additional Time to make a modification, information **must** be uploaded with a safety plan about how the Participant will remain safe in the home while the non-compliant item is being corrected.

- Click on the **Non-Compliant items** (see above).
 - A **Variance Note** *must* be added for each Assessment Item in which a Variance is being requested that explains why a Variance is felt necessary. This information will assist DAIL when reviewing the request.
 - There is a limit of 255 characters for the **Variance Notes**. If a separate document was uploaded for the Variance Note, the note may say “See attached Note”.
 - *(All documentation MUST be uploaded, and the Variance Notes MUST be entered before this step is taken.)* Change the **Result Resolution** to **Request Variance** for each item in which a Variance is being requested.
 - Click **Save**. A system generated message will be sent to DAIL notifying them of the Variance request.

A Variance request locks the Assessment until a decision has been made; All Variance requests must have a decision by DAIL before the Provider Agency can take any further action on the Assessment in the Portal.

	Assessment Item Information	Result Resolution	Observation Notes	Corrective Action Notes	Corrective Action Due Date	Variance Notes	Feedback	Actions
KITCHEN								
BEDROOM 1								
BATH	AI-524308 GFCI at all electrical duplex 6' from sink	N/A	open ground					
SAFETY HAZARDS								
All Non-Compliant	AI-524306 BDRM1: Egress window meets the min. height (24") / width (20")	Request Va	20"H X 27"W Wooden			See uploaded document		
All Variance Items								
All Home Modification Items								
	AI-524212 Duplex installations in the bathroom w/in 6' of sink are GFCI	N/A	open ground					
	AI-524317 Electricity: Exterior duplexes and duplexes with a sink, pool, hot tub, or other	N/A	front porch, open ground					

Variance Decision Review

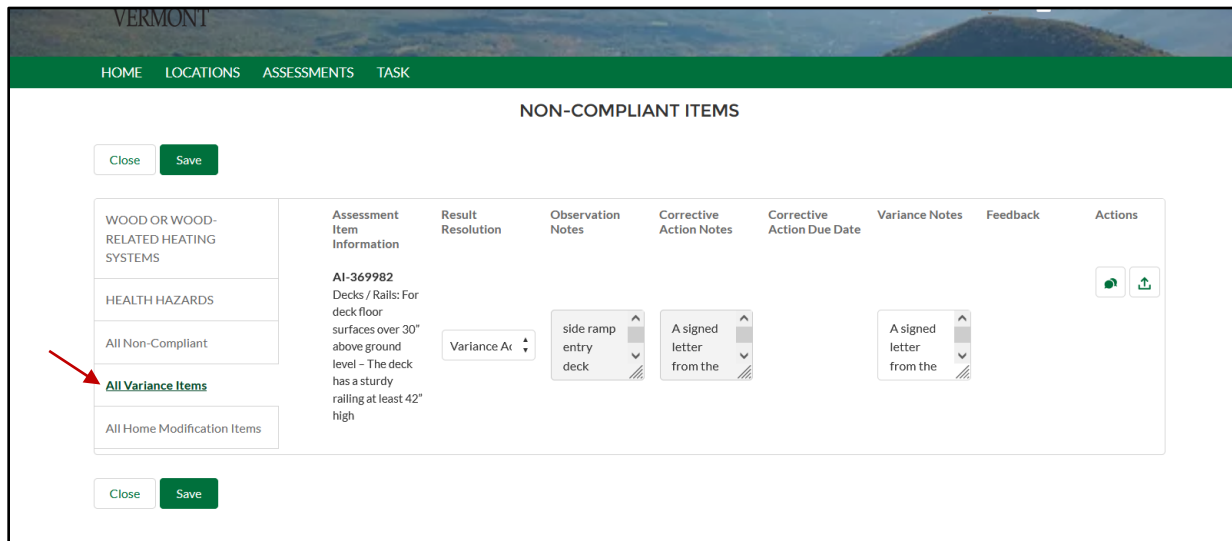
DAIL will receive a system generated e-mail notification about the Variance request, and the DAIL Quality Management reviewer will review all the Variance information. DAIL will enter a decision on the Variance through the Portal. The agency will receive a system generated e-mail of the Variance decision.

There may be a combination of Variance **Result Resolutions** (decisions):

- Rejection (Denial),
- Approval, or
- Feedback.

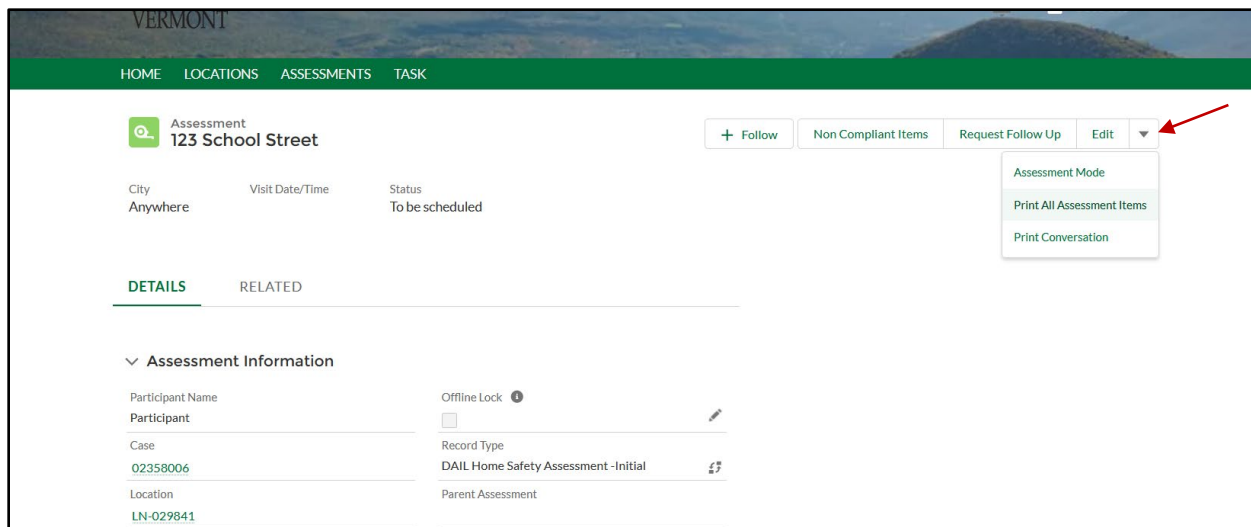
Review the Variance Decision

- Click the Link to the Assessment that is included in the e-mail notification about the Variance decision; or in the Portal go to the **Assessment** and click **Non-Compliant Items**. (See instructions above)
- Click **All Variance Items** on the list on the left to view the decision(s) by the DAIL Quality Management reviewer.



Alternative ways to view *all* the findings, comments, Assessment item status and the Variance information for the Assessment:

- Open the Assessment
- Click the chevron (or carrot) on the upper right corner
 - **Print All Assessment Items.** This document can be downloaded and printed.
 - **Assessment Mode.** This view will show all of the information listed above; however, it cannot be downloaded or printed.



Variance Decision

Variances must be Approved or a home modification completed before a Follow-up Assessment can be created in the DAIL Housing Portal and before the Assessment is scheduled with the Contractor.

There may be a combination of Variance Decisions:

- Rejection (Denial),
- Approval,
- Feedback Provided.

It is important to read the Variance Notes that are entered by the DAIL Quality Management reviewer.

Variance Approval

If a Variance is Approved, the item will change to Compliant and no longer show on the list of Non-Compliant items.

- If the Variance requests are approved, but there are other items that need home modification, the Provider Agency will need to work with the Shared Living Provider to ensure all other home repairs have been completed then follow the steps to request a Follow-up inspection.
- If the Variance requests are approved and there are no other Home Modifications needed or being completed, a Follow-up Assessment does not need to be created. The Quality Management Team will approve the Assessment; the agency will receive a system generated notification that the Assessment has been Approved.

Variance Denial

If a Variance is Denied, the item will continue to show as a **Non-Compliant** Item. The Provider Agency must work with the Shared Living Provider to make the required home modification to bring the item to standard within the required timeframe.

Feedback Provided

- If DAIL needs additional information for a Variance request, they will enter a note into the Variance request of what is needed and the agency will receive a system notification showing **Feedback Provided**.
 - The Provider Agency will need to upload the requested documentation into the Housing Portal, in the **Related** Tab of the Initial Assessment.
 - Reopen the Assessment and (re)request the Variance using the same steps as **Request a Variance**, being sure to address the reviewer's questions in **Feedback**.

Variance for Additional Time

If additional time is required for a home modification, the Provider Agency **must** submit a request for a **Variance for Additional Time**, within 30 days of the inspection, through the DAIL Housing Portal.

- A Variance Feedback note will be added in DAIL's response to the Variance for Additional time, which will include if the Additional Time is approved or denied.
- If the Additional Time is *approved*, DAIL will provide in the **Variance Feedback** notes a date in which the modification is to be completed. The Provider Agency must work with the Shared Living Provider to correct this item within the required timeframe. The agency must contact DAIL to discuss the Follow-up Process.

All Variance requests must have a decision by DAIL, and all home modifications completed, before a Follow-up Assessment can be created in the Portal and a Follow-up inspection is scheduled with the DAIL Contractor.

Change in Participant Living in the Home

Variances are person-specific; if the Participant living in the home changes or a second Participant moves into the home, a review of any approved Variances needs to be requested.

Variance Review

- Create a Case for the Participant moving into the home.
- Obtain the supporting Variance documentation.
 - At minimum, a document from the Participant or Guardian acknowledging they are aware the Variance request is being submitted and they feel the Variance is in the best interest of the Participant and will not cause a safety risk.
 - Document from the providing agency explaining why the Variance is being requested, for each Variance being requested. This information will assist DAIL when reviewing the request.
- Upload the supporting Variance documentation into the **Related** tab of the Case that was just created.
- Email the DAIL Housing Portal Workgroup of the request to review the Variance.
- The agency will receive an e-mail from DAIL about the new Variance decision.