



STATE OF IOWA

CHESTER J CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 11, 2008

GENERAL LETTER NO. 16-G(1)-1

ISSUED BY: Bureau of Protective Services, Division of Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, Title page, new; Contents (page 1), new; and pages 1 through 31, new.

Summary

This new manual chapter is intended to facilitate the Protective Services Central Intake Units, but will also provide guidance to all protective service workers and supervisors conducting intake.

The information concerning intake for reports of dependent adult abuse is included in this new manual chapter. Previous sections, "Intake," and "Case Assignment," from Employees' Manual, Chapter 16-G, are revised and included in this new chapter.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

Refer questions about this general letter to your area service administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 18, 2008

GENERAL LETTER NO. 16-G(1)-2

ISSUED BY: Bureau of Protective Services, Division of Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, Contents (page 1), revised; pages 1 through 7, 9, 10, 11, 20, 21, and 25 through 28, revised.

Summary

This chapter is revised to reflect changes in policy pursuant to changes in 2008 Iowa Acts, House File 2591, effective July 1, 2008, which affect intake on dependent adult abuse.

The Department of Inspections and Appeals (DIA) will now have responsibility for evaluating reports of dependent adult abuse committed by staff members or employees in the following programs, in addition to health care facilities defined in Iowa Code section 135C and hospitals defined in 135B:

- ◆ Elder group homes defined in Iowa Code section 231B.1;
- ◆ Assisted living programs certified in Iowa Code section 231C.3; and
- ◆ Adult day service programs defined in Iowa Code section 231D.1.

DHS will continue to evaluate allegations of abuse when the person suspected of abusing a dependent adult is not a staff member or employee or the dependent adult is out of the facility or program and the caretaker is not a staff member or employee. DHS will also continue to assess the immediate threat to the physical safety of dependent adults after hours, on weekends and on holidays.

The allegation of "sexual exploitation of a dependent adult in a health care facility" has been changed to "sexual exploitation of a dependent adult by a caretaker".

Effective Date

July 1, 2008

Material Superseded

Remove the following pages from Employees' Manual, Title 16, Chapter G(1), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 11, 2008
1-7, 9-11, 20, 21, 25-28	April 11, 2008

Additional Information

Refer questions about this general letter to your area service administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

April 3, 2009

GENERAL LETTER NO. 16-G(1)-3

ISSUED BY: Bureau of Protective Services,
Division of Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, Contents (page 1), revised; pages 1, 2, 21 through 24, and 25, revised; and pages 24a and 24b, new.

Summary

This chapter is revised to:

- ◆ Add a new section concerning caretakers serving as power of attorney for health care for dependent adults who may be violating the law. Unless the caretaker is related to the dependent adult within the third degree of consanguinity, by law the caretaker may not provide care and also serve as power of attorney for the dependent adult.
- ◆ Provide link to Employees' Manual, Title 16, Comm. 96, *Dependent Adult Protection Handbook* following the section on criteria to accept a report of alleged abuse.
- ◆ Change the policy on notifying reporters of abuse. The new policy is the intake worker will send form 470-3944, *Dependent Adult Abuse Notice of Intake Decision*, on every report of abuse within five working days, whether the report of abuse is accepted for evaluation or assessment or rejected.
- ◆ Add a new section on making referrals at the time of intake to Department service workers and licensing agents when ISIS indicates there is an open service on the dependent adult.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 16, Chapter G(1), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (p. 1)	July 18, 2008
1, 2, 21	July 18, 2008
22-24	April 11, 2008
25	July 18, 2008

Additional Information

Refer questions about this general letter to your area service administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

June 26, 2009

GENERAL LETTER NO. 16-G(1)-4

ISSUED BY: Bureau of Protective Services,
Division of Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, Contents (page 1), revised; pages 2, 4 through 8, 10, 13 through 16, 21, 24, 24a, 24b, and 25, revised; and pages 24c and 24d, new.

Summary

Chapter 16-G(1) is revised to:

- ◆ Add 2009 Iowa Acts, Senate Files 484 and 438, to the legal basis for dependent adult protection policy.
- ◆ Add new definition of "boarding home" and new policy for participating in multidisciplinary teams coordinated by the Department of Inspections and Appeals to respond to allegations of abuse of dependent adults living in boarding homes.
- ◆ Change definition of "sexual exploitation of a dependent adult by a caretaker" to:
 - Remove the factor that the sexual exploitation was "for the purpose of arousing or satisfying the sexual desires of the dependent adult or caretaker"; and
 - Include in the definition "transmission, display, taking of electronic images of the unclothed breast, groin, buttock, anus, pubes or genitals for a purpose not related to treatment or diagnosis or as part of an on-going assessment, evaluation, or investigation."
- ◆ Clarify that all mandatory reporters shall be considered mandatory reporters even if another mandatory reporter has already reported the incident the person is reporting. All mandatory reporters shall be sent form 470-3944, *Dependent Adult Abuse Notice of Intake Decision*.
- ◆ Clarify that if the intake worker discovers from a background check in ISIS that the dependent adult has a DHS service worker or a targeted case manager, the intake worker may want to consider an in-depth intake because that person is a mandatory reporter of dependent adult abuse.
- ◆ Require sending form 470-4800, *Notice Concerning Suspected Abuse*, to notify a DHS service worker or HCBS specialist that the Intake Unit has accepted a report of abuse on a dependent adult.

Effective Date

July 1, 2009

Material Superseded

Remove the following pages from Employees' Manual, Title 16, Chapter G(1), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 3, 2009
2	April 3, 2009
4-7	July 18, 2008
8	April 11, 2008
10, 13	July 18, 2008
14-16	April 11, 2008
21, 24, 24a, 24b, 25	April 3, 2009

Additional Information

Refer questions about this general letter to your area social work administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

April 9, 2010

GENERAL LETTER NO. 16-G(1)-5

ISSUED BY: Bureau of Protective Services,
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, pages 10, 21, 22, and 24d, revised.

Summary

This manual is revised to:

- ◆ Update Regional Centralized Intake numbers.
- ◆ Add policy for when a referral is on a perpetrator who has deceased.
- ◆ Add new policy for referrals on boarding homes that request "assessments only" and do not include referrals on suspected dependent adults being abused.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 16, Chapter G(1):

<u>Page</u>	<u>Date</u>
10, 21	June 26, 2009
22	April 3, 2009
24d	June 26, 2009

Additional Information

Refer questions about this general letter to your area social work administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

October 15, 2010

GENERAL LETTER NO. 16-G(1)-6

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, Contents (page 1), revised; pages 2, 4, 9 through 12, 21, 24, 24a through 24d, revised; and page 24e, new.

Summary

This chapter is revised to:

- ◆ Update the legal basis for policy.
- ◆ Delete the definition of "brothel."
- ◆ Add the definition of "serious injury."
- ◆ Delete "detention in a brothel" as type of sexual abuse.
- ◆ Revise the location of Centralized Intake from five service areas to one location at the Central Abuse Registry.
- ◆ Add new section, "Use of Rejected Intake Information," which informs intake workers to use information from rejected intakes to consider if, when added to the new allegations, constitutes abuse, neglect or exploitation.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Chapter 16-G(1):

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 26, 2009
2, 4	June 26, 2009
9	July 18, 2008
10	April 9, 2010
11	July 18, 2008
12	April 11, 2008
21	April 9, 2010
24, 24a-24c	June 26, 2009
24d	April 9, 2010

Additional Information

Refer questions about this general letter to your area social work administrator.



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

April 29, 2011

GENERAL LETTER NO. 16-G(1)-7

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, pages 24c and 24e, revised.

Summary

Chapter 16-G(1) is revised to:

- ◆ Require copies of rejected intake reports to be maintained in the Centralized Service Intake Unit for three years, instead of six months.
- ◆ Change the phone number to call when a referral on a boarding home is received.

Effective Date

Upon receipt.

Material Superseded

This material replaces Employees' Manual, Title 16, Chapter G(1), pages 24c and 24e, dated October 15, 2010.

Additional Information

Refer questions about this general letter to your area social work administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

April 20, 2012

GENERAL LETTER NO. 16-G(1)-8

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, Title page, revised; Contents (page 1), revised; pages 24b through 24e, revised; and page 24f, new.

Summary

Chapter 16-G(1) is revised to:

- ◆ Add new information to explain to reporters about the criteria that must be met to accept a report of dependent adult abuse.
- ◆ Add new policy for when additional allegations are received on a currently open evaluation or assessment.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 16, Chapter G(1):

<u>Page</u>	<u>Date</u>
Title page	April 11, 2008
Contents (page 1)	October 15, 2010
24b	October 15, 2010
24c	April 29, 2011
24d	October 15, 2010
24e	April 29, 2011

Additional Information

Refer questions about this general letter to your area social work administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

June 22, 2012

GENERAL LETTER NO. 16-G(1)-9

ISSUED BY: Bureau of Child Welfare and Community Services,
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT
ABUSE INTAKE**, pages 12, 22, 24c, and 25, revised.

Summary

Chapter 16-G(1) is revised to update the term "mental retardation" to "intellectual disability" as directed by 2012 Iowa Acts, Senate File 2247.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 16, Chapter G(1):

<u>Page</u>	<u>Date</u>
12	October 15, 2010
22	April 9, 2010
24c	April 12, 2012
25	June 29, 2009

Additional Information

Refer questions about this general letter to your area social work administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

March 14, 2014

GENERAL LETTER NO. 16-G(1)-10

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), ***DEPENDENT ADULT ABUSE INTAKE***, page 27, revised.

Summary

Chapter 16-G(1) is revised to update a link to the Department of Inspections and Appeals' website.

Effective Date

Upon receipt.

Material Superseded

This material replaces Employees' Manual, Title 16, Chapter G(1), page 27, dated July 18, 2008.

Additional Information

Refer questions about this general letter to your area social work administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

June 17, 2016

GENERAL LETTER NO. 16-G(1)-11

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), **DEPENDENT ADULT ABUSE INTAKE**, pages 24a, 24f, 26, 29, and 30, revised.

Summary

Chapter 16-G(1) is revised to:

- ◆ Reflect changes regarding entering intakes into SODA when determined to be DIA jurisdiction or DIA/DHS concurrent jurisdiction.
- ◆ Clarify assigned worker response timeframes when using an in-depth intake.
- ◆ Update links to the National Adult Protective Services Association website.
- ◆ Update links due to the Department's new website.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 16, Chapter G(1):

<u>Page</u>	<u>Date</u>
24a	October 15, 2010
24f	April 20, 2012
26	July 18, 2008
29, 30	April 11, 2008

Additional Information

Refer questions about this general letter to your area service administrator.

January 31, 2020

GENERAL LETTER NO. 16-G(1)-12

ISSUED BY: Bureau of Child Welfare and Community Services
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G(1), ***Dependent Adult Protective Services (APS) Intake***, obsolete.

Summary

The material in this chapter has been updated and reissued in 18-A(3), ***Dependent Adult Intake***.

Effective Date

Upon receipt.

Material Superseded

This material rescinds the entire Chapter G(1) from Employees' Manual, Title 16, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	April 20, 2012
Contents (page 1)	April 20, 2012
1	April 3, 2009
2	October 15, 2010
3	July 18, 2008
4	October 15, 2010
5-8	June 26, 2009
9-11	October 15, 2010
12	June 22, 2012
13-16	June 26, 2009
17-19	April 11, 2008
20	July 18, 2008
21	October 15, 2010
22	June 22, 2012
23	April 3, 2009

24	October 15, 2010
24a	June 17, 2016
24b	April 20, 2012
24c	June 22, 2012
24d, 24e	April 20, 2012
24f	June 17, 2016
25	June 22, 2012
26	June 17, 2016
27	March 14, 2014
28	July 18, 2008
29, 30	June 17, 2016
31	April 11, 2008

Additional Information

Refer questions about this general letter to your area service administrator.