



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

February 20, 1996

## **GENERAL LETTER NO. 16-G-5**

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

**SUBJECT:** Employees' Manual, Title 16, Chapter G, *Dependent Adult Protective Services*, Title page, revised; Contents, pages 1 and 2, revised; Contents, page 3, new; pages 1 through 74, revised; and pages 75 through 95, new.

### **Summary**

The Dependent Adult Protective Services Employees' Manual, is revised. There is a new section titled, "Sources of Report." This section describes three types of reporters, what they are entitled to; and what is expected of them.

Intake has been added to the "Evaluation and Assessment Process." The "Intake" section includes: criteria for evaluation, situations that are not dependent adult abuse, information gathered at intake, rejected intakes, and case assignment.

Also added to the "Evaluation and Assessment Process" are: evaluation and assessment, dependent adult refuses interview, other interviews, gathering physical and documentary evidence, assessment of the home environment and relationships of household members, evaluation of information, service recommendations and referrals, authority to compel acceptance of services, allegations of abuse in out-of-home settings, notice of outcome to subjects and others, dependent adult protection reporting form, and jurisdiction of evaluation or assessment.

Additions to the "Delivery of Dependent Adult Abuse Services" section are: law enforcement intervention, legal counsel appointed for dependent adult, and less restricted legal options.

### **Effective Date**

February 1, 1996

## **Material Superseded**

Destroy Employees' Manual Title XVI, Chapter G, which includes:

<u>Page</u>	<u>Date</u>
Title page	March 19, 1991
Contents page 1	October 5, 1993
Contents page 2	January 12, 1993
1-4	January 12, 1993
5	October 5, 1993
6-10	January 12, 1993
11-14, 14a, 15	October 5, 1993
16-36	January 12, 1993
36a, 36b	October 5, 1993
37, 38	October 1, 1991
39-42	March 19, 1991
43, 44	January 12, 1993
45	March 19, 1991
46-55	January 12, 1993
56, 56a	October 5, 1993
57, 58, 58a	January 12, 1993
59	March 19, 1991
60-64	January 12, 1993
65	March 19, 1991
66	October 1, 1991
67, 68	January 12, 1993
69, 70	October 1, 1991
71-74	January 12, 1993

## **Additional Information**

Please contact your regional administrator if you need additional information.



August 20, 1996

**GENERAL LETTER NO. 16-G-6**

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

SUBJECT: Employees' Manual, Title 16, Chapter G, *Dependent Adult Protective Services*, Title page, revised; Contents, pages 1 - 3, revised, pages 1 through 95, revised; and pages 96 through 101, new.

**Summary**

The Dependent Adult Abuse Protective Services Employees' Manual is revised to reflect statutory changes enacted in Senate File 2381, 1996 Iowa Acts. This bill:

- ◆ Increases responsibilities of multidisciplinary teams to include assisting in assessing the needs of, formulating and monitoring a treatment plan for, and coordinating services to victims of dependent adult abuse.
- ◆ Establishes a Dependent Adult Abuse Advisory Council to advise the Department and to evaluate, review, and recommend changes in the dependent adult abuse program.
- ◆ Amends the definition of financial exploitation to include "without the informed consent of the dependent adult."
- ◆ Added definitions for "emergency shelter services," "family or household members," and "support services," which relate to new language which mandates that law enforcement will remain at the scene as long as there is danger to a victim of dependent adult abuse.
- ◆ Added definitions for "immediate danger to health or safety," and "legal holiday," which relate to new language which gives the Department the authority to petition the court for emergency services.
- ◆ Added definitions for "recklessly," and "serious injury," which relate to new language which establishes criminal penalties for persons who are found to have abused a dependent adult.
- ◆ Amends what is not dependent adult abuse and adds to it circumstances when a caretaker, acting in accordance with the dependent adult's stated or implied consent, declines medical treatment of the dependent adult because of a religious or spiritual belief.
- ◆ Adds that the assessment shall include interviews with the dependent adult, the alleged perpetrator, and any one with knowledge of the circumstances.
- ◆ Adds that if the assessment reveals a criminal offense, the Department will report it to law enforcement.

- ◆ Adds “other remedies provided by the law will be pursued,” in addition to guardianships, conservatorships, and commitments.
- ◆ Adds a new section which directs law enforcement to use all reasonable means to prevent further abuse if dependent adult abuse which includes a criminal offense has occurred. It also states the law enforcement officer will remain with the dependent adult as long as there is danger, or assist the dependent adult in leaving and finding a safe place.
- ◆ Adds a new section which gives the Department the authority to petition the court to stop the caretaker from preventing the dependent adult from receiving services, when the dependent adult agrees to the services.
- ◆ Adds a new section which gives the Department the authority to petition the court to order services to a dependent adult who has been abused and lacks capacity to consent. The dependent adult must be eligible for the services and the services must already exist.
- ◆ Adds a new section which gives the Department the authority to petition the court to order emergency services provided to a dependent adult, who lacks the capacity to consent. Emergency services include:
  - Removing the dependent adult from a life-threatening situation.
  - The provision of medical services.
  - Provision of other available services. (The dependent adult must be eligible for the services and the services must already exist.)

This section also adds new language which gives the Department the authority to petition the court to order that a third person (the caretaker) can not:

- Remove the dependent adult from another person’s care.
  - Commit abuse.
  - Live at the dependent adult’s residence.
  - Contact the dependent adult in person or by phone.
  - Sell, remove, or dispose of the dependent adult’s property.
- ◆ Adds a new section which imposes criminal penalties for someone who is found to have abused a dependent adult.

**Effective Date**

August 1, 1996

**Material Superseded**

Destroy the entire Employees’ Manual Title 16, Chapter G, dated February 20, 1996.

**Additional Information**

Please contact your regional administrator if you need additional information.



July 7, 1998

**GENERAL LETTER NO. 16-G-7**

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

SUBJECT: Employees' Manual, Title 16, Chapter G, *Dependent Adult Protective Services*, Contents (page 1), revised; pages 23, 24, 25, 39 through 44, and 45, revised; and page 44a, new.

**Summary**

An example of who completes an evaluation of dependent adult abuse when a dependent adult lives in and was abused in a different county than that person's county of legal settlement has been added on page 24.

A statement of clarification on the living arrangements where the Department of Human Services is responsible for completing evaluations of dependent adult abuse is added on page 25.

Another statement of clarification on the living arrangements where the Department of Human Services is responsible for completing the evaluations of dependent adult abuse is added on page 39.

The requirements to access assistance from Crime Victim Assistance are added to page 45.

**Effective Date**

Upon receipt.

**Material Superseded**

Remove from Employees' Manual, Title 16, Chapter G, Contents (page 1), pages 23-25, and 39-45, all dated August 20, 1996, and destroy them.

**Additional Information**

Please contact your regional service administrator if you need additional information.



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

August 25, 1998

**GENERAL LETTER NO. 16-G-8**

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

SUBJECT: Employees' Manual, Title 16, Chapter G, *Dependent Adult Protective Services*,  
page 25, revised.

**Summary**

A correction has been made in the sentence describing when DHS staff complete evaluations of abuse in health care facilities on page 25. Previously it stated that DHS staff would complete the evaluation if the "allegation was financial exploitation and the alleged perpetrator was not facility staff." It has been corrected to read, "When the alleged perpetrator is someone other than facility staff."

**Effective Date**

Upon receipt.

**Material Superseded**

Remove from Employees' Manual, Title 16, Chapter G, page 25, dated July 7, 1998, and destroy it.

**Additional Information**

Please contact your regional service administrator if you need additional information.



THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES M. PALMER, DIRECTOR

February 16, 1999

## GENERAL LETTER NO. 16-G-9

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

SUBJECT: Employees' Manual, Title 16, Chapter G, *Dependent Adult Protective Services*, Contents (pages 1 through 3), revised; Contents (page 4), new; pages 25, 83, and 84, revised; and page 24a, new.

### Summary

The section titled, **Allegations of Abuse in Health Care Facilities** has been rewritten and is now titled, **Responsibilities for allegations of Abuse of Residents in Health Care Facilities: DIA**. The rewritten section clarifies specifically under which circumstances DHS and DIA are responsible for completing evaluations of abuse in health care facilities.

A new section has been added titled, **DHS Response to Allegations After Hours, Weekends and Holidays**. The new section more clearly defines the responsibilities of DHS when responding to allegations of abuse in health care facilities after hours, weekends, and on Holidays.

A new paragraph is added to the section on "Registry Review", which explains when the Registry will complete a review on an unfounded report.

Page 83 is revised to clarify requests to evaluate a copy of an expunged report.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	July 7, 1998
Contents (pages 2 and 3)	August 20, 1996
25	August 25, 1998
83, 84	August 20, 1996

### Additional Information

Please contact your regional service administrator if you need additional information.

HOOVER STATE OFFICE BUILDING - DES MOINES, IA 50319-0114



THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

July 27, 1999

**GENERAL LETTER NO. 16-G-10**

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

SUBJECT: Employees' Manual, Title 16, Chapter G, *Dependent Adult Protective Services*,  
page 23, revised.

**Summary**

Directions to send copies of rejected intakes to the appropriate county attorney have been added to the section relating to rejected intakes. This change is based on a new interpretation of the statute for dependent adult abuse reporting.

**Effective Date**

Upon receipt.

**Material Superseded**

Remove from Employees' Manual, Title 16, Chapter G, page 23, dated July 7, 1998, and destroy it.

**Additional Information**

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





THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

May 2, 2000

## GENERAL LETTER NO. 16-G-11

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

SUBJECT: Employees' Manual, Title 16, Chapter G, *Dependent Adult Protective Services*, pages 14, 16, 24, 26, 27, 52, 59, 61, 78, 80, 82, 84, 89 through 92, 96, 97, and 99, revised.

### Summary

The manual is revised to reflect the changes in form names and numbers since the following forms have been revised:

470-0657, *Dependent Adult Abuse Services Intake*  
470-3326, *Dependent Adult Abuse Information Request*  
470-0680, *Dependent Adult Abuse Report – Part I*  
470-0627, *Registry Extension*  
470-0612, *Request for Dependent Adult Abuse Registry Information*  
470-0681, *Dependent Adult Protection Reporting*

See 16-G-Appendix for samples of these forms.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
14, 16	August 20, 1996
24	July 7, 1998
26, 27, 52, 59, 61, 78, 80, 82	August 20, 1996
84	February 16, 1999
89-92, 96, 97, 99	August 20, 1996

### Additional Information

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



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

March 12, 2002

## GENERAL LETTER NO. 16-G-12

ISSUED BY: Bureau of Protective Services  
Division of Behavioral, Developmental, and Protective Services

SUBJECT: Employees' Manual, Title 16, Chapter G, ***DEPENDENT ADULT PROTECTIVE SERVICES***, Contents (pages 2 and 3), revised; pages 6, 7, 10 through 14, 38, 53, 57, 59, 60, 78 through 82, 91, 92, and 95, revised; and pages 38a, 82a, and 98a, new.

### Summary

This chapter is revised to:

- ◆ Update the definition of "social worker."
- ◆ Update the definition of "support services."
- ◆ Revise hotline procedures.
- ◆ Clarify that an employer may not apply a policy that interferes with a mandatory reporter making a report.
- ◆ Add a procedure for interviewing collaterals and sending a copy of the completed report to the county attorney.
- ◆ Clarify that when completing the assessment or evaluation report to send a copy of the completed report to the county attorney's office.
- ◆ Add information on retaining assessment or evaluation case records, sealing, and expungement for founded assessment reports.
- ◆ Update form numbers.
- ◆ Add bank or financial institution records to the list of reports to review when completing the *Dependent Adult Abuse Report, Part II, form 470-0688*.

### Effective Date

July 1, 2001

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (pp. 2 and 3)	February 16, 1999
6, 7, 10-13,	August 20, 1996
14	May 2, 2000
38, 53, 57	August 20, 1996
59	May 2, 2000
60	August 20, 1996
78	May 2, 2000
79	August 20, 1996
80	May 2, 2000
81	August 20, 1996
82, 91, 92	May 2, 2000
95	August 20, 1996

**Additional Information**

Refer questions about this general letter to your service area manager or designee..



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

November 12, 2002

## GENERAL LETTER NO. 16-G-13

ISSUED BY: Bureau of Protective Services,  
Division of Behavioral, Developmental, and Protective Services for Families,  
Adults, and Children

SUBJECT: Employees' Manual, Title 16, Chapter G, ***DEPENDENT ADULT  
PROTECTIVE SERVICES***, Contents (pages 2 and 3), revised; pages 3, 7, 8, 9,  
11, 23, 24, 24a, 28, 29, 44, 44a, 45, 46, 53, 54, 56, 59, 60, 61, 66, 74, 76, 83, 85,  
86, 89, 90, 91, 95, 96, 98a, and 99, revised; and page 24b, new.

### Summary

This chapter is revised to:

- ◆ Clarify the policy that the county where the dependent adult lives or is placed has primary responsibility for completing the evaluation.
- ◆ Add new policy on beginning new evaluation or assessment for each additional abused dependent adult and perpetrator suspected of being responsible for abuse.
- ◆ Add references to new form 470-3944, *Dependent Adult Abuse Notice of Intake Decision*.
- ◆ Add a list of forms sent to the Registry at the completion of an evaluation or assessment.
- ◆ Add hospitals to the list of employers that have access to dependent adult abuse for the purpose of employee background checks, effective July 1, 2002.
- ◆ Reflect the reorganization of the Department.
- ◆ Update legal references and form names and numbers.
- ◆ Correct a typographical error.

### Effective Date

Upon receipt

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (pages 2 and 3)	March 12, 2002
3	August 20, 1996
7	March 12, 2002
8, 9	August 20, 1996
11	March 12, 2002
23	July 27, 1999
24	May 2, 2000
24a	February 16, 1999
28, 29	August 20, 1996
44, 44a, 45	July 7, 1998
46	August 20, 1996
53	March 12, 2002
54, 56	August 20, 1996
59, 60	March 12, 2002
61	May 2, 2000
66, 74, 76	August 20, 1996
83	February 16, 1999
85, 86	August 20, 1996
89, 90	May 2, 2000
91, 95	March 12, 2002
96	May 2, 2000
98a	March 12, 2002
99	May 2, 2000

### **Additional Information**

Refer questions about this general letter to your service supervisors.



August 5, 2003

**GENERAL LETTER NO. 16-G-14**

ISSUED BY: Bureau of Protective Services,  
Division of Behavioral, Developmental, and Protective Services for Families,  
Adults, and Children

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT  
PROTECTIVE SERVICES**, Contents (pages 2 and 3), revised; pages 7, 24, 29,  
30, 41 through 44, 44a, 45, 49, 54, 55, 56, 61, 62, 80 through 86, 91 through 98,  
and 98a, revised; and pages 30a and 86a, new.

**Summary**

This chapter is revised to:

- ◆ Clarify that, when a dependent adult is abused while at camp or on vacation, the county that has jurisdiction of the report is the county of placement.
- ◆ Add new policy that allows staff to inform subjects of abuse evaluations or assessments that a person has an abuse history if it is determined to be necessary for the protection of a dependent adult.
- ◆ Update the title of *Facility, Agency, and Program Evaluation Handbook*, Comm. 195 referenced in this manual.
- ◆ Change policy by eliminating the ability to find an abuse report "undetermined." All dependent adult abuse reports must now be either "founded" or "unfounded."
- ◆ Change policy to keep "unfounded" reports for one year from the date they are "unfounded," instead of expunging or deleting them within ten days from the date they are "unfounded."
- ◆ Clarify policy that requires staff to send all forms in an "unfounded" report to the Central Abuse Registry, with the exception of forms 470-0608, *Dependent Adult Abuse Report – Part I*, and 470-0688, *Dependent Adult Abuse Report – Part II*.
- ◆ Revise policy relating to reviews and appeals to reflect new policy which eliminates "undetermined" reports and keeps "unfounded" reports for one year from the date they are "unfounded."

- ◆ Change policy to require local staff to provide administrative reviews on “unfounded” reports and eliminate policy for central registry staff to provide reviews on “undetermined” reports.
- ◆ Eliminate sections that provide access to “undetermined” dependent adult abuse information.
- ◆ Add long-term care resident’s advocate to the list of persons who have access to “founded” and “unfounded” dependent adult abuse information.
- ◆ Add multidisciplinary teams to the list of persons who have access to “unfounded” dependent adult abuse information.

**Effective Date**

July 1, 2003

**Material Superseded**

Remove the following pages from Employees’ Manual, Title 16, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (pp. 2 and 3)	November 12, 2002
7, 24, 29	November 12, 2002
30	August 20, 1996
41-43	July 7, 1998
44, 44a, 45	November 12, 2002
49	August 20, 1996
54	November 12, 2002
55	August 20, 1996
56, 61	November 12, 2002
62	August 20, 1996
80, 81, 82, 82a	March 12, 2002
83	November 12, 2002
84	May 2, 2000
85, 86	November 12, 2002
91, 92	March 12, 2002
93, 94	August 20, 1996
95, 96	November 12, 2002
97	May 2, 2000
98	August 20, 1996
98a	November 12, 2002

**Additional Information**

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



February 17, 2004

GENERAL LETTER NO. 16-G-15

ISSUED BY: Bureau of Protective Services, Division of Behavioral, Developmental, and Protective Services for Families, Adults, and Children

SUBJECT: Employees' Manual, Title 16, Chapter G, DEPENDENT ADULT PROTECTIVE SERVICES, Contents (pages 2 and 4), revised, and pages 38a, 39, 79, 81, 82, 83, 85, 86, and 89 through 101, revised.

Summary

This chapter is revised to:

- Amend the section on requesting information from the local office to allow the local office to release information for judicial and administrative procedures and to health care providers.
Add a link to Comm. 195, Dependent Adult Abuse Facility, Agency and Program Evaluation Handbook, to the section "Allegations of Abuse in Programs Providing Care or Training."
Change "county" office references to "local" office.

Effective Date

Upon receipt.

Material Superseded

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

Table with 2 columns: Page and Date. Lists pages to be removed and their respective dates.

Additional Information

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





# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

August 3, 2004

## GENERAL LETTER NO. 16-G-16

ISSUED BY: Bureau of Protective Services, Division of Behavioral, Developmental and Protective Services for Families, Adults and Children

SUBJECT: Employees' Manual, Title 16, Chapter G, ***DEPENDENT ADULT PROTECTIVE SERVICES***, Contents (pages 1 and 3), revised; pages 5, 6, 10, 11, 12, 13, 14, 24, 59, and 82 through 86, revised; and pages 6a and 12a, new.

### Summary

This chapter is revised to:

- ◆ Add to the list of mandatory reporters the following persons: members of the staff or employees of an elder group home, assisted living, or adult day care.
- ◆ Add that employees of financial institutions may report suspected financial exploitation of a dependent adult.
- ◆ Rearrange the list of mandatory reporters so social workers and certified psychologists are mandatory reporters of dependent adult abuse only when they examine, attend, counsel or treat a dependent adult in the course of employment.
- ◆ Change the responsibilities of mandatory reporters who work in facilities, agencies, and programs so that if they suspect abuse of a dependent adult, they must report immediately to the appropriate department, as well as notify the person in the charge.
- ◆ Remove policy that allowed local offices to acquire a block of registry numbers. All protective service staff must now call the Central Abuse Registry for an assigned registry number.
- ◆ Eliminate Registry reviews and allow local offices to review a report or submit the request for appeal directly to the DHS Appeals Section.

### Effective Date

July 1, 2004

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	February 16, 1999
Contents (page 3)	February 17, 2004
5	August 20, 1996
6, 10	March 12, 2002
11	November 12, 2002
12, 13, 14	March 12, 2002
24	August 5, 2003
59	November 12, 2002
82	January 17, 2004
83	February 17, 2004
84	August 5, 2003
85, 86	February 17, 2004
86a	August 5, 2003

**Additional Information**

Refer questions about this general letter to your service supervisor.



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

September 16, 2005

## GENERAL LETTER NO. 16-G-17

ISSUED BY: Bureau of Protective Services Division of Behavioral, Developmental, and Protective Services for Families, Adults and Children

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT PROTECTIVE SERVICES**, Contents (pages 1, 2, and 3), revised; and pages 5 through 12, 12a, 14, 15, 22, 24, 24a, 24b, 31, 32, 34, 37, 38a, 40, 44, 44a, 48 through 70, 78, 79, 81, 82, 83, 91 through 94, 96, and 99, revised.

### Summary

Chapter 16-G has been revised to:

- ◆ Change the definition of “permissive reporter” to state that all persons who are mandatory reporters who report abuse outside of employment responsibilities are considered permissive reporters, including social workers. The Iowa Code citation is also updated.
- ◆ Clarify that any required mandatory reporter curriculum must be approved by either:
  - The Abuse Education Review Panel through the Department of Public Health or
  - The mandatory reporter’s licensure board.
- ◆ Define “immediately” as within 24 hours as to when a mandatory reporter must report abuse after it is suspected.
- ◆ Clarify that report findings may no longer be “undetermined,” but must be either “founded” or “unfounded.”
- ◆ Reflect that Part I and Part II reports are now combined into the *Dependent Adult Abuse Evaluation or Assessment Report*, form 470-0688. Instead of having to complete Part I within four working days and the Part II within ten days, workers now have 20 working days to complete the entire report.
- ◆ Limit extensions for completing a report to three 10-day extensions.
- ◆ Eliminate instructions concerning state funding available to pay for medical or mental health examinations, since no state funding is available. Instead, the manual directs workers to seek local funds to pay for medical or mental health examinations when needed for a dependent adult abuse evaluation if a subject of the report does not have health or mental health care coverage.

- ◆ Reflect changes made to Iowa Code Chapter 235B by 2005 Iowa Acts, House File 760, clarifying that:
  - Court orders for dependent adults are petitioned in the court in the county where the dependent adult lives.
  - A legal guardian or conservator may be considered the person responsible for abusing or neglecting a dependent adult.
  - Court ordered services may be requested for a dependent adult when the immediate threat would result in irreparable harm to the physical or financial resources or property of the dependent adult.
- ◆ Reflect changes made to Iowa Code Chapter 235B by 2005 Iowa Acts, Senate File 335 and House File 825, to add access to dependent adult abuse information for:
  - A court or administrative agency making an unemployment compensation determination for a person who is a subject of a dependent adult abuse report.
  - An employee of the state or local Office of Substitute Decision Maker who has been appointed by the court as a guardian or conservator or the adult named in the report as a victim of abuse or the person designated responsible for performing or obtaining protective services on behalf of a dependent adult. (Although legislative authorization for the Office of Substitute Decision Maker was passed, no funding was appropriated. To date, no state or local agency has been designated.)

### **Effective Date**

Upon receipt.

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (p. 1)	August 3, 2004
Contents (p. 2)	February 17, 2004
Contents (p. 3)	August 3, 2004
5, 6, 6a	August 3, 2004
7	August 5, 2003
8, 9	November 12, 2002
10-12, 12a, 14	August 3, 2004
15, 22	August 20, 1996
24	August 3, 2004
24a, 24b	November 12, 2002
31, 32, 34, 37	August 20, 1996
38a	February 17, 2004
40	July 7, 1998
44, 44a	August 5, 2003

48	August 20, 1996
49	August 5, 2003
50, 51	August 20, 1996
52	May 2, 2000
53	November 12, 2002
54-56	August 5, 2003
57	March 12, 2003
59	August 3, 2004
60	November 12, 2002
61, 62	August 5, 2003
63-65	August 20, 1996
66	November 12, 2002
67-70	August 20, 1996
78	March 12, 2003
81	February 17, 2004
82-83	August 3, 2004
91-93, 96	February 17, 2004

**Additional Information**

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



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

August 11, 2006

## GENERAL LETTER NO. 16-G-18

ISSUED BY: Bureau of Protective Services,  
Division of Behavioral, Developmental and Protective Services

SUBJECT: Employees' Manual, Title 16, Chapter G, ***DEPENDENT ADULT PROTECTIVE SERVICES***, Contents (page 3), revised; and pages 16, 20 through 23, 49, 50, 51, 52, 64, 71 through 86, 94, 97, 98, 99, 100, revised; page 64a, new.

### Summary

This chapter is revised to:

- ◆ Correct form number in reference to form 470-0657, *Dependent Adult Abuse Services Intake*.
- ◆ Add the category of sexual abuse, invasion of privacy, nudity, Iowa Code Section 709.21. The added category includes taking pictures or videotaping persons without their consent or if they do not have the capacity to consent, for the purpose of arousing or gratifying the sexual desire of any person.
- ◆ Add instructions to workers to split out a dependent adult abuse report into more than one report if there is:
  - More than one dependent adult, or
  - More than one person thought to be responsible for the abuse.
- ◆ Add the section, "Temporary Conservator During an Evaluation or Assessment," to comply with House File 2147, 2006. This adds the ability to petition the court for a temporary emergency conservator during an evaluation or assessment for the purpose of freezing the assets of a dependent adult, without notifying the suspected victim or that person's attorney.
- ◆ Add in accordance with House File 2464, 2006 and House File 2588, 2006, the nursing student program employees and the Board of Education to who has access to dependent adult abuse information for the purpose of abuse background checks. The background checks are completed by the registry.

**Effective Date**

Upon receipt.

**Material Superseded**

Remove the following pages from Employees' Manual, Title16, Chapter G, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 3)	September 16, 2005
16	May 2, 2000
20, 21	August 20, 1996
22	September 16, 2005
23	November 12, 2002
49-52, 64	September 16, 2005
71-73	August 20, 1996
74	November 12, 2002
75	August 20, 1996
76	November 12, 2002
77	August 20, 1996
78, 79	September 16, 2005
80	August 5, 2003
81-83	September 16, 2005
84-86	August 3, 2004
94	September 16, 2005
97, 98	February 17, 2004
99	September 16, 2005
100	February 17, 2004

**Additional Information**

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



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

March 9, 2007

## GENERAL LETTER NO. 16-G-19

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

SUBJECT: Employees' Manual, Title 16, Chapter G, ***DEPENDENT ADULT PROTECTIVE SERVICES***, Contents (pages 2, 3, and 4), revised; pages 8, 27, 35 through 38, 49, 57, 58, 60, 61, 79, 81, 86 through 90, and 92 through 101, revised; and page 102, new.

### Summary

This chapter is revised to:

- ◆ Change the directions on how to contact another state's adult protective services unit using the web page of the National Adult Protective Service Association.
- ◆ Add to the section on interviewing the alleged victim that if you know a dependent adult has a guardian, you must contact the guardian to secure permission to interview the dependent adult unless the guardian is the person who is suspected of abusing the dependent adult.
- ◆ Add history of child or dependent adult abuse and history of animal abuse to the factors considered in making a service recommendation.
- ◆ Change the name of form 470-0627, from *Registry Extension* to *Dependent Adult Abuse Report Request for Extension*, and change the directions for requesting an extension of time to complete a *Dependent Adult Abuse Evaluation or Assessment Report* from having the Registry approve or reject the request to having the supervisor approve or reject it.
- ◆ Update information concerning duties of the Central Abuse Registry. The Registry no longer contacts local offices daily to collect information.
- ◆ Change the policy on always withholding the name of the person who makes a report of dependent adult abuse when releasing information to persons who have access to dependent adult abuse information, to withholding the name when the worker believes the disclosure would be detrimental to the person who made the report.
- ◆ Add that home- and community-based services (HCBS) certification specialists may inform an agency if they know that someone working in the agency has a founded dependent adult abuse report.

### Effective Date

March 1, 2007



**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (p. 2)	September 16, 2005
Contents (p. 3)	August 11, 2006
Contents (p. 4)	February 17, 2004
8	September 16, 2005
27	May 2, 2000
35, 36	August 20, 1996
37	September 16, 2005
38	March 12, 2002
49	August 11, 2006
57, 58, 60, 61	September 16, 2005
79, 81, 86	August 11, 2006
87, 88	August 20, 1996
89, 90	February 17, 2004
92, 93	September 16, 2005
94	August 11, 2006
95	February 17, 2004
96	September 16, 2005
97-100	August 11, 2006
101	February 17, 2004

**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

October 5, 2007

## GENERAL LETTER NO. 16-G-20

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

SUBJECT: Employees' Manual, Title 16, Chapter G, *DEPENDENT ADULT PROTECTIVE SERVICES*, Contents (pages 1 through 4), revised; pages 3, 21 through 24, 24a, 24b, 44a, 45 through 49, 52, 61, 80, 81, 82, and 91 through 102, revised; and pages 2a, 44b, 44c, 44d, and 103, new.

### Summary

This chapter is revised to:

- ◆ Add the new category of finding for a report of dependent adult abuse, "confirmed, not registered," which means it has been determined by a preponderance of evidence (more than 50%) that physical abuse or denial of critical care by a caretaker has occurred, but it is minor, isolated and unlikely to reoccur.
- ◆ Provide instructions are on how to determine a report of physical abuse or denial of critical care is "minor, isolated and unlikely to reoccur."
- ◆ Add to the "Release of Information" section what information may be released in "confirmed, not registered" assessment reports.
- ◆ Add to persons who have access to dependent adult abuse information "boards that license, certify, and discipline health care professionals."

Confirmed, not registered reports will be called "assessments" and will be maintained in the local office for five years and then expunged, unless there is a subsequent report in the intervening five years. If there is a subsequent report on the same caretaker, the "minor, isolated, and unlikely to reoccur" report will remain in the local office for ten years from the date of the subsequent report. The second report could be on a different victim or a different offense.

### Effective Date

July 1, 2007

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 1)	September 16, 2005
Contents (pages 2, 3, 4)	March 9, 2007
3	November 12, 2002
21, 22, 23	August 11, 2006
24, 24a, 24b, 44a	September 16, 2005
45	August 5, 2003
46	November 12, 2002
47	August 20, 1996
48	September 16, 2005
49	March 9, 2007
52	August 11, 2006
61	March 9, 2007
80	August 11, 2006
81	March 9, 2007
82	August 11, 2006
91	September 16, 2003
92-102	March 9, 2007

### **Additional Information**

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



January 11, 2008

**GENERAL LETTER NO. 16-G-21**

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

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT PROTECTIVE SERVICES**, Contents (page 2), revised; pages 24b, 25, 52 through 56, 81, 82, 94, 95, and 103, revised; and page 24c, new.

**Summary**

This chapter is revised to:

- ◆ Change instructions on how to determine if an intake falls under the jurisdiction of the Department of Inspections and Appeals (DIA) and change the phone number to contact DIA.
- ◆ Remove the instructions for completing form 470-0688, *Dependent Adult Abuse Evaluation or Assessment Report*, from the chapter, and replaced with a link to instructions in 16-G-Appendix.
- ◆ Add clarification of the following:
  - Maximum number of days available to complete a report with extensions.
  - Disposition of reports that are confirmed, not registered.
  - Charts on who has authorized access to dependent adult abuse information.

**Effective Date**

Immediately.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (page 2)	October 5, 2007
24b	October 5, 2007
25	February 16, 1999
52	October 5, 2007

53-56  
57, 58  
81, 82, 94, 95, 103

September 16, 2005  
March 9, 2007  
October 5, 2007

**Additional Information**

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



April 11, 2008

GENERAL LETTER NO. 16-G-22

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

SUBJECT: Employees' Manual, Title 16, Chapter G, DEPENDENT ADULT PROTECTIVE SERVICES, Contents (pages 1, 2, and 3), revised; pages 1 through 12 and 27 through 30, revised.

Summary

Employees' Manual, 16-G is revised to remove the sections, "Sources of Report," "Intake," and "Case Assignment" of this chapter. These sections have been revised and are now in the new Chapter 16-G(1), DEPENDENT ADULT ABUSE INTAKE.

Effective Date

Upon receipt.

Material Superseded

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

Table with 2 columns: Page and Date. Lists pages to be removed and their respective dates.

21-24, 24a  
24b, 24c, 25  
26  
27  
28  
29, 30, 30a

October 5, 2007  
January 11, 2008  
May 2, 2000  
March 9, 2007  
November 12, 2002  
August 5, 2003

**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

October 24, 2008

## GENERAL LETTER NO. 16-G-23

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

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT PROTECTIVE SERVICES**, Contents (pages 1, 2, and 3), revised; pages 1 through 34, 55, 61 through 64, 64a, 65 through 72, 83 through 87, 95, 98, and 103, revised; and pages 72a and 104, new.

### Summary

This chapter is revised to implement changes mandated by 2008 Iowa Acts:

- ◆ House File 2591 provides the Department of Inspections and Appeals (DIA) the authority to evaluate allegations of dependent adult abuse in health care facilities and programs, under new Iowa Code chapter 235E, "Dependent Adult Abuse in Certain Facilities and Programs." The legislation moves authority to DIA for evaluating and assessing allegations of abuse in:
  - Assisted living programs certified under Iowa Code section 231C.3,
  - Adult day services programs defined in Iowa Code section 231D.1, and
  - Elder group homes defined in Iowa Code section 231B.1.
- ◆ House File 2591 also revises the definition of "sexual exploitation" from someone who is a resident of a health care facility, to "any dependent adult sexually exploited by a caretaker."
- ◆ House File 2425 adds to emergency court orders the ability to request "suspension of the powers granted to a guardian or conservator and the subsequent appointment of a new temporary guardian or new temporary conservator pending a decision by the court on whether the powers of the initial guardian or conservator should be reinstated or whether the initial guardian or conservator should be removed, without notice to the dependent adult or the dependent adult's attorney."
- ◆ House File 2425 adds the ability to request from the court an emergency court order for an emergency temporary guardian without notice to the dependent adult or the dependent adult's attorney. To apply this provision, the court must find that "a dependent adult's decision-making capacity is so impaired that the dependent adult is unable to care for the dependent adult's personal safety or to attend to or provide for the dependent adult's basic necessities."



Other changes to the chapter include:

- ◆ Adding “substitute decision maker” to the definitions section.
- ◆ Revising the list of professionals who are mandatory reporters by removing persons who are now mandated to report to DIA rather than DHS.
- ◆ Revising the policy on conducting interviews with dependent adults who have legal guardians from requiring permission from the guardian to interview the dependent adult to not needing permission from the guardian.
- ◆ Adding that if the guardian is the person who is suspected of having abused the dependent adult, you do not need to notify the guardian you are going to interview the dependent adult.
- ◆ Adding that if the guardian or a member of the guardian’s family or an associate of the guardian tries to interfere with interviewing the dependent adult, you should immediately contact the county attorney’s office for assistance in obtaining a court order to enter the residence of or examine or interview the dependent adult.
- ◆ Adding the instruction to conduct the interview of the dependent adult concerning the allegations of abuse away from the caretaker who is suspected of abusing the dependent adult.
- ◆ Adding a statement on the requirement to interview the dependent adult or document reasonable efforts to do so.
- ◆ Updating instructions on conducting courtesy interviews by adding “e-mailing” to the ways to communicate.
- ◆ Moving instructions for completing an addendum from the section on “Reviews and Administrative Appeals” on page 83 to the section on writing the evaluation and assessment reports on page 55.
- ◆ Removing policy for conducting evaluations in health care facilities, agencies, and programs and sending the notice and referring readers to Comm. 195, *Facility, Agency and Program Evaluation Handbook*.
- ◆ Adding sections on the Office of State Substitute Decision Maker and the Substitute Medical Decision-Making Board.
- ◆ Adding to instructions to obtain court orders and emergency temporary guardians and conservators that the county attorney will assist with that process.
- ◆ Adding to the section on administrative appeal hearings that if a worker or the worker’s supervisor fails to show up at an appeal hearing or notify the administrative law judge that no one will be able to appear, the judge will most likely vacate the appeal and rule in favor of the person who requested the appeal.

### **Effective Date**

July 1, 2008

### **Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (pages 1, 2, 3)	April 11, 2008
1-12, 27-30	April 11, 2008
31, 32	September 16, 2005
33	August 20, 1996
34	September 16, 2005
35-38	March 9, 2007
38a	September 16, 2005
39	February 17, 2004
40	September 16, 2005
41-43	August 5, 2003
44	September 16, 2005
44a-44d	October 5, 2007
55	January 11, 2008
61	October 5, 2007
62, 63	September 16, 2005
64, 64a	August 11, 2006
65-70	September 16, 2005
71, 72, 83-85	August 11, 2006
86, 87	March 9, 2007
95	January 11, 2008
98	October 5, 2007
103	January 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-24

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

SUBJECT: Employees' Manual, Title 16, Chapter G, ***DEPENDENT ADULT  
PROTECTIVE SERVICES***, Contents (pages 1, 2, and 3), revised; and pages  
24, 25, 26, 27, 56 through 64, 87, 88, and 89, revised.

### Summary

This chapter is revised to:

- ◆ Add information for workers to consider coordinating interviews of dependent adults with department service workers.
- ◆ Add information concerning caretakers who have 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 a person may not provide care to a dependent adult and also have power of attorney for health care for the dependent adult.
- ◆ Direct workers to withhold or delete social security numbers of the dependent adult and the person responsible for abuse when releasing dependent adult abuse information to persons who have access to that information.

### Effective Date

Immediately.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (pp. 1, 2, and 3)	October 24, 2008
24-27	October 24, 2008
56	January 11, 2008
59	September 16, 2005
60	March 9, 2007
61-64, 64a, 87	October 24, 2008
88, 89	March 9, 2007

**Additional Information**

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



June 26, 2009

**GENERAL LETTER NO. 16-G-25**

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

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT PROTECTIVE SERVICES**, Contents (page 1), revised; pages 2 through 5, 11, 12, 20, 23, 24, 25, 27, 28, 56, 66, 80, and 81, revised; and pages 28a and 28b, new.

**Summary**

This chapter is revised to:

- ◆ Add 2009 Iowa Acts, Senate Files 484 and 438 to the legal basis for policy and replace 2008 Iowa Acts, House File 2591 with Iowa Code Chapter 235E, "Dependent Adult Abuse in Facilities and Programs."
- ◆ Change the definition of "sexual exploitation of a dependent adult by a caretaker" to:
  - Remove the need to determine 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 the "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".
- ◆ Add a link to the new definition of "boarding home" in Chapter 16-G(1).
- ◆ Add to the "Community Education" section on that DHS, along with other agencies responsible for performing inspections or visiting residential settings, shall provide training and public awareness to staff providing services to dependent adults on how to report abuse.
- ◆ Add new crime to the list of dependent adult abuse crimes: "A caretaker who other wise intentionally or knowingly commits dependent adult abuse upon a dependent adult in violation of this chapter is guilty of a serious misdemeanor."
- ◆ Add that if an intake worker discovers when checking ISIS, that dependent adult has a DHS worker assigned or is receiving services through an HCBS waiver, the worker or HCBS specialist will have been notified of suspected abuse of a dependent adult and asked to notify the worker assigned to evaluate or assess the abuse allegation.

- ◆ Add a new section explaining new responsibilities in responding to allegations of alleged abuse in boarding homes. The Department of Inspections and Appeals (DIA) is now responsible for registering all boarding homes in Iowa.

If during an evaluation or assessment of abuse of a dependent adult, DHS discovers that the adult lives in a boarding home, DHS will immediately contact the Service Help Desk. Help Desk staff will make a referral to DIA for coordination of a multidisciplinary team to include DHS and other federal, state, and local agencies, depending on the allegations.

- ◆ Add that all mandatory reporters who have reported an incident of dependent adult abuse shall be notified of the outcome of an evaluation or assessment, rather than just the first mandatory reporter to report the incident.
- ◆ Add to the requirements for a petition for a court order for services to be provided to a dependent adult who wants services but lacks the capacity to make decisions:
  - The petition shall include verified information about the need for services and the dependent adult's capacity;
  - The petition shall include the name and address of the caretaker, if the caretaker is interfering with the provision of services; and
  - Notice shall be issued to the caretaker at least five days before the hearing if petition is to prevent the caretaker from interfering with the provision of services.
- ◆ Provide that:
  - Unfounded reports will be kept for five years instead of one year, and then expunged.
  - Rejected intakes will be kept for three years in the local office and then expunged.

### **Effective Date**

July 1, 2009

### **Material Superseded**

Remove the following pages from Employees' Manual, Title (number), Chapter (letter), and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 1)	April 3, 2009
2-5, 11, 12, 20, 23	October 24, 2008
24, 25, 27	April 3, 2009
28	October 24, 2008
56	April 3, 2009
66	October 24, 2008
80	October 5, 2007
81	January 11, 2008

### **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

September 25, 2009

## GENERAL LETTER NO. 16-G-26

ISSUED BY: Bureau of Protective Services  
Division of Child and Family Services

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT PROTECTIVE SERVICES**, Title page, revised; Contents (pages 1, 2, and 3), revised; pages 1 through 104, revised; and page 105, new.

### Summary

This chapter is revised to:

- ◆ Add new definition for "at-risk adult," which is an adult who because of a significant impairment due to physical or mental disability or both:
  - Is unable to meet essential daily needs without assistance and
  - Is at risk of health or safety due to the impairments, the environment, lack of services, refusal to accept services, substance abuse, no social support or other risk factors identified through an assessment.
- ◆ Create a new major section, "Observation and Ensuring Safety," before the evaluation and assessment process, to facilitate adding policy on assessing whether an adult is "at risk" and needs a safety plan
- ◆ Added the following sections to assist with determining if the adult is at risk:
  - Instructions on use of new form 470-4841 *Dependent Adult Assessment Tool*, which must be completed on every alleged abused dependent adult accepted for evaluation or assessment.
  - Instructions on how to use the "mini-cog" test to assist in determining capacity.
  - Instructions on how to perform a physical functioning screen to determine physical capabilities.
  - An explanation of how an adult can be dependent and at risk, dependent only, at risk only, or neither dependent nor at risk.
- ◆ Add new section on safety planning which includes:
  - A link to the section on district court interventions,
  - A link to new form, 470-4835, *Safety Plan for At-Risk Adult*,
  - Questions to consider when preparing the safety plan.

- ◆ Add a new section under “Delivery of Protective Services” on periodic visits. Qualifications for requiring the visits are “If you are unable to arrange for protective services through a court order, arrange for a legal guardian, or persuade the at-risk adult to accept services or participate in preparing a safety plan, you are required by law to maintain periodic visits with the at-risk adult.”

This section includes links to new form 470-4841, *Dependent Adult Assessment Tool*, and instructions to consult with your supervisor and arrange for the first periodic visit within 30 calendar days. This section also includes instructions on determining when to continue and when to discontinue the periodic visits.

- ◆ Add an explanation that the Health Insurance Portability and Accountability Act (HIPAA) does not apply to abuse information and provide a link to Employees’ Manual, Chapter 1-C, *CONFIDENTIALITY AND RECORDS*, for more information.
- ◆ Add the Iowa Veterans Home to the list of facilities that have access to dependent adult abuse information for the purpose of completing background checks on volunteers and potential volunteers.
- ◆ Update the charts for dissemination of information.
- ◆ Convert the chapter to the new manual style for easier reading on line.

### **Effective Date**

October 1, 2009

### **Material Superseded**

Remove the entire Chapter G from Employees’ Manual, Title 16, and destroy it. This includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	August 20, 1996
Contents (p. 1)	June 26, 2009
Contents (pp. 2 and 3)	April 3, 2009
1	October 24, 2008
2-5	June 26, 2009
6-10, 14-19	October 24, 2008
20	June 26, 2009
21, 22	October 24, 2008
23-25	June 26, 2009
26	April 3, 2009
27, 28, 28a, 28b	June 26, 2009
29-34	October 24, 2008
45-49	October 5, 2007
50, 51	August 11, 2006
52-54	January 11, 2008
55	October 24, 2008
56	June 26, 2009
57-64	April 3, 2009



65	October 24, 2008
66	June 26, 2009
67-72, 72a	October 24, 2008
73-78	August 11, 2006
79	March 9, 2007
80, 81	June 26, 2009
82	January 11, 2008
83-86	October 24, 2008
87-89	April 3, 2009
90	March 9, 2007
91-93	October 5, 2007
94	January 11, 2008
95	October 24, 2008
96, 97	October 5, 2007
98	October 24, 2008
99-102	October 5, 2007
103	October 24, 2008

**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

July 9, 2010

## GENERAL LETTER NO. 16-G-27

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

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT PROTECTIVE SERVICES**, Contents (pages 1 and 2), revised; pages 12, 15, 27, 34, 35, 47, 48, 49 through 54, 78, 80, 82, 83, 84, 86, 89, and 92, revised; and page 48a, new.

### Summary

Chapter 16-G is revised to:

- ◆ Add information on how to access "Language Line," a foreign language telephone interpreter program.
- ◆ Add policy for when a referral on a boarding home is "assessment only."
- ◆ Include instructions on periodic visits in the "Services Recommended" section of the *Dependent Adult Abuse Evaluation or Assessment Report*, form 470-0688.
- ◆ Add detailed instructions for the narrative section of form 470-0688, *Dependent Adult Abuse Evaluation or Assessment*, on the System for Dependent Adults (SODA).
- ◆ Add instruction on how to choose less than 30 days for an extension of time allowed to complete a report on SODA.
- ◆ Replace procedures for completing hard-copy forms and sending completed reports and forms to the Central Abuse Registry with procedures entering the information on SODA, which also generates the forms.
- ◆ Revise policies on case records to reflect using SODA instead of completing hard-copy forms.
- ◆ Revise purposes of Central Abuse Registry.
- ◆ Delete the section on service case records.
- ◆ Update references to the Division of Adult, Children, and Family Services.

### Effective Date

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Contents (pp. 1 and 2)	September 25, 2009
12, 15, 27, 34, 35, 47-54, 78, 80, 82-84, 86, 89, 92	September 25, 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

October 14, 2011

## GENERAL LETTER NO. 16-G-28

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

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT PROTECTIVE SERVICES**, Title page, revised; Contents (page 2), revised; and pages 31, 35, 52 through 68, 81, 82, 96, 102, 103, and 104, revised.

### Summary

Chapter 16-G is revised to:

- ◆ Add requirements for DHS to personally serve petitions and court orders for emergency protective services to dependent adults and to mail a copy to their power-of-attorney for health care or relative.
- ◆ Add to who has access to dependent adult abuse information for background checks.
- ◆ Change where rejected intakes are kept from the local office to the Centralized Service Intake Unit.
- ◆ Delete the "Substitute Medical Decision-Making Board" section, since the law authorizing that board has been repealed.
- ◆ Update legal reference.

### Effective Date

Upon receipt.

### Material Superseded

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

<u>Page</u>	<u>Date</u>
Title page	September 25, 2009
Contents (page 2)	July 9, 2010
31	September 25, 2009
35, 52-54	July 9, 2010
55-68, 81	September 25, 2009
82	July 9, 2010
96, 102-104	September 25, 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

June 22, 2012

## GENERAL LETTER NO. 16-G-29

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

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT  
PROTECTIVE SERVICES**, pages 22, 35, 36, and 58, revised.

### Summary

Chapter 16-G 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:

<u>Page</u>	<u>Date</u>
22	September 25, 2009
35	October 14, 2011
36	September 25, 2009
58	October 14, 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

September 25, 2015

## GENERAL LETTER NO. 16-G-30

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

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT  
PROTECTIVE SERVICES**, pages 2, 14, 15, and 38, revised; and page  
14a, new.

### Summary

Chapter 16-G is revised to:

- ◆ Update policy to reflect changes to form 470-2328, *Multidisciplinary Team (MDT) Agreement*.
- ◆ Remove references to the closed mental health institutes.
- ◆ 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:

<u>Page</u>	<u>Date</u>
2, 14	September 25, 2009
15	July 9, 2010
38	September 25, 2009

### Additional Information

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



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

January 29, 2016

## GENERAL LETTER NO. 16-G-31

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

SUBJECT: Employees' Manual, Title 16, Chapter G, **DEPENDENT ADULT PROTECTIVE SERVICES**, pages 80, 90 through 93, 99, 103, and 105, revised.

### Summary

Chapter 16-G is revised to:

- ◆ Remove references to obsolete form 470-0612, *Request for Dependent Adult Abuse Registry Information*. Form 470-0612 is merged with form 470-0643, *Request for Child and Dependent Adult Abuse Information*.
- ◆ Remove references to obsolete form 470-4531, *Authorization for Release of Dependent Adult Abuse Information*. Form 470-4531 is merged with form 470-3301, *Authorization for Release of Child and Dependent Adult Abuse Information*.

### Effective Date

February 1, 2016

### Material Superseded

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

<u>Page</u>	<u>Date</u>
80	July 9, 2010
90, 91	September 25, 2009
92	July 9, 2010
93, 99	September 25, 2009
103	October 14, 2011
105	September 25, 2009

### Additional Information

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



January 31, 2020

**GENERAL LETTER NO. 16-G-32**

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

SUBJECT: Employees' Manual, Title 16, Chapter G, ***Dependent Adult Protective Services***, obsolete.

**Summary**

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

**Effective Date**

Upon receipt.

**Material Superseded**

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

<u>Page</u>	<u>Date</u>
Title page	October 14, 2011
Contents (page 1)	July 9, 2010
Contents (page 2)	October 14, 2011
Contents (page 3)	September 25, 2009
1	September 25, 2009
2	September 25, 2015
3-11	September 25, 2009
12	July 9, 2010
13	September 25, 2009
14, 14a, 15	September 25, 2015
16-21	September 25, 2009
22	June 22, 2012
23-26	September 25, 2009
27	July 9, 2010
28-30	September 25, 2009
31	October 14, 2011
32, 33	September 25, 2009

34	July 9, 2010
35, 36	June 22, 2012
37	September 25, 2009
38	September 25, 2015
39-46	September 25, 2009
47, 48, 48a, 49-51	July 9, 2010
52-57	October 14, 2011
58	June 22, 2012
59-68	October 14, 2011
69-77	September 25, 2009
78	July 9, 2010
79	September 25, 2009
80	January 29, 2016
81, 82	October 14, 2011
83, 84	July 9, 2010
85	September 25, 2009
86	July 9, 2010
87, 88	September 25, 2009
89	July 9, 2010
90-93	January 29, 2016
94, 95	September 25, 2009
96	October 14, 2011
97, 98	September 25, 2009
99	January 29, 2016
100, 101	September 25, 2009
102	October 14, 2011
103	January 29, 2016
104	October 14, 2011
105	January 29, 2016

### **Additional Information**

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