

January 31, 2020

GENERAL LETTER NO. 18-A(3)-1

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

SUBJECT: Employees' Manual, Title 18, Chapter A(3), ***Dependent Adult Intake***, Title page, new; Contents (pages 1 and 2), new; and pages 1 through 48, new.

Summary

The content of Employees' Manual, Title 16, Chapter G(1), ***Dependent Adult Protective Services (APS) Intake***, has moved to Title 18, Chapter A(3). The content is also revised to:

- ◆ Update definitions, terms, and references.
- ◆ Provide practice guidance for the Denial of Critical Care abuse category.
- ◆ Add a description and the practice guidance for the Personal Degradation abuse category.
- ◆ Update and clarify the process for the receipt of additional allegations of dependent adult abuse.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

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

May 21, 2021

GENERAL LETTER NO. 18-A3-2

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

SUBJECT: Employees' Manual, Title 18, Chapter A(3), **Dependent Adult Intake**,
Contents Page 2, pages 37, 43-45 revised.

Summary

This chapter is revised to:

- ◆ Update in-depth intake guidance
- ◆ Update intake guidance for after hours, holidays, and weekend protocol for referrals to DIA.
- ◆ Remove content related to transfer of a case to another department office

Effective Date

Effective immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter A(3), and destroy them:

<u>Page</u>	<u>Date</u>
Contents 2	January 31, 2020
37, 43-45	January 31, 2020

Additional Information

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

September 3, 2021

GENERAL LETTER NO. 18-A3-3

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

SUBJECT: Employees' Manual, Title 18, Chapter A(3), ***Dependent Adult Intake***, pages 42 and 43, revised.

Summary

Chapter 18-A(3) is revised to update guidance on jurisdictions for investigations in congregate settings.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 18, Chapter A(3):

<u>Page</u>	<u>Date</u>
42	January 31, 2020
43	May 21, 2021

Additional Information

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

May 6, 2022

GENERAL LETTER NO. 18-A3-4

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

SUBJECT: Employees' Manual, Title 18, Chapter A(3), **Dependent Adult Intake**,
Contents 1, Contents 2, pages 9, 11, 20-31, 36, 38-42 revised.

Summary

This chapter is revised to reflect the following:

- ◆ Changes associated with linking intakes/additional allegations.
- ◆ Clarification on the process of exploitation.
- ◆ Correction on the examples of caretakers who have assumed responsibility for the care, custody and protection of a dependent adult through contract and order of the court
- ◆ Changing rejection reasons to coincide with DARES improvements
- ◆ Adding direction about "household members" in congregate care settings and boarding homes.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter A(3), and destroy them:

<u>Page</u>	<u>Date</u>
Contents 1	January 31, 2020
Contents 2	May 21, 2021
9, 11, 20-31, 36, 38-42	January 31, 2020

Additional Information

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

August 19, 2022

GENERAL LETTER NO. 18-A3-5

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

SUBJECT: Employees' Manual, Title 18, Chapter A(3), **Dependent Adult Intake**,
Contents Page 1 and 2, 2 and 3, 5 and 6, 8, 9, 10, 14, 18, 19, 21, 22,
24, 26-31, 32-35, 39, 41, 42, 43, 44, 45, 48, revised.

Summary

This chapter is revised to:

- ◆ Correct grammar and punctuation
- ◆ Expound on Department jurisdiction
- ◆ Add new definition outlined in Iowa Code
- ◆ Add Massage Therapist to mandatory reporters
- ◆ Update banking institutions as eligible for outcome notice of assessment
- ◆ Clarify out-of-home care setting or HCBS waiver home setting referral
- ◆ Clarify DIA jurisdiction
- ◆ Update courtesy interview process

Effective Date

August 31, 2022.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter A(3), and destroy them:

<u>Page</u>	<u>Date</u>
Contents Page 1 and 2	May 6, 2022
2 and 3, 5 and 6, 8	January 31, 2020
9	May 6, 2022
10, 14, 18, 19	January 31, 2020
21, 22, 24, 26-31	May 6, 2022
32-35	January 31, 2020
39, 41, 42	May 6, 2022
43	September 3, 2021
44, 45	May 21, 2021
48	January 31, 2020

Additional Information

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

February 10, 2023

GENERAL LETTER NO. 18-A3-6

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

SUBJECT: Employees' Manual, Title 18, Chapter A(3), **Dependent Adult Intake**, Title Page, Contents 1 and 2, 1, 2 and 3, 4, 5 and 6, 7, 8-10, 11, 12 and 13, 14, 15-17, 18 and 19, 20, 21 and 22, 23, 24, 25, 26-35, 36, 37, 38, 39, 40, revised; 41-45, 46 and 47, 48, removed.

Summary

This chapter is revised to align language in correlation to DARES updates and add hyperlinks for identified forms, and to update style and formatting throughout.

Effective Date

February 2, 2023.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter A(3), and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	January 31, 2020
Contents 1 and 2	August 19, 2022
1	January 31, 2020
2 and 3	August 19, 2022
4	January 31, 2020
5 and 6	August 19, 2022
7	January 31, 2020
8-10	August 19, 2022
11	May 6, 2022
12 and 13	January 31, 2020
14	August 19, 2022
15-17	January 31, 2020
18 and 19	August 19, 2022
20	May 6, 2022
21 and 22	August 19, 2022
23	May 6, 2022
24	August 19, 2022
25	May 6, 2022
26-35	August 19, 2022
36	May 6, 2022
37	May 21, 2021
38	May 6, 2022
39	August 19, 2022
40	May 6, 2022
41-45	August 19, 2022
46 and 47	January 31, 2020
48	August 19, 2022

Additional Information

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

July 28, 2023

GENERAL LETTER NO. 18-A3-7

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

SUBJECT: Employees' Manual, Title 18, Chapter A(3), **Dependent Adult Intake**, Contents 1 and 2, 1-39, revised; 40, removed.

Summary

This chapter is revised to update Administrative Rule changes and update formatting throughout.

Effective Date

June 1, 2023.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter A(3), and destroy them:

<u>Page</u>	<u>Date</u>
Contents 1 and 2	February 10, 2023
1-40	February 10, 2023

Additional Information

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