



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

May 12, 2006

GENERAL LETTER NO. 3-B-1

ISSUED BY: Deputy Director for Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter B, *STATE RESOURCE CENTERS*, Title page, new; Contents (pages 1, 2, and 3), new; and pages 1 through 73, new.

Summary

This new chapter is a major rewrite of policies and procedures for the State Resource Centers. The policy contained covers human rights, abuse, individual support plans, clinical care, transition and discharge, risk management, peer review, and quality management.

Effective Date

Immediately.

Material Superseded

Employees' Manual, Title III, Chapter F, remains in effect, but this new chapter supersedes the policy in Chapter III-F as it applies to the Resource Centers.

Division Policy Memos 2-95 and 3-97 remain in effect but, the policy in these memos is superseded for the Resource Centers by this new chapter.

Division Policy Memo 4-91 remains in effect but this new chapter supersedes the discharge process required in the policy memo for the Resource Centers.

Additional Information

Refer questions about this general letter to your institution superintendent.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

September 22, 2006

GENERAL LETTER NO. 3-B-2

ISSUED BY: Division of Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter B, *STATE RESOURCE CENTERS*, Title page, revised; Contents (pages 1, 2, and 3), revised; Contents (page 4), new; pages 1 through 73, revised; and pages 74 through 96, new.

Summary

This chapter is revised to:

- ◆ Rewrite the definition of abuse.
- ◆ Add a new section on admission policy.
- ◆ Replace the abuse policy section with a new section that addresses incidents in general.
- ◆ Add the requirement of a quality council at each resource center.
- ◆ Move all definitions to the beginning of the chapter.

Effective Date

Immediately.

Material Superseded

Remove the entire Chapter B from Employees' Manual, Title 3, and destroy it. This includes the Title page, Contents (pages 1-3), and pages 1-73, all dated May 12, 2006.

Additional Information

Refer questions about this general letter to your institution superintendent.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

October 20, 2006

GENERAL LETTER NO. 3-B-3

ISSUED BY: Office of the Deputy Director, Division of Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter B, *STATE RESOURCE CENTERS*, pages 9, 10, and 16, revised.

Summary

This chapter is revised to add the definition of "fall" and revise the definition of "suspicious injury."

"Fall" means unintentionally coming to rest on the ground, floor, or other lower level, but not as a result of syncope or overwhelming external force. The following are **not** to be classified as falls:

- ◆ An individual being pushed, shoved or aggressed against causing him to go to the ground, floor, etc. This is an incident of **aggression**.
- ◆ An individual intentionally sitting on the ground, floor, pavement, etc. This is most likely either the individual choosing to rest or behaviorally communicating that he does not want to participate in what is being asked or suggested of him.

"Suspicious injury" means:

- ◆ An injury where the initial explanation of the injury appears inconsistent with the injury sustained, or
- ◆ Other injuries that may be questionable as to how they happened, which might include, but are not limited to, unexplained black eyes, bruises around the neck or on inner thighs, or any patterned injuries regardless of the area of the body.

Effective Date

Immediately.

Material Superseded

Remove from Employees' Manual, Title 3, Chapter B, pages 9, 10, and 16, dated September 22, 2006, and destroy them.

Additional Information

Refer questions about this general letter to the Central Office Resource Center liaison.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

July 27, 2007

GENERAL LETTER NO. 3-B-4

ISSUED BY: Office of the Deputy Director for Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter B, *STATE RESOURCE CENTERS*,
Contents (page 3), revised; pages 63, 73, 74, 75, and 76, revised.

Summary

This chapter is revised to:

- ◆ Clarify the qualified investigators for Type 1 incident investigations.
- ◆ Add a waiver of four-hour initiation of investigation for some Type 1 incident investigations.
- ◆ Correct a typographical error.

Effective Date

Immediately

Material Superseded

Remove the following pages from Employees' Manual, Title 3, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 3)	September 22, 2006
63, 73-76	September 22, 2006

Additional Information

Refer questions about this general letter to your state resource center superintendent.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

October 31, 2008

GENERAL LETTER NO. 3-B-5

ISSUED BY: Office of the Deputy Director for Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter B, *STATE RESOURCE CENTERS*, Contents (page 4), revised, Contents (page 5), new; pages 2, 3, 5 through 15, 17, and 88 through 96, revised; and pages 97 through 115, new.

Summary

The chapter is revised to include new end of life policies. Included are policies covering:

- ◆ Hospice care,
- ◆ Confidentiality,
- ◆ Internal reporting,
- ◆ External reporting,
- ◆ Autopsies,
- ◆ Handling the decedent's property, and
- ◆ The mortality review process.

New legal basis for policy is added.

The term "family" is redefined as "family contact" in the whole chapter. New definitions are added including:

- ◆ Expected death,
- ◆ Family contact,
- ◆ Health care professional,
- ◆ Independent physician,
- ◆ Leave,
- ◆ Next of kin,
- ◆ Profession, and
- ◆ Unexpected death.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 3, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 4)	September 22, 2006
2, 3, 5-8	September 22, 2006
9, 10	October 20, 2006
11-15, 17, 88-96	September 22, 2006

Additional Information

Refer questions about this general letter to the Deputy Director, Division of Field Operations.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

February 6, 2009

GENERAL LETTER NO. 3-B-6

ISSUED BY: Office of the Deputy Director for Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter B, *STATE RESOURCE CENTERS*, pages 102 through 105, revised.

Summary

The chapter is revised to clarify language on release of information related to the mortality review committee meetings.

Effective Date

Upon receipt.

Material Superseded

Remove from Employees' Manual, Title 3, Chapter B, pages 102 through 105, dated October 31, 2008, and destroy them:

Additional Information

Refer questions about this general letter to the Deputy Director, Division of Field Operations.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

April 24, 2009

GENERAL LETTER NO. 3-B-7

ISSUED BY: Office of the Deputy Director for Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter B, *STATE RESOURCE CENTERS*, pages 94 and 95, revised.

Summary

The chapter is revised to:

- ◆ Remove references to form 470-4161, *DHS Institutional Core Data*.
- ◆ Define the three-day requirement for a notice of an individual's death in the "Involuntary Commitment" section as three working days to conform to the same notice requirement in the "Voluntary Commitment" section.

Effective Date

Immediately

Material Superseded

Remove the following pages from Employees' Manual, Title 3, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
94, 95	October 31, 2008

Additional Information

Refer questions about this general letter to the Deputy Director, Division of Field Operations.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

November 27, 2009

GENERAL LETTER NO. 3-B-8

ISSUED BY: Office of Deputy Director for Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter B, **STATE RESOURCE CENTERS**,
Title page, revised; Contents (page 1 through 5), revised; pages 1
through 115, revised; and pages 116 through 123, new.

Summary

This chapter is revised to:

- ◆ Change language of some definitions,
- ◆ Incorporate revised administrative rules on human rights,
- ◆ Reflect change in state law on next of kin,
- ◆ Update reporting requirements to the deputy director,
- ◆ Change policy on elopements,
- ◆ Change training requirements,
- ◆ Add some general language clean-up, and
- ◆ Change the style and format.

Effective Date

Upon receipt.

Material Superseded

This material supersedes the entire Chapter B from Employees' Manual, Title 3, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title (page)	September 22, 2006
Contents (pages 1, 2)	September 22, 2006
Contents (page 3)	July 27, 2007
Contents (pages 4, 5)	October 31, 2008
1	September 22, 2006
2, 3	October 31, 2008
4	September 22, 2006

5-15	October 31, 2008
16	October 20, 2006
17	October 31, 2008
18-62	September 22, 2006
63	July 27, 2007
64-72	September 22, 2006
73-76	July 27, 2007
77-87	September 22, 2006
88-93	October 31, 2008
94, 95	April 24, 2009
96-101	October 31, 2008
102-105	February 6, 2009
106-115	October 31, 2008

Additional Information

Refer questions about this general letter to deputy director for field operations.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

February 5, 2010

GENERAL LETTER NO. 3-B-9

ISSUED BY: Office of the Administrator of the Division of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter B, **STATE RESOURCE CENTERS**, page 69, revised.

Summary

Policy is clarified to assure that an employee alleged to have abused an individual is not permitted to have contact with the individual until the Department of Inspections and Appeals completes its abuse investigation.

Effective Date

Immediately.

Material Superseded

This material replaces Employees' Manual, Title 3, Chapter B, page 69, dated November 27, 2009.

Additional Information

Refer questions about this general letter to the administrator of the Division of Mental Health and Disability Services.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

May 14, 2010

GENERAL LETTER NO. 3-B-10

ISSUED BY: Division of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter B, **STATE RESOURCE CENTERS**; Contents (page 4), revised; and pages 1, 8, 12, 20 through 23, 26, 27, 30, 38, 42, 44, 48, 62, 63, 70, 73, 75, 81, 82, 83, 88, 90, 98, and 121, revised.

Summary

The revisions delete the references to the deputy director for field operations and replaces them with the division administrator for mental health and disabilities services to reflect the Department's new administrative structure.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 3, Chapter B:

<u>Page</u>	<u>Date</u>
Contents (page 4)	November 27, 2009
1, 8, 12, 20-23, 26, 27, 30, 38, 42, 44, 48, 62, 63, 70, 73, 75, 81-83, 88, 90, 98, 121	November 27, 2009

Additional Information

Refer questions about this general letter to the division administrator for mental health and disabilities.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

April 4, 2014

GENERAL LETTER NO. 3-B-11

ISSUED BY: Division of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter B, **STATE RESOURCE CENTERS**, Title page, revised; Contents (pages 1 and 4), revised; pages 1, 2, 3, 5, 7 through 32, 33, 34, 40, 54, 79, 85, 87, 94 through 99, 103, and 119, revised; and page 32a, new.

Summary

Chapter 3-B is revised to:

- ◆ Delete references to and processes for determining legal settlement. The new dispute resolution process is incorporated into the process for using county of residence to determine county financial responsibility.
- ◆ Incorporate the new regional administrator process to be used for managing disability services.
- ◆ Replace references to the deputy director with division administrator to reflect administrative changes.
- ◆ Revise the list of individual rights to reflect the listing of rights contained in 441 Iowa Admin. Code 30.5.
- ◆ Add definitions for:
 - County of residence
 - Declaration of residence
 - Division administrator
 - Facility admission
 - Intellectual disability
 - Minor
 - Non-Medicaid payment eligible
 - Regional administrator
- ◆ Modify definitions for:
 - Admission
 - County of admission
 - Division
 - Entities responsible for funding
 - Guardian
 - Individual
 - Official designated agent
 - Outpatient admission
 - Qualified intellectual disability professional
 - State case
 - Temporary admission
- ◆ Delete definitions for:
 - Child
 - Legal settlement
 - Mental retardation
 - Residence

- ◆ Replace the term mental retardation with intellectual disability.
- ◆ Replace the term child with minor.
- ◆ Add instructions to notify the next of kin of the death of an individual.

Effective Date

April 1, 2014

Material Superseded

This material replaces the following pages from Employees' Manual, Title 3, Chapter B:

<u>Page</u>	<u>Date</u>
Title page	November 27, 2009
Contents (page 1)	November 27, 2009
Contents (page 4)	May 14, 2010
1	May 14, 2010
2, 3, 5, 7	November 27, 2009
8	May 14, 2010
9-11	November 27, 2009
12	May 14, 2010
13-19	November 27, 2009
20-23	May 14, 2010
24, 25	November 27, 2009
26, 27	May 14, 2010
28, 29	November 27, 2009
30	May 14, 2010
31-34, 40, 54, 79, 85, 87, 94-97	November 27, 2009
98	May 14, 2010
99, 103, 119	November 27, 2009

Additional Information

Refer questions about this general letter to the administrator of the Division of Mental Health and Disability Services.

October 25, 2019

GENERAL LETTER NO. 3-B-12

ISSUED BY: Division of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter B, **State Resource Centers**, Title page, revised; Contents (pages 1, 4, and 5), revised; and pages 1, 4 through 10, 12, 14 through 33, 37, 38, 39, 44, 45, 58, 66, 69, 72, 75, 81, 84, 86, and 95 through 120, revised.

Summary

Chapter 3-B is revised to:

- ◆ Make minor clarifications to terms.
- ◆ Update definitions for consistency.
- ◆ Update the code and application process to repeal the central point of coordination language and funding, and additional regional approval.
- ◆ Remove involuntary admission due to repeal of code.
- ◆ Reflect changes in general facility policies regarding internal reporting procedures, reporting deaths, and autopsies.
- ◆ Make necessary changes to update manual to current operations.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 3, Chapter B:

<u>Page</u>	<u>Date</u>
Title page	April 4, 2014
Contents (pages 1 and 4)	April 4, 2014
Contents (page 5)	November 27, 2009
1	April 4, 2014
4	November 27, 2009
5	April 4, 2014
6	November 27, 2009
7-10, 12, 14-32	April 4, 2014
32a	

33	April 4, 2014
37	November 27, 2009
38	May 14, 2010
39	November 27, 2009
44	May 14, 2010
45, 58, 66	November 27, 2009
69	February 5, 2010
72	November 27, 2009
75, 81	May 14, 2010
84, 86	November 27, 2009
95-99	April 4, 2014
100-102	November 27, 2009
103	April 4, 2014
104-118	November 27, 2009
119	April 4, 2014
120	November 27, 2009
121	May 14, 2010
122, 123	November 27, 2009

Additional Information

Refer questions about this general letter to:

Brandi Archibald, Executive Officer 2
Mental Health and Disability Services Division
Capitol Complex-Hoover Building
Des Moines, IA 50319
(515) 242-6217
Barchib1@dhs.state.ia.us

October 2, 2020

GENERAL LETTER NO. 3-B-13

ISSUED BY: Division of Mental Health and Disability Services (MHDS) - Facilities

SUBJECT: Employees' Manual, Title 3, Chapter B, **State Resource Centers**, Contents Page 3, Page 1, 11, 12, 38, 65, 67, 68, 69, 70, 71, 72, 73, 74, 75, and 76, revised.

Summary

This chapter is revised to:

- ◆ Revise manual to bring policy and procedures up-to-date with a focus on Abuse and Incident Management.

Effective Date

October 2, 2020.

Material Superseded

Remove the following pages from Employees' Manual, Title 3, Chapter B, and destroy them, replacing the affected pages with the revised pages listed above:

<u>Page</u>	<u>Date</u>
Contents Page 3	November 27, 2009
1	October 25, 2019
11	April 4, 2014
12, 38	October 25, 2019
65	November 27, 2009
67	October 25, 2019
68	November 27, 2009
69	October 25, 2019
70	May 14, 2010
71	November 27, 2009
72	October 25, 2019
73	May 14, 2010
74	November 27, 2009
75	October 25, 2019
76	November 27, 2009

Additional Information

Refer questions about this general letter to Wendy DePhillips of MHDS.

October 23, 2020

GENERAL LETTER NO. 3-B-14

ISSUED BY: Division of Mental Health and Disability Services (MHDS) - Facilities

SUBJECT: Employees' Manual, Title 3, Chapter B, **State Resource Centers**, Contents pages 1, 2, and 3, page 19-33, 34, 35 and 36, 37, 38, 39, 40, 41, 42, 43, and 44, revised.

Summary

This chapter is revised to:

- ◆ Revise manual to bring policy and procedures up-to-date with a focus on Policy On Admissions.

Effective Date

October 23, 2020.

Material Superseded

Remove the following pages from Employees' Manual, Title 3, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
Contents 1	October 25, 2019
Contents 2	November 27, 2009
Contents 3	October 2, 2020
19-33	October 25, 2019
34	April 4, 2014
35 and 36	November 27, 2009
37	October 25, 2019
38	October 2, 2020
39	October 25, 2019
40	April 4, 2014
41	November 27, 2009
42	May 14, 2010
43	November 27, 2009
44	October 25, 2019

Additional Information

Refer questions about this general letter to Wendy DePhillips of MHDS.

December 2, 2022

GENERAL LETTER NO. 3-B-15

ISSUED BY: Division of Mental Health and Disability Services (MHDS) – Facilities

SUBJECT: Employees' Manual, Title 3, Chapter B, **State Resource Centers**, Title Page, Contents 1-3, Contents 4, revised; Contents 5, removed; pages 1, 2 and 3, 4-10, 11 and 12, 13, 14-18, 19-44, 45, 46 and 47, 48, 49-53, 54, 55-57, 58, 59-61, 62 and 63, 64, 65, 66, 67-76, 77 and 78, 79, 80, 81, 82 and 83, 84, 85, 86, 87, 88, 89, 90, 91-93, revised; and 94 and 95-120, removed.

Summary

This chapter is revised to reflect policy changes regarding autopsy reports, update references to "Department of Human Services" and "DHS" to "Department of Health and Human Services" and "HHS" respectively, and to update style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 3, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	October 25, 2019
Contents 1-3	October 23, 2020
Contents 4	October 25, 2019
Contents 5	October 25, 2019
1	October 2, 2020
2 and 3	April 4, 2014
4-10	October 25, 2019
11 and 12	October 2, 2020
13	April 4, 2014
14-18	October 25, 2019
19-44	October 23, 2020
45	October 25, 2019
46 and 47	November 27, 2009
48	May 14, 2010
49-53	November 27, 2009
54	April 4, 2014
55-57	November 27, 2009
58	October 25, 2019
59-61	November 27, 2009
62 and 63	May 14, 2010
64	November 27, 2009
65	October 2, 2020
66	October 25, 2019
67-76	October 2, 2020
77 and 78	November 27, 2009
79	April 4, 2014
80	November 27, 2009
81	October 25, 2019

82 and 83	May 14, 2010
84	October 25, 2019
85	April 4, 2014
86	October 25, 2019
87	April 4, 2014
88	May 14, 2010
89	November 27, 2009
90	May 14, 2010
91-93	November 27, 2009
94	April 4, 2014
95-120	October 25, 2019

Additional Information

Refer questions about this general letter to Wendy DePhillips of MHDS.