



Why is the Iowa Department of Health and Human Services (HHS) involved?

Concerns of potential abuse or neglect of a dependent adult were reported to the Department resulting in this assessment. Your case has met initial eligibility criteria.

What to expect during the dependent adult assessment:



The Adult Protective Worker will ask to visit your home, and speak with the dependent adult, caretakers and other individuals with relevant information to understand your household's situation.



The Adult Protective Worker will **collaborate with the adult in need of care** and the household to evaluate safety and risk.



After you help the Adult Protective Worker understand the unique strengths and needs of your situation, the Adult Protective Worker will connect the dependent adult, and possibly the caretaker, to services.



Services after the assessment are typically voluntary.

Where are protective services available?

Protective assessments are available throughout Iowa. Additional information can be found on the HHS website, or you can contact our hotline at:

1-800-362-2178

What services do we provide?

The Iowa Department of Health and Human Services provides protective assessments and evaluations of dependent adults who may have been abused.

The Department of Health and Human Services makes referrals to help adults and their caretakers locate community services and resources to meet their needs.

Protective Worker:

Phone: _____

Supervisor:

Phone: _____



Dependent Adult Protection

The Iowa Department of Health and Human Services' (HHS) goal is to maximize positive outcomes for dependent adults by protecting their well-being, empowering independence and supporting quality of life.

RESOURCES

Aging and Disability

Call **1-866-468-7887** for more information.

The Office of the Public Guardian

The Office of Public Guardian was established to create a statewide network of substitute decision makers who provide substitute decision-making services as a last resort; only where no other substitute decision maker is available. Please call **(800)-532-3213** for more information.

Iowa Medicaid

Insurance and Home and Community-Based Services (HCBS) Enrollment.



Please call **1-800-338-8366**

OR

Scan the QR code to visit Iowa Healthlink online at hhs.iowa.gov/iahealthlink

If you are already a member, please visit hhs.iowa.gov/ime/members



For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at **1-800-735-2942**.

How Do I Report Abuse?

Call our Centralized Services Intake Unit Hotline. Open 24 hours a day, 7 days a week: **1-800-362-2178**.

If a person is in imminent danger, call 911.



Who is served?

HHS assesses those who meet the definition of “dependent adult” **and**

- have been abused **OR**
- have neglected themselves or neglected by a caretaker

A **“dependent adult”** is a person eighteen years of age or older and unable to protect their own interests or unable to adequately perform or obtain services necessary to meet essential human needs as a result of a physical or mental condition that requires assistance from another, or as defined by Department rule.

HHS recognizes all adults have a right to **“self-determination”** which means they are free to refuse services unless otherwise determined by a court.

“Caretaker” means a related or non-related person who has the responsibility for the protection, care, or custody of a dependent adult as a result of one of the following:



Assuming volunteer responsibility



Through employment



By contract



By order of the court

What is dependent adult abuse?

Dependent adult abuse can include any of the following

- ▶ As a result of the willful or negligent acts or omissions of a caretaker
 - Physical abuse including
 - Unreasonable confinement
 - Unreasonable punishment
 - Assault
 - The commission of a sexual offense with or against a dependent adult.
 - Exploitation
 - The deprivation of basic needs and care required to sustain the life and well-being of a dependent adult. Including food, shelter, clothing, medical and mental health attention and necessary supervision.
- ▶ The deprivation of the minimum food, shelter, clothing, supervision, physical or mental health care, and other care necessary to maintain a dependent adult's life or health as a result of the acts or omissions of a dependent adult (self-neglect).
- ▶ Sexual exploitation offenses of a dependent adult by a caretaker as defined in section 702.17 and 709.15.
- ▶ Personal degradation of a dependent adult by a caretaker as defined in 235B.2(5)(a)(4)(b).