



Iowa Department of Human Services

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June 17, 2016

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

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

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

Summary

Chapter 16-G(1) is revised to:

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

Effective Date

Immediately.

Material Superseded

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

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

Additional Information

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

In-Depth Intakes

Legal reference: 441 IAC 176.3

An in-depth intake involves contacting mandatory reporters who may have knowledge of the dependent adult's circumstances and information regarding the abuse allegation, or contacting the reporter again (either mandatory or permissive) in a specific case to obtain additional information.

An in-depth intake may be appropriate when any of the following occur:

- ◆ The allegations of the referral are unclear or contradictory.
- ◆ The motive of the reporter appears to be one of harassment or vengeance.
- ◆ The allegations of the referral are not sufficient for a case to be assigned for evaluation or assessment, because one or more of the criteria necessary to initiate an evaluation or assessment are missing (dependent adult, caretaker, or abuse allegation).

When it is necessary to conduct an in-depth intake, contact the mandatory reporter or collateral sources as soon as possible, so the assigned worker can meet the 1-hour and 24-hour timeframes. The timeframe for the assigned worker to respond is still 1-hour or 24-hours from the time of hanging up with the initial reporter. For example, if a worker and supervisor take up to 12 hours to accept a report of dependent adult abuse, the assigned worker will only have 12 hours left to respond within the 24-hour timeframe. Time frames cannot be waived or delayed for dependent adult abuse reports.

Only persons who qualify as mandatory reporters or the person making the report may be contacted as collateral sources during the intake process to expand or to clarify information in the report. Do **not contact** subjects of the report or persons who are **not** mandatory reporters, because that would move the intake into the evaluation or assessment process.

Information and Referral on Rejected Intakes

Legal reference: Iowa Code section 235B.3

View every intake call as a means to educate reporters regarding the dependent adult abuse program. You must obtain enough information to be able to determine abuse has not occurred before a report can be rejected.

When the information being reported does not meet the criteria for an evaluation or assessment, advise the reporter of the missing criteria. Assure the reporter a supervisor will make the final determination whether a report will be accepted or rejected. Document what you have told the reporter on the intake sheet.

Boarding Home Referrals

Legal reference: Senate File 484, 2009

The Department of Inspections and Appeals (DIA) registers boarding homes. However if there are allegations regarding the care or safety a person living in a boarding home, a coordinated, interagency approach shall be used to respond to the allegation.

The response may involve a multidisciplinary team composed of representatives from DIA, DHS, the Division of Criminal Investigations, the state fire marshal, or other federal, state, or local agencies. The team may consult with other entities.

DHS may receive a referral on a boarding home, or the referral could go to DIA or any other agency. Because DHS completes reports of abuse in boarding homes, accept the report if it is an allegation of abuse of a dependent adult.

If you receive a referral concerning a "boarding home" that is not directly related to a suspicion of abuse of a dependent adult, call the Help Desk at: **515-281-6786**. The Help Desk will coordinate the referral with DIA.

The Help Desk may call and request a Social Worker III be assigned to complete an assessment on form 470-4841, *Dependent Adult Assessment Tool*, on individuals residing in a boarding home that DIA is investigating for violations of boarding home registrations.

Enter an intake on the SODA database for these assignments. Complete an intake in SODA/DAAS with an acceptance if DHS is evaluating. Enter the intake into SODA/DAAS and reject with a referral to DIA, if DIA is evaluating, as advised by the help desk or your supervisor. Store a copy of the intake on form 470-0657 in a file in the local office.

Forward a referral of alleged dependent adult abuse by a staff member of one of these facilities immediately (as soon as is practicable) to the DIA staff person who evaluates allegations of dependent adult abuse for the area. (DIA can be contacted at 1-877-686-0027.) **Complete an intake on the allegation citing the reject reason as "Referral to DIA."** DIA will complete the intake.

Possible situations and the appropriate responses are summarized in the following chart and are explained in more detail in the following sections.

Situation	Action
When a DIA-evaluated referral is received during working hours (8:00 AM – 4:30 PM, Monday – Friday)...	Refer the caller immediately to the DIA at 1-877-686-0027. Do not complete an intake on the referral.
When a DIA-evaluated referral is received after hours or on a weekend or holiday...	Complete an intake on the referral. Follow instructions under Allegations Received After Hours or on Weekends or Holidays .
When a referral is not determined to involve a DIA facility or program until after intake is completed...	Fax the completed intake to DIA at 515-281-7106 as soon as possible.
When the referral is on an alleged perpetrator who is not a facility or program staff member...	Complete an intake and handle like any other case.

Allegations in DHS-Operated Facilities

DIA is responsible for evaluation of dependent adult abuse reports on patients in the following DHS-operated facilities when employees are the persons alleged responsible for the abuse:

- ◆ Cherokee Mental Health Institute
- ◆ Independence Mental Health Institute
- ◆ Glenwood Resource Center
- ◆ Woodward Resource Center

Immediately forward allegations of dependent adult abuse by a staff member of one of these facilities to the DIA as described above.

Transfer of a Case to Another Department Office

When it is necessary to refer an intake to another county or service area, take the following steps:

1. If you receive an intake call where the dependent adult resides in another county or service area, gather the necessary intake information, complete the background checks, and your supervisor will make the determination to accept or reject the intake referral.
2. When the intake is accepted or rejected, contact the Centralized Intake Unit with jurisdiction for assignment on accepted referrals. Then send an e-mail to the entire Centralized Intake Unit of the service area of jurisdiction with the subject line identifying the specific worker who received the initial call from your Unit.

For after hours intakes, report an accepted intake to the service area with jurisdiction using the Abuse Hotline.

Courtesy Interviews

Request for courtesy interviews are made through the Centralized Intake Unit. If you make a request for a courtesy interview, send an e-mail to the Unit from which the request was made. Include as much information and documents that can be sent via e-mail, as you have concerning the case or incident.

Abuse Occurred in Another State and Dependent Adult Lives in Iowa

When the dependent adult who is the subject of an allegation of abuse physically resides in Iowa but allegedly was abused in another state, complete form 470-0657, *Dependent Adult Abuse Services Intake*.

If your supervisor determines the allegation meets the dependent adult abuse criteria, make a report to the other state's Adult Protective Services Agency for the area where the abuse allegedly occurred.

Request assistance from the state where the abuse occurred in completing the evaluation. The National Adult Protective Services Association website for other state contact information: <http://www.napsa-now.org/get-help/help-in-your-area/>.

If the other state agrees to assist, send them a copy of the intake form, 470-0657, *Dependent Adult Abuse Services Intake*.

Dependent Adult Resides Out of State but Is Currently in Iowa

When a referral is on a dependent adult who is a legal resident of another state, but lives in Iowa, complete form 470-0657, *Dependent Adult Abuse Services Intake*.

If your supervisor determines the referral meets the criteria for dependent adult abuse, contact the adult protective services agency for the state where the dependent adult is a resident and offer assistance in an evaluation or assessment. Consult the National Adult Protective Services Association website for contact information in the other state: <http://www.napsa-now.org/get-help/help-in-your-area/>.

If the state of residency refuses or declines to conduct an evaluation or assessment, follow procedures for assigning the referral, unless the state of residency has already completed an evaluation or assessment.

Dependent Adult Out of State, Person Alleged Responsible in Iowa

When the report of abuse concerns a dependent adult living in another state, but the person alleged responsible for the abuse resides in Iowa, complete form 470-0657, *Dependent Adult Abuse Services Intake*.

Contact the adult protective services agency in the state where the dependent adult lives and offer assistance with interviewing the person allegedly responsible for the abuse and any other collateral contacts. Consult the National Adult Protective Services Association website for contact information in the other state: <http://www.napsa-now.org/get-help/help-in-your-area/>.

If the state of residency refuses or declines to conduct an evaluation or assessment, follow procedures for assigning the referral, unless the state of residency has already completed an evaluation or assessment.

Allegations Involving Department Employees

Legal reference: 441 IAC 176.6(1)

When the person alleged to be responsible for abuse of a dependent adult is a Department employee and the alleged abuse did not occur within a licensed health care facility or Department-operated facility, complete form 470-0657, *Dependent Adult Abuse Services Intake*. Give the referral to your supervisor, who will refer it to the service area manager or designee for assignment.