

### ***Why is the Department of Human Services involved?***

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

### ***What can my family expect during the dependent adult assessment?***

- During the assessment, the social worker will ask to visit your home, speak with the dependent adult and caretakers, and other persons with relevant information to gather an understanding of what your household is experiencing.
- The social worker will work with the adult in need of care as well as with the household to assess safety and risk.
- After you help the social worker understand the unique strengths and needs of your situation, the social worker helps connect you and possibly your caretaker to services.
- Services at the conclusion of the assessment are typically voluntary.

### ***Where are protective services available?***

Protective assessments are available in all DHS counties. For more information, you can visit our website at:

[dhs.iowa.gov/dependent\\_adult\\_abuse](http://dhs.iowa.gov/dependent_adult_abuse)

Or contact our hotline at:

**1-800-362-2178**

### ***What services do we provide?***

The Department of Human Services provides protective assessments of adults alleged to be dependent and abused.

The Department of Human Services also makes referrals to assist adults and their families in locating community services to meet their needs.

### **IMPORTANT NUMBERS**

**Social Worker:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Everyone deserves  
to be safe.**



Iowa Department of Human Services

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## **Dependent Adult Protection**



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

## ***Assistance with Referrals***

*Aging and Disability Resources through LifeLong Links:*

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

*The Office of the Substitute Decision Maker:*

The Office of Substitute Decision Maker (OSDM) 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 **515-725-3333** for more information.

*Iowa Medicaid Enterprise:*

Insurance and Home- and Community-Based Services (HCBS) Enrollment. Please visit <http://dhs.iowa.gov/iahealthlink> or call **800-338-8366**.

If you are already a member, please visit <http://dhs.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, 24 hours a day, 7 days a week: **1-800-362-2178**

## ***Who is served?***

Persons who meet the definition of “dependent adult,” who have either been abused or neglected by a caretaker or have neglected themselves, are assessed by DHS.

“Dependent adult” means a person eighteen years of age or older who is unable to protect the person’s 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 which requires assistance from another, or as defined by Department rule.

“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 assuming the responsibility voluntarily, by contract, through employment, or 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, or
  - Assault of a dependent adult.
- The commission of a sexual offense with or against a dependent adult including sexual exploitation.
- Financial exploitation of a dependent adult.
- The deprivation of the minimum food, shelter, clothing, supervision, physical or mental health care or other care necessary to maintain a dependent adult's life or health, **including self-denial of care.**