

TITLE 473  
SOCIAL SERVICES FOR AGED AND DISABLED ADULTS  
TABLE OF CONTENTS

Chapter 1-000 Administration

- 1-001 Legal Basis
  - 1-001.01 Federal Law
  - 1-001.02 State Statute
- 1-002 Agency Organization
  - 1-002.01 Central Office
  - 1-002.02 Local Offices
    - 1-002.02A Case Management
    - 1-002.02B Resource Development
    - 1-002.02C Service Administration
- 1-003 Definitions
- 1-004 Service Client Appeal
  - 1-004.01 Local Unit Responsibilities Regarding Appeals
- 1-005 Summary of Forms
- 1-006 Title Organization

Chapter 2-000 Application and Eligibility

- 2-001 Requests
  - 2-001.01 Response to Requests
  - 2-001.02 Request Time Limits
  - 2-001.03 Interview
  - 2-001.04 Application
    - 2-001.04A Right to Apply
    - 2-001.04B Family Size
    - 2-001.04C Social Security Number
- 2-002 Income Eligibility
  - 2-002.01 Categories of Eligibility for Adults
    - 2-002.01A Current SSI and/or State Supplemental
    - 2-002.01B Low Income
    - 2-002.01C Without Regard to Income (WI)
  - 2-002.02 Action on Income Declaration
  - 2-002.03 Maximum Allowable Income
    - 2-002.03A Sources of Income
    - 2-002.03B Income Exclusions
    - 2-002.03C Deduction of Nursing Home Obligation
    - 2-002.03D Types of Income
  - 2-002.04 Income Verification
    - 2-002.04A Verification of Current Status
    - 2-002.04B Verification of Low Income Status
    - 2-002.04C Verification of Without Regard to Income (WI) Status
  - 2-002.05 Burden of Proof
- 2-003 Citizenship and Alien Status
  - 2-003.01 Verification of Alien Status

- 2-004 Needs Eligibility
  - 2-004.01 Social Services Goals
    - 2-004.01A Economic Self-Support
    - 2-004.01B Self-Sufficiency
    - 2-004.01C Preventing or Remediating Neglect, Abuse, or Exploitation
    - 2-004.01D Preventing or Reducing Inappropriate Institutional Care
    - 2-004.01E Securing Referral or Admission for Institutional Care
  - 2-004.02 Needs Criteria
  
- 2-005 Service Plan Formulation
  - 2-005.01 Plan Objectives
  - 2-005.02 Documentation
    - 2-005.02A Narratives
    - 2-005.02B Forms
  - 2-005.03 Referral
  - 2-005.04 Authorization
    - 2-005.04A Authorization Standards
    - 2-005.04B Client Relatives as Providers
    - 2-005.04C Authorization Termination
  
- 2-006 Service Client Contacts and Notices
  - 2-006.01 Client Responsibility to Contact
  - 2-006.02 Worker Responsibility to Contact
  - 2-006.03 Notice of Agency Action
    - 2-006.03A Advance Notice
    - 2-006.03B Adequate Notice
    - 2-006.03C Notice Not Required
    - 2-006.03D Service Continuation During Appeal
  - 2-006.04 Client Notice of Provider Termination
  
- 2-007 Social Services Exception
  - 2-007.01 Prior Approval
  - 2-007.02 Time Guides
  - 2-007.03 Maximum Allowable Units and Rates
    - 2-007.03A Case Management
    - 2-007.03B Resource Development
  - 2-007.04 Time-Limited Service Exceptions
  - 2-007.05 Service-Specific Exceptions
  - 2-007.06 Record Maintenance
  
- 2-008 Assignment of Payee, Guardianship, or Conservator Status
  - 2-008.01 Employee's Role
  - 2-008.02 Services Worker as Protective Payee
  - 2-008.03 Provider's Role
  
- 2-009 Eligibility Redetermination
  - 2-009.01 Change in Status
  - 2-009.02 Annual Redetermination
  
- 2-010 Case Record Maintenance
  - 2-010.01 File Contents
  - 2-010.02 Record Retention
  
- 2-011 Forms and Instructions

Chapter 3-000 Social Services Providers

- 3-001 Provider Contracting Process
  - 3-001.01 Introduction
  - 3-001.02 Definitions
  - 3-001.03 Application
  - 3-001.04 Conflict of Interest
  - 3-001.05 Worker Relatives as Providers
  - 3-001.06 Service Provider Agreements
  - 3-001.07 Agreement Completion
  - 3-001.08 Multiple Facilities
    - 3-001.08A Option 1
    - 3-001.08B Option 2
  - 3-001.09 Provider Evaluation
    - 3-001.09A Resource Development Responsibilities
    - 3-001.09B Subcontracts
  - 3-001.10 Rate Negotiation
  - 3-001.11 Provider Contract Renewal
    - 3-001.11A Agreement Evaluation
    - 3-001.11B Worker Action
  - 3-001.12 Provider Terminations
    - 3-001.12A Written Notices
    - 3-001.12B Form DSS-10
  - 3-001.13 Forms and Instructions
- 3-002 Standards
  - 3-002.01 General Standards
  - 3-002.02 Provider Standards
  - 3-002.03 Provider Age Qualifications
    - 3-002.03A Chore Service
    - 3-002.03B Adult Day Services
    - 3-002.03C Respite Care Service
    - 3-002.03D Parental Permission
  - 3-002.04 Special Conditions Affecting Approval
- 3-003 Social Security Tax (FICA) Withholding
  - 3-003.01 Introduction
  - 3-003.02 Definitions
  - 3-003.03 Staff Responsibilities
  - 3-003.04 Tax Statements
    - 3-003.04A W-2 Forms
    - 3-003.04B IRS Form 1099
  - 3-003.05 Form and Instructions
- 3-004 Volunteers
  - 3-004.01 Orientation and Training
  - 3-004.02 Characteristics
  - 3-004.03 Volunteer Tasks

Chapter 4-000 (Reserved)

Chapter 5-000 Defined Services

- 5-001 Chore Service
  - 5-001.01 Introduction
    - 5-001.01A Chore Service Need
    - 5-001.01B Chore Goals
  - 5-001.02 Defined Chore Services
  - 5-001.03 Clients Served
  - 5-001.04 Conditions of Provision
    - 5-001.04A Limits Based on Living Arrangements
    - 5-001.04B Special Grant Circumstances
    - 5-001.04C Personal Care
    - 5-001.04D Full-Time Housekeeper
  - 5-001.05 Limits for Adult Protective Services (WI) Clients
  - 5-001.06 Maximum Rates and Allowable Units
    - 5-001.06A Limit Exceptions
  - 5-001.07 Case Management Documentation
  - 5-001.08 Chore Service Provider Standards
    - 5-001.08A Health and Safety Standards
    - 5-001.08B Skill and Capability Standards
    - 5-001.08C Equipment and Supplies Standards
  - 5-001.09 Chore Form and Instructions
- 5-002 Adult Day Services
  - 5-002.01 Introduction
    - 5-002.01A Day Services Goals
  - 5-002.02 Day Services Definitions
  - 5-002.03 Clients Served
    - 5-002.03A Eligibility Status
    - 5-002.03B Need
    - 5-002.03C Qualifications
  - 5-002.04 Time Limits
  - 5-002.05 Limits for Adult Protective Services (WI) Clients
  - 5-002.06 Maximum Rates and Allowable Units
  - 5-002.07 Day Services Provider Standards
    - 5-002.07A Provider Skills
    - 5-002.07B Provider Knowledge
    - 5-002.07C Provider Health
  - 5-002.08 Program Standards for Centers and Homes
    - 5-002.08A Activities
    - 5-002.08B Meals
    - 5-002.08C Facilities
    - 5-002.08D Records Maintenance
  - 5-002.09 Adult Day Services Form and Instructions
- 5-003 through 5-006 (Reserved)

- 5-007 Alternate Care Service
  - 5-007.01 Introduction
    - 5-007.01A Alternate Care Service Goals
    - 5-007.01B Time Limitation
  - 5-007.02 Definition of Alternate Care Service
  - 5-007.03 Clients Served
    - 5-007.03A Eligibility
    - 5-007.03B Residents of Institutions
  - 5-007.04 Case Management Functions
  - 5-007.05 Resource Development Functions
  - 5-007.06 De-Institutionalization
    - 5-007.06A Introduction
    - 5-007.06B Definitions
    - 5-007.06C Medical Services Functions
    - 5-007.06D County of Residence Responsibilities
    - 5-007.06E Pre-Placement Visits
    - 5-007.06F Transportation
- 5-008 and 5-009 (Reserved)
- 5-010 Home-Delivered and Congregate Meals Service
  - 5-010.01 Introduction
    - 5-010.01A Meals Service Need
    - 5-010.01B Meals Service Goals
  - 5-010.02 Meals Service Definitions
  - 5-010.03 Clients Served
    - 5-010.03A Eligibility Status
    - 5-010.03B Need for Service
  - 5-010.04 Limits for Adult Protective Services (WI) Clients
  - 5-010.05 Maximum Rates and Allowable Units
  - 5-010.06 Meals Service Exceptions
  - 5-010.07 Meals Service Provider Standards
  - 5-010.08 Health and Safety Standards
    - 5-010.08A Home-Delivered Meal Standards
    - 5-010.08B Congregate Meal Standards
  - 5-010.09 Menu and Meal Requirements
  - 5-010.10 Meals Service Forms and Instructions
- 5-011 Homemaker Service for Adults
  - 5-011.01 Introduction
    - 5-011.01A Homemaker Need
    - 5-011.01B Homemaker Goals
  - 5-011.02 Homemaker Definitions
  - 5-011.03 Clients Served
    - 5-011.03A Homemaker Eligibility Status
    - 5-011.03B Homemaker Need
    - 5-011.03C Living Arrangement
    - 5-011.03D Limits for Adult Protective Services (WI) Clients
  - 5-011.04 Maximum Rate and Allowable Units
  - 5-011.05 Authorization Procedures
  - 5-011.06 Time Limits
  - 5-011.07 Homemaker Provider Requirements
  - 5-011.08 Homemaker Forms and Instructions

- 5-012 (Reserved)
- 5-013 Respite Care for Adults
  - 5-013.01 Purpose
  - 5-013.02 Definitions
  - 5-013.03 Goals
  - 5-013.04 Eligibility
    - 5-013.04A Eligibility Status
    - 5-013.04B Caregiver Need
    - 5-013.04C Limits for Adult Protective Service (WI) Clients
  - 5-013.05 Budget Restrictions
  - 5-013.06 Maximum Rate and Allowable Units
  - 5-013.07 Respite Exceptions
  - 5-013.08 Department Responsibilities
    - 5-013.08A Case Management Functions
    - 5-013.08B Resource Development Functions
  - 5-013.09 Caregiver Responsibilities
  - 5-013.10 Respite Provider Standards
    - 5-013.10A Additional Out-of-Home Standards
  - 5-013.11 Forms
- 5-014 - 5-017 (Reserved)
- 5-018 Transportation Service for Adults
  - 5-018.01 Introduction
    - 5-018.01A Service Need
    - 5-018.01B Transportation Goals
  - 5-018.02 Definitions
  - 5-018.03 Clients Served
    - 5-018.03A Eligibility Status
    - 5-018.03B Transportation Need
  - 5-018.04 Transportation Components
    - 5-018.04A Educational Needs
    - 5-018.04B Employment Needs
    - 5-018.04C Housing Needs
    - 5-018.04D Legal Needs
    - 5-018.04E Maintenance or Budget Programs and Services
    - 5-018.04F Medical Needs
    - 5-018.04G Nutritional Needs
  - 5-018.05 Community-Based Mental Retardation (CBMR) Programs
  - 5-018.06 Staff-Provided Service Costs
  - 5-018.07 Maximum Rates and Allowable Units
    - 5-018.07A Educational Needs
    - 5-018.07B Employment Needs
    - 5-018.07C Housing Needs
    - 5-018.07D Legal Needs
    - 5-018.07E Maintenance or Budget Programs and Services
    - 5-018.07F Medical Needs
    - 5-018.07G Nutritional Needs

- 5-018.08 Transportation Exceptions
- 5-018.09 Authorization of Individual Providers
- 5-018.10 Authorization of Exempt Providers
- 5-018.11 Transportation Provider Requirements
- 5-018.12 Transportation Form and Instructions
- 5-019 Special Services for Mentally Retarded Persons
  - 5-019.01 Introduction
    - 5-019.01A Service Goals
  - 5-019.02 Definition of Special Services for Mentally Retarded Persons
  - 5-019.03 Delegation of Authority to Community-Based Mental Retardation (CBMR) Programs
  - 5-019.04 Clients Served
  - 5-019.05 Service Units and Codes
  - 5-019.06 Local Service Unit Responsibilities
  - 5-019.07 CBMR Case Management Responsibilities
  - 5-019.08 Case Record Maintenance
- Chapter 6-000 Supportive Services
- 6-001 Adult Family Home (AFH)
  - 6-001.01 Introduction
  - 6-001.02 Adult Family Home Definitions
  - 6-001.03 Self-Administration of Medication
  - 6-001.04 Complaints of Suspected Abuse/Neglect Occurring in Adult Family Homes
    - 6-001.04A Complaint Substantiated
    - 6-001.04B High Risk Situations
  - 6-001.05 Adult Family Home Sponsor Responsibilities
  - 6-001.06 Financial Arrangements for Adult Family Home Care
  - 6-001.07 Resource Development Functions
    - 6-001.07A Recruitment Responsibilities
    - 6-001.07B Evaluation and Certification Procedures
    - 6-001.07C Annual Certification
    - 6-001.07D Change of AFH Address
    - 6-001.07E Increase in the Number of Guests
    - 6-001.07F Termination of Approval
  - 6-001.08 Case Management Functions
  - 6-001.09 Standard for Adult Family Home Approval
    - 6-001.09A Adult Family Home Sponsors
    - 6-001.09B Adult Family Home Environmental Requirements
    - 6-001.09C Fire Safety Requirements
    - 6-001.09D Sanitation Requirements
    - 6-001.09E Meal Preparation
    - 6-001.09F Laundry Facilities
  - 6-001.10 Adult Family Home Forms and Instructions
- 6-002 Reporting Unlicensed Facilities and Homes
  - 6-002.01 Local Unit Responsibilities
  - 6-002.02 Department of Health Responsibilities
  - 6-002.03 Central Office Responsibilities

Chapter 7-000 Adult Protective Services

- 7-001 Scope and Authority
  - 7-001.01 Legal Basis
  - 7-001.02 Persons Mandated to Report Adult Abuse and Neglect
  - 7-001.03 Philosophical Basis, Principles, and Outcome of Adult Protective Services
    - 7-001.03A Philosophy
    - 7-001.03B Principles
    - 7-001.03C APS Outcome
  - 7-001.04 Administration
  - 7-001.05 Services Provided
- 7-002 Definitions
- 7-003 Disclosure of Information
  - 7-003.01 Information Sharing Within Department
  - 7-003.02 Signed Release Required
  - 7-003.03 Request by or on Behalf of Vulnerable Adult
  - 7-003.04 Persons or Agencies Allowed Access to Records
  - 7-003.05 Requests Requiring Central Office Involvement
  - 7-003.06 Department Release of Information
  - 7-003.07 Summary of Findings and Actions
- 7-004 Documentation
  - 7-004.01 Required Documentation
  - 7-004.02 Photographs or Videotape
  - 7-004.03 Case Files
- 7-005 Intake
  - 7-005.01 Intake Outcomes
  - 7-005.02 Department Roles and Responsibilities
    - 7-005.02A Role of Adult Protective Service Worker
    - 7-005.02B Role of Support Staff
    - 7-005.02C Role of Adult Protective Services Supervisor
    - 7-005.02D Role of Abuse/Neglect Hotline Staff
  - 7-005.03 Priorities
    - 7-005.03A Priority 1
    - 7-005.03B Priority 2
    - 7-005.03C Priority 3
  - 7-005.04 Information to Persons Reporting Abuse/Neglect
  - 7-005.05 Assessment of Risk
  - 7-005.06 Department Response on Reports of Suspected Vulnerable Adult Abuse and Neglect
  - 7-005.07 Facility Investigations
    - 7-005.07A Priority 1 Reports
    - 7-005.07B Priority 2 and 3 Reports
    - 7-005.07C Investigative Findings
  - 7-005.08 Conflict of Interest
  - 7-005.09 Record Keeping

- 7-006 Investigations
  - 7-006.01 Investigation Outcomes
  - 7-006.02 Department Roles and Responsibilities
    - 7-006.02A Role of Adult Protective Service Worker
    - 7-006.02B Role of Adult Protective Service Supervisor
  - 7-006.03 Coordination with Law Enforcement
  - 7-006.04 Emergency Intervention
    - 7-006.04A Need for Emergency Intervention
    - 7-006.04B Contacts for Emergency Intervention
  - 7-006.05 Investigation Activities
  - 7-006.06 Unable to Locate
  - 7-006.07 Worker Safety
  - 7-006.08 Courtesy for Vulnerable Adults
- 7-007 Case Status Determination
  - 7-007.01 Determinations Available and Definitions
  - 7-007.02 Perpetrator Notification
  - 7-007.03 Report to the County Attorney
  - 7-007.04 Law Enforcement Notification
  - 7-007.05 Record Keeping
- 7-008 Service Coordination
  - 7-008.01 Department Roles and Responsibilities
    - 7-008.01A Role of Adult Protective Services Worker
    - 7-008.01B Role of Adult Protective Services Supervisor
  - 7-008.02 Service Coordination Activities
    - 7-008.02A Outside Opinion
    - 7-008.02B Worker Tasks
  - 7-008.03 Service Coordination Outcomes
  - 7-008.04 Arranging and Coordinating Health and Social Services
  - 7-008.05 Arranging and Coordinating Substitute Financial Management
    - 7-008.05A Power of Attorney
    - 7-008.05B Durable Power of Attorney for Health Care
    - 7-008.05C Protective Payee
    - 7-008.05D Representative Payee
  - 7-008.06 Arranging for Legal Services
    - 7-008.06A Involuntary Adult Protective Services
    - 7-008.06B Mental Health Commitment
    - 7-008.06C Guardianship
    - 7-008.06D Conservatorship
  - 7-008.07 Working with Families and Caregivers
  - 7-008.08 Evaluation of Progress
  - 7-008.09 Case Transfer
- 7-009 Case Closure
- 7-010 Record Retention
  - 7-010.01 Substantiated Investigations
  - 7-010.02 Unfounded Investigations
- 7-011 APS Central Registry
  - 7-011.01 Release of Registry Information
    - 7-011.01A Request by or on Behalf of Vulnerable Adult
    - 7-011.01B Request for Registry Information as Background Check
  - 7-011.02 Request for Amendment, Removal, or Expunction of Registry Information
    - 7-011.02A Request by or on Behalf of Vulnerable Adult