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GAVIN NEWSOM
GOVERNOR

March 13, 2020

TO: ALL COUNTY PROGRAM MANAGERS

SUBJECT: CORONA VIRUS 2019 (COVID-19)

REFERENCE: WELFARE AND INSTITUTIONS CODE (WIC) SECTION 15763;
MANUAL OF POLICIES AND PROCEDURES (MPP) SECTION
33-510

This Adult Protective Services (APS) Program Managers' Letter (PML) provides counties information on options for modifying how APS investigations and home visits are conducted due to COVID-19. County APS agencies should work with their local health departments and consult their County Counsel's office to determine their community level of risk and need to implement these modifications.

State law requires a face-to-face investigation when an elder or dependent adult is in imminent danger and an immediate or 10-day in-person response is necessary to protect the individual's health or safety. (WIC Section 15763 and MPP Sections 33-510.1 – 33.510.3.) Counties may collect and review information related to the client's situation and needs by phone prior to conducting a home visit. Attached is a screening tool, developed by the City and County of San Francisco Department of Disability and Aging Services, which county APS agencies may use before conducting an in-person visit.

The in-person monitoring visits that are required every 30 days (as specified in Welfare & Institutions Code Section 15763 and in the MPP 33-545.4) remain compulsory unless the written visitation plan justifying why it is not necessary to visit the client once every 30 days is approved by an appropriate supervisor and entered into the case record. The mandatory monitoring visits can only be substituted by telephone calls if approved by a supervisor and detailed in the case plan based on the facts of the case.

Questions or requests for clarification regarding the information in this letter should be directed to the Adult Programs Division, APS Analyst at (916) 651-5111.

Sincerely,

ORIGINAL DOCUMENT SIGNED BY

DEBBI THOMSON

March 13, 2020
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Deputy Director
Adult Programs Division

Attachment