

Joe Lombardo
Governor



Richard Whitley
Director

ADSD Policy Manual Updates for:

Adult Protective Services, Chapter 2000

Office for Consumer Health Assistance, Chapter 2800

ADA Title II Manual, Chapter 200

Aging and Disability Services Division

March 14, 2025

Department of Health and Human Services

Helping people. It's who we are and what we do.





Agenda

1. Overview and Purpose
2. Adult Protective Services Policy Revisions
3. Public Comment
4. Office for Consumer Health Assistance Policy Revisions
5. Public Comment
6. ADA Title II Policy Revisions
7. Public Comment



Overview & Purpose

1. Division policy initiative:

- New centralized policy platform and document repository.
- Move legacy (existing) policies to the new policy template.
- Streamline, combine, and remove duplication of legacy policies into single comprehensive policy manuals for each program.
- Update provisions to current operations, best practices, and ensure compliance with laws and regulations.
- Improve public engagement and access to division policies.



Adult Protective Services Manual, Chapter 2000

Move two (2) legacy Adult Protective Services (APS) policies (APS Overview and APS Eligibility and Intake) to the new policy manual template to include:

- Combine authority, acronyms, and definitions from the APS legacy policies and remove duplication.
- Streamline and re-organized policy content to flow as a single comprehensive APS policy manual.
- Updated references to current materials (e.g., websites, laws, regulations, etc.).
- Adding reserved sections in the numbering to allow for development of the remaining sections of the manual and to leave room for growth in the policy as needed.



APS Manual, Chapter 2000 Cont'd (Pg. 2)

Moved the legacy policies to the new template, renumbered, and provided revisions for clarity on:

Section 2001, Introduction

- Introduction and General Provisions

Section 2010, Eligibility and Intake

- Reports of Suspected Abuse
- Intake Processes
- Eligibility Requirements

Section 2020, Investigations/Case Management

- Priority Levels
- Initiations
- Face to Face Visits
- Investigations Involving Serious Mental Illness



APS Manual, Chapter 2000 Cont'd (Pg. 3)

Section 2040, Electronic Records

- Case Notes

Section 2098 through 2099, Authority, Acronyms and Definitions

- 98 and 99 will be standard section numbering in all manuals to house the program authority, acronyms, and definitions.

All other sections reserved for future development.



Public Comment – 2000, APS Manual



Office for Consumer Health Assistance Manual, Chapter 2800

Move one (1) legacy Office for Consumer Health Assistance (OCHA) policy and policy transmittals to the new policy manual template to include:

- Set up structure for policy content to flow as a single comprehensive OCHA policy manual.
- Updated references to current materials (e.g., websites, laws, regulations, etc.).
- Adding reserved sections in the numbering to allow for development of the remaining sections of the manual and to leave room for growth in the policy as needed.



OCHA Manual, Chapter 2800 (Pg. 2)

Moved the legacy policy and transmittals to the new template, renumbered, and provided revisions for clarity on:

Section 2801 Introduction

Section 2810, Eligibility and Intake

Section 2821, Mediation, Appeals, Arbitration

- Arbitration process

Section 2871, Arbitration Costs

- Arbitration costs as a subsection of billing/fiscal.

Section 2898 through 2899, Authority, Acronyms and Definitions

- 98 and 99 will be standard section numbering in all manuals to house the program authority, acronyms, and definitions.

All other sections reserved for future development.



Public Comment – 2800, OCHA Manual



ADA Title II Manual, Chapter 200

Move four (4) legacy ADA Title II policies (requirements of Title II, grievance process, effective communication capabilities, and technical requirements) to the new policy manual template includes:

- Combine authority, acronyms and definitions from the four ADA Title II legacy policies and remove duplication.
- Streamline and re-organized policy content to flow as a single comprehensive ADA Title II policy manual.
- Updated references to current materials (e.g., websites, laws, regulations, etc.).
- Adding reserved sections in the numbering to allow for future policy growth or needs.



ADA Title II Revisions

Moved legacy policy to new template, renumbered sections, and provided policy revisions for clarity on:

Section 205, Reasonable Accommodations

- Reasonable accommodations
- Requesting a reasonable accommodation
- How to process a request

Section 210, Communication Auxiliary Aids and Services

- Auxiliary aids and services

Section 215, Scheduling Translation/Interpreter Services

Section 220, Communication Best Practices



ADA Title II Revisions Cont'd (Pg. 2)

Section 225, Document & Website Requirements

- Accessibility standards following the State of Nevada Office of the Chief Information Officer policies.
- Accessibility standards in accordance with federal requirements and plain language.

Section 230, Facility Requirements

- Accessibility assessments using nationally recognized tools.

Section 250 through 253, ADA Title II Grievances and Resolution Procedures

- Grievance process
- Grievance resolution
- Grievance appeals



ADA Title II Revisions Cont'd (Pg. 3)

Section 260, Notices

- ADA notice requirements

Section 298 through 299, Authority, Acronyms and Definitions

- 98 and 99 will be standard section numbering in all manuals to house the program authority and acronyms and definitions.

All other sections reserved for future development.



Public Comment – 200, ADA Title II Manual



Contact Information

Robin Tejada
Adult Protective Services, Social Services Chief
RMTejada@adsd.nv.gov

Khadyja Carter
Office for Consumer Health Assistance, Operations Chief
KDCarter@govcha.nv.gov

Samantha D'Ambrosio-Garcia
Lead ADA Coordinator
SDAmbrosioGarcia@adsd.nv.gov

Shannon Ivy
Policy & Projects Chief
Shannoni@adsd.nv.gov

ADSD.nv.gov



ADA

ADSD

APS

OCHA

Acronyms

Americans with Disabilities Act

Aging and Disability Services Division

Adult Protective Services

Office for Consumer Health Assistance