

Adult Protective Services Case Closure

Policy 8.19

Effective: June 15, 2023

Introduction

The Adult Protective Services case shall be closed either after the investigation has been completed or services have been provided through ongoing services. A case is considered closed after the supervisor has approved the closure.

Scope

The purpose of this policy is to provide a uniform process for closure of cases:

- after a completed investigation,
- after providing ongoing services, or
- when an investigation is incomplete or abbreviated.

Policy

Procedures

A. Investigative Case Closure

Cases that have had a complete investigation will be closed as either valid or invalid.

- **Valid or Threat of Harm:** Substantiated allegation(s) of abuse, neglect, and/or exploitation (A/N/E)
- **Invalid:** No substantiated allegation(s) of A/N/E

More information on determining validity can be found in the Classification Types section in the [Investigation Classification](#) Procedures.

B. Incomplete Case Closure

The following may be reasons for closing a case as incomplete without a full investigation:

- Client moved out of state/country;
- Client cannot be located after due diligence (no address, address is not a residence, alleged victim moved out of state, etc.);
- Courtesy interview for another state;
- Home study;
- Duplicate case; ([See Merge Instructions for Duplicate Names](#)) or
- Death of a client, in certain circumstances, regardless of whether A/N/E was a factor. See [8.17 APS Fatality Review](#).

C. Abbreviated Case Closure

Abbreviated case closures must be done at the conclusion of an abbreviated investigation. Reasons to conduct an abbreviated investigation can be found in [APS Investigation Procedure](#).

D. Ongoing Services Case Closure

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After an investigation has been completed, the investigative specialist may continue to implement and monitor service provision by placing the case in ongoing services. Once services are in place or the investigative specialist (IS) deems the client/situation to be stable, the case must be closed. See [Case Closure Procedures](#)

Supporting Documents

[Investigation Classification Procedures](#)

[Merge Instructions for Duplicate Names](#)

[8.17 APS Fatality Review](#)

[APS Investigation Procedure](#)

[APS Case Closure Procedures](#)

Definitions/Acronyms

Term	Definition
Abbreviated Investigation	A tool which may be used when there is no identified need for a complete investigation to determine the need for protection.
A/N/E	Abuse, neglect, exploitation
Courtesy Interview	An investigative specialist requests an interview from another unit.
Home Study	An evaluation of the home environment to determine whether the environment would be suitable for the needs of the vulnerable adult.

Supersedes


APS Case Closure, eff. date 06/29/2022

Approval History

Approved By	Approver Title	Approved Date	Effective Date
Cherrell Campbell-Street	Deputy Commissioner	05/31/2023	06/15/2023
Clarence H. Carter	Commissioner	06/29/2022	07/01/2022
Danielle Barnes	Commissioner	10/30/2019	11/15/2019

Revision History

Date	Version	Location of Change	Description/Reason for Change
05/31/2023	06/15/2023	Section C and Definitions	Cleaned up language, fixed Investigations Procedure link Fixed title within definition of Courtesy Interview
06/29/2022	07/01/2022	Introduction, Scope, Body of Policy	Annual revision. Cleaned up language throughout. Updated a policy link.
10/30/2019	11/15/2019	N/A	New Policy

Approved By	<i>Clarence H. Carter</i> 	Approval Date	05/31/2023
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Application	Adult Protective Services Investigative Specialists and Team Coordinators		