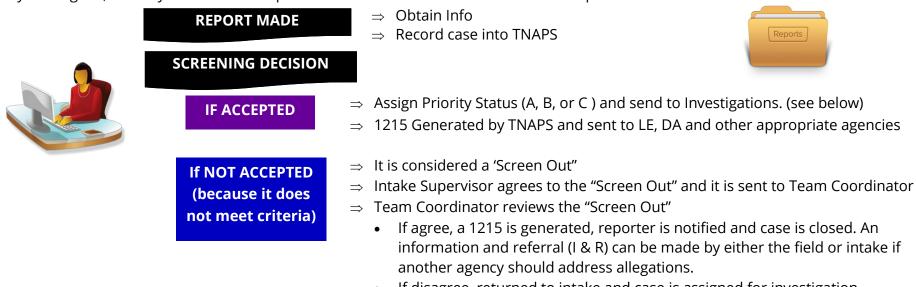
# **TN DEPT OF HUMAN SERVICES—Adult Protective Services (APS) Intake**

Criteria: Investigates reports for those 18 and over where there is an allegation of abuse or neglect by a caregiver, financial exploitation by a caregiver, and any sexual abuse reports of an vulnerable adult who is unable to protect him/herself.



• If disagree, returned to intake and case is assigned for investigation.

## **APS INVESTIGATION / ONGOING SERVICES**

#### **REPORT RECEIVED FROM INTAKE W/PRIORITY STATUS**

- $\Rightarrow$  Priority A (24 hours)
- $\Rightarrow$  Priority B (5 business days)
- $\Rightarrow$  Priority C (7 business days)

### CLIENT FACE-TO-FACE VISIT

- $\Rightarrow~$  Info collected, witnesses interviewed, records requested
- $\Rightarrow$  60 days to complete investigation with two 30 day extensions allowed (with approval)

#### ALLEGATION OUTCOMES

- ⇒ **Substantiated** Adults wishes are considered. If services are accepted, referrals will be made. Possible due process case if paid caregiver is involved.
  - **<u>Ongoing Services</u>**: Case to be monitored and can be opened for up to 1 year, unless a custody case.
- ⇒ **Unsubstantiated** Allegation cannot be validated, no services are needed and case is closed.

