

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.



REPORT MADE

- ⇒ Obtain Info
- ⇒ Record case into TNAPS



SCREENING DECISION

IF ACCEPTED

- ⇒ Assign Priority Status (A, B, or C) and send to Investigations. (see below)
- ⇒ 1215 Generated by TNAPS and sent to LE, DA and other appropriate agencies

IF NOT ACCEPTED (because it does not meet criteria)

- ⇒ It is considered a "Screen Out"
- ⇒ Intake Supervisor agrees to the "Screen Out" and it is sent to Team Coordinator
- ⇒ Team Coordinator reviews the "Screen Out"
 - If agree, a 1215 is generated, reporter is notified and case is closed. An information and referral (I & R) can be made by either the field or intake if another agency should address allegations.
 - If disagree, returned to intake and case is assigned for investigation.

APS INVESTIGATION / ONGOING SERVICES

REPORT RECEIVED FROM INTAKE W/PRIORITY STATUS

- ⇒ Priority A (24 hours)
- ⇒ Priority B (5 business days)
- ⇒ Priority C (7 business days)

CLIENT FACE-TO-FACE VISIT

- ⇒ Info collected, witnesses interviewed, records requested
- ⇒ 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.
 - **Ongoing Services:** 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.

