

5101:2-20-02

**Provisions for adult protective services.****(A) Intake activities for reports of alleged abuse, neglect, or exploitation of adults.**

(1) The county departments of job and family services (CDJFS) shall be responsible for the receipt and completion of all intake activities on all verbal or written reports of abuse, neglect or exploitation for adults age sixty and older. These activities shall include but not be limited to, the following:

(a) Receiving reports of alleged abuse, neglect, or exploitation.

(i) The CDJFS shall have staff available to receive reports by telephone, mail, fax or in person during agency work hours.

(ii) All information received by the CDJFS shall be documented and included in the case record. The report shall also include, but not be limited to the following:

(a) The date and time of the receipt of a report.

(b) The name, address and the relationship of the reporter to the alleged adult victim, unless the reporter chooses to remain anonymous.

(c) The name, address and approximate age of the adult who is the subject of the report, if known.

(d) The name and address of the caregiver responsible for the adult's care, if any and if known.

(e) The name and address of the alleged perpetrator if different than the adult's caregiver, if known.

(f) The nature and extent of the alleged abuse, neglect, or exploitation of the adult.

(g) The basis of the reporter's belief that the adult has been abused, neglected, or exploited.

(h) The name(s), age(s), and relationship(s) of other known household member(s).

(i) The name(s) address(s) and/or telephone number(s) of any known collateral sources.

(b) Timely processing of emergency reports.

(i) The report shall be deemed an emergency if an adult is reported to be living in a condition which presents substantial risk of immediate and irreparable physical harm or death. The risk can be the result of the adult's own actions or inflicted on the adult by another person. This type of report requires an investigation to be initiated within twenty-four hours.

(c) Cross referring reports to appropriate agencies.

(i) The CDJFS shall make a cross referral to the following agencies:

(a) The county board of mental retardation and developmental disabilities (MR/DD) if the report involves an adult who is mentally retarded and developmentally disabled as defined in section 5126.01 of the Revised Code.

(b) The regional or state long-term care ombudsperson if the report involves an adult who resides in a long-term care facility and their rights have allegedly been violated as defined in sections 173.01 and 173.19 of the Revised Code.

(c) The Ohio department of health if the report involves an adult who has allegedly been abused, neglected, or exploited by staff employed at a adult care facility as defined in section 3722.12 of the Revised Code.

(d) The local public children services agency if the report involves the safety or welfare of a child under the age of eighteen as defined in section 2151.421 of the Revised Code.

(B) Procedures for investigation/assessment of abuse, neglect or exploitation

(1) The county department of job and family services (CDJFS), or its designated agency, shall be responsible for investigating all reports of abuse, neglect, or exploitation for adults age sixty and older and shall evaluate the need for

adult protective services. All reports that have been deemed non-emergencies shall be initiated within three working days from the receipt of the report. The CDJFS or its designated agency shall conduct the following investigative activities:

- (a) Attempt to conduct a face-to-face visit with the alleged adult victim, preferably in the alleged adult victim's own home without the interference of others. If face-to-face contact is not possible, the reason(s) must be documented in the case record.
- (b) At the time of the initial interview, give written notice of the intent to investigate and explain the notice in language reasonably understandable to the adult who is the subject of the investigation. The CDJFS shall arrange for translator/interpreter services when needed.
- (c) Assess the risk to the adult who is subject of a report, by considering the following factual information:
  - (i) The specific danger (abuse, neglect, or exploitation) and the degree of danger (physical or sexual harm; mental anguish or mental illness) in the adult's living conditions.
  - (ii) The personal vulnerability of the adult, including one or more of the following conditions:
    - (a) Handicap due to infirmities of aging.
    - (b) Physical or mental impairments preventing the adult from providing for his/her own care without the assistance of a caretaker.
    - (c) The adult's understanding of his/her current situation.
    - (d) The adult's feeling about his/her current living situation.
  - (iii) The social vulnerability of the adult, including one or more of the following conditions:
    - (a) The absence of a guardian, caretaker, spouse, adult children, next of kin or friends.



(ii) Investigation disposition

- (a) Determination whether the report of abuse, neglect, or exploitation is validated or nonvalidated and the reason for this conclusion.
  - (b) Document needed services that were identified and the referrals made to other social service agencies if applicable.
- (i) Develop a protective service plan no later than thirty calendar days of the validated report if ongoing services are needed.

(C) Adult protective services plan and delivery

- (1) The county department job and family services (CDJFS) or its designated agency shall develop a written protective services plan for each adult who receives protective services. The protective services plan shall be part of the case record.
- (2) A protective services plan shall be developed by the CDJFS or its designated agency no later than thirty calendar days of the validated report.
- (3) Each protective services plan shall include, but is not limited to the following:

  - (a) Identified problem.
  - (b) Protective services objectives.
  - (c) The type of protective services and the service provider(s).
  - (d) Effective dates of protective service plan.
  - (e) Signature of the adult victim. If the adult does not sign the plan, document the reason in the case record then terminate the case unless the CDJFS or its designated agency determines that an adult is in need of protective services. If it has been determined that protective services are needed, refer to paragraph (D)(1)(a) of this rule.
- (4) The protective service plan shall be based upon the least restrictive services available to meet the need of the adult. To the extent possible, the least drastic

and most gradual intervention shall be chosen.

- (5) At the end of the initial six month period of service, the CDJFS shall assess the need to continue providing protective services. If the adult continues to be at risk and in need of protective services, the CDJFS or its designated agency shall develop a service plan for the next six months and thereafter every six months until the case is closed. The assessment shall be written and placed in the case record.
- (6) The CDJFS or its designated agency has the responsibility to reassess the level of risk and amend the service plan anytime there is a change in the adult victim's circumstances.
- (7) The CDJFS or its designated agency, in the development of the protective services plan must involve to the fullest extent the adult and significant other(s) which may include relatives, friends, care givers, and/or neighbors.
- (8) The CDJFS or its designated agency shall be responsible for the delivery of services or may arrange service delivery through the use of referrals, contracts or written agreements.

(D) Termination of adult protective services

- (1) The CDJFS or its designated agency shall terminate adult protective services in the following circumstances:
  - (a) When requested by the adult who is the recipient of the protective services. However, if the CDJFS or its designated agency determines that an adult is in need of protective services and the adult is incapacitated or incompetent, it may petition the court for an order authorizing the provision of protective services.
  - (b) When the adult is no longer in need of protective services.
  - (c) When the adult subject leaves the CDJFS area of jurisdiction. In such an instance, the CDJFS shall make a referral to the new county or state of residence, if known, and upon request of the authorized receiving agency, provide appropriate information to facilitate determination of need for adult protective services in the new county or state of residence.
  - (d) When the adult victim has been placed in an institution, unless the

institutionalization is court ordered.

(e) When the adult dies.

Effective:

R.C. 119.032 review dates: 03/17/2008

---

Certification

---

Date

Promulgated Under: 111.15  
Statutory Authority: 5101.71  
Rule Amplifies: 5101.71, 5101.751  
Prior Effective Dates: 3/17/2003