



Summit County Adult Protective Services

Differential Response

A Safer, More Supportive Way to Help Older Adults

Summit County Adult Protective Services responds to concerns of abuse, neglect, self-neglect, and exploitation involving adults aged 60 and older. Our **Differential Response** approach provides **two pathways** for caseworkers to offer support and assistance.

Traditional Response Pathway

Used when someone may be in serious danger or at immediate risk of harm.
Includes a formal investigation and possible court involvement.

OR

Alternative Response Pathway

Used when concerns are less urgent.
Focuses on support, services, and working together to help the adult stay safe.

Both pathways require investigators to complete a risk assessment to identify the adults' strengths and needs.

What Differential Response Means for Adults

- A response that fits the situation
- A supportive, less adversarial experience when possible
- More focus on problem-solving and safety planning
- Stronger partnerships with families and support networks
- A better chance for adults to accept help when they need it



Our Commitment to Older Adults

- ✓ We treat every person with dignity and respect
- ✓ We focus on safety, independence, and well-being
- ✓ We work with older adults and families, not against them
- ✓ We help connect people to services and supports
- ✓ We respect the right of capable adults to make their own choices



Have a Concern About an Older Adult?

If you suspect abuse, neglect, self-neglect, or exploitation, please contact:

330-643-7217 (24/7)



Scan, click or tap QR code
for more information



ILENE SHAPIRO
COUNTY EXECUTIVE

Job & Family Services
Terri Burns, Director