

SUMMIT COUNTY
DEPARTMENT OF JOB AND FAMILY SERVICES
Adult Protective Services
Title XX
Policies and Procedures Manual



**ILENE
SHAPIRO**
COUNTY EXECUTIVE

Department of Job and Family Services

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Table of Contents

Overview	3
Summit County Title XX Funding	3
Adult Protective Services (APS) Definitions	3
Methods of Delivery.....	4
Communication with SCDJFS	4
Eligibility Criteria	5
Eligibility Period for Participants	5
Confidentiality	5
Case Records.....	5
Adult Protective Services Screening.....	6
Case Planning and Case Review.....	6
Monthly Report Form.....	7
Reporting Requirements	7
Monitoring.....	8
Conflict of Interest	9
Invoicing Requirement for Subrecipients.....	9
Subrecipient Policies and Procedures Manual Acknowledgment	11
Appendixes	12
Appendix A - APS Referral Form	13
Appendix B - APS Team/Subrecipients	14
Appendix C - Subrecipient Services and Expectations	15
a. Community Legal Aid Services	16
b. Direction Home	17
c. Family & Community Services	19
d. Summit County Prosecutor's Office.....	20
e. Summit County Sheriff's Office	21
f. Vantage Aging	22
g. 211 United Way of Summit & Medina.....	23
Appendix D - APS Rules	24

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

Overview

Title XX was signed into law to provide social services. States are required to develop an annual program plan outlining services to be provided and for each service the estimated number of persons to be served or activities provided and estimated total expenditures. Services must also be directed at one or more of the five national goals:

- Achieving or maintaining economic self-support to prevent, reduce, or eliminate dependency;
- Achieving or maintaining self-sufficiency including reduction or prevention of dependency;
- Preventing or remedying neglect, abuse, or exploitation of children and adults unable to protect their own interests or preserving, rehabilitating, reuniting families;
- Preventing or reducing inappropriate institutional care by providing for community-based care, home-based care, or other forms of less intensive care; and,
- Securing referral or admission for institutional care when other forms of care are not appropriate or providing services to individuals in institutions.

Summit County Title XX Funding

Summit County's Adult Protective Services (SC APS) primary role is to investigate reports of abuse, neglect, or exploitation of older adults (aged 60 years or older) in accordance with the Ohio Administrative Code (OAC) 5101:2-25.

This includes but is not limited to assessing the safety and risk of the adult, protecting the adult's interest, coordinating efforts with local authorities, and connecting the adult with community resources to remedy the situation. An assessment is conducted by SC APS Investigators after receiving a report alleging abuse, neglect, and/or exploitation of an elder sixty (60) years of age or older.

In Summit County, Title XX Social Services are provided through a collaborative effort with community organizations to ensure that older adults have access to services that assist the individual in becoming stable and allows them to remain independent for as long as they can.

Adult Protective Services (APS) Definitions

- Adult Protective Services: means an array of services provided to adults who are at risk of abuse, neglect, or exploitation. Services include but are not limited to; intake/referral, investigating reports of abuse, neglect, or exploitation, and protective services.
- Case Management: means services performed or arranged by Summit County Department of Job and Family Services (SCDJFS) or its designated agency to manage the life cycle of an adult protective services case.
- Case Record: means the permanent documentation of the assessment/investigation and the provision of protective or social services to vulnerable adults maintained as hard copy files, electronic files, or as a combination of both.
- Emergency: means that the adult is living in conditions which present a substantial risk of immediate and irreparable physical harm or death to self or any other person.
- Protective Services: means services provided by the SCDJFS or its designated agency to an adult who has been determined by evaluation to require such services for the prevention, correction or

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

discontinuance of an act of, as well as conditions resulting from abuse, neglect or exploitation. Protective services may include, but are not limited to, case work services, medical care, mental health services, legal services, fiscal management, home health care, homemaker services, housing-related services, guardianship services, and placement services as well as the provision of commodities such as food, clothing, and shelter.

- **Referral**: means a verbal or written statement received by the SCDJFS from any person who has reason to believe that an adult has suffered or is suffering abuse, neglect, or exploitation.
- **Report**: means a referral accepted to be investigated by the SCDJFS as a result of a screening decision.
- **Screening**: means the process of receiving and recording information from any person to determine whether the information provided should be accepted as a report of adult abuse, neglect, exploitation or screened out.

Methods of Delivery

In Summit County, Title XX services are provided through direct services or purchased services as defined in the Ohio Comprehensive Title XX Social Services Plan (CTXXSSP). Methods of delivery may change during a program year as need occurs or resources are developed.

Purchased services are those services provided through written contracts between the Summit County Department of Job and Family Services and private nonprofit agencies, private proprietary agencies, individual vendors and/or other public agencies. Subrecipients of purchased services (known here as Subrecipients) must meet all applicable federal requirements and state licensing requirements.

Communication with SCDJFS

Title XX service Subrecipient shall contact the SC APS management team when questions or concerns about Title XX eligibility or the contracted Title XX service arise. When an action will change the content of the Service Subrecipient's contract (this includes allocations in the budget, days/hours of service, etc.), the Subrecipient must submit a written request to the SCDJFS Contract Administration Division for approval which may result in a contract amendment.

Each Subrecipient shall participate and contribute in all site visits conducted by SCDJFS staff. Subrecipients are required to attend scheduled TXX meetings, which will be held as needed. Each subrecipient can attend case review meetings and can request a meeting with SC APS as necessary to discuss cases.

If an issue or concern arises where quality control needs to be addressed, please contact SC APS management team to address accordingly.

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

Eligibility Criteria

Eligibility is determined by SC APS staff. A comprehensive intake will be completed by the SC APS hotline staff member on all referrals made to the program. SC APS team members will conduct investigations for all SC APS cases that have been assigned. All referrals will be sent to the SC APS Supervisor or Designee to complete the screening process. Referrals from SC APS team member(s) will be sent to community agency/agencies. All case record information as required in OAC 5101:2-20-04 shall be entered in the Ohio Database for Adult Protective Services (ODAPS) Information System maintained by SCDJFS.

Eligibility Period for Participants

The eligibility period for participants will be no later than ninety (90) days to determine if APS services should be maintained or amended.

Confidentiality

All matters related to each referral, assessment/investigation, record of provision or service, and information in the ODAPS is confidential and is not to be disclosed unless authorized by OAC 5101:2-20-05.

The identity of the referent/reporter and any person providing information during the course of the investigation shall be kept confidential.

SCDJFS or its Subrecipients shall give written notification of unauthorized dissemination of information to the Summit County Prosecutor and the Ohio Department of Job and Family Services (ODJFS). A copy of the written notification shall be kept in the case record.

Case Records

As per OAC 5101:2-20-03 and OAC 5101:2-20-04, SCDJFS and its Subrecipients shall develop, maintain, and permanently keep a case record for each adult who is the subject of a referral of abuse, neglect, or exploitation. SCDJFS requires all agencies with access to ODAPS to enter case notes and documentation within three (3) working days.

Agencies without access to ODAPS will forward reports/documentation to the APS mailbox (Summit_APS@jfs.ohio.gov) to be entered into ODAPS. All information must be submitted to the mailbox within two (2) working days, so it can be entered by the third day.

The case record shall contain all information, pictures, documents, and communications pertaining to the investigation of a report of abuse, neglect, or exploitation, and the provision of services to alleviate any indicated concerns. All documentation shall be uploaded into the ODAPS system by designated workers. A summary report shall be submitted to SCDJFS at the close of a case and it shall be entered into ODAPS.

The case record shall contain case notes which document chronologically all activities performed during the investigation, assessment case planning, and provision of services. The case notes shall include but are not limited to:

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

- Documentation of telephone calls;
- Documentation of personal interviews;
- Reason and date for SC APS termination;
- Dates of receipt and preparation of documentation or communication;
- Copies of documents and forms including:
 - Referrals;
 - Emails, letters and other documents used to communicate with others regarding the case; and,
 - Sign in sheets, Intake forms, and Collateral Contact Logs.

Adult Protective Services Screening

According to OAC 5101:2-20-11, the SC APS shall attempt to obtain, at a minimum, the following information from a referent making a referral regarding alleged adult abuse, neglect and/or exploitation and arrive at a screening decision:

- The names and addresses of the adult and the adult's caregiver or guardian and all household members.
- The adult's age.
- The adult's race and ethnicity.
- Circumstances regarding the abuse, neglect, and/or exploitation.
- Alleged perpetrator's access to the adult, if applicable.
- The adult's current condition.
- The adult's current location.
- Information regarding any evidence of previous abuse, neglect, and/or exploitation.
- Any other information that might be helpful in establishing the cause of the known or suspected abuse, neglect and/or exploitation.

SC APS shall attempt to obtain as much information as possible at the time of the initial referral. Reports will be deemed an emergency if an adult is reported to be living in a condition which presents substantial risk of immediate physical harm or death. The risk can be the result of the adult's own action or inflicted on the adult by another person.

Emergency reports shall be initiated within twenty-four (24) hours from receipt of the report.

Non-emergency reports shall be initiated within three (3) working days from the receipt of the report. Screening decision is at the discretion of SC APS Supervisor and or designee.

Case Planning and Case Review

According to OAC 5101:2-20-16, the SC APS Investigator shall develop a case plan for each adult who receives protective services. The case plan should be part of the case record.

The case plan should be developed by the SC APS Investigator no later than thirty (30) calendar days after whichever of the following occurs first:

- The case decision indicates the need for services and the adult agrees to the provision of protective services.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

- The adult requests services and the SC APS Investigator or its designated agency determines that the requested services are needed and can be provided.

The SCDJFS shall be responsible for the delivery of services or may arrange service delivery using referrals, contracts, or written agreements.

No later than ninety (90) days after services have been put in place, the SC APS will reassess the need to continue providing protective services. The case worker shall determine if the services should be maintained, amended, or terminated.

The decision to close the case and terminate protective services shall be approved by the APS management team and documented in the case record. In addition, an APS Case Closure summary should be submitted once a client has received all services that will be provided, or the client has been referred to another provider or program for services. This summary shall contain a brief synopsis of what actions were taken.

The case plan shall have clearly defined goals and objectives to be achieved because of participation in the applied services, measurements that will be used to determine achievement and the increments in which progress towards these goals/objectives will be measured. Goals should be developed with the following guidance:

- Be Specific – participants' goals should be clearly defined.
- Must be Measurable – the goal needs to include an indicator of progress that will measure the goal's success.
- Must be Achievable – participants will need the skills and tools to accomplish the goal.
- Results-focused – goals should focus on results not actions.
- Time-bound – the goal needs to specify the timeframe for reaching it from start to finish.

Monthly Report Form

TXX reporting form shall be completed monthly and sent to the SCDJFS Finance Department and SC APS Designees via email by the fifteenth (15th) of the following month. If no activity occurred during the month, a reporting form must still be submitted. Failure to submit forms and/or failure to submit forms on time are contract compliance concerns and may result in termination of the contract. If no activity occurred during the month, the form must still be submitted indicating zero (0) activity. If a Subrecipient is having difficulties with completing the monthly reports, they should seek out technical assistance from SCDJFS Staff.

Reporting Requirements

The Subrecipient shall submit a Final Comprehensive report to SCDJFS designee by the following deadline date:

- **Final Program Report (October 1 – September 30) – Due by October 31st**

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

The report shall include Subrecipient identification information, program information, statistics regarding program activity and a brief narrative regarding program outcomes. The Final Comprehensive report shall be a comprehensive report of the contract year's Title XX activity.

Monitoring

Monitoring by SCDJFS staff will be conducted to assure that Subrecipients are providing services in a manner that will lead to expected outcomes, and to assist Subrecipients with understanding and meeting program requirements. The Subrecipient shall contact the SCDJFS designee when there are questions or concerns about contracted services. When a Subrecipient wishes to make changes to their budget, program services and/or required forms which will alter the content of the Subrecipient Agreement, the Subrecipient must submit a written request to the SCDJFS Contract Administration Division (CAD) for prior approval. Subrecipient monitoring serves to provide assurance that the Subrecipient is in compliance with all federal, state and county requirements.

Subrecipient shall notify SCDJFS within thirty (30) days of any changes or adjustment to personnel directly related and/or supported by the Subgrant agreement. Subrecipient shall also notify SCDJFS within thirty (30) days of any change in program/service location. This information shall be sent to the attention of SCDJFS CAD.

Each Subrecipient shall participate and contribute in all monitoring visits conducted by SCDJFS staff. Case files and specified reports must be made available upon request of SCDJFS Contract Compliance Department or designated SCDJFS staff. Subrecipient must be able to supply specific reports to SCDJFS as requested generated by the Subrecipient's electronic filing system.

Monitoring performed via on-site visit or desk reviews may include, but is not limited to:

- Review of internal controls, policies and procedures
- Review of program, staff and participant procedures and policies
- Interviews with Subrecipient staff and/or participants
- Case file reviews for required documentation
- Monthly invoices including, but not limited to, payroll and program expense documentation
- Monthly Reports
- Final Report
- Documented program outcomes
- Attendance documentation / Sign-in and sign-out sheets
- Collateral contact logs

Subrecipients may be required to attend technical assistance meetings, which will be held as needed.

SCDJFS may provide specific written instructions and requests to the Subrecipient concerning the performance of work described in the Subgrant agreement. Within ten (10) calendar days of receiving written instructional guidance, the Subrecipient agrees to comply with such instructions and to fulfill such request to the satisfaction of SCDJFS. SCDJFS will assess Subrecipient compliance and will refer non-compliant program issues to SCDJFS CAD.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Conflict of Interest

Any officer, employee, or agent of the Subrecipient or of SCDJFS who exercises any function or responsibilities about the planning and carrying out of this Subaward Agreement or any other persons who exercise any functions or responsibilities regarding this Subaward Agreement shall have no personal financial interest, direct or indirect, in this Subaward Agreement. Subrecipient shall disclose in writing to CAD any potential conflict of interest and all violations of Federal Criminal law involving fraud, bribery, or gratuity violations potentially affecting this Subaward Agreement.

Conflict of interest for a given service exists when a provider has ties to an applicant who is seeking SCDJFS funded services. A conflict exists when the interests of friends, relatives or business associates are promoted. Such ties might include:

- Familial relationship with applicants either through blood or marriage
- Financial relationship with applicant through employment or consultancies, either directly or through immediate family
- Personal relationships with applicants

In situations where conflict of interest exists, the Subrecipient shall review the case, transfer the case to another individual within the organization or to another agency to provide the service. In all instances, SCDJFS shall be notified of the situation and how the Subrecipient intends to proceed. When the Subrecipient cannot determine a best practice to rectify the situation, SCDJFS shall be notified to assist in a resolution. Resolutions must occur within ten (10) calendar days of receipt of referral. Documentation of resolutions must be in the applicant's case file.

Invoicing Requirements for Subrecipients

Only actual costs as approved in the budget are reimbursable. Please refer to the Subgrant/Contractor Agreement, the Approved Program Plan, and the Approved Budget for specific program and compensation information. Expenses incurred outside of the agreement effective dates are not reimbursable. The only expenses that may be included in the invoice are the allowable expenses approved in the budget.

The subrecipient/contractor is required to provide SCDJFS an invoice within fifteen (15) days after the end of the service month. All invoices should be e-mailed to JFS SCDJFS_INVOICE@jfs.ohio.gov. They may also be sent to:

**County of Summit, Dept. of Job and Family Services
1180 S. Main Street Suite 102
Akron, Ohio 44301-1256
Attention: Accounts Payable**

or dropped off at the above location in the invoice basket located at the Sheriff's desk.

The invoice packet shall contain the following forms:

- Provider Monthly Expense Report & Invoice

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

- Support documentation for current expenses including, but not limited to payroll records, benefits calculations, receipts and bills, with the purchase and/or invoice date and the amount paid on each (Excel spreadsheets and system printouts may be included to summarize expenses but is not sufficient back up documentation of actual costs) – When only a portion of an expense from an invoice is applicable to the program, the percent billed, or calculation of the amount billed must be indicated on the documentation
- Billing rosters (This roster is a summary of all documented activities for each participant for the month)
- Personnel Activity Reports (PARs) are required for all staff whose salary is charged including staff that do not work one hundred percent (100%) for the contracted program (Forms should not be photocopied from week to week but reflect actual time/activity attributable to the contracted program)
- Sign-in and sign-out sheets, if applicable (Sheet shall include the participant's name, signature, date and time (in/out) of service)
- Any additional or alternative methods of service documentation **must** be submitted to CAD for internal distribution and consideration prior to billing.

For complete guidance, please refer to the Invoicing Requirements for Subrecipients and Contractors as provided in the Technical Assistance Session.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

**Summit County Adult Protective Services
Subrecipient Eligibility and Procedures Manual Acknowledgment
FFY 2023**

I, _____ of _____
(Subrecipient) acknowledge receipt of this manual and that I am responsible for reading, understanding, and implementing its contents. I understand that I am responsible for executing the Subrecipient responsibilities contained in the training material, and I will address any questions or concerns with SCDJFS.

Issued to (Print Name): _____

Date Received: _____

Signature: _____

Date: _____

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Appendixes

Appendix A – APS Form

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

**DEPARTMENT OF JOB and FAMILY SERVICES
1180 South Main Street, Suite 102, Akron, OH 44301**

**SUMMIT COUNTY ADULT PROTECTIVE SERVICES
REFERRAL FORM**

DATE: _____

TO: _____

FROM: _____

Phone: _____

Sent by: _____

PROGRAM REQUESTED: _____

Name: _____

Home Address: _____

Phone: _____

Date of Birth: _____

Medicare/Medicaid/HMO#: _____

WHO TO CONTACT REGARDING REFERRAL (Client, spouse, etc.):

Name: _____

Relationship: _____

Phone: _____

Guardian: _____

PHYSICIAN INFORMATION:

Name: _____

Phone: _____

MEDICAL INFORMATION:

Primary Diagnosis: _____

FUNCTIONAL or FINANCIAL INFORMATION, IF KNOWN: _____

NOTE: _____

SAFETY CONCERNS FOR WORKERS: _____

The Information contained in this email transmission and any other documents which accompany is intended only for the personal and confidential use of the recipient named above. If the reader of this message is not the intended recipient, you are hereby notified that you have received this documentation in error and that any review, dissemination, distribution, or copying of this communication is strictly prohibited. This email and accompanying documents may contain information that is privileged, confidential and/or otherwise exempt from disclosure under applicable law. If you have received this communication in error, please call us collect to arrange for the destruction or return of the communication at our expense. Receipt by anyone other than the intended recipient is not a waiver of client or work product privilege.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Appendix B

SC APS Team Members

- Deputy Director of Elderly & Disabled Services (EDS)
- Social Program Manager
- Social Program Supervisor
- Investigator

SC APS Subrecipients

- Community Legal Aid
- Direction Home
- Family and Community Services
- Summit County Prosecutor's Office
- Summit County Sheriff's Office
- Vantage Aging
- 211 United Way Summit & Medina

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Appendix C – Subrecipient Services and Expectations

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Community Legal Aid Services, Inc.

Services Offered:

Community Legal Aid Services, Inc. provides basic legal services for seniors and provides Community Legal Aid sessions as scheduled.

Referral Process:

In order for a client to be referred to Community Legal Aid Services, Inc., a SC APS team member will send the referral form to Community Legal Aid and the Subrecipient will notify a SC APS team member when the referral has been received.

Expectations:

- If suspected, the Subrecipient will call the APS hotline to file a report on elder abuse, neglect or exploitation.
- Community Legal Aid Services will submit a sign sheet within seven (7) days with the names of people who attended the Community Legal Aid session.
- A SC APS team member will send a referral form with information on the suspected abuse, demographic information, and the assistance needed to the necessary Subrecipient.
- Community Legal Aid will submit information on the type of services/resources the client will be receiving in their program to the SC APS Investigator.
- Community Legal Aid will submit any information necessary that will assist current investigations.
- A summary report should be submitted to SCDJFS at the close of the case and it shall be entered in ODAPS.
- The Subrecipient will adhere to all above mentioned policies regarding confidentiality, case records, case review, case planning for the duration of the case.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Direction Home

Services Offered:

Direction Home provides various assessment for Passport services and other services offered through Direction Home.

Referral Process:

In order for a client to be referred to Direction Home, a referral form will be submitted by a SC APS team member.

Expectations:

- The Subrecipient may be consulted during the screening process to determine if a client has open services and/or coordinate an increase in their current treatment plan.
- The Subrecipient will submit any necessary information that will assist current investigations
- The Subrecipient will submit information on the type of services/resources the client will be receiving in their program to a SC APS Investigator.
- The Subrecipient will initiate contact with Investigator or APS Management Team as necessary for pertinent reasons pertaining to the case. It is expected that the Subrecipient will be accessible as needed for the APS Team and hold office hours at the APS location, if necessary, or as agreed upon.
- If suspected, the Subrecipient will call APS hotline to file a report on elder abuse, neglect or exploitation.
- If a referral is received through the APS hotline and does not meet the age requirement for investigation, a referral may be made to Direction Home for the client to be assessed for services.
- The Subrecipient will need to submit case notes and all documentations to the Summit_APS@jfs.ohio.gov within two (2) working days, so it can be entered into ODAPS by the 3rd working day.
- A summary report should be submitted to SCDJFS at the close of the case and it shall be entered in ODAPS.
- The Subrecipient will adhere to all above mentioned policies regarding confidentiality, case records, case review, case planning for the duration of the case.

Direction Home may be able to assist in other ways including but not limited to:

SC APS investigators will receive an email with the following information on it:

- The client's name.

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

- A further discussion is necessary on what can or should be done to get services started for them again.
- If the client is in assisted living or in a long-term care placement and the name of the facility.
- If the client has no history.

SC APS Investigators will receive the following information from Direction Home Case Manager Liaison:

- The client's name.
- If the client is involved with Direction Home. Case status (no history/opened/closed/in process).
- If the client is involved with Direction Home, which program(s) and what services they are receiving.
- If the case is open the name of the current Case Manager and the last time they saw the client face to face.
- SC APS Staff member sends referral to SC APS TA for uploading and processing as well as SC APS Supervisor and cc's Direction Home Case Manager Liaison.
- Case Manager Liaison adds member to a spreadsheet to keep track of referrals.
- Case Manager Liaison will analyze the Direction Home Database to determine when the screening process is complete.
- The Case Manager Liaison will work with RN Case Managers at hospitals to determine past services provided to the client.
- The Case Manager Liaison will then send all information of past services to APS staff.
- Case Manager Liaison will attend visits with the investigator to determine if the client needs a home assessment.
- Case Manager Liaison will post the assessment to their database and inform SC APS staff of results. (if applying for programs or not).
- If the client becomes enrolled in waiver services, Case Manager Liaison will reach out to the Care Manager and SC APS staff to exchange information on past services the client has received.
- Direction Home Process - Enrolled Process (Waiver Services).
- Case Manager Liaison will receive weekly logs from SCDJFS technical assistant of newly opened SC APS cases.
- Case Manager Liaison will add the client to a spreadsheet to track referrals.
- Case Manager Liaison will reach out to the Care Manager and SC APS team for past services provided to the client.
- The Case Manager Liaison will attend visits with the Investigator.
- Direction Home Case Manager reaches out to SC APS team stating they made a referral.
- Direction Home Liaison will determine past services provided to the client and exchange this information with SC APS Investigator.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Family & Community Services, Inc.

Services Offered:

Family & Community Services, Inc. (FCS) offers Mobile Meals home delivered meal services.

Referral Process:

In order for a client to be referred to FCS, an SC APS Team Member will send a consent/referral form to FCS with the Investigator's contact information. The Subrecipient will respond to an SC APS team member when the referral has been received.

The following individuals should be contacted to access services through FCS:

- **Catherine Lewis-Beaverly (330-376-7717 / clewisbeaverly@fcsohio.org)**
- **Heather Laliberte (330-297-7027, Ext. 308 / hlaliberte@fcsohio.org)**

Expectations:

- The SC APS Team Member should complete an APS referral form to document that services are being requested on behalf of a client.
- The Subrecipient will notify the SC APS Investigator if the client is eligible to receive Title III Services.
- The SC APS Investigator's contact information will be provided to coordinate client services and provide updates after a referral has been made.
- If suspected, the Subrecipient will call APS hotline to file a report on elder abuse, neglect, or exploitation.
- A summary report should be submitted to SCDJFS at the close of the case and it shall be entered in ODAPS.
- The Subrecipient will adhere to all above mentioned policies regarding confidentiality, case records, case review, case planning for the duration of the case.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Summit County Prosecutor's Office

Services offered:

Summit County Prosecutor's office will provide consultation to the APS program on suspected cases of abuse, neglect and exploitation (A,N,E) and pursue prosecution on such cases when warranted.

Referral Process:

Summit County Prosecutor's office assigned assistant prosecutor will be contacted by email upon case assignment when services are needed.

Expectations:

- The Subrecipient will hold office hours at CSDJFS APS offices a minimum of two (2) days per week, including a weekly team meeting and case review meeting.
- The Subrecipient will review APS cases for potential court filings, including but not limited to: Temporary Restraining Orders, Court Ordered Protective Services, Court Ordered Protective Services-Emergency Basis, and or Court Ordered Protective Services-Ex Parte Emergency Basis.
- The Subrecipient will assist the APS team with the investigation of abuse, neglect and/or exploitation (A,N,E) of seniors 60 years and over.
- The Subrecipient will provide monthly reports and an annual report to APS management.
Monthly reports are due by the fifteenth (15th) of the month following each service month. Monthly reports must be submitted on SCDJFS provided form and include an accounting of the Assistant Prosecutor's hours and dates of service. The annual report is due thirty (30) days after the contract term ends and must include number of cases reviewed, cases filed, prosecutions and outcomes.
- The Subrecipient will meet application Ohio Administrative and Ohio Revised Code background check requirements in the provision of services to senior citizens.
- The Subrecipient will refer cases to APS. CSDJFS will determine client eligibility for APS services and will also refer to the Prosecutor. APS clients will be served without regard to income. Clients must be Summit County Residents aged sixty (60) or older.
- If suspected, the Subrecipient will call APS hotline to file a report on elder abuse, neglect, or exploitation.
- The Subrecipient will adhere to all above mentioned policies regarding confidentiality, case records, case review, case planning for the duration of the case.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Summit County Sheriff's Office

Services Offered:

Summit County Sheriff's Office assists with investigations on cases that may have a criminal element or if there is a potential safety threat to SC APS.

Referral Process:

Summit County Sheriff's Office Assigned Detective(s) will be contacted by email upon case assignment when services are needed.

Expectations:

- The Subrecipient will investigate open cases upon request of the SC APS Management Team.
- The Subrecipient will accompany SC APS Investigator on visits upon requests of the SC APS Management Team.
- The Subrecipient will press charges and file warrants when necessary and will notify SC APS Management of closed cases.
- The Subrecipient will meet weekly with the SC APS Management Team for case updates.
- If suspected, the Subrecipient will call APS hotline to file a report on elder abuse, neglect or exploitation.
- The Subrecipient will adhere to all above mentioned policies regarding confidentiality, case records, case review, case planning for the duration of the case.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Vantage Aging

Services Offered:

Vantage Aging offers, Home Wellness Solutions, and Meals on Wheels.

Referral Process:

In order for a client to be referred to Vantage Aging, a SC APS Team Member will send a consent/referral form to Vantage Aging with the Investigator's contact information. The Subrecipient will respond to a SC APS team member when the referral has been received.

The following individual should be contacted to access services through Vantage;

Homecare/Meals/Chore: **Kathy Wilson (330-253-4597, Ext.128) email: Kwilson@vantageaging.org**

Expectations:

- The SC APS Team Member should complete an APS referral form to document that services are being requested on behalf of a client.
- The Subrecipient will notify the SC APS Investigator if the client is eligible to receive Title III Services.
- The SC APS Investigator's contact information will be provided to coordinate client services and provide updates after a referral has been made.
- If suspected, the Subrecipient will call APS hotline to file a report on elder abuse, neglect or exploitation.
- A summary report should be submitted to SCDJFS at the close of the case and it shall be entered in ODAPS.
- The Subrecipient will adhere to all above mentioned policies regarding confidentiality, case records, case review, case planning for the duration of the case.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

211 United Way Summit & Medina

Services Offered:

To provide afterhours handling of incoming Adult Protective Services referrals. 2-1-1 service provides after hours answering services for the SCDJFS Adult Protective Services Program. 2-1-1 Specialists take reports of older adult (60 years of age and older) abuse, neglect, and exploitation and provide that information to Adult Protective Services. This program is administered by a staff team of fourteen 2-1-1 Specialists, one 2-1-1 Quality Assurance Specialists, and three 2-1-1 Resource Database Specialists. The management team includes a Supervisor, Manager, Director, and Associate Vice President. The management team ensures our program complies with national standards required to maintain accreditation through the Alliance of Information and Referral systems, and continuously works to improve our program and identify new ways to better meet community needs.

Referral Process:

Once an afterhours referral is received the information will be entered into Form Stack and sent to [Summit APS@jfs.ohio.gov](mailto:Summit_APS@jfs.ohio.gov).

The following individual should be contacted with questions regarding 211:

Brittany O'Neil (330-752-2813) or Email: boneil@uwsummitmedina.org

Expectations:

- Should any referral received fall in the APS emergency list criteria, the 211 specialists will contact the APS management team member on call.
- The Subrecipient will adhere to all above mentioned policies regarding confidentiality, case records, case review, case planning for the duration of the case.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

Appendix D – APS Rules

<http://codes.ohio.gov/>

- (A) The county department of job and family services (CDJFS) may designate another agency to perform the following duties:
- (1) Receive and screen referrals, and investigate reports of abuse, neglect, or exploitation.
 - (2) Evaluate the need for protective services.
 - (3) To the extent of available funds, provide or arrange for the provision of protective services.
- (B) The CDJFS shall specify the duties of the designated agency. The designated agency shall perform the duties mutually agreed upon and comply with rules [5101:2-20-04](#), [5101:2-20-05](#), [5101:2-20-11](#), [5101:2-20-12](#), [5101:2-20-13](#), [5101:2-20-14](#), and [5101:2-20-16](#) of the Administrative Code.
- (C) The CDJFS shall enter into a contract and/or written agreement with the agency it selects to act as its designated agency.
- (D) The CDJFS has the ultimate responsibility to ensure that all reports assigned to a designated agency are investigated and managed in compliance with the law.

5101:2-20-04 Adult Protective Services Case Records

- (A) Each county department of job and family services (CDJFS) or its designated agency shall maintain information required pursuant to section 5101.631 of the Revised Code, as the official adult protective services case record for each adult who is the subject of a referral of abuse, neglect, or exploitation. This case record shall document all activities performed by the CDJFS or its designated agency from the time of receipt of the referral of abuse, neglect, or exploitation until the closing of the case.
- (B) The CDJFS or its designated agency shall record all case record information in the Ohio database for adult protective services information system (ODAPS) maintained by the Ohio department of job and family services (ODJFS). The information contained in ODAPS will constitute the actual, official, and permanent case record.
- (C) The case record shall contain all information, pictures, documents, and communications pertaining to the investigation of a report of abuse, neglect, or exploitation, and the provision of services to alleviate any indicated concerns.

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

- (D) The case record shall contain case notes which document chronologically all activities performed during the investigation, assessment, case planning, and provision of services. The case notes shall include but are not limited to:
- (1) Phone calls.
 - (2) Personal interviews.
 - (3) Reason and date for adult protective service termination.
 - (4) Dates(s) of receipt and preparation of documentation or communication as specified in paragraph (C) of this rule.
- (E) Each case record prepared, maintained, and permanently kept in accordance with paragraphs (A) to (D) of this rule shall contain, but not be limited to, the following information, as applicable:
- (1) Information on each referral received by the CDJFS, or its designated agency, alleging abuse, neglect, or exploitation, including the screening decision pursuant to rule [5101:2-20-11](#) of the Administrative Code.
 - (2) Information on each referral received by the CDJFS, or its designated agency, that is categorized and screened as an information and/or referral intake pursuant to rule [5101:2-20-11](#) of the Administrative Code.
 - (3) Documentation that the CDJFS, or its designated agency, has attempted to locate the correct address of the principals of the report, and make required face-to-face contacts with the principals of the report as required in rule [5101:2-20-12](#) of the Administrative Code.
 - (4) Justification for all extensions and waivers executed for failing to complete any information gathering activity as set forth in rule [5101:2-20-12](#) of the Administrative Code.
 - (5) Documentation of the CDJFS's, or its designated agency's, request for assistance from law enforcement during the course of the investigation/assessment and the corresponding rationale for the request.
 - (6) Copies of all assessments used in assessing/investigating abuse, neglect, and exploitation reports, or determining the need for continued services.
 - (7) Case notes concerning the activities and statements of persons involved in the case, describing the activity or statements, naming the persons involved, and stating the dates of occurrence.
 - (a) Case notes shall be prepared at or near the time of the occurrence being recorded and shall be prepared by or under the supervision of the staff member with the most direct knowledge of the occurrence.

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

- (b) Opinions of CDJFS staff, its designated agency staff, and others included in case notes or dictation shall be identified as such.
- (8) Documentation of verbal, written, or electronic referrals made by the CDJFS₇ or its designated agency₇ on behalf of the client and all principals being served by the CDJFS₇ or its designated agency₇ to community service providers, including other public agencies and private agencies.
- (9) Documentation of the decision to transfer the case, or make a referral regarding the case, to a CDJFS or its designated agency in another county.
- (a) The case record shall include a narrative of the discussion held with the proposed receiving CDJFS₇ or its designated agency₇ and any decisions made during that discussion.
- (b) If the proposed receiving CDJFS or its designated agency declines to accept the transfer of the case, the CDJFS responsible for the case, or its designee, shall make a referral to the proposed receiving CDJFS or its designated agency and document this in the case record before closing the case.
- (10) Documentation of the services provided directly by the CDJFS₇ or its designated agency staff₇ to the client and other principals, including the dates of service.
- (11) Reports from service providers, including but not limited to medical, educational, psychological, diagnostic, and treatment services.
- (12) Copies of written notification to the prosecuting attorney when a mandated referent/reporter fails to make a report of abuse, neglect, or exploitation.
- (13) Documentation and/or copies of all required assessment/investigation notifications and referrals.
- (14) Documentation of any assessment/investigation information provided to a county interdisciplinary team (I-team)₇ or evaluation team₇ for case review.
- (15) Required notations and copies of any forms for any release of information including written permission from the director or his designee, when information is released as set forth in rule [5101:2-20-05](#) of the Administrative Code.
- (16) A copy of all complaints, motions, petitions, pleadings, and other documents submitted to the court by the CDJFS, its designated agency, or any other party.
- (17) A copy of all court orders, findings, written determinations, and journalized entries from the court.
- (18) Copies of applications for financial or social service support programs.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

- (19) Documentation that the CDJFS⁷ or its designated agency⁷ has verified the citizenship or immigration status of the client, as applicable.
 - (20) Documentation of all visits and communications with the principals of the case as required in rule [5101:2-20-16](#) of the Administrative Code.
 - (21) Documentation of case plan development, review, necessary amendments, and signatures as required by rule [5101:2-20-16](#) of the Administrative Code.
- (F) Any case information or documentation that cannot be directly entered into ODAPS shall be uploaded into the system and maintained as part of the electronic case record.
- (G) The case record shall be considered confidential and not public record. Information contained in the case record shall, upon request, be made available by the CDJFS or its designated agency to the adult who is the subject of the report, and legal counsel for the adult as required in rule [5101:2-20-05](#) of the Administrative Code

5101:2-20-05 Confidentiality and Dissemination of Adult Protective Services Information

- (A) Each referral, assessment/investigation and record of provision of services related to reports of adult abuse, neglect or exploitation is confidential pursuant to section 5101.63 of the Revised Code. Information in the statewide adult protective services information system is confidential and is not subject to disclosure pursuant to section 149.43 or 1347.08 of the Revised Code. Information may be shared only when dissemination is authorized by this rule.
- (B) If any person commits, causes, permits or encourages unauthorized dissemination of information, the county department of job and family services (CDJFS) or its designee shall give written notification of such unauthorized dissemination to the county prosecutor or city director of law and the Ohio department of job and family services (ODJFS). A copy of the written notification shall be maintained in the case record.
- (C) The CDJFS or its designee shall not release the identity of the referent/reporter, or any person providing information during the course of an assessment/investigation. The identities of these individuals shall not be released or affirmed by the CDJFS or its designee to any party without the written consent of the individual(s) involved, except to those individuals outlined in paragraph (D) of this rule.
- (D) The CDJFS or its designee may release the identity of the referent/reporter or any person providing information during the course of an assessment investigation to the following entities:

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

- (1) ODJFS staff with supervisory responsibility in the administration of Ohio's adult protective services program.
 - (2) Law enforcement when investigating a criminal case.
 - (3) The county prosecutor when information is needed for criminal proceedings.
 - (4) Another CDJFS or its designee assessing/investigating an adult abuse, neglect or exploitation report involving a principal of the case.
- (E) The CDJFS or its designee shall release case information contained in the adult protective services report, excluding the identity of the referent/reporter or any person providing information during the course of an assessment/investigation, to the following persons or entities:
- (1) Upon request, the information shall be released to:
 - (a) The adult who is the subject of the report.
 - (b) Legal counsel for the adult.
 - (2) The court, for the purpose of issuing any of the following:
 - (a) An ex parte order.
 - (b) A restraining order due to the obstruction of an investigation.
 - (c) A protective services order or emergency protective services order.
 - (d) A guardianship order.
 - (3) Law enforcement when investigating a criminal case.
 - (4) The coroner, to assist in the evaluation of an adult's death due to alleged abuse and/or neglect.
 - (5) To agencies authorized by the CDJFS or its designee for the purpose of assessing/investigating an adult abuse, neglect and/or exploitation report.
- (F) No person shall knowingly do either of the following:
- (1) Access or use information contained in the adult protective services information system or case record for any purposes except as authorized by this rule.
 - (2) Disclose information obtained from the adult protective services case record to any entity not authorized by paragraph (D) or (E) of this rule.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

(G) Information within the adult protective services referral, report or information system shall not be used for the following purposes:

- (1) Screening for employment.
- (2) Screening for volunteerism.
- (3) Screening for the purpose of any other background search, that would limit any individual opportunities that would otherwise be afforded to them without this information.

5101:2-20-13 Adult Protective Services Third Party Investigation

(A) The county department of job and family services (CDJFS) or its designee shall adhere to this rule for reports of adult abuse, neglect and/or exploitation where there is a potential conflict of interest because one or more of the following parties is a principal of the report:

- (1) Any employee, or agent of ODJFS, the CDJFS or its designee.
- (2) Any authorized person representing ODJFS, the CDJFS or its designee who provides services for payment or as a volunteer.
- (3) Any time a CDJFS or its designee determines that a conflict of interest exists. The CDJFS or its designee shall document in the case record if a conflict of interest is identified.

(B) The involvement of a third party does not relieve the lead CDJFS or its designee of its responsibility to ensure assessment/investigation activities are completed.

(C) A law enforcement agency or another CDJFS may serve as the third party to an assessment/investigation of adult abuse, neglect and/or exploitation.

- (1) The CDJFS or its designee shall request the assistance of law enforcement as the third party if the adult abuse, neglect and/or exploitation report alleges a criminal offense.
- (2) The CDJFS or its designee may request the assistance of another CDJFS or its designee as the third party if the adult abuse, neglect and/or exploitation report does not allege a criminal offense and both agencies agree to participate in the assessment/investigation including the delegation of investigatory responsibilities.

(D) In lieu of law enforcement or another CDJFS, the CDJFS or its designee may operate an in-house unit to assess/investigate reports of adult abuse, neglect and/or exploitation requiring a third party if all of the following apply:

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

- (1) An agency employee is not named as a principal in the report.
- (2) The report does not allege a criminal offense.
- (3) The CDJFS or its designee maintains written internal policies and procedures for the review and approval of assessments/investigations conducted by the in-house unit.
- (4) The in-house unit works independently of all other units within the CDJFS.
- (E) Within twenty-four hours of the identification of a conflict of interest, the CDJFS or its designee shall request and document the assistance of a third party.
- (F) Upon acceptance of the request from the lead CDJFS or its designee, the non-lead CDJFS or its designee shall complete the assessment/investigation within the time frames established pursuant to rule [5101:2-20-12](#) of the Administrative Code.
- (G) In instances where law enforcement, another CDJFS or its designee declines to assist the CDJFS or its designee, the CDJFS or its designee is responsible for conducting the assessment/investigation. The CDJFS or its designee is responsible for having procedures in place to address the conflict of interest and ensure the completion of the assessment/investigation.
- (H) The CDJFS or its designee shall comply with all procedures pursuant to rule [5101:2-20-12](#) of the Administrative Code.
- (I) The assessment/investigation documentation and any materials obtained as a result of the assessment/investigation including the third-party assessment/investigation report from law enforcement or the non-lead CDJFS or its designee shall be maintained in the case record.

5101:2-20-14 Requirement for Cross-Referring Reports of Elder Abuse, Neglect, or Exploitation

- (A) The provisions of rule [5101:2-20-05](#) of the Administrative Code regarding confidentiality apply to all cross-referrals of elder abuse, neglect, or exploitation required by this rule.
- (B) The county department of job and family services (CDJFS) or its designated agency shall make a referral to the following agencies, as necessary, upon review of a report made under section 5101.63 of the Revised Code or an investigation conducted under section 5101.65 of the Revised Code:

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

- (1) The local county board of developmental disabilities if the CDJFS or its designated agency knows or has reasonable cause to believe that the subject is an individual with a developmental disability as defined in section 5126.01 of the Revised Code. The CDJFS or its designated agency shall proceed with a case in accordance with sections 5101.60 to 5101.71 of the Revised Code when a referral is received from the local county board of developmental disabilities in accordance with section 5126.31 of the Revised Code.
- (2) The office of the state long-term care ombudsman program if the subject is a resident of a long-term care facility, as defined in section 173.14 of the Revised Code. The CDJFS or its designated agency shall proceed with a case in accordance with sections 5101.60 to 5101.71 of the Revised Code when a referral is received from a state or regional long-term care ombudsman program in accordance with section 173.20 of the Revised Code.
- (3) The department of health if the subject is a resident of a nursing home, as defined in section 3721.01 of the Revised Code, and has allegedly been abused, neglected, or exploited by an employee of the nursing home.
- (4) The public children services agency of that county if the subject is a child, as defined in section 5153.01 of the Revised Code.
- (5) The local law enforcement agency with jurisdiction over the area where the subject resides if the subject is being or has been criminally exploited.

5101:2-20-16 Case Planning and Case Review for Adult Protective Services

- (A) The county department of job and family services (CDJFS) or its designated agency shall develop a case plan for each adult who receives protective services. The case plan shall be part of the case record.
 - (1) A case plan shall be developed by the CDJFS or its designated agency no later than thirty calendar days after whichever of the following occurs first:
 - (a) The case decision indicates the need for services and the adult agrees to the provision of protective services.
 - (b) The adult requests services and the CDJFS or its designated agency determines that the requested services are needed and can be provided.
 - (2) Each case plan shall include, but is not limited to, the following:
 - (a) The identified concerns.

**Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual**

- (b) The protective services objectives.
 - (c) The services that will be provided and the service provider(s).
 - (d) Effective dates of the protective services case plan.
 - (e) Signature of the adult. If the adult refuses to sign the plan, the worker shall document the reason in the case record and/or petition the court pursuant to paragraph (H)(1) of this rule.
- (3) In the development of the case plan, the CDJFS or its designated agency must involve the adult and significant other(s) which may include relatives, friends, caregivers and/or neighbors to the extent possible.
- (4) The case plan shall be based upon the least restrictive services available to meet the needs of the adult.
- (5) 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.
- (B) The case plan shall be effective once the adult signs the case plan indicating their agreement to participate in services, or when the court orders the provision of protective services if the adult is incapacitated or incompetent.
- (C) The CDJFS or its designated agency shall make face-to-face contact with the adult at a minimum of one time per calendar month in order to monitor progress on the case plan objectives. The caseworker shall document the following information in the case record after each contact:
- (1) Date caseworker met with the adult.
 - (2) Status of services currently in place, indicating whether the services are addressing the concern.
 - (3) Any new services that are needed due to the adult's current level of risk.
- (D) If the initial attempt to complete a face-to-face contact is unsuccessful, the CDJFS or its designated agency shall make a minimum of two additional attempts to complete the face-to-face contact within the calendar month. These attempts shall be documented in the case record.
- (E) No later than ninety days after services have been put in place, the CDJFS or its designated agency shall reassess the need to continue providing protective services. The caseworker shall determine if services should be maintained, amended or terminated.
- (F) If the adult continues to be in need of protective services, the CDJFS or its designated agency shall continue the case plan for the next ninety days and every ninety days thereafter until the case can be

Summit County Department of Job and Family Services
Adult Protective Services
Policies and Procedures Manual

closed. The case plan shall follow the requirements outlined in paragraphs (A)(1) and (A)(2) of this rule.

(G) The CDJFS or its designated agency shall amend the case plan within five working days if there is a change in any of the following:

- (1) The concerns warranting the need for protective services.
- (2) Principals of the case.
- (3) Services being provided.

(H) The CDJFS or its designated agency shall terminate adult protective services in the following circumstances:

- (1) If 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, the CDJFS or its designated agency shall petition the court for an order authorizing the provision of protective services.
- (2) If the adult is no longer in need of protective services based on the reassessment of risk.
- (3) If the adult 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.
- (4) If the adult has been placed in an institution, unless the institutionalization is court ordered.
- (5) If the adult dies.

(I) The decision to close the case and terminate protective services shall be approved by the supervisor and documented in the case record.