

Adult Protective Services (APS) COVID-19 Guidance – April 15, 2020

The guidance below will remain in effect until the state of emergency has been lifted in Ohio.

- **Critical safety services should NOT be suspended.**
 - Agencies must be available to accept referrals of suspected adult abuse, neglect and exploitation as required by section 5101:2-20-11 of the Ohio administrative code (OAC).
 - Agencies should prioritize mandated initiation and assessment activities.
 - Agencies should utilize working relationships with law enforcement and community resources.
- Initiation of investigations and assessments
 - Timelines required by sections 5101:2-20-11 and 5101:2-20-12 of the OAC should be adhered to – including those related to face-to-face contact.
 - Caseworkers should use the [COVID-19 Home Visiting Screening Flowchart](#) prior to making face-to-face contact.
 - If COVID-19 issues create a good cause reason for not conducting a face-to-face interview with the client during an assessment and investigation, these reasons must be documented in the Ohio database for adult protective services (ODAPS) case notes.
 - If good cause exists for not conducting a face-to-face interview with the client, caseworkers must have approval from a supervisor prior to using other means of contact.
 - If good cause exists for not conducting a face-to-face interview with the client, counties must work with law enforcement or a healthcare agency to ensure the safety of the client.
- Open and ongoing cases
 - Prioritize visits and contact requirements for adults with open cases based on the requirements of section 5101:2-20-16 of the OAC.
 - Prioritize visits for open cases with more immediate safety and risk concerns - including those in which the alleged perpetrator(s) is in the home.
 - Face-to-face visits for adults with open cases that have lower safety and risk concerns may be conducted with less frequency, or be completed by other forms of contact such as the telephone or other interactive technology. Contact conducted by means other than face-to-face visits where required, must have supervisor approval.
 - Counties are encouraged to contact law enforcement for wellness checks.
 - Documentation in ODAPS is required for all contacts, including those utilizing community partners.
 - Cases are to remain open until a face-to-face meeting has been completed.
- County agencies are encouraged to work closely with their [county health departments](#) for additional safety guidance for both workers and clients. If an APS worker comes in contact with an individual who shows signs of COVID-19, they should alert their supervisor and follow the guidance of their county health department and the Ohio Department of Health.