
EFFECTIVE

Immediately.

Subject(s)

1. Centralized Intake for Adult Protective Services (APS) referrals.
2. Adult Protective Services Service Plan form (DHS 324-C).

1) Centralized intake for Reports of Abuse and Neglect

The DHS Centralized Intake for Abuse and Neglect Unit (CI) is the statewide intake unit that receives all abuse, neglect and exploitation referrals regarding children and vulnerable adults.

The CI unit is available for APS referrals 24 hours a day, 7 days a week, 365 days a year (including after-hours, weekends and holidays).

The Centralized Intake toll free number is 1-855-444-3911.

Reason: Change to one, centralized toll free number for reports of abuse, neglect and exploitation of children and vulnerable adults to provide consistency in documentation of and response to all reports.

2). APS Service Plan (324-C)

The APS Service Plan form (DHS 324-C) has been created for use by Adult Protective Services (APS) staff when developing initial service plans with APS clients. The DHS 324-C is a stand-alone form that can be printed through ASCAP forms for each APS client. The DHS 324-C will provide supporting documentation of the date the initial service plan was developed.

Reason: The DHS 324-C will provide a means of meeting the DHS rules regarding falsification of records by providing supporting documentation that the **initial service plan** was completed on the date noted in ASCAP.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Added Items ...

ASM 207

Changed Items (content changes) ...

ASM 205