

## SECTION 2007 - DIRECTING REPORTS TO OTHER INVESTIGATIVE AGENCIES

<b>SUMMARY STATEMENT:</b>	<p>Central Intake (CI) Specialists are mandated reporters to other investigative agencies such as Healthcare Facility Regulation (HFR), the Department of Family and Children Services (DFCS), the DHS Office of the Inspector General (OIG), Law Enforcement (LE) and the agency in other states responsible for providing protective services.</p>
<b>BASIC CONSIDERATIONS</b>	<p>CI Specialists shall redirect reports to other agencies when the report does not fall under the Adult Protective Services (APS) legal mandate, or when APS has shared responsibility with another agency.</p> <p><i>Refer to <a href="#">O.C.G.A §30-5-1, et.seq</a> for the APS legal mandate.</i></p> <p>Reporters shall be provided information and directed to contact the appropriate regulatory and/or investigative agency.</p>
<b>PROCEDURES</b>	<p>Referrals will be directed as follows:</p> <ul style="list-style-type: none"> <li>• When referrals are made to HFR, CI staff will follow the Healthcare Facility Regulation Referral Process (refer to Appendix E), except as otherwise specified in <a href="#">APS MAN5500, section 2009</a>.</li> <li>• When a report of alleged abuse, neglect and exploitation of a vulnerable adult not living in the state of Georgia is received by CI, <ul style="list-style-type: none"> <li>○ The reporter will be provided with the contact information for the state protective services agency where the adult resides; and</li> <li>○ If the incident took place in Georgia, the reporter will be provided with the contact information for local law enforcement where the incident occurred.</li> </ul> </li> </ul> <p><i>Refer to section 2002 of this manual for details on CI disposition of reports that do not meet criteria.</i></p>

- When referrals are made to DFCS, CI staff will follow the Department of Family and Children Services Referral Process (refer to Appendix E).
- Report all cases of employee misconduct and/or suspected criminal activities by DHS employees to OIG. (*refer to OIG POL1750* and [section 2011](#) of this manual)
- Direct emergency situations to 911 or other emergency response agencies, except as otherwise specified in [APS MAN5500, section 2002](#).

## REFERENCES

[\*AGING Services MAN5500: Adult Protective Services, Appendix E, Other Agency Referral Forms\*](#)  
[\*Office of the Inspector General Index POL1750\*](#)