

SECTION 3005 – COLLATERAL CONTACT INTERVIEWS

SUMMARY STATEMENT:	As provided under O.C.G.A. §30-5-5 the investigation shall include consultation with others (collateral contacts) who may have knowledge of the facts of the particular case. Collateral contacts and evidence are a mandatory part of a fact-based investigation.
BASIC CONSIDERATIONS	Case managers shall have contact with all persons, including those alleged to be the perpetrator(s), witnesses and professionals who have knowledge of information about the subject of the report and/or situation putting the adult at risk.
PROCEDURES	The case manager shall contact all interested parties as listed in the referral and any persons identified during the course of the investigation having knowledge of the client and their situation.
Collateral Contacts	<p>Collateral Contacts include but are not limited to:</p> <ul style="list-style-type: none"> • Reporter • Other DHS Divisions or community agencies working with the client. • Institutions such as banks, medical providers/hospitals, pharmacies, utility/rent providers, police or emergency services, • Caregiver(s) • Neighbors, friends and/or relatives in the community mentioned at the time of intake and/or during the investigation • Power of Attorney • Guardian/Conservator <p>Interviews with a minor, under age 18, should be done only when potential information shared is relevant to the investigation. Permission from the minor's parent or legal guardian is required. APS Supervisory staff should be consulted if the assigned investigator is unclear if the interview of a minor is necessary.</p>
Interviewing Collateral Contacts	All contacts with collaterals will be documented in the client case record per the Documentation and Contact Standards Policy.

PROCEDURES
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Case managers shall ensure that collateral contacts understand the purpose and authority of APS to investigate A/N/E. Collateral contacts are not privileged to investigative findings and the information gathered must not be shared with others.

APS case managers will provide their contact information so that a collateral source may call and update information if necessary.