

SECTION 3011 – Case Transfers and Courtesy Visits

<p>SUMMARY STATEMENT:</p>	<p>When it is discovered that an adult who is the subject of an Adult Protective Services (APS) investigation is no longer present in the Region, District or State a request will be made to the protective services entity where the adult is located.</p> <p>Request from other Regions, Districts and States will be accepted by local staff in accordance with the following procedures.</p>
<p>BASIC CONSIDERATIONS</p>	<p>Residency requirements for APS state that any adult present in the State of Georgia is deemed a resident of Georgia for purposes of an APS investigation. (Refer to Section 2004 of this manual) If during the investigation the adult has left the state with no intention of returning or will be gone for a prolonged period of time they, will no longer meet the residency requirement.</p> <p>Georgia APS is a state-wide agency and staff may be directed to investigate or provide assistance outside their normal coverage area. Clients may be mobile and move around the state for medical treatment, disruptions in placement as well as for various other reasons. At times it may be impractical due to time and expense of travel for a case manager to conduct a face to face interview with a client who is temporarily residing somewhere other than their permanent home.</p>
<p>DEFINITION</p>	<p>Courtesy Visit</p> <p>One or more contacts with a client and/or collateral on behalf of another state or by request of another APS District or Region.</p> <p>Note: Investigations shall be client centered and therefore the residency of the client shall dictate region/district where the case is assigned even if the investigative collaterals are located in another region/district.</p>
<p>PROCEDURES</p> <p>Out of State Request</p>	<p>Request made from other states will be transmitted to local offices via Central Intake (Refer to Section 2010 of this manual).</p> <p>Once a request is received by APS staff they have up to 10 calendar days to make a face-to-face visit with the</p>

**PROCEDURES
Cont'**

adult.

The visit shall be conducted for the purpose of gathering information requested by the other state.

After the visit, the Out-of-State Request Reporting form will be completed and submitted to the requesting party by email or U.S. Postal Service. An electronic copy will be sent to the Central Intake Supervisor to enter in to the intervention notes.

If the adult is at risk and that the case does meet criteria for investigation; a report will be called into Central Intake and processed as a standard intake report.

In State Requests

Request made from within Georgia will be transmitted from one Supervisor or District Manager to their counterpart in another Region/District. In state courtesy visit requests shall be made for those clients who have temporarily relocated.

The requesting party shall inform the area conducting the courtesy visit of the nature and purpose of the visit, listing out any areas of concern that need to be addressed and/or documents that need to be completed, given to or received from the client/collateral at the time of the visit.

**Courtesy Visit
Interview**

The procedures followed during a courtesy visit will vary depending on the purpose of the interview.

Initial Interview with Client

During the initial interview with the client staff shall follow the procedures as presented in [Section 3004](#) of this manual,

Collateral Interviews / Subsequent Interview with Client

Address concern provided by the requesting party, as well as any issue of concern reveal at the time of the interview.

Note: Documentation of courtesy visits will be completed by staff member conducting the visit and enter into the DAS Data System within 10 calendar days.

REFERENCES

[*Out-of-State Request Reporting form*](#)
[*Aging Services MAN5500: Adult Protective Services*](#)
[*- Section 2004 Residency*](#)
[*Aging Services MAN5500: Adult Protective Services*](#)
[*- Section 2010 Reports of A/N/E from Out-of-State*](#)
[*Reporters*](#)
[*Aging Services MAN5500: Adult Protective Services*](#)
[*- Section 3004 Client Interview*](#)