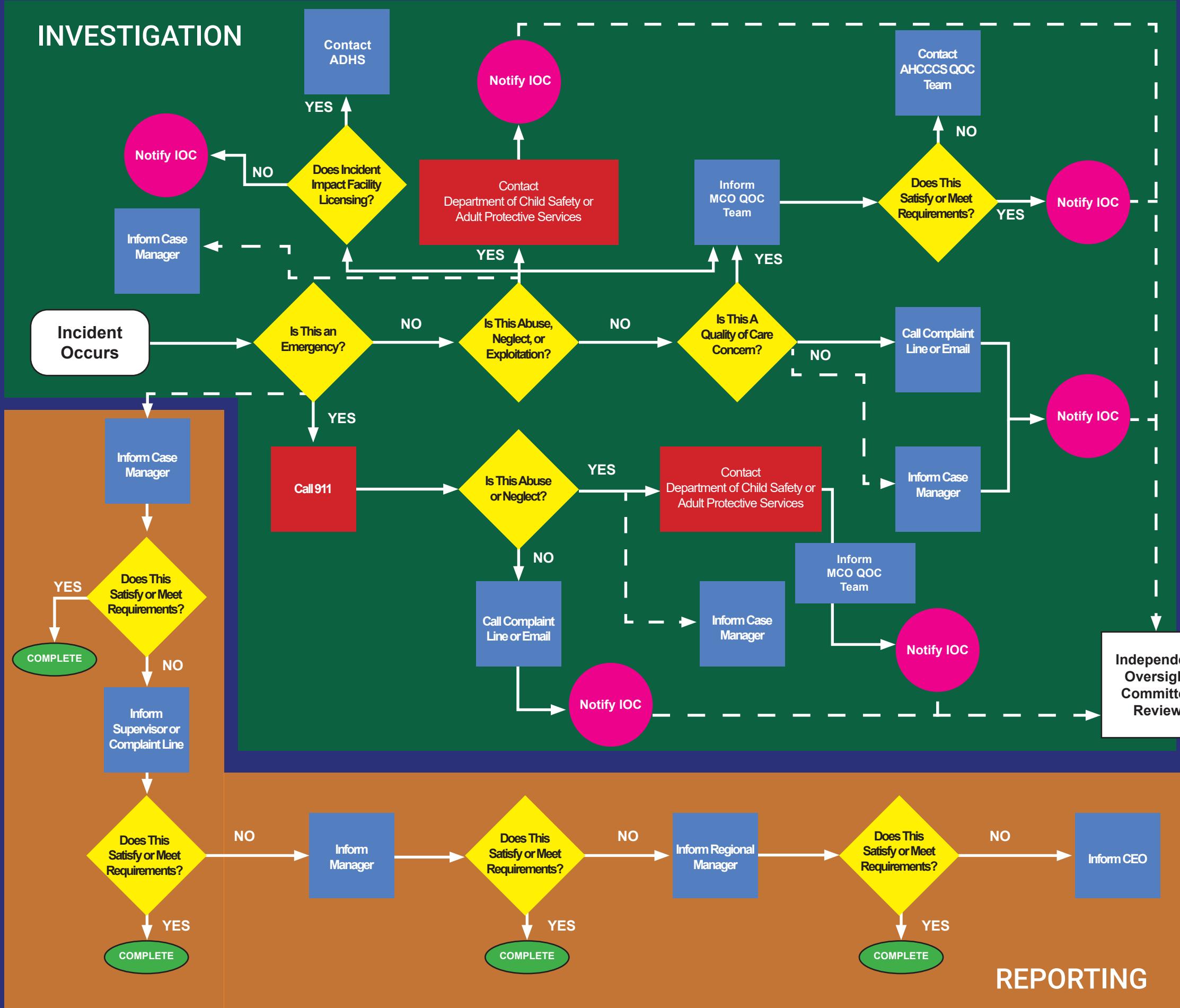


# INCIDENT PROCESS FLOW\*

## INVESTIGATION



## Law Enforcement/Emergency Services (911)

A **911** emergency is when someone needs help right away because of an injury or an immediate danger.

For example, call 911 if: there's a fire, someone has passed out or someone has been assaulted, raped.

**Response Timeline:** The current national standard is that a 911 center should be able to answer 911 calls within 20 seconds. From 911 call to first response on site is generally 5 to 10 minutes in big cities.

**Expectations:** First responders and/or investigators may ask open-ended questions, including, what, who, where and when, this is known as a Forensic Interview. These questions may be asked more than once by more than one individual.

## Department of Child Safety (DCS)

A report of suspected child abuse, neglect, exploitation or abandonment is a responsible attempt to protect a child. Arizona law requires certain persons who suspect that a child has received non-accidental injury or has been neglected to report their concerns to DCS or local law enforcement (ARS §13-3620.A). Call the toll free Arizona Child Abuse Hotline at 1-888-SOS-CHILD (1-888-767-2445).

Mandated reporters are required by law, to report all concerns of child abuse or neglect. DCS provides a secure website for mandated reporters to report non-emergency concerns.

## Adult Protective Services (APS)

Department of Economic Security (DES), is responsible for investigating allegations of abuse, exploitation and neglect of vulnerable adults. APS may become involved when there is an allegation of self-neglect which is when an adult with physical or mental impairments is unable to meet his or her basic needs that then impacts the adult's minimum physical health, mental health or general safety. An APS investigation assesses the vulnerable adult's physical, cognitive, psychological, functional status, living environment, support system, and strengths. The allegations of abuse, exploitation, or neglect (including self-neglect) are investigated and a case plan is developed with the participation of the vulnerable adult or vulnerable adult's representative. APS balances an adult's right to personal freedom and self-determination while reducing or eliminating the safety issues and risk of abuse, exploitation or neglect. APS will notify law enforcement and partner with them to investigate as appropriate.

Call the toll free Arizona Vulnerable Adult Hotline at 1-888-SOS-ADULT (1-877-767-2385) or make a report online at <https://azdes-daas-online.secure.force.com/APS>.

**Response Timeline:** APS initiates the investigation within established time frames:

- **One business day** response (life threatening circumstances that require immediate attention, Alleged Perpetrator (AP) has continued access, or there is a high-profile situation.)
- **Two business day** response (Serious, but not life threatening and AP continues to have access.)
- **Three to five business days** response (AP does not have access to other vulnerable adults.)

**Expectations:** APS will gather evidence and supporting documentation regarding the adult's vulnerability and maltreatment. Partnership with law enforcement, the courts and community based service providers to facilitate services and supports that help protect vulnerable adults, and help them live as independently as possible. Verify whether there is a preponderance of evidence that the allegation can be substantiated. If burden is met, place the perpetrator on the APS Registry. See the APS Registry online at <https://des.az.gov/services/aging-and-adult/adult-protective-services/registry>.

## Independent Oversight Committees

The Arizona Department of Administration (ADOA) oversees the Department of Economic Security (DES) Independent Oversight Committees (IOCs) and the Arizona Health Care Cost Containment System (AHCCCS) Independent Oversight Committees (IOCs).

The DES Independent Oversight Committees, known as IOCs, are groups of local volunteers who provide independent oversight in matters regarding the human rights of members with developmental disabilities who are supported by the Arizona Department of Economic Security/Division of Developmental Disabilities. There is, at a minimum, one IOC committee for each of the 5 DDD Districts. The IOCs review Behavior Plans, Planning documents and Incident Reports. The IOCs also review any other potential human rights violations that are reported to the committee.

The AHCCCS Independent Oversight Committees on Behavioral Health are established in accordance with ARS § 41-3802 and 41-3804. The AHCCCS IOC committee by regions are currently serving: Central Arizona, Northern Arizona, and Southern Arizona. Each IOC may hold community forums. According to statute AHCCCS shall ensure that each Regional Behavioral Health Authority (RBHA) and its providers develop and implement human rights training plans ensuring that providers are properly certified or qualified (as appropriate).