

DEPARTMENT OF HUMAN SERVICES
Division of Licensing
GUIDELINES FOR PRIORITIZING REPORTS FOR INVESTIGATION

Each report received by the Department of Human Services (DHS) is assessed to determine the risk of harm to vulnerable adults and children. This is NOT to be used as a guide for what must be reported according to the Reporting of Maltreatment of Vulnerable adults Act and the Reporting of Maltreatment of Minors Act. Below are the variables that are considered by DHS to determine prioritization and how DHS will investigate each report.

If DHS does not have jurisdiction, the report will be referred to the appropriate agency.

When DHS has jurisdiction, the following factors will be considered throughout the assessment/investigation of each report to determine the risk of harm:

- Seriousness of injury or harm, or risk of harm to a vulnerable adult or child;
- Access by alleged perpetrator/staff person to the vulnerable adult or child or other vulnerable persons;
- The vulnerability of the adults or children served by the facility where the event occurred;
- Facility response to the allegation(s);
- Facility is not following the requirements of an approved background study variance, or has not supervised or removed a person from providing direct care after being ordered to do so;
- Failure to report suspected maltreatment;
- A facility's history of compliance or non-compliance with applicable rules and/or statutes; including current status of the license and the apparent likelihood of corrective action by DHS;
- History of reports received involving: the same facility and/or facility staff person; the same vulnerable adult and/or child; and/or similar types of reports that may indicate a systemic problem; and
- Another investigative agency is investigating.

After considering all of the above factors, reports of events that pose the greatest risk of harm to a vulnerable adult or child will receive priority.