



Ohio Administrative Code

Rule 5101:2-20-04 Adult protective services case records.

Effective: [October 17, 2026](#)

The purpose of this rule is to establish the standards of maintaining comprehensive, accurate, and confidential case records for adult protective services (APS) by county departments of job and family services (CDJFS) to support service delivery and compliance with state and federal regulations.

(A) What standards are the CDJFS to follow in documenting case records?

- (1) Each CDJFS is to maintain a complete and official case record for every adult who is the subject of a referral of adult maltreatment.
- (2) All case information is to be documented in the Ohio database for adult protective services (ODAPS) from the time the referral is received until the case is closed. ODAPS is the official and permanent case record.
- (3) The case record is to contain all information, pictures, documents, and communications pertaining to the investigation of adult maltreatment, and the provision of services to address any concerns.

(B) What information is to be included in the case record?

Each case record prepared, maintained, and permanently kept is to contain, but not limited to, the following information, as applicable:

- (1) Information on each referral received including the screening decision.
- (2) Information on each referral that is categorized and screened as an information and referral.
- (3) Documentation of attempts to locate the correct address of the principals of the report and attempted face-to-face contacts.
- (4) Justification for all extensions and waivers for failing to complete any information gathering activity.
- (5) Documentation of requests for assistance from law enforcement and the corresponding rationale for the request.
- (6) Assessments used in determining the need for services.
- (7) Case notes of the activities and statements of persons involved in the case, including the names, dates, and times of occurrence.
 - (a) Case notes are to be prepared by or under the supervision of the staff member with the most direct knowledge of the occurrence.



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- (b) Opinions of CDJFS staff and others included in case notes are to be identified as such.
- (8) Documentation of verbal, written, or electronic referrals to community service providers, including other public agencies and private agencies.
- (9) Documentation of the decision to transfer the case or make a referral regarding the case to another county.
 - (a) The case record is to include a narrative of discussions held with the proposed receiving CDJFS and any decisions made during that discussion.
 - (b) If the proposed receiving CDJFS declines to accept the transfer of the case, the CDJFS responsible for the case is to:
 - (i) Make a new referral to the proposed receiving CDJFS.
 - (ii) Document that a new referral was made in the case record prior to closing the case.
- (10) Documentation of the services provided directly by the CDJFS including the dates of service.
- (11) Reports from service providers.
- (12) Documentation sent to the prosecuting attorney when a mandated reporter fails to make a report of adult maltreatment.
- (13) Documentation or copies of all referrals, assessments, and investigations.
- (14) Documentation of information provided to a county interdisciplinary team for case review.
- (15) Copies of any release of information when confidential information is released for any reason.
- (16) Documentation of all complaints, motions, petitions, pleadings, and other documents submitted to the court or any other party.
- (17) Documentation of all court orders, findings, written determinations, and journal entries from the court.
- (18) Documentation of applications for financial or social service support programs.



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- (19) Documentation verifying the citizenship or immigration status of the client, as applicable.
- (20) Documentation of all visits and communications with the principals of the case.
- (21) Documentation of case plan development, review, necessary amendments, and signatures.

(C) What is to be included in the case notes section of the case record in ODAPS?

The case notes is to document the date and time of all activities performed during the investigation, assessment, case planning, and provision of services, including, but not limited to:

- (1) Phone calls.
- (2) Personal interviews.
- (3) Reason and date for APS termination.
- (4) Dates(s) of receipt and preparation of documentation or communication.

(D) How will the CDJFS record case information that cannot be directly entered into ODAPS?

Any case information or documentation that cannot be directly entered into ODAPS is to be uploaded into the system and maintained as part of the electronic case record.

(E) What is the confidentiality of the case record?

The case record is to be considered confidential and not public record, in accordance with rule 5101:2-20-5 of the Administrative Code.