



How Do I Make a Report ?
and
What Happens in an
Investigation ?



To Register a Report
CALL
Central Registry Unit (CRU)
1-800-392-0210

Content of a Report

- Client's Name, Address, Phone & DOB
- Provider's Name & Address
- Aide's Name, Address, Phone, SSN & DOB
- Witnesses & Phone
- Information Regarding the Nature of Abuse
- Reporter's Name & Phone
- Any Other Relevant Information

Investigation Process

- Classification of Reports
- Field requirements
 - Time Frames
 - Interviews
 - Crimes
- EDL Reports Found "Reason To Believe" are sent to Office of General Counsel for review

The EDL and How it Works

Someone is placed on the EDL if they:

- Recklessly, knowingly, or purposely abuse or neglect a client while employed by an in-home service provider.
- Misappropriate any property or funds or falsify documentation of service delivery of a client while employed by or as a result of their employment by an in-home service provider.

Process of Placement on the EDL

Written notification
Appeal rights
Length of Placement

Provider Responsibilities

- Train Your Employees on Abuse/Neglect/Exploitation
- Provide a Code of Ethics
- Report Immediately
- Make Required Checks
