

# Indiana APS Program Transition

## Key Information: What Stakeholders Need to Know

*Transition is effective July 1, 2025*

### What's Changing?

- APS is no longer operated by county prosecutors
- PCG-IN (Public Consulting Group-Indiana) is the new statewide provider, selected through competitive procurement
- APS investigations will be managed by five regional teams, coordinated under a statewide model
- All investigators use standardized tools for consistency and timelines
- There will be a new state-wide email address dedicated to incident reports:

### What's Not Changing

- Mandated Reporting: All Hoosiers are still required to report suspected adult maltreatment
- Report Content: Must include client demographics, maltreatment details, and (optionally) reporter information
- Client Rights: Adults retain the right to decline APS services unless court-ordered
- State APS Contact Email: [aps@fssa.in.gov](mailto:aps@fssa.in.gov)

### Who is PCG?

- PCG is a national human services consulting firm with 35+ years of experience
- Operates in all 50 states
- Expertise in Medicaid, child welfare, aging services, and disability systems
- Has provided APS oversight, policy research, and data systems in multiple states
- In Indiana, PCG also administers the First Steps Early Intervention program
- PCG's will be working closely with FSSA to ensure readiness and accountability

### Reports must be made via:

- Phone: 1-800-992-6978
- Online: APS Reporting Portal: <https://inaps.in.gov>
- Incident Reports: [INAPSPProviderIncidentReports@pcgus.com](mailto:INAPSPProviderIncidentReports@pcgus.com)

### Intake & Investigation

- All reports are screened using a statewide risk tool
- Cases prioritized according to risk
- Investigators conduct face-to-face visits, risk assessments, and coordinate voluntary services

## Transition Commitments

- Ensure uninterrupted access to APS reporting and investigations
- Minimize disruption to open and ongoing APS cases

## New Region Map

