

Adult Protective Services

WHAT IS Adult Protective Services (APS)?

APS is a social services program focused on helping elderly adults and adults with disabilities live with dignity and respect by investigating allegations of abuse, neglect, self-neglect, and exploitation.

WHO CAN RECEIVE APS services?

In California, the definition of an elderly adult or a dependent adult must meet all of these criteria:

- ✓ Elderly—i.e., 60 years of age or older
- ✓ Dependent: age 18-59 with a physical or mental disability that puts them at risk (a disabled adult is not necessarily a “dependent adult”)
- ✓ Lives in the community (not in a facility) in California

WHO CAN NOT RECEIVE APS services?

Individuals who do not meet the definition of an elderly adult or a dependent adult include:

- ✗ Non-dependent adults under the age of 60
- ✗ Crime victims who are not targeted based on their vulnerability

HOW DO YOU DEFINE Abuse, Neglect, Self-Neglect, and Exploitation?

Below are some common definitions. Please check <https://www.cdss.ca.gov/inforesources/adult-protective-services> for information specific to your local area.

Abuse



Abuse comes in physical, mental, or sexual forms and can have physical or emotional signs.

Neglect



Neglect is when a primary caregiver fails to provide adequate assistance that the individual depends on—such as food, clothing, shelter, or necessary medical care.

Self-Neglect



Self-Neglect is a non-purposeful act of an individual failing to meet their own essential physical, psychological, or social needs, which threatens their health, safety, and well-being.

Exploitation



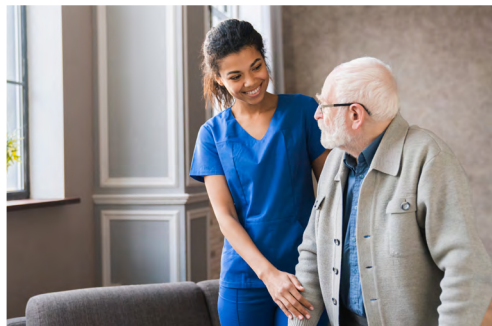
Exploitation is when someone takes advantage of the individual for personal benefit in either financial or legal means.

WHO ARE Mandated Reporters?

In most states there are “mandatory reporter” statutes applying to persons providing services to seniors or adults with disabilities. Some examples are:

- ✓ Clergy
- ✓ Emergency Response Service providers
- ✓ Financial Services Providers
- ✓ Healthcare, Medical or Dental Service Providers
- ✓ Law Enforcement Personnel
- ✓ Mental Health Providers
- ✓ Social Service Agencies

California has specific mandatory reporting laws. A description of a mandated reporter’s obligations can be found in Section 15630(a) of the California Welfare and Institutions Code.



WHY ARE **Mandated Reporters** required to report?

Mandated reporters, together with APS, play an important role in helping seniors and adults with disabilities live lives free of abuse and neglect. For that reason, mandated reporters are required to report incidents to APS, and there may be legal repercussions for failing to report suspected incidents of abuse, neglect, self-neglect and exploitation.



HOW DO YOU **report to APS?**

- 1 Contact APS using the information below.
- 2 Make sure to provide the following information, but please note that you can make this report anonymously if you so choose:
 - ✓ The individual's name, address, age/DOB, or other identifying info
 - ✓ Why they are at risk for abuse, neglect, self-neglect, or exploitation
 - ✓ Descriptions of the situation, any important identifiers of the alleged abuser, or other dangers in their home environment



WHAT HAPPENS **after reporting?**

APS will investigate the suspected abuse, neglect, self-neglect or exploitation, and connect the individual with support services if the individual wishes to receive them.

We understand that every adult individual has the right to self-determination; APS cannot force anyone to accept help (except in a limited set of circumstances) if they do not wish to receive it. APS does not have the authority over facilities. We also cannot control whether or not law enforcement opens an investigation. Due to APS investigations being confidential, we may not be able to provide you with the details of the investigation.



WHAT IF **I'm not sure?**

Do you just have a "feeling" about a situation but can't verify the details? APS' professional workers are trained to handle just such a situation. Based on your report, the agency will assess the situation and determine how best to respond. Your local APS agency can determine the best course of action in any given situation.

Contact APS 

- ✓ Call 1-833-401-0832
- ✓ Visit <https://www.cdss.ca.gov/inforesources/adult-protective-services>

Hours 

Reports of abuse may be referred to APS 24 hours a day, seven days a week via the State hotline, or each county's individual reporting systems.

In California, APS is county administered and operated. Each county is mandated to provide protective services to any elderly adult (ages 60+) or dependent adult (ages 18-59) who is a victim of abuse.

