

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:

- ✓ Elder adult age 60+
- ✓ Dependent adult 18-59 years of age (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 where an individual fails to meet their own essential physical, psychological, or social needs, which threatens their health, safety, and well-being.

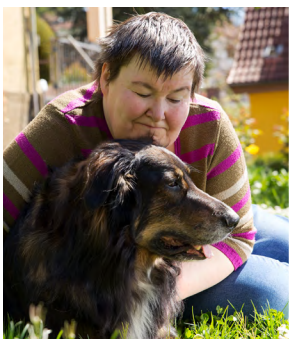
Exploitation



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

HOW DO I Make a report?

- 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, self-neglect, neglect, or exploitation
 - ✓ Descriptions of the situation, any important identifiers of the alleged abuser, or other dangers in their home environment



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WHY Should I report?

Most seniors and adults with disabilities live independently without assistance. However, some face abuse or neglect by others and need trained professionals to advocate on their behalf. Others may simply be struggling with routine activities and benefit from in-home support services to maintain their health and independence.

APS helps by assessing each individual's unique needs, then developing a service plan to maintain his/her safety, health and independence.

WHAT HAPPENS After I make a report?

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 professionals 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.

