

What Will Services Cost?

APS services are free to all adults in need of them, regardless of income.

Who Should Refer?

Anyone can report suspected adult abuse or maltreatment. Professionals, community agencies and other concerned persons are essential to assure that vulnerable adults are protected.

Abused or neglected adults are often reluctant to seek help for themselves. Unless others call, they will remain at risk. Social Services Law provides immunity from civil liability to persons who, in good faith, make a referral concerning an adult whom they believe may need protective services.

Who Should I Call?

Call your local Department of Social Services and ask for Adult Protective Services.

Sticker with local # here

Or call the Adult Services Helpline staffed by the OCFS Human Services Call Center.

844-697-3505



Adult Protective Services

A Bureau of the Office of Children and Family Services

Capital View Office Park

52 Washington Street
Rensselaer, New York 12144

Visit our website at:
ocfs.ny.gov

For child and adult safety, foster care, and adoption information, call:

800-345-KIDS (5437)

To report child abuse and maltreatment, call: **800-342-3720**

TDD/TTY: 800-638-5163

For information on the Abandoned Infant Protection Act, call:

866-505-SAFE (7233)

For the Adult Services Helpline call: **844-697-3505**

If you are deaf or hard of hearing, call your Video Relay System provider and ask to be connected to the telephone number you wish to reach.

"... promoting the safety, permanency and well-being of our children, families and communities..."

Pursuant to the Americans with Disabilities Act, the New York State Office of Children and Family Services will make this material available in an appropriate format upon request.



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Adult Protective Services



A Community Responsibility



What Is Adult Protective Services (APS)?

Adult Protective Services (APS) is a system of services for persons 18 or older who, because of a mental or physical impairment, are at risk of harm or are unable to meet their own needs and have no one to assist them responsibly.



How Are Services Provided?

In New York State, local Social Services Departments have the primary responsibility to provide services to impaired adults who may be abused, neglected, or exploited and are living in the community. APS relies heavily on the resources and services of the community, such as health and mental health services, programs for the aged, law enforcement, legal agencies and the courts.



How Does APS Help?

APS can provide services directly or arrange for help from community agencies to reduce the risk a person faces. APS may not be able to provide services to a competent adult who refuses them, since adults have a right to make their own decisions. However, if a person is at risk and unable to understand the potential harm and consequences, APS will intervene. A mental health assessment and court intervention are usually required for involuntary services.



How Can We Work Together?

These are examples of how APS and community agencies work together:

- A hospital discharge planner and APS caseworker meet to coordinate services for a patient who is returning to the community.
- As a result of a court order, a police officer accompanies an APS caseworker to the home of a person who appears at risk, but is refusing access.
- An APS caseworker arranges for a home care agency to provide health services to a frail elderly client so the person can remain at home and avoid nursing home placement.
- Following a petition filed by APS, a Supreme Court judge considers ordering a guardianship for a client who is being financially exploited and neglected by the family.
- APS refers a client to a community program, which provides Meals on Wheels and socialization activities.
- As part of an APS intervention, a mental health professional assesses a client's capacity to understand risks and the consequences of his or her decisions.



What Services Are Available?

Here are some of the services APS can provide help with:

- A home visit to identify needs and arrange for services, medical care or other resources in the community.
- Counseling for the person and the family.
- Money management services.
- Referral to legal services.
- Assistance in finding adequate living arrangements.
- Services to obtain a guardian.
- Homemaker and housekeeper/chore services in certain cases.
- Assistance in obtaining entitlements and other general benefits and services.



An Actual Case...

Mrs. F, a 48-year old woman, was found living in an abandoned automobile on a city street during a winter cold snap. Her clothing was inadequate and she was in immediate danger of death due to hypothermia. Mrs. F. was resistant to offers of emergency shelter. Since there was no indication that she understood the seriousness of her situation and she was at serious risk, she was taken to the hospital by police. At the hospital, an emergency room nurse called the local Department of Social Services and reported the situation to APS. Mrs. F. decided to accept a placement in an adult home following her release from the hospital.