

Adult Protective Services

WHAT IS Adult Protective Services (APS)?

APS is a social services program responsible for investigating reports of allegations of maltreatment and arranging for services to protect vulnerable adults and emancipated minors who are at risk of abuse, neglect, exploitation or extortion.

WHO CAN RECEIVE APS services?

In Louisiana, adults must meet the following requirements to receive services:

- ✓ Vulnerable adults aged 18-59 or emancipated minor
- ✓ Have a physical, mental, or developmental disability
- ✓ Unable to manage their resources
- ✓ Unable to carry out daily living activities
- ✓ Unable to protect oneself against maltreatment
- ✓ Lives in the community (not a facility) in Louisiana

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

Visit <https://ldh.la.gov/page/adult-protective-services> for information specific to your local area.

Abuse



The infliction of physical or mental injury, or actions which may reasonably be expected to inflict physical injury, on an adult by other parties, including but not limited to such means as sexual abuse, abandonment, isolation, exploitation, or extortion of funds or other things of value.

Neglect



Neglect occurs when a caregiver or other responsible parties fail to provide essential support, medical, or surgical care for an adult's well-being.

Self-Neglect



The failure, either by the adult's action or inaction, to provide the proper or necessary support or medical, surgical, or any other care necessary for his own well-being.

Exploitation



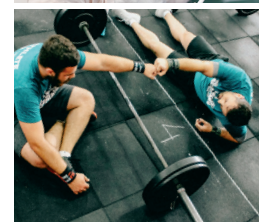
Taking something of value from a person by force, intimidation, or abuse of legal or official authority.

WHY Should you report?

- ✓ Many adults with disabilities live independently without assistance, but some adults experience abuse or neglect by others and need trained professionals to advocate on their behalf.
- ✓ Other adults may simply struggle 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.
- ✓ APS is not a law enforcement agency and does not conduct criminal investigations, but APS may refer information to law enforcement or the District Attorney's Office when it believes a crime has occurred.

HOW DO YOU Make a report?

- 1 If you witness a life-threatening situation involving an adult with disabilities, immediately call 911. Call 1-800-898-4910 (toll-free) to make a report at any time, 24 hours a day, 7 days a week.
- 2 Scan the QR code below or visit https://redcap.link/APS_Online_Reporting_Form to report online.
Note: Reports of physical or sexual abuse ARE NOT allowed to be made online. Please report adult physical or sexual abuse by calling the toll-free APS hotline.





WHO ARE Mandated Reporters?

In Louisiana, everyone is required to report suspected abuse of vulnerable adults. Those most likely to make a report are:

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

WHAT HAPPENS after reporting?

Reports that meet agency criteria are assigned to APS Specialists who conduct investigations and arrange protective services to victims of abuse.

- ✓ Investigations are initiated within specific timelines, depending on the adult's level of risk of harm.
- ✓ APS completes most investigations within 30 days after the report is received.
- ✓ If APS determines that mistreatment has occurred or the adult is at continued risk of harm, it works to protect the adult using social service or civil legal remedies.
- ✓ Interventions to protect the adults or reduce their risk of harm are implemented as soon as possible and most often within no more than 120 days from the date the report was received.
- ✓ Competent adults have the legal right to refuse intervention by Adult Protective Services.
- ✓ Information collected during an APS investigation is highly confidential, and APS may not be able to release certain details.
- ✓ The identity of an individual who reports abuse of a vulnerable adult or emancipated minor is strictly confidential and will not be released to other persons included in the report.

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 Information

- ✓ **If you witness a life-threatening situation, immediately call 911.**
- ✓ Please contact the toll-free APS Hotline at (800) 898-4910 to report abuse.
- ✓ If you witness neglect or exploitation, you can report online by visiting https://redcap.link/APS_Online_Reporting_Form or by scanning the QR code at right. NOTE: Reports of physical or sexual abuse ARE NOT allowed to be made online; please call 1-800-898-4910 in those cases.
- ✓ Please note that you can make this report anonymously if you choose, but make sure to provide the following information:
 - » The individual's name and location
 - » 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

