

## How Can APS Help?

When someone is eligible for an APS investigation, a plan is developed to include the following:

- Making a referral for medical or geriatric-psych evaluations
- Identifying public programs that the client is eligible for and assisting with applications
- Connecting the client with community resources, providers, and programs



## Help Stop Adult Abuse in Arkansas



## Adult Protective Services

Growing older without abuse



[www.humanservices.arkansas.gov/about-dhs/daas/aps](http://www.humanservices.arkansas.gov/about-dhs/daas/aps)

# What is Adult Protective Services (APS)?

APS housed Division of Aging, Adult, and Behavioral Health Services within the Department of Human Services. APS is mandated by state law to investigate maltreatment, abuse, neglect, and exploitation of individuals age 18 and older who

- Impaired by mental or physical disease, and as a result, cannot protect themselves from abuse, neglect, or exploitation
- OR**
- Endangered—found to be in a situation or condition posing a danger to themselves, and who demonstrate a lack of capacity to comprehend the nature and consequences of remaining in that situation or condition

APS investigates maltreatment complaints of individuals residing in the community. The Office of Long-Term Care handles complaints of individuals residing in long-term care facilities.



# How is Maltreatment Reported?

Report maltreatment, abuse, neglect, or exploitation to the Adult Maltreatment Hotline. Callers are asked a series of questions to determine if the referred individual meets the criteria for a registered complaint. By law, the reporter's identity will remain confidential.

Callers are asked:

- Name, address, and phone number of the person referred
- Names of family members or others who know about the situation
- The medical condition of the person referred
- Description of how the person is being maltreated

## Examples of abuse, neglect & exploitation:

### Abuse

Hitting, slapping, pinching, intentional physical acts that inflict pain or injury

### Neglect

Failure to provide food, clothing, shelter, or medical treatment

### Exploitation

Misuse or theft of property, funds, or assets

**Call the Adult Maltreatment Hotline to register a complaint**

**1-800-482-8049**

## After a complaint is accepted by the hotline, a home visit is made...

At the initial home visit, the APS worker will:

- Hold a confidential interview with the client to discuss allegations of maltreatment
- Review medication management
- Evaluate the person's needs using a personal assessment tool
- Discuss eligibility for public programs
- Observe living conditions for safety

APS workers make every effort to involve family, friends, and community resources to develop a plan of action for the client.