



Adult Protective Services

Adult Protective Services (APS) within the Department of Economic Security (DES) accepts and investigates reports of abuse, neglect and exploitation on behalf of vulnerable adults ages 18 and older. APS has intake workers available to take reports of maltreatment over the phone Monday through Friday from 7 a.m. to 7 p.m. and weekends and holidays from 10 a.m. to 6 p.m. Reports can also be taken online, 24 hours a day, 365 days per year. APS protects vulnerable adults through investigative services and referrals for resources.

Abuse and neglect of vulnerable adults can happen to anyone at any time. YOU can help prevent and report adult abuse!

To report suspected abuse, neglect or exploitation of an adult, you can:

- Call 1-877-SOS-ADULT (1-877-767-2385) or 602-542-0010 from 7 a.m. to 7 p.m. Monday through Friday and 10 a.m. to 6 p.m. weekends and on state holidays or
- Complete a form online at any time at des.az.gov/aps

THESE ARE SOME OF THE SIGNS OF ABUSE, NEGLECT AND EXPLOITATION:



PHYSICAL SYMPTOMS:

- Suspicious bruises
- Burns
- Binding marks, bite marks, as well as skeletal and abdominal injuries



BEHAVIORAL PROBLEMS:

- Withdrawal from friends or usual activities
- Anger or hyperactivity
- Suicidal thoughts or attempts
- Change in appetite
- Low self-esteem or depression
- Abuse of alcohol or other drugs
- Fear of a particular place or being with a specific person

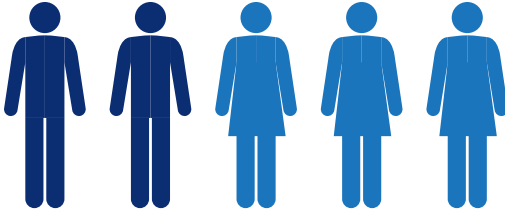


LIVING & ENVIRONMENTAL ISSUES:

- Filthy and cluttered living space Infestations (rodent, insect, etc.)
- Hoarding situations (animal, items, etc.)
- Absence of food in refrigerator or cupboards
- No running water
- Lack of working utilities

CLIENTS

41%
Male

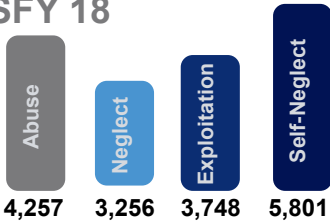


58%
Female

1% Unknown

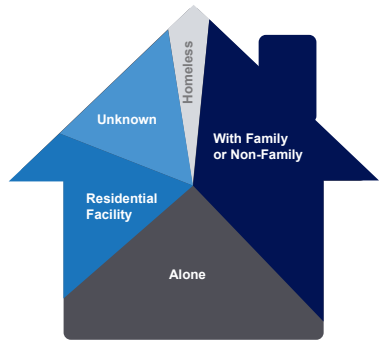
INVESTIGATED ALLEGATIONS

SFY 18

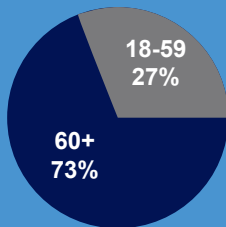


The total number of allegations investigated is 17,062. A report may include multiple allegations.

LIVING ARRANGEMENTS



Age



In SFY 18, APS served:

15,063
Clients



Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Aging and Adult Services at 602-542-4446; TTY/TDD Services 7-1-1

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