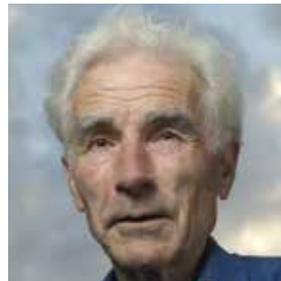
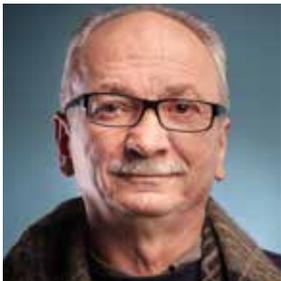


ARIZONA DEPARTMENT OF
ECONOMIC SECURITY

Arizona's Vulnerable Adults

THEY ARE WORTH PROTECTING!



What we do and how to report

Adult Protective Services (APS) receives and evaluates reports of suspected adult abuse, neglect and exploitation. To make a report to Adult Protective Services call the Central Intake Unit toll-free:

1-877-SOS-ADULT (1-877-767-2385)

Calls are taken Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday & Sunday from 10:00 a.m. to 6:00 p.m. However, reports can be made on line 24 hours a day, 7 days a week at:

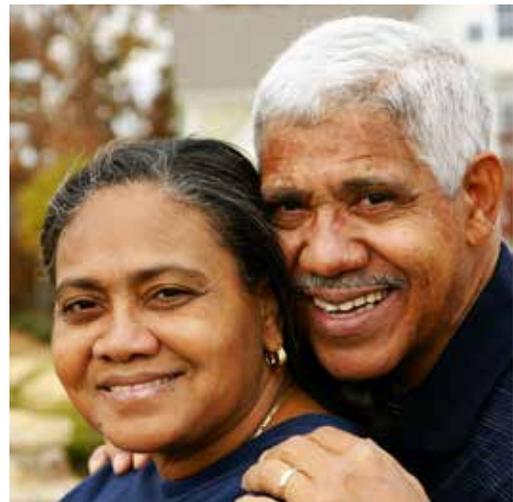
<https://www.azdes.gov/reportadultabuse>.

Our response to reports will continue to be during normal working hours, Monday through Friday. Calls are answered by Adult Protective Services specialists trained to gather the facts necessary to begin a course of action.

If a vulnerable adult is in immediate danger please call 911.

What happens after you make the report

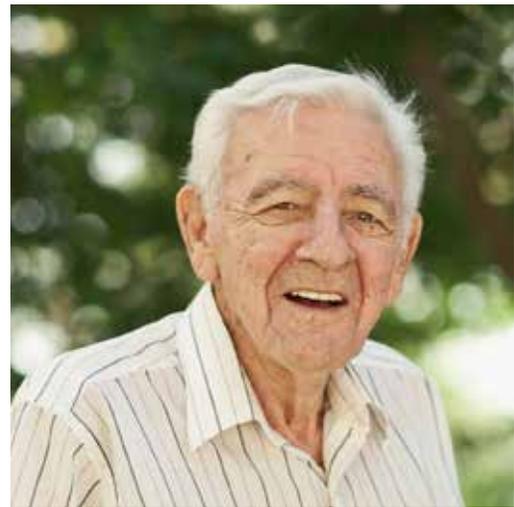
- An APS investigator will be assigned to the report and will respond between 1 and 5 business days after the report was made.
- The investigator will evaluate the client to determine if they are vulnerable.
- The investigator will attempt to assist the victim to alleviate mistreatment, and prevent further harm.
- APS will seek community resources and services to assist the vulnerable adult; however, APS cannot require the adult to accept services.
- Determine what services are needed by conducting in-depth interviews in homes and facilities.
- Offer information and alternatives, make referrals for appropriate services or advocate on the adult's behalf.



What Adult Protective Service Workers Cannot Do

While APS will attempt to assist the victim to alleviate mistreatment, prevent further harm, and seek community resources. APS does not have the authority to take custody of an adult or their finances.

- Remove an adult from his or her home against the adult's wishes.
- Prevent an adult with capacity from using financial resources as the adult chooses.
- Serve as guardian or conservator, or manage the adult's finances.
- Make a determination of capacity. This decision can only be made by the Superior Court.
- Interfere in an adult's chosen lifestyle, if they are not determined to be incapacitated.



When to Report

Here are some possible signs that a vulnerable adult is being abused, neglected or exploited. These are not the only signs that a vulnerable adult needs help, if you have any doubts, please contact APS.

Abuse

- Unexplained injuries or behavior
- Vulnerable adult appears afraid of a person or situation
- Kept isolated

Neglect/ Self-Neglect

- Sudden decline in physical appearance
- Untreated injuries or health problems
- Unsafe living conditions

Exploitation

- Disappearance of possessions or property
- Sudden transfer of money or forged signature on checks
- Undue influence or coercion in financial matters

Who can report adult abuse

Anyone may report a concern regarding an incapacitated or vulnerable adult. The name of the reporting person may be kept confidential except as provided by law or court order (A.R.S. § 41-1959).

Some individuals are mandated by state law to report any suspected incidents of abuse, neglect or exploitation. These include doctors, nurses, social workers, attorneys, health professionals, trustees, guardians, conservators or other persons responsible for the care of incapacitated or vulnerable adults (A.R.S. § 46-454).

All persons who file a report are immune from civil or criminal liability, unless they act in bad faith or with malice (A.R.S. § 46-453).

When making a report to APS, the reporter will be asked questions about:

- The vulnerable adult (potential victim)
- The alleged perpetrator
- Significant others
- Reporting source
- Dangerous animals, weapons, diseases, etc.
- Description and date of incident (abuse, neglect and/or exploitation)
- How is the client vulnerable (what physical or mental impairment prevents the victim from protecting themselves)?



Who makes reports

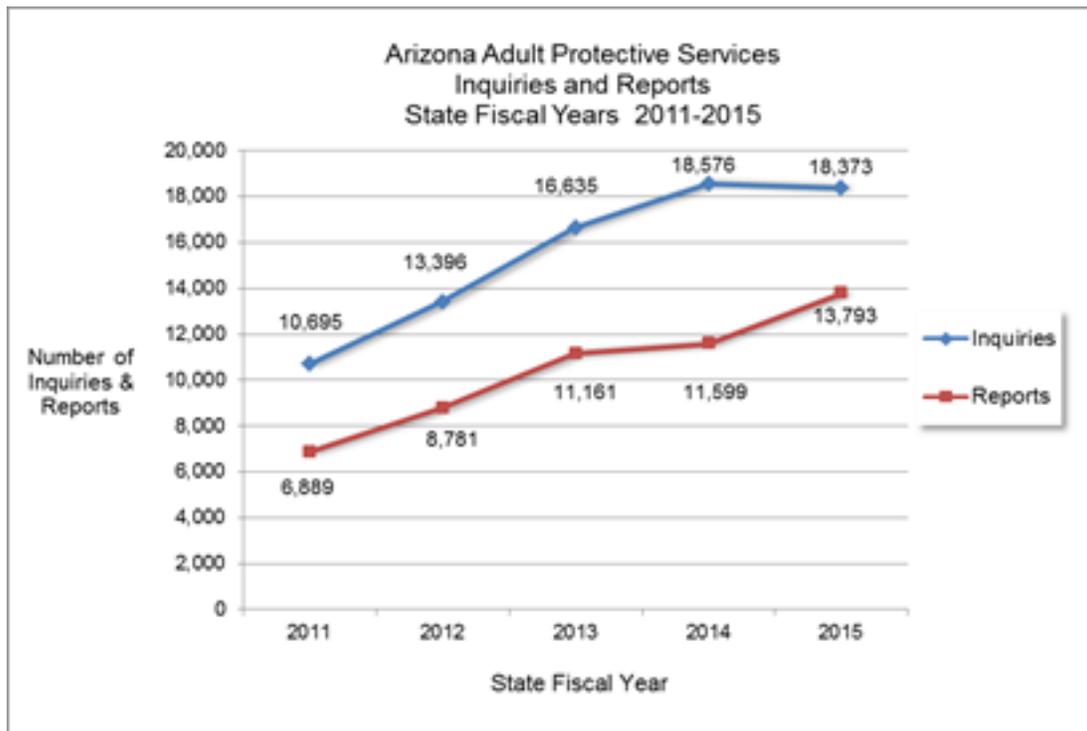
Identified Reporting Sources

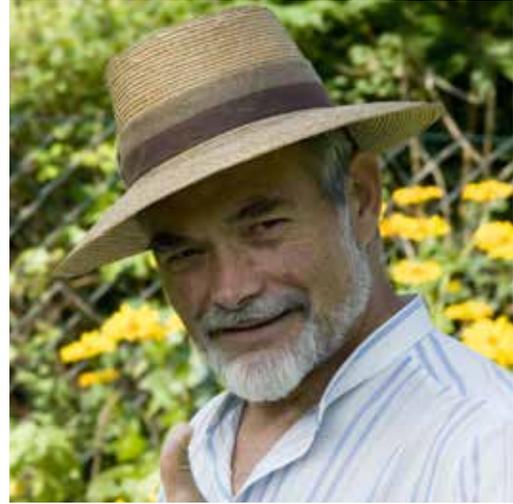
- Caregiver/Residential Manager
- Family Member
- Financial Service
- Friend/Neighbor
- Law Enforcement
- Medical Services
- Self
- Social Services
- Other Public Service
- Other

You're not alone...

In State Fiscal Year 2015, we had 13,793 reports of abuse, neglect, and exploitation. The number of reports is on the rise.

APS Inquiries and Reports SFYs 2011-2015





Adult Protective Services Registry

The APS Registry is a registry of people who are determined to be perpetrators of vulnerable adult mistreatment and have a case substantiated against them. Being listed on this registry is separate from criminal and civil penalties that may be brought against the perpetrator.

The law requires that APS notify the accused perpetrators of vulnerable adult abuse, neglect and/ or exploitation of the plan to substantiate the allegations against them and provide due process for the accused. This means that the case may go before an Administrative Law Judge for determination.

If the substantiation is affirmed, the accused person's name is placed on the APS Registry for 10 years, increasing to 25 years effective July 3, 2015. The APS Registry is open to the general public upon written request for the information. This means that potential employers can request information about an individual they are considering for hire, or to help them in their home.

APS encourages anyone who is considering hiring someone into a caregiving position to send a written request to the APS Custodian of Records and request a search of the APS Registry to see if the candidate being considered for the caregiving position is a registered perpetrator of vulnerable adult mistreatment.

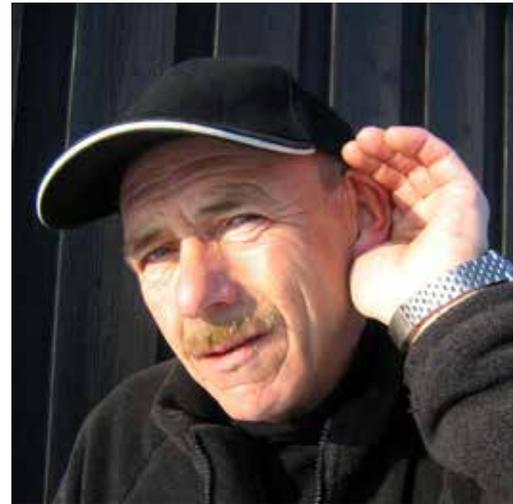
The APS Registry is now available online and can be found at:
https://www.azdes.gov/uploadedFiles/Aging_and_Adult_Services/Adult_Protective_Services/APS_Registry_List.pdf

Written requests regarding the APS Registry should be sent to:
APS Custodian of Records
1789 W. Jefferson Street
Site Code - 950A
Phoenix, AZ 85007

For General Adult Protective Services Information, call the Local Office near you

Apache Junction	480-373-2176
Bisbee	520-432-2248
Bullhead City	928-704-7721
Casa Grande	520-858-8751
Coolidge	520-858-8601
Cottonwood	928-649-6893
Douglas	520-805-6582
Flagstaff	928-214-2572
Glendale	623-842-6290
Globe	928-425-3101 x1039
Kingman	928-753-5040
Lake Havasu City	928-854-0340
Gilbert	602-771-5905
Nogales	520-281-1947 x242
Payson	928-468-9801
Phoenix	602-771-2127
Prescott Valley	928-759-1785
Safford	928-428-3001 (Press 0)
Show Low	928-532-4330
Sierra Vista	520-459-1859
Tucson	520-872-9000
Winslow	928-289-2090
Yuma	928-247-8617

Adult Protective Services
Administrative Office: 602-
542-4446



To make an APS report:

1-877-SOS-ADULT
(1-877-767-2385)

602-277-4984 fax
TDD 1-877-815-8390

[https://www.azdes.gov/
reportadultabuse](https://www.azdes.gov/reportadultabuse)

Helpful Phone Numbers

Emergency	911 or
Fire Department	
Police or Sheriff	
Social Security Administration.	
Arizona Long-Term Care (ALTCS)	
Mental Health Agency	
Area Agency on Aging	
Family Assistance Administration	
Rehabilitation Services Administration	
Division of Developmental Disabilities	
Public Fiduciary's Office	

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. 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. • Free language assistance for DES services is available upon request.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

AAA-1255APAMNA (9-15)