



WHAT IS ADULT PROTECTIVE SERVICES?

Adult Protective Services (APS) is a program through the State of Arizona that investigates allegations of abuse, neglect, and/or exploitation of vulnerable adults and provides protective services. A vulnerable adult is someone who is 18 years or older who has an impairment that makes it difficult for them to protect themselves and/or meet their basic needs. APS is authorized to:

- Receive and investigate reports of abuse, neglect, and/or exploitation of vulnerable adults.
- Meet with the adult to determine if there is a need, and what supports or services may be helpful.
- Offer the adult or their guardian whatever services appear appropriate based on the circumstances and need.
- Provide assistance to an adult in special need by filing a petition for the appointment of a guardian/conservator or a temporary guardian/temporary conservator.
- Seek assistance through the courts for a warrant when access to a vulnerable adult is being denied.

CAN APS HELP ME?



If you are a vulnerable adult and you are unable to meet your basic mental and physical needs or believe you have been abused, neglected, or exploited, APS may be able to help you. APS can investigate your report and provide protective services to help you to be safe.

WHAT WILL APS DO DURING AN INVESTIGATION?

When investigating an allegation of abuse, neglect, and/or exploitation of a vulnerable adult, APS may:

- Request and review relevant records, such as medical and bank records, to make a determination about the adult's need and/or possible abuse, neglect, or exploitation.
- Make ongoing contact with the adult throughout the investigation.
- Communicate and interview with any individuals relevant to the case, including family members, case managers, and guardians to confirm safety.
- Make referrals to, or provide information about, community based services such as home meal delivery, Area Agencies on Aging, pest control, and hoarding remediation; also for behavioral health providers, crisis lines, Arizona Long Term Care System (ALTCS), etc.
- Cross-report relevant information to other government agencies with authority to investigate/assist.
- Use evidence to determine if abuse, neglect, or exploitation of a vulnerable adult likely occurred, and if so, add the perpetrator's name to a publicly available registry.

WHAT CAN'T APS DO?

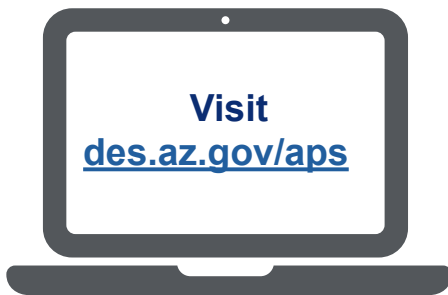
- Be appointed as a guardian or conservator of a vulnerable adult/take “custody” of an adult
- Require anyone to receive services, leave their home, or take any action they do not wish to take
- Make medical decisions for a vulnerable adult
- Arrest anyone
- Make financial decisions, gain control of, or “freeze” financial accounts
- Recover or reimburse anyone for funds lost as a result of exploitation
- Address civil/probate matters
- Interfere in an adult’s chosen lifestyle, but APS may make recommendations to the county public fiduciary if there is a need for guardianship or conservatorship



HOW CAN I CONTACT APS?

If you are already working with an APS Investigator, you can call them at the number listed on their business card. Otherwise, you can call the APS hotline at 877-SOS-ADULT to report possible abuse, neglect, and/or exploitation of a vulnerable adult.

Where Can I Find Additional APS Statutes and Information?



or scan this QR code



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