



**For More information About
Protecting Older Adults and
Adults with Disabilities from
Abuse, Neglect, and Exploitation,
Please Contact Your County
Department of Social Services**

Adult Protective Services in North Carolina

Adult Protective Services Activities Include:

- Making a face to face, unannounced visit to the adult with a disability
- Evaluating the need for protective services
- Working with the adult, family, and multi-disciplinary providers to secure needed essential services for the adult such as food, safe housing or medical care
- Planning with and supporting the disabled or elderly adult and the family or caregiver to identify, remedy and prevent problems that result in abuse, neglect or exploitation
- Reporting evidence of mistreatment to the District Attorney and regulatory agencies; court action is initiated as necessary to protect the adult with a disability

Division of Aging and Adult Services

**2101 Mail Service Center
Raleigh, NC 27699-2101**

**Phone (919)733-3818
Fax (919) 715-0023**

**You may reach the CARE-LINE
24 hours a day at
1-800-662-7030**

<http://www.ncdhhs.gov/osc>



"How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving and tolerant of the weak and strong. Because someday in your life you will have been all of these."

George Washington Carver



**Our Mission:
Keep
North Carolina's
Most Vulnerable
Adults Safe from
Abuse, Neglect and
Exploitation**

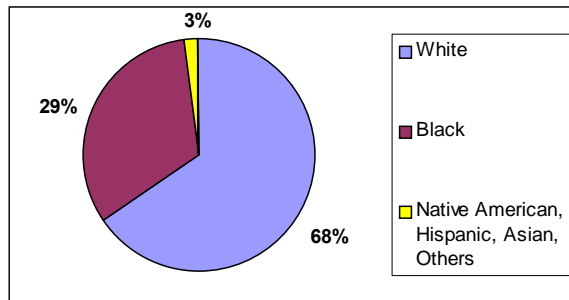
Who is Abused, Neglected, and Exploited in North Carolina?

- ⊙ In FY 2009/2010, 18,378 reports alleging the abuse, neglect or exploitation of our most vulnerable adults were received by County Departments of Social Services

A Snapshot of who is receiving Adult Protective Services*

- ⊙ 30% were 18 to 59 years of age
- ⊙ 19% lived in a facility or shelter
- ⊙ 81% of adults lived alone or with family

*North Carolina Adult Protective Services Register



- ⊙ The most common form of mistreatment was neglect; 70% of the cases involved self neglect.
- ⊙ The most frequently named perpetrator was an adult child, followed by a spouse, other relative, or non-relative caretaker.
- ⊙ The most frequently identified services needed to address the problems of abuse, neglect and exploitation are Medical or Health Care, In-Home Aide Services, Placement, and Financial Assistance

County Departments of Social Services receive and evaluate reports of abuse, neglect and exploitation to determine whether older adults and adults with disabilities are in need of protective services and what services are needed as required by NC General Statute 108A, Article 6

Is This Happening To You Or Someone You Know?

- Bruises, burns, cuts, scratches
- Sprains, fractures, dislocations malnutrition
- Untreated medical condition(s)
- Unsafe or unsanitary housing
- Lack of medications, hearing aids, glasses or dentures
- Mental anguish and distress
- Mistrust towards others
- Unpaid utility and other bills
- Mismanaged property or savings
- Sudden change in will or power of attorney
- Unable to provide needed care

When I Suspect Abuse What Can I do?

- ⊙ When you suspect mistreatment of an older adult or an adult with a disability, NC law requires you to contact Adult Protective Services (APS) at the Department of Social Services (DSS) in the county where the adult is living.

Contact information for County DSSs listed at this website:

<http://www.dhhs.gov/dss/local>

- ⊙ When you call Adult Protective Services your name is kept confidential unless a court of law orders disclosure.
- ⊙ Give as much information as you know about the abuse, neglect, or exploitation. We take your concern very seriously and it may help to protect a person.

Our main objective is to determine if the adult needs protection.

The APS worker is required to:

- Take the report from you
- Assure confidentiality
- Explain what happens once your report is taken
- Ask you if you want to be notified by phone or mail about your report.