

# Adult Protective Services

## WHAT IS **Adult Protective Services (APS)**?

APS is a social services program focused on helping vulnerable adults live with dignity and respect by investigating allegations of abuse, neglect, self-neglect and exploitation.

## WHO CAN RECEIVE **APS services**?

In Utah, the definition of a vulnerable adult must meet these criteria:

- ✓ 65 years of age or older
- ✓ 18 – 64 and has a physical or mental impairment that puts them at risk
- ✓ Residing in Utah

## WHO CAN NOT RECEIVE **APS services**?

Individuals do not meet the requirement of APS services when:

- ✗ There is not a current allegation of abuse, neglect or exploitation
- ✗ The referral involves an alleged financial scam or alleged consumer fraud
- ✗ The referral contains insufficient information to locate the victim

## HOW DO YOU DEFINE **abuse, neglect, self-neglect, and exploitation**?

Below are some common definitions. Please check [daas.utah.gov](http://daas.utah.gov) for information specific to your local area.

### Abuse



Abuse comes in physical, mental, or sexual forms and can have physical or emotional signs.

### Neglect



Neglect is when a primary caregiver fails to provide adequate assistance that the individual depends on—such as food, clothing, shelter, or necessary medical care.

### Self-Neglect



Self-Neglect is a non-purposeful act where an individual fails to meet their own essential physical, psychological, or social needs, which threatens their health, safety, and well-being.

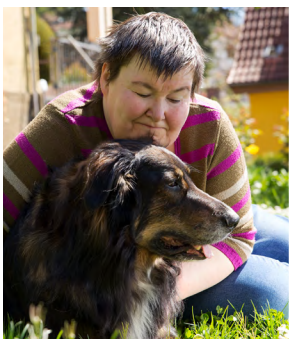
### Exploitation



Exploitation is when someone takes advantage of the individual for personal benefit in either financial or legal means.

## HOW DO I **make a report**?

- 1 Contact APS using the information below.
- 2 Make sure to provide the following information, but please note that you can make this report anonymously if you so choose:
  - ✓ The individual's name, address, age/DOB, or other identifying info
  - ✓ Explanation of the situation that involves abuse, self-neglect, neglect, or exploitation
  - ✓ Descriptions of the situation, any important identifiers of the alleged abuser, or other dangers in their home environment



WHY should I report?

Most older adults and adults with disabilities live independently without assistance. However, some face abuse, neglect or exploitation by others and need trained professionals to advocate on their behalf. Others may simply be struggling with routine activities that put them at risk and benefit from in-home support services to maintain their health, safety and independence.

APS provides short-term, limited services to older adults or adults with disabilities when family or community resources are not available to provide for the protective needs.

WHAT HAPPENS after I make a report?

If accepted, APS will investigate the suspected abuse, neglect, self-neglect or exploitation, and connect the individual with support services if the individual wishes to receive them.

We understand that every adult individual has the right to self-determination; APS cannot force anyone to accept services (except in a limited set of circumstances) if they do not wish to receive them.

- ✓ APS does not have authority over facilities.
- ✓ Although APS does work closely with law enforcement when a crime has been committed, APS does not control whether or not law enforcement opens an investigation.
- ✓ Due to APS investigations being confidential, we may not be able to provide you with the details of the investigation.

WHAT IF I'm not sure?

Do you just have a "feeling" about a situation but can't verify the details? APS professionals are trained to handle just such a situation. Based on your report, the agency will assess the situation and determine how best to respond. Your local APS agency can determine the best course of action in any given situation.



Contact APS 

- ✓ Call 1-800-371-7897
- ✓ Report online 24/7 at [daas.utah.gov](https://daas.utah.gov)

Hours 

Monday-Friday  
8 a.m. - 5 p.m.



Please note that our phones are not open on weekends, refer to our online report or if there is an emergency, call 911.