Overview
Adult Protective Services (APS) is a 24-hour social service program which investigates reports of elder (65 or older) and dependent adult (18 – 64) abuse. The adults may be endangered and at risk due to abuse by another, which includes physical or sexual abuse, neglect, isolation, financial abuse, mental suffering, abandonment, and abduction. The adult may also be self-neglecting due to their inability to provide for their own needs and care. APS serves more than 30,000 elders and dependent adults annually.

Legal Mandates
APS is mandated by the State of California to provide 24-hour social worker services to endangered elders and dependent adults.

Program Eligibility
Any endangered elder or dependent adult is eligible for APS services without regard to income.

Funding Sources
- Adult Protective Services allocation from the State General Fund
- County Services Block Grant
- Federal Title XIX
- County Matching Funds

The APS Program Includes:

- **After Hours Response Program**
  This program operates in conjunction with the county’s 24-hour toll free Elder Abuse Hotline. This includes social services staff who work evening and night shifts, Saturdays, Sundays, and holidays. This is an emergency response program, mandated by law to provide in-person response, 24 hours per day, seven days per week, to reports of abuse, neglect, or self-neglect of elders or dependent adults in immediate, life-threatening situations or in situations involving imminent danger.

- **Civic Center Homeless Project**
  The Project provides Homeless Support Services for adults in the Skid Row area of downtown Los Angeles. Services are available Monday through Friday, from 7:00 a.m. until 3:00 p.m. The Project assists adults who walk in and ask for help or who are referred by General Relief workers in the building. Clients do not have to meet the requirements of APS to qualify and do not have to be receiving General Relief. Clients are linked with appropriate community resources such as: mental health, legal, medical, alcohol/drug, financial, emergency housing and other resources.
• **Information and Referral Call Center**
The APS Information and Referral Call Center was established to provide the public with a more efficient, accessible, and uniform method through which reporters could make reports. The Call Center is responsible for taking all reports of adult abuse received during regular working hours between 8:00 a.m. and 5:00 p.m., Monday through Friday. In addition, the unit provides valuable information and resources to the public; in particular, to seniors, dependent adults, and care providers. As part of the “no wrong door” approach to assisting the community, Call Center staff refer callers to the appropriate department or agency, according to his/her specific needs. Call Center staff also participate in a multitude of outreach events to educate the public about elder/dependent adult abuse and the services APS provides. These events include Senior and Health Fairs, Smarter Senior Forums, In-Service trainings, and one-time-only presentations requested by outside agencies.

• **APS/Department of Health Services (DHS) Intervention Program**
The APS/DHS Intervention Program involves projects at two medical facilities within the County health services system: Los Angeles County/University of Southern California (LAC/USC) and Harbor-UCLA Medical Center. Program services for an elder or dependent adult may be initiated either by the hospital multidisciplinary team or by APS staff. DHS multidisciplinary team members assess elderly and dependent adult patients for possible signs of abuse, neglect, or self-neglect, and when identified, refer those patients to APS. While hospitalized, APS clients have the benefit of two APS social workers: the Field Office Social Worker to whom the client’s case is assigned and the APS/DHS Liaison, a specialized APS social worker who is assigned as a liaison to the medical center.

• **Los Angeles County Elder Abuse Forensic Center (EAFC)**
The EAFC is a multidisciplinary team of professionals that works to provide expert and comprehensive case examination, documentation, consultation and prosecution of elder and dependent adult abuse cases. The team operates as defined in WIC 15610.55. Core participants include: APS, a geriatrician, a neuropsychologist, the Los Angeles County Department of Mental Health, including the Office of the Public Guardian and GENESIS, the Los Angeles County District Attorney, the Los Angeles County Sheriff, and the Los Angeles Police Department. The goal is to positively impact victims’ lives, as the team conducts thorough evaluations of cases and makes recommendations to remedy the abuse and/or neglect, including self-neglect. The USC School of Gerontontology evaluates the outcomes of the EAFC as part of its elder abuse research.

• **Emergency Shelter Program**
Mandated by California law to the extent resources are available, Adult Protective Services arranges for emergency shelter placement, to guarantee a safe place for elders and dependent adults who meet the shelter criteria to stay until endangering elements in their homes can be resolved. Los Angeles County has contracted with a number of State-licensed Residential Care Facilities for the Elderly as well as Adult Residential Facilities throughout the County.
facilities are available to provide shelter services for APS clients who are in need of temporary emergency shelter, and whose impairments are appropriate for the level of care and supervision provided in such facilities.

- **Residential Placement Protocol Unit (RPPU)**
  Through the Residential Placement Protocol program, APS social workers coordinate the closure of unlicensed board and care shelters and licensed board and care shelters that are in repeated violation of City, County, and/or State licensing regulations. During a facility closure, APS social workers interview residents to determine and assist in accommodating their needs; refer residents with questionable mental status to personnel in the Department of Mental Health; and call paramedics to transport residents with health issues to meet immediate medical needs.

- **Governmental Inquiries and Response Unit**
  The APS Governmental Inquiries and Response Unit (GIR) receives referrals concerning elders and dependent adults from the Board of Supervisors and other government agencies and public officials. Many of these referrals meet the criteria for an Adult Protective Services case to be opened; others require only information and assistance by telephone, e-mail, or written correspondence. The Unit was established in 2001 due to an increase in referrals from such agencies.

- **Repatriate Program**
  The United Stated Department of Health and Human Services (HHS) provides assistance for United States citizens, nationals and their dependents who are transported or returned to the U.S. from foreign countries due to mental illness, destitution, illness or international crisis. APS provides the following services: reception services; transportation services; special assistance for physically ill or disabled repatriates/dependents; and other supportive services.

- **Tangible Support Resources (TSR)**
  To the extent that funding is available for the APS Program, counties are required by the State to provide tangible support resources not available through any other source to APS clients. These resources serve to reduce/eliminate the risk to clients’ health and/or safety, or to replace items lost due to fire, earthquake, or other disasters. TSR items include, but are not limited to, essential mobility and adaptive devices, audio and/or visual aids, emergency food vouchers, and taxi vouchers.