



Adult Protective Services (APS)



**A program of the Lake County
Department of Social Services
(LCDSS)**

APS Purpose and Objectives

APS protects elderly persons (age 65 and older) and dependent adults from abuse, neglect, and exploitation by investigating and providing or arranging for services necessary to alleviate or prevent further maltreatment.

Dependent adult is defined as anyone age 18-64 years that has physical or mental limitations that restricts his or her ability to carry out normal activities or to protect his or her rights including but not limited to persons who have physical or developmental disabilities or whose physical or mental limitations that restricts their ability to carry out normal activities or to protect their rights including but not limited to, persons who have physical or developmental disabilities or whose physical or mental abilities have diminished with age.

Protective services are any actions taken to explore, develop, purchase, or arrange services for clients to alleviate abuse, neglect, or exploitation.

APS ensures:

- timely and thorough investigations to determine the validity of allegations of abuse, neglect, and exploitation;
- comprehensive assessments and identification of root causes to achieve a thorough understanding of overall situations; and
- comprehensive case planning.



Determining Eligibility for Services

Protective services are services furnished by APS to a person:

- who is age 65 or older or is dependent adult; and
- who has been determined (validated during an investigation) to be in a state of abuse, neglect, or exploitation.

These services may include social casework, case management, and arranging for a referral for psychiatric and health evaluation, home care, social services, health care, and other services. These services are provided or arranged by an Adult Protective Services Social Worker.

Protective services are provided without regard to the client's income or resources.

However, because the funding the County receives for APS is very limited, the APS social worker assesses whether the client has resources to pay for the identified services with his or her own funds.

Client Rights



APS clients have a right to:

- refuse protective services unless abuse or neglect presents a threat to life or the referral is financial abuse in which case the referral is cross reported to law enforcement.
- participate in and to be consulted about all decisions concerning their welfare.
- select the least restrictive of the alternatives available for meeting their needs;
- refuse medical treatment, even if determined to lack the capacity to consent to protective services, if the medical services conflict with their religious beliefs and practices.

APS clients have the right to refuse to cooperate with APS investigations. However, APS can refer allegations to appropriate law enforcement agencies without the clients permission in order ensure the client's safety.

A client may refuse to cooperate in the APS investigation at the initial face-to-face or by failure to respond to all APS attempts to make contact. If the APS Social Worker has verified with reliable sources that the client resides at a specific address and if attempts to contact the client in person, by phone and by mail have been made, the APS Social Worker can proceed with the investigation.

A client may lack the capacity to either consent to or refuse protective services if physical or mental impairments prevent the client from understanding the:

- nature of protective services offered; and
- consequences of agreeing to receive or reject protective services.

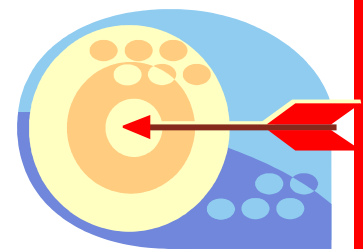
APS acts quickly when clients face high risk. In emergency situations, APS may provide emergency protective services before obtaining medical reports. APS seeks legal actions when clients are at high risk.

The Goals of APS Services

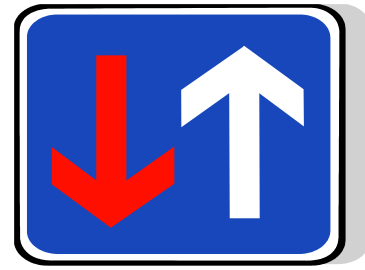
The goal of APS service delivery is to alleviate abuse, neglect, or exploitation.

Actions an APS social worker may take to achieve these goals:

- offering actions or services, or both, to resolve identified problems;
- locating and coordinating community resources;
- evaluating the effectiveness of provided services;
- modifying services as the client's situation changes;
- pursuing necessary legal intervention;
- providing temporary emergency services; and
- deciding when all necessary protective services have been provided and the client's case is stable enough to warrant case closure.



Allegation Priorities



Allegation Priorities

APS sets priorities for the delivery of protective services. In establishing priorities, APS defines time frames for conducting initial face-to-face interviews with clients. The priorities are based on severity and immediacy of alleged risk or harm to the individual.

Immediate Response: Allegations that the victim is in a state of serious harm or is in danger of death from abuse or neglect and law enforcement has confirmed the abuse.

24 hour: Allegations that the victim is abused, neglected, or exploited and, as a result, is at risk of serious harm.

2-5 days Response: All other allegations that the victim is in a state of abuse or neglect.

10 day Response: Allegations of exploitation when there is no danger of imminent impoverishment or deprivation of basic needs.

Allegation Types

Physical Neglect Allegations:

Physical neglect: The failure to adequately provide goods and services to avoid harm or pain

Medical Neglect Allegations:

Medical Self Neglect: The failure to adequately provide for or obtain medical treatment necessary to avoid harm or pain



Physical, Emotional or Verbal Abuse Allegations

Physical Abuse: The negligent or willful infliction of injury, unreasonable confinement, intimidation; or cruel punishment.

Emotional or verbal abuse: Any use of verbal communication or other behavior to humiliate, intimidate, vilify, degrade, or threaten with harm.

Sexual Abuse Allegations

Sexual abuse: Includes any involuntary or nonconsensual sexual conduct with an elderly person or person with a disability.



Allegation Types (cont.)

Exploitation Allegations

Exploitation: The illegal or improper act or process of using the resources of the elderly person or dependent adult:

- for monetary or personal benefit, profit, or gain; and
 - without the informed consent of the elderly person or dependent adult
- This includes taking money, property, or other assets.

Death Allegations

APS **does not** investigate allegations of abuse or neglect of elderly persons or dependent adults that have already resulted in the death of that adult at the time the allegation is made as that is the responsibility of law enforcement.

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