



Adult Protective Services

Frequently Asked Questions

Question	Answer
What is Adult Protective Services?	<p>Adults with disabilities may be vulnerable to abuse, neglect and exploitation. County departments of social services receive and evaluate reports to determine whether disabled adults need protective services. County agencies protect adults by:</p> <ul style="list-style-type: none">• Receiving reports and evaluating the need for protective services.• Planning with the disabled adult, family or caregiver to identify and prevent abuse, neglect or exploitation.• Reporting evidence of mistreatment to the District Attorney and various regulatory agencies.• Initiating court action as necessary to protect the adult.• Mobilizing essential services on behalf of the disabled adult. <p>Disabled adults reported to be abused, neglected or exploited and in need of protective services are eligible to receive this service regardless of income.</p>
What should you do if you suspect mistreatment of a disabled person age 18 or older?	<p>If you suspect mistreatment of an older adult or an adult with a disability, North Carolina law requires you to contact Adult Protective Services at the Department of Social Services in the county where the adult lives. In Union County, you can report suspected abuse, neglect or exploitation using the following methods:</p> <ul style="list-style-type: none">• APS Intake Hotline: 704.296.6124• After Hours: 704.289.1591 (Ask to speak with the on-call Social Worker)• Fax: 704.296.4404• General Questions (Regular Hours): 704.296.4300 <p>If the adult is in any immediate danger or health risk, call 911 or emergency services.</p>
What is Union County's process when a complaint or concern is reported?	<p>Upon receiving complaints, allegations or concerns, Union County Social Services screens each report through the intake unit to determine if it meets the statutory criteria for acceptance. If it does, the case is assigned to a social worker for assessment/investigation. If a complaint involves one of our wards, it is referred to another county to avoid any conflict of interest.</p>

Social Services

2330 Concord Avenue
Monroe, NC 28110

T 704.296.4300 | unioncountync.gov/socialservices

What should I include in my report?	When making a report, include the name and address of the disabled adult, their age or date of birth, details about the situation and why you feel the person needs protection, information on the mental or physical condition of the disabled adult, and the name of the caregiver, if any. Also include the names of others who may provide information regarding the situation, if available.
What if the complaint is about someone in a facility outside Union County?	All complaints are accepted and screened. If a Union County resident is placed in a facility outside the County for less than 30 days, they are still considered a Union County resident. We will conduct the investigation if it meets the statutory criteria.
Will my identity be kept confidential if I make a report?	Yes, your identity will remain anonymous and is protected from civil and criminal liability for reports made in good faith.
Who decides if Adult Services can intervene?	The decision to intervene is based on a thorough evaluation of the reported situation, focusing on the presence and extent of abuse, neglect or exploitation, and the adult's capacity to consent to services.
What actions are taken if an issue is identified?	If an issue is found, we collaborate with the adult, their family, community partners, and/or facilities to create a safety plan to mitigate any risks to the adult. For safety concerns in facilities, a report is made to the Division of Health Service Regulation (DHSR) for their records and separate investigation. In cases of criminal acts, the district attorney is notified of law enforcement involvement.
Do other agencies get involved in investigating allegations of mistreatment?	Yes, the DHSR monitors various facilities including long-term care and nursing homes. Social Services submits complaint forms to DHSR for concerns in these facilities. For criminal acts, Social Services will alert the district attorney. Note that complaints about assisted living or family care homes are handled by Social Services to monitor levels of care.
What are some signs of abuse, neglect, or exploitation?	Common indicators include physical injuries like bruises, burns, or malnutrition, untreated medical conditions, unsafe or unsanitary housing, lack of necessary medications or aids, mental anguish, sudden changes in financial documents, inability to provide needed care, and behavioral changes such as withdrawal, depression or confusion.
What types of services does Adult Protective Services provide?	Services include evaluating whether a disabled adult has been abused, neglected or exploited and needs protective services, determining what services may be needed to prevent further mistreatment, and providing financial assistance for adult day-care and adult day-health programs. In-home aid services, guardianship, adult care home monitoring, adult placement, individual and family adjustment counseling, and special assistance in-home programs are also offered.

Links

Adult Protective Services Manual

https://policies.ncdhhs.gov/divisional/aging-and-adult/adult-protective-services/manuals/apsmanual_2021.pdf

Aging and Adult Services

<https://www.ncdhhs.gov/divisions/aging-and-adult-services>