

## 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



For more information about protecting older adults and adults with disabilities from abuse, neglect and exploitation, please contact your county department of social services or contact the state agency at:

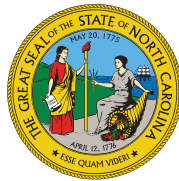
Division of Social Services, Adult Services  
802 S. Boylan Avenue  
Raleigh, NC 27619

Phone: 919-855-3400

Fax: 919-334-1018, Attention: Adult Services

Website: [www.ncdhhs.gov](http://www.ncdhhs.gov)

For access to other services and supports in your community, contact No Wrong Door at 1-888-892-1162 or dial 2-1-1 or visit <https://nc211.org/>



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

[www.ncdhhs.gov/divisions/social-services/adult-services](http://www.ncdhhs.gov/divisions/social-services/adult-services)

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# Adult Protective Services (APS)

## NORTH CAROLINA



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



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# OUR MISSION IS TO KEEP NORTH CAROLINA'S MOST VULNERABLE ADULTS SAFE FROM ABUSE, NEGLECT AND EXPLOITATION

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

- In State Fiscal Year 2022-2023, county departments of social services received 35,400 reports alleging the abuse, neglect or exploitation of our most vulnerable adults.

## Adult Protective Services:

- 76% were 60 years and older
- 83% lived alone or with family
- The most common form of mistreatment was neglect; 86% of the cases involved neglect while 66% involved self-neglect.
- The most frequently named perpetrator was an adult child, followed by a spouse, a parent, a non-relative caregiver, and other relatives.
- The most frequently identified services needed to address the problems of abuse, neglect and exploitation are Placement, Medical or Health Care, In-Home Aide Services and Legal & Surrogate Decision Maker

## What is the Law?

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 toward 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 Mistreatment What Should 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 at the department of social services (DSS) in the county where the adult is living.  
  
Contact information for county DSS offices can be found at: [www.ncdhhs.gov/divisions/dss/local-county-social-services-offices](http://www.ncdhhs.gov/divisions/dss/local-county-social-services-offices)
- 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 adult and any concerns with his/her mental or physical health, and the circumstances of abuse, neglect or exploitation
- Adult Protective Services will determine if the adult needs protection and to provide protection when legally authorized
- The DSS is required to:
  - Take the report from you
  - Assure confidentiality
  - Explain what happens once your report is taken