

Adult Protective Services

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Objectives for Today

- Know who is a Vulnerable Adult
- Know who is a Mandatory Reporter
- Know what APS investigates
- Know how to make a report and what to expect afterwards.

RCW 74.34

- Originally passed in 1984;
- Requires DSHS to receive and investigate reports of alleged abuse, abandonment, financial exploitation, neglect and self-neglect of vulnerable adults; and provide appropriate protective services;
- Identifies mandatory reporting requirements;
- Provides protections.

Who is a Vulnerable Adult?

60 years of age or older with physical, functional, or mental inability to care for self;

OR

Over the age of 18 and;

- Found incapacitated under chapter [11.88](#) RCW; or
- Who has a developmental disability as defined under RCW [71A.10.020](#); or
- Admitted to any facility; or
- Receiving services from home health, hospice, or home care agencies licensed or required to be licensed under chapter [70.127](#) RCW; or
- Receiving services from an individual provider; or
- Who self-directs his or her own care and receives services from a personal aide under chapter [74.39](#) RCW.

Who Must Report?



Mandated Reporters

- DSHS Employee
- Law enforcement
- Social workers and school personnel
- Individual providers and operators of a facility
- Employees of social service, welfare, mental health, home care, home health agencies
- County coroner or medical examiner
- Christian Science practitioner
- Health care providers under RCW 18.130, such as physicians and nurses.

Permissive Reporters

Persons who are not Mandatory Reporters are called Permissive Reporters and are encouraged to report. Permissive Reporters include:

- Any person (friend, neighbor, relative), including:
 - Attorney
 - Employee of bank

Mistreatments

- ❖ Abuse
 - Physical
 - Sexual
 - Mental
 - Exploitation
 - Improper Use of Restraints
- ❖ Abandonment
- ❖ Financial Exploitation
- ❖ Neglect
- ❖ Self-Neglect



What APS Can and Cannot Do?

Authority

- Investigate allegations
- File for guardianship
- File a protection order with consent of client
- File for an injunction when access is denied
- Make referrals to investigative partners
- Consultation

Limitations

- Provide protective services with the consent of client
- Not able to remove client from home without client permission
- Not able to detain individual due to capacity issues

- Provide protective measures for a vulnerable adult alleged victim when necessary;
- Determine the validity of allegations of abuse, abandonment, neglect, self-neglect and financial exploitation from available information
- Determine current risk factors and supports for the vulnerable adult by assessing, as warranted: physical, functional and mental abilities, the conditions of the environment, support systems, and relationships.
- Determine if there are other vulnerable adults impacted by the abuse.

When Should You Report?

Immediately

make a report when you have *reasonable cause to believe* that abuse, abandonment, neglect, or financial exploitation occurred to a vulnerable adult.

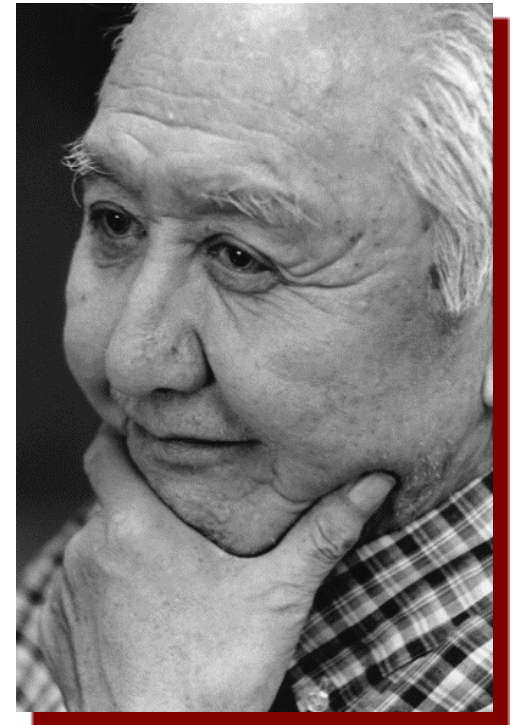


When to Call Law Enforcement?

Immediately

report suspected sexual and physical assault to both law enforcement and DSHS.

Also report to the medical examiner/coroner any death you suspect resulted from mistreatment.



Reporting Responsibilities

Your responsibilities as a mandatory reporter continue whether you are at work or off and include reporting suspected abuse of any vulnerable adult or child.

What to Include in Your Report

(Do not hesitate to report due to lack of information. Often the department or Law Enforcement has details)

- What makes this person a vulnerable adult?
- What is the allegation? What has occurred?
- Name, Birth Date and Social Security # of Alleged Victim.
- Address, Telephone, Contact Information.
- Current Case Manager information
- Alternate Decision Maker information

What to Include, Cont'd

- Name, address & phone number of alleged perpetrator.
- Other interested individuals (collateral persons).
- Any other information which will assist in investigation (safety issues, family dynamics, relevant history, work schedule).

What Happens After Your Report?

- APS Intake will determine if an investigation is warranted and assign the report to a APS Social Worker.
- Report of suspected criminal activity is made to law enforcement.
- AV, AP & collaterals are interviewed, risk factors are determined.
- Immediate protective services are offered, if needed.

What Happens, Cont'd

- Determination made whether mistreatment occurred, based upon collected information.
- APS will make a finding of No APS, Unsubstantiated, Inconclusive or Substantiated.

Response Times

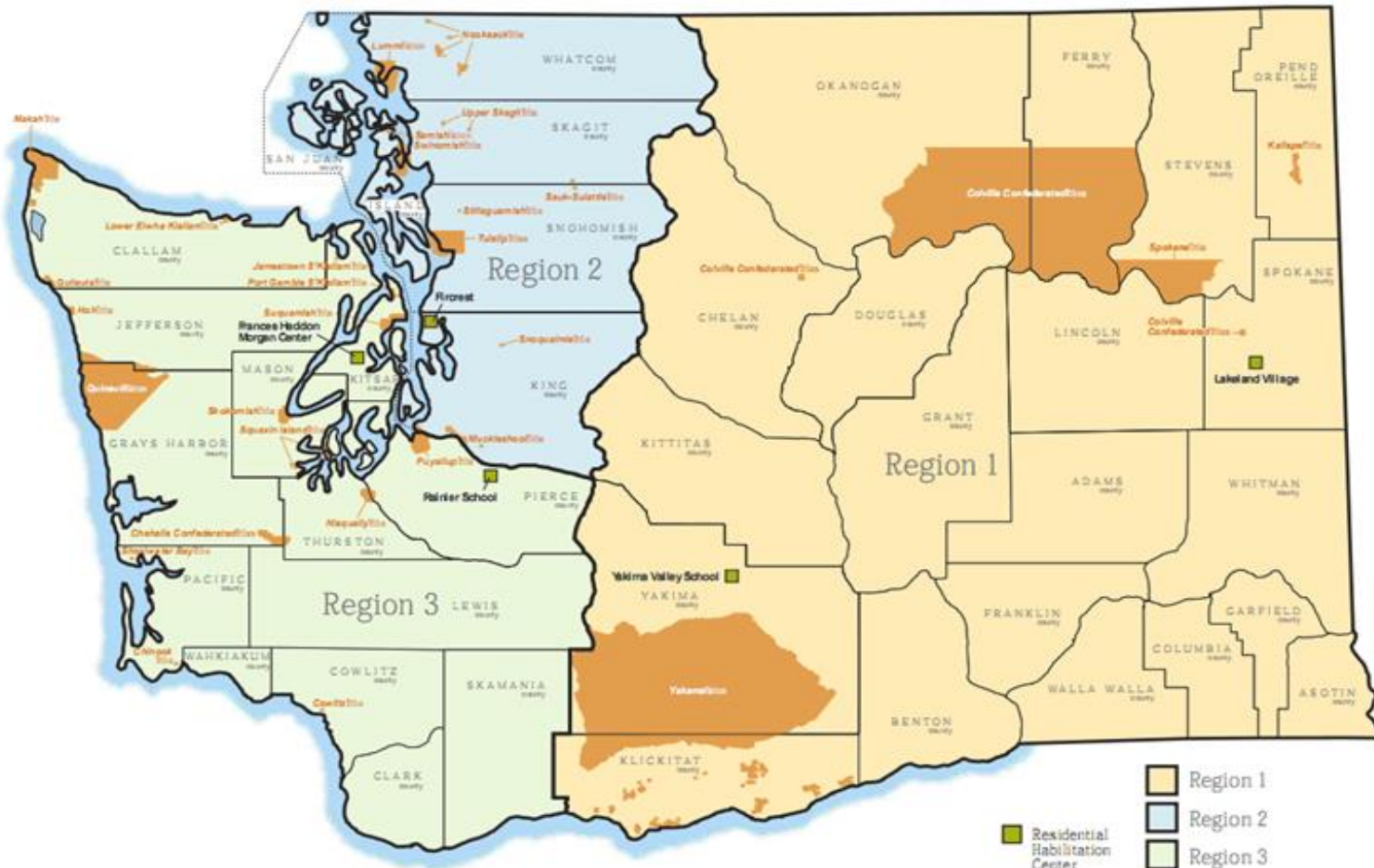
- Initial face-to face contact with the alleged victim will vary from 24 hours to 10 working days, depending on the allegation and the risk to the alleged victim.
- Duration of investigation depends on multiple factors, and varies. There is no time limit on investigation length or AP Interview.

Reporting Protections

- Immunity: When making a report in good faith or testifying about the Abandonment, Abuse, Neglect, Financial Exploitation, Exploitation of person or Self-Neglect.
- Confidentiality: Identity of person making the report can remain confidential unless a report is made to law enforcement, or there is a judicial proceeding, or the reporter consents.

Where to Report

2011 DSHS Regional Map



- **Region 1** 1-800-459-0421
Email: R1APSIntake@dshs.wa.gov

- **Region 2** 1-866-221-4909
Email: R2APSIntake@dshs.wa.gov

- **Region 3** 1-877-734-6277
Email: R3APSIntake@dshs.wa.gov

Online Reporting

<https://www.dshs.wa.gov/altsa/reportadultabuse>

Report Concerns Involving Vulnerable Adults

*** PLEASE CALL 911 IF THERE IS AN EMERGENCY ***

All reports will be screened by Adult Protective Services and/or Residential Care Services. *If the person is in immediate danger, call 911.* You do not need proof to report suspected abuse and you do not need to give your name. *If you are a provider filing a mandatory report, please complete a [Residential Care Services Online Report](#).*



Report Online



Report by Phone

Summary

- Know if you are considered a mandatory reporter.
- Know who is considered a vulnerable adult.
- Stay alert to possible signs and symptoms of the different forms of abuse.

- If you think someone may be in danger or needs urgent help, call 911 immediately.
- Immediately report any suspected Abandonment, Abuse, Exploitation, and Neglect (including Self-Neglect) when you have reasonable cause to believe harm has occurred.
- If in doubt, call. APS Intake will be happy to discuss the circumstances with you.