

## What happens after a report of abuse?

Under the Adult Protective Services Act, a provider agency designated to receive reports of alleged or suspected abuse, neglect, financial exploitation or self-neglect will respond to each report.

A trained caseworker will interview the person who has allegedly been abused or is self-neglecting. If appropriate, an investigation will be pursued to assist in accessing resources and services to stop the abuse. The person has a right to accept or decline such assistance. A provider agency will also refer evidence of crimes to law enforcement.

**Confidential: All reports are kept confidential and anonymous reports are accepted.**



**24-Hour Adult Protective Services Hotline:**

**1-866-800-1409**

**Engage2Change website:**  
[www2.illinois.gov/aging/Engage](http://www2.illinois.gov/aging/Engage)

**State of Illinois  
Department on Aging  
One Natural Resources Way  
Springfield, Illinois 62702-1271**

**Senior HelpLine:**

**1-800-252-8966**

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and federal statutes. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call the Senior HelpLine: 1-800-252-8966; 1-888-206-1327 (TTY).

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State of Illinois  
Department on Aging

# #ENGAGE 2 CHANGE

## Recognize and Report Abuse of Older Adults and Adults with Disabilities



**1-866-800-1409**

**IDoA**  
Illinois Department on Aging

# What is Adult Abuse?

Illinois law provides the following definitions:

**Physical abuse** – inflicting physical pain or injury upon an adult.

**Sexual abuse** – touching, fondling, intercourse, or any other sexual activity with an adult, when the adult is unable to understand, unwilling to consent, threatened or physically forced.

**Emotional abuse** – verbal assaults, threats of maltreatment, harassment or intimidation.

**Confinement** – restraining or isolating an adult, other than for medical reasons.

**Passive neglect** – the caregiver’s failure to provide an adult with life’s necessities, including, but not limited to, food, clothing, shelter or medical care.



**Willful deprivation** – deliberate denial of an adult’s medication, medical care, shelter, food, a therapeutic device or other physical assistance, which thereby exposes that adult to the risk of physical, mental, or emotional harm – except when the adult has expressed an intent to forego such care.

**Financial exploitation** – the misuse or withholding of an adult’s resources by another, to the disadvantage of the adult or the profit or advantage of someone else.

**Self-Neglect** – a condition that is the result of an adult’s inability, due to physical or mental impairments, or both, or a diminished capacity, to perform essential self-care tasks that substantially threaten his or her own health, including: providing essential food, clothing, shelter, and health care, and obtaining goods and services necessary to maintain physical health, mental health, emotional well-being, and general safety.

## What else do I need to know?

Adult abuse does not discriminate. Adult abuse can affect people of all ethnic backgrounds and levels of social status. An abuse victim may be your neighbor, friend or family member. It is estimated that only one in every ten or more cases of adult abuse is reported.

We must all do our part to #Engage2Change. In FY 2020, 21,348 reports of adult abuse were made in Illinois.

Your report can make a difference. Reporting adult abuse or self-neglect gives individuals the opportunity to receive the help they need to stop the abuse or self-neglecting behavior, and can reduce their risk in the future.



## How can I #Engage if I suspect abuse of an older adult or an adult with a disability?

Anyone who suspects that an adult age 60 years or older or an adult with a disability age 18-59 is being mistreated by someone or self-neglecting should call:

The Department on Aging’s 24-Hour Adult Protective Services Hotline:

**1-866-800-1409**

Reports may also be made directly to the Adult Protective Services Provider Agency where the adult resides. For local information visit:

[www.illinois.gov/aging](http://www.illinois.gov/aging)

Callers should be prepared to report the client or alleged victim’s name and address, what happened, where and when it happened, information about the suspected abuser(s), circumstances which led to the report, and whether there is any immediate danger.