



State of Illinois  
Department on Aging



# ADULT PROTECTIVE SERVICES



# WORKING TOGETHER

# What is the Adult Protective Services Program?

Adult Protective Services (APS) is a program of the Illinois Department on Aging (IDoA). APS provides services to older adults and adults with disabilities who may be at risk of abuse, neglect, financial exploitation and/or self-neglect. APS case workers will visit you in person to conduct an assessment. The assessment helps determine what needs you may have. We will talk about your goals and explain what services or assistance is available to help meet your goals. Examples of assistance are: in-home help with cleaning, laundry, bathing, meals, counseling, legal referrals, transportation, housing, etc. There is no charge to you for Adult Protective Services.



## What to expect during an APS case.

- **Intake** – APS is notified that you may be at risk of abuse, neglect, financial exploitation, abandonment, and/or self-neglect. The information relayed in this notification is referred to as the allegation(s). The name of the individual notifying APS is confidential and cannot be shared with you unless with that person's written permission or through a court order.
- **Assessment** – During this time, APS will visit you in person to talk about the allegations and gather information to determine whether APS finds there is evidence to support or refute the allegation. APS will work with you and others approved by you to gather information. Information may include people's statements, medical records, bank statements, photos, etc. This process typically takes 30-45 days.
- **Case Work** – When APS decides the information gathered supports that the allegation happened, you will be offered the opportunity to receive additional services. During this time APS will again assess your needs, discuss what you would like to see done and explain what services are available. This information will be utilized to create a Case Plan. The purpose of these services is to assure your health, welfare, and safety. The case work period lasts approximately 60 days.
- **Follow-Up** – Following the initial 90 days of service, you may choose to receive monthly APS contact for 12 to 24 months depending on your needs. APS contact will be either by telephone or in person. Follow-up is intended to reduce the risk of future abuse, neglect, financial exploitation, and/or self-neglect.



# What are your rights?

## *You have a right to:*

- basic safety including protection from abuse, neglect, and exploitation,
- be served by providers who are properly trained in APS services,
- receive an unbiased assessment of risk, supporting and refuting facts,
- choose which services and providers can assist you,
- be given information to help you make decisions,
- be provided information regarding the range of available options for services and the consequences of failing to cooperate or refusing to accept services,
- say who is involved in your care and case plan,
- be treated with dignity and respect,
- remain in the most independent setting available to you,
- receive information in the language that is most understandable to you,
- refuse services and have your APS case closed at any time,
- know the outcome of the assessment,
- receive reasonable accommodations to meet your needs,
- be free from discrimination based upon race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, gender identity, pregnancy, or unfavorable discharge from military service in connection with employment, real estate transactions, access to financial credit, and the availability of public accommodations (Illinois Human Rights Act 775 ILCS 5/1-102(A)) and,
- confidentiality, except as outlined in the Adult Protective Service Act (320 ILCS 20).

# What are the possible outcomes of the APS assessment?

At the end of assessment, the APS case worker will determine if the allegation(s) of abuse, neglect, abandonment, financial exploitation, and/or self-neglect is:

- **Substantiated**
  - **Verified** – there is “clear and convincing evidence” that abuse, neglect, financial exploitation, and/or self-neglect occurred. (You can choose to continue to work with APS.)
  - **Some indication** – there is “preponderance of the evidence” that abuse, neglect, financial exploitation, and/or self-neglect occurred. (You can choose to continue to work with APS.)
  - **No indication** – there is a lack of “credible evidence” that abuse, neglect, financial exploitation, and/or self-neglect occurred. (APS will close the case.)
- **Unsubstantiated** – all concerns have been identified as “no-indication.” (APS will close the case.)
- **Unable to substantiate** due to no jurisdiction, unable to locate, unable to access, or assessment was declined. (APS will close the case.)



## **Other Information:**

### ***Case Planning***

You and your APS case worker will work together to develop your person-centered case plan that will assist in meeting your needs and preferences. APS believes all adults have strengths and the ability to express preferences and make choices. The case planning process will include gathering the necessary information to ensure that you are able to direct your services and supports to the extent possible and help you to make informed choices and decisions. Your choices and preferences will always be considered. Case planning is intended to maximize independence, create connections and work towards achieving your goals and desires. If there is an issue with the services in your case plan, contact the provider and speak with a supervisor or call your APS case worker.

### ***Paid Caregivers***

If the APS intake involves a caregiver who is paid with public funds, the APS case worker will have to interview the caregiver. If the case worker substantiates the case with clear and convincing evidence, the caregiver's identity could be placed on the APS Registry. The APS Registry was developed to protect adults receiving in-home and community-based services. If a caregiver is placed on the APS Registry, he or she will be barred from direct care employment paid with public funds. Any caregiver referred for placement on the APS Registry has a right to appeal this action. All information on the APS Registry is kept confidential except as specifically authorized in the Adult Protective Services Act (320 ILCS 20).



## ***Capacity Issues***

During the assessment, the APS case worker may ask to perform a screening to determine your ability to take in and understand information. The screening may include questions related to memory, language or drawing a clock. Based on your results, APS may recommend further evaluation with a physician and work in your best interest to meet any immediate needs you may be experiencing. You have the right to refuse this screening.

If you currently have a guardian or other active surrogate decision maker such as a Power of Attorney, APS will work with these individuals to complete assessment and case planning. If your surrogate decision maker is alleged to have abused, neglected, or financially exploited you, APS will work in your best interest and in some circumstances will alert the court of the APS assessment outcome.

## ***Complaint Process***

If you believe your rights have been violated or you have other concerns about the service you received from your APS case worker or APS agency, please contact the IDoA, Office of Adult Protective Services in writing at:

[Aging.APSProgram@illinois.gov](mailto:Aging.APSProgram@illinois.gov)

Or:

One Natural Resources Way, Suite 100, Springfield, IL 62702.  
IDoA will contact you to follow up on your concerns.

## ***Scam and Fraud Reporting***

If you believe you may be a victim of any form of scam or fraud, please contact the National Elder Fraud Hotline at:

**1-833-372-8311**



## **REPORTS OF ABUSE, NEGLECT, FINANCIAL EXPLOITATION, OR SELF-NEGLECT**

If you believe you may be a victim of abuse, neglect, financial exploitation, and/or self-neglect, please call the Senior Helpline at:

**1-866-800-1409**

For more information on Adult Protective Services, please visit:

[ilaging.illinois.gov/engage](http://ilaging.illinois.gov/engage)



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