

**When You Call** the APS Central Intake Unit to make a referral, you will be asked a series of questions that enable APS to determine whether the individual referred appears eligible for services. All information provided is confidential. Referrals can also be made anonymously.

**Referral questions include:**

- Name, address, and phone number of person referred
- Names of family or other contact persons
- Identification of the risk factor(s) that are present

If the Central Intake Unit decides that the referred individual appears eligible for services, he or she will be visited at home for an assessment within 24 hours if the situation appears life threatening, or within 3 business days in all other situations.  
**There is at least one APS office in each borough.**

**How to Reach Us** To make a referral to APS either for yourself or someone else, you can:

Telephone the APS Central Intake Unit @ **212-630-1853**  
Monday through Friday, 9 a.m. to 5 p.m. or **call 311**

Complete a web referral at: <http://nyc.gov/apsrefer>  
Send an email to: [APSrefer@hra.nyc.gov](mailto:APSrefer@hra.nyc.gov)

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Mayor  
**Bill de Blasio**  
Human Resources  
Administration  
Department of  
Social Services  
Commissioner  
**Steven Banks**

# Adult Protective Services



# Who We Are

Adult Protective Services (APS) is a state-mandated program that helps New Yorkers 18 years of age and older regardless of income who:

1. Are mentally and/or physically impaired; and
2. Due to these impairments, are unable to manage their own resources, carry out the activities of daily living, or protect themselves from abuse, neglect, exploitation or other hazardous situations without assistance from others; and
3. Have no one available who is willing and able to assist them responsibly.

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*APS seeks to promptly resolve the risks faced by eligible clients by arranging for services and support that will enable these individuals to live independently and safely within their homes and communities.*



## How We Can Help

When an individual is determined eligible for APS services, the caseworker develops a service plan that can include any of the following:

- Referral for psychiatric and/or medical examination and ongoing care
- Assistance in obtaining and recertifying Medicaid and Home Care
- Applications for payment of rental and utility arrears
- Assistance in obtaining public assistance benefits and obtaining and recertifying Supplemental Security Income (SSI) or Social Security Disability (SSD) benefits
- Petitioning Housing Court for a Guardian ad Litem to assist with eviction prevention
- Identification of alternative living arrangements
- Financial management of Social Security benefits
- Referrals to the NYPD and District Attorney to address allegations of exploitation and abuse
- Heavy-duty cleaning services
- Petitioning Supreme Court for Community Guardians to manage financial and domestic affairs

## The APS Home Visit

During the initial home visit, an APS caseworker will review the referred individual's:

- Physical and mental health
- Living conditions
- Household budget and sources of income
- Status of rent and utility payments

The caseworker will also evaluate if there is evidence of:

- Abuse and/or neglect
- Financial exploitation
- Other potential hazards

APS makes every effort to involve family, friends and the referral source in the assessment.

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*APS works collaboratively with community organizations that serve the APS client population. We invite those we provide services for, and those we work with, to contact the APS Director of Community Affairs at 109 East 16th Street, 5th Floor, New York, NY, 10003, to share ideas and provide feedback about our services.*

## Why People Need Protection

APS clients typically lack the ability to meet their essential needs for food, shelter, clothing or health care. This occurs due to self-neglect or because they are neglected, abused, or financially exploited by others.

The following are examples of such situations:

### ABUSE

- Slapping, hitting, beating or pushing
- Any type of physical restraint without written doctor's orders
- Any kind of sexual activity to which the victim either does not consent or to which the victim is incapable of consenting
- Verbal abuse, threats or intimidation

### NEGLECT

- Abandonment by a caregiver of a dependent person
- Inadequate care for a dependent person

### FINANCIAL EXPLOITATION

- Misuse or theft of a person's assets or property
- Manipulation of a dependent adult for personal financial gain

