

# Adult Protective Services



MISSOURI DEPARTMENT OF  
**HEALTH &  
SENIOR SERVICES**

## WHAT IS Adult Protective Services (APS)?

APS is a social services program focused on helping elderly adults and adults with disabilities live with dignity and respect by investigating allegations of abuse, neglect, self-neglect, and exploitation.





## WHO CAN APS serve?

In Missouri, an elderly adult or adult with disabilities must meet all of these criteria:

- 18-59 years old with a disability or 60 and over.
- Unable to protect his/her own interests or meet his/her essential needs.
- Lives in the community or a facility and is currently located in Missouri.

## HOW DO YOU DEFINE Abuse, Neglect, Self-Neglect, and Exploitation?

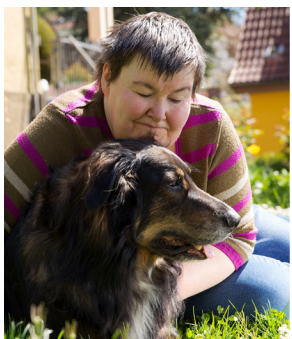
Below are some common definitions. Please check [health.mo.gov/abuse](http://health.mo.gov/abuse) for more information.

Abuse 	Neglect 	Self-Neglect 	Exploitation 
<p>Abuse comes in physical, mental or sexual forms and can have physical or emotional signs.</p>	<p>Neglect is when a primary caregiver fails to provide adequate assistance that the individual depends on—such as food, clothing, shelter or necessary medical care.</p>	<p>Self-Neglect is a non-purposeful act where an individual fails to meet their own essential physical, psychological or social needs, which threatens their health, safety and well-being.</p>	<p>Exploitation is when someone takes advantage of the individual for personal benefit by either financial or legal means.</p>

## HOW DO I Make a report?

- 1 Contact APS using the information found on this document.
- 2 Be prepared to provide the following information:\*
  - The individual's name, address, age/DOB or other identifying info.
  - Why they are at risk for abuse, self-neglect, neglect or exploitation.
  - Descriptions of the situation, any important identifiers of the alleged abuser or other dangers in their home

\*Note that you can make this report anonymously if you so choose.



.....

## WHY Should I report?

Most seniors and adults with disabilities live independently without assistance. However, some face abuse or neglect by others and need trained professionals to advocate on their behalf. Others may simply be struggling with routine activities and benefit from in-home support services to maintain their health and independence.

APS helps by assessing each individual's unique needs, then developing a service plan to maintain his/her safety, health and independence.

## WHAT HAPPENS After I make a report?

APS will investigate the suspected abuse, neglect, self-neglect, or exploitation and connect the individual with support services if the individual wishes to receive them.

We understand that every adult individual has the right to self-determination; APS cannot force anyone to accept help (except in a limited set of circumstances) if they do not wish to receive it. APS does not have authority over facilities. We also cannot control whether or not law enforcement opens an investigation. Due to the confidential nature of APS investigations, we may not be able to provide you with the details of the investigation.

## WHAT IF I'm not sure?

Do you just have a "feeling" about a situation but can't verify the details? APS professionals are trained to handle these types of situations. Based on your report, the agency will assess the situation and determine how best to respond. Your local APS agency can determine the best course of action in any given situation.



Contact APS 

Call 1-800-392-0210  
Visit [health.mo.gov/abuse](https://health.mo.gov/abuse) or  
[make a report online](#)

Hours 

Monday-Sunday  
7 a.m. - 8 p.m.



MISSOURI DEPARTMENT OF  
**HEALTH &  
SENIOR SERVICES**