

## Client Rights

The client's rights include the right to confidentiality, self-determination, protection, assistance, refusal of services, refusal of medical treatment and participation in care planning.

APS cannot provide follow-up information to those who have reported allegations due to the client's rights and state law.



## OUR MISSION:

Promote health and safety through prevention, collaboration, education, innovation and response.

**Adult Abuse & Neglect Hotline**  
**800-392-0210**  
**Health.Mo.Gov/abuse**



SCAN ME

## Contact Us



P.O. Box 570  
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Health.Mo.Gov/abuse



MISSOURI DEPARTMENT OF  
**HEALTH &  
SENIOR SERVICES**



**Partnering to Protect  
Vulnerable Adults**

from  
**Abuse, Neglect and  
Financial Exploitation**



## Partnering with Adult Protective Services

Most older adults and adults with disabilities live independently without assistance. However, some experience abuse, neglect, self-neglect or exploitation. Adult Protective Services (APS) advocates on behalf of these individuals utilizing support providers in the local community.

Through community partnerships, older adults and adults with disabilities can carry out activities of daily living without fear.

APS helps by assessing the reported adult's unique needs and develops a service plan to maintain the individual's safety, health and independence.

During abuse, neglect, self-neglect and financial exploitation investigations, APS specialists work with community partners such as law enforcement, medical providers, financial institutions and other community agencies to gather information or arrange services for clients. The best results occur when APS and community partners work together to meet the needs of vulnerable adults.

## Who Is Eligible for Adult Protective Services

Missouri citizens 60 years or older who are unable to protect their own interests or adequately perform or obtain services which are necessary to meet daily needs.

Missouri citizens between the ages of 18-59 with physical, mental or intellectual disabilities that substantially limit one or more major life activities and are unable to protect their own interests or adequately obtain services which are necessary to meet their needs.

## What APS Investigates

- **Abuse.** Abuse comes in physical, mental or sexual forms and can have physical or emotional signs.
- **Neglect.** When a primary caregiver fails to provide adequate assistance that the individual depends on – such as food, clothing, shelter or necessary medical care.
- **Self-Neglect.** An unintentional act where an individual fails to meet one's own essential physical, psychological or social needs, which threaten the individual's health, safety and well-being.
- **Exploitation.** When someone takes advantage of the individual for personal benefit by either financial or legal means.

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## What APS Can Do

- Examine all aspects of alleged abuse, neglect, self-neglect and financial exploitation.
- Work together with clients to maintain their independence.
- Develop a case plan that involves the least restrictive alternative for the client.
- Refer clients to local services and resources.
- Ensure clients have basic necessities to address immediate short-term needs.
- Collaborate with community partners and others to support our clients.
- Assist in coordinating services such as shelter, home repairs, food assistance, transportation, money management, medical care, home health care services and mental health services.



## What APS Cannot Do

- Place an adult in a nursing home, hospital or mental health facility.
- Remove or evict an adult from their home.
- Force a competent adult to change their behavior or lifestyle.
- Transport under any circumstances.