

Partnering with Adult Protective Services

APS is a division of the Texas Department of Family and Protective Services. We fight for those who can't fight for themselves and have nowhere else to turn. APS serves Texans who are 65 or older and younger adults (age 18 to 64) who have a disability that substantially impairs their ability to live on their own.

Abuse, neglect, and financial exploitation of adults with disabilities and older adults are growing problems that cannot be resolved by one person or agency alone. We are creative and collaborative in our solutions to ensure these vulnerable adults are safe.

Working Together to Find Solutions

During abuse, neglect, and financial exploitation investigations, APS specialists reach out to community partners to gather information or arrange services for clients. We know that no two clients or situations are alike, so we pride ourselves in working with our partners to solve problems. Law enforcement, medical providers, financial institutions, and other community agencies also contact APS to find additional resources for people needing help. We get the best results when APS and community partners work together to meet the needs of vulnerable adults.

“Collaboration between APS and our community partners is vital to achieving outcomes for our mutual clients.”

Camille Payne, APS Director of Field Operations



For more information visit
PartneringToProtect.org



TEXAS
Department of Family
and Protective Services
Adult Protective Services

Partnering to Protect Vulnerable Adults from Abuse, Neglect, and Financial Exploitation



*APS is here to stop harm, make life better for,
and ensure the dignity of vulnerable adults.*



Partnering to Protect

What APS Investigates

APS investigates the following types of allegations:

- **Abuse.** This includes sexual assault as well as verbal, emotional, psychological, and physical abuse. Obvious signs are scratches, cuts, bruises, burns, and broken bones or threats of violence.
- **Financial Exploitation.** Using or attempting to use the resources of a vulnerable adult for monetary or personal gain without their informed consent. This includes misusing a joint checking account, Social Security checks, or other property or resources.
- **Neglect.** A person or the person's caretaker failing to provide the goods or services that are necessary to avoid physical or emotional harm or pain. Neglect can be the result of a lack of heating or air conditioning, running water, electricity, medical care, food, or personal hygiene. This can cause starvation, dehydration, medical issues, or unsanitary living conditions, including hoarding.



Client Rights

APS approaches each client with compassion and respect. In many situations, APS cannot provide follow-up case information to those who report allegations due to the client's right to confidentiality.

What APS Can Do

- Examine all aspects of alleged abuse, neglect, or financial exploitation that fall under APS jurisdiction.
- Collaborate 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.
- Work together with community partners and others to support our clients.
- Arrange for services such as shelter, home repairs, food assistance, transportation, money management, medical care, home healthcare services, and mental health services.

What APS Cannot Do

- Force services on someone who has the legal right to refuse them.
- Remove adults from their homes, except in emergencies that threaten the life or safety of adults who lack the capacity to make decisions.
- Connect clients to services or resources that are not available in a community.
- Enforce the law.
- Reveal the identity of someone who reports alleged abuse, neglect, or exploitation.



“Teaming up with Texas APS has taught me that agencies that are unconditionally devoted to ensuring justice and humanity for older adults and adults with disabilities make the best partners for innovation and change.”

Jason Burnett, PhD UTHealth Institute on Aging

Reporting a Case to APS

Report abuse, neglect, or financial exploitation to the Texas Abuse Hotline at **800-252-5400** or online at **TxAbuseHotline.org**. Your local APS office will follow up with your organization as needed.