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

Note

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 contact us by:

- Telephone the APS Central Intake Unit at 718-557-1399 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

Adult Protective Services
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 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.

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 who either does not consent to 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