

Who we are

The Office of Aging and People with Disabilities (APD) programs of Oregon's Department of Human Services (DHS) provides services and benefits to older adults and people with physical disabilities. The local APD and Area Agencies on Aging (AAA) offices provide protective services, investigate reports of suspected abuse and work with local law enforcement when a crime may have been committed. After an abuse investigation is complete, a determination is made about whether abuse occurred.

How big a problem is adult abuse?

Each year, Oregon DHS, local APD offices and Area Agencies on Aging (AAAs) receive and investigate thousands of calls from Oregonians who have concerns about abuse.

What is adult abuse?

- Physical harm or injury;
- Failure to provide basic care;
- Financial exploitation;
- Verbal or emotional abuse;
- Involuntary seclusion;
- Wrongful restraint;
- Unwanted sexual contact;
- Abandonment by the caregiver; or
- Self-neglect.

Your investigator:

Your investigator's phone number:

Investigator's supervisor:

Call
1-855-503-SAFE (7233)
to report abuse.



This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact the Publications and Design Section at 503-378-3486, 711 for TTY, or email dhs-oha.publicationrequest@state.or.us.

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Abuse Investigation Process

for Aging and People with Disabilities



Adult Protective Services (APS)





Aging and People with Disabilities' Vision is for:

Oregon's older adults, people with disabilities and their families experience person-centered services, supports and early interventions that are innovative and help maintain independence, promote safety, well-being, honor choice, respect cultural preferences and uphold dignity.



Adult abuse investigation process

1

A report is made

- Someone suspects that an adult who is older or physically disabled has suffered abuse.
- The concerned person reports it to an abuse reporting line like SAFELINE or the local DHS office.

2

The allegation is screened

- A screener determines if the concern meets criteria for an abuse investigation or a protective service response.
- Concerns that meet the criteria are assigned an investigator.
- If concerns fall outside the scope of APS, they may be referred to another program.

3

An investigation begins

- The assigned investigator is an adult protective services specialist who conducts a civil investigation.
- The APS specialist interviews the alleged victim, witnesses and alleged perpetrator.
- They conduct unannounced visits to the alleged victim or facility, gather evidence and do fact finding.

4

A report is written

- The investigator writes a report after an objective analysis and weighing of the evidence.
- The report may be shared with law enforcement or other qualified agencies, or used by the DHS/OHA background check unit for employment screening purposes.

5

A conclusion is reached

Based on the majority of evidence, the conclusion is that the abuse is: **Substantiated** more likely than not occurred **Unsubstantiated** more likely than not did not occur **Inconclusive** unable to determine if abuse occurred.

Staff are expected to:

- Treat you with dignity and respect, free from discrimination;
- Accommodate your language and other special needs;
- Complete the investigation in a timely manner, which may vary due to the complexity of the case;

Community APS reports:

- Are confidential, but limited information about the outcome of the report can be given to qualifying individuals if you contact your investigator and make a request.