

Public Intake Form Instructions



Adult Protective Services (APS) is not an emergency responder, such as an ambulance or law enforcement. If you are reporting a life threatening emergency, please call 911.

If you wish to make a verbal report, please call APS at (209) 385-3105.

Every Intake should be filled out as completely as possible. The more information you can provide, the more likely APS staff will be able to locate the alleged victim and investigate the concerns reported, if appropriate. If the report does not contain sufficient information, it may not meet the criteria for assignment or referral.

VICTIM

Complete all fields as thoroughly as possible. Under the Victim section, last name and age are required fields. If the last name is unknown, enter **unknown** in the field. The age field can be approximate, so please enter the best information available to you.

If there is more than one victim of the abuse then you will need to fill out separate reports for each victim.

SUSPECTED ABUSER

Complete all fields as thoroughly as possible. Under this section, the last name is a required field. If you do not know the last name of the suspected abuser, enter **unknown**. If there are multiple suspected abusers, please enter each separately. **Note:** AV stands for Alleged Victim.

REPORTING PARTY

Complete all fields as thoroughly as possible. The name and identifying information of the reporter of an abuse, neglect, or exploitation report are confidential. APS staff use this information to contact the reporter when more information or clarification is needed.

If you still do not feel comfortable putting your name on the report then you can put **anonymous** for the first and last name of the reporting party but if we need clarification/more information and we cannot contact you then the report will be closed out in our system due to insufficient information.

Mandated reporters must provide their name and contact information.

INCIDENT INFORMATION

Complete all fields as thoroughly as possible. The address field is required under this section and refers to the address of where the abuse occurred. This might be the same as the victim's address but might be different. If you have the address, enter that. If you do not have an address, enter any information you may have.

The facility drop-down box is in reference to Skilled Nursing facilities, Immediate Care Facilities/Intellectual Disabilities, and Assisted Living Facilities.

REPORTED TYPES OF ABUSE

Check all that apply.

WHAT HAPPENED TODAY THAT LED YOU TO MAKE THIS REPORT?

Write a detailed narrative in the box labeled ***What happened today that led you to make this report.*** Include detailed information regarding what happened, who was involved, when it happened, and any other observations or information regarding the abuse that is being reported.

ALLEGED VICTIM IS UNDER AGE 60

If the alleged victim is under age 60 there must be information entered in the text box for this regarding the person's physical or mental limitations such as what are their impairments, what they cannot do for themselves, and what help do they need on a daily basis. If the person is under age 60 and no information regarding the person's impairments is listed then a case will not be open for investigation as there is not enough information saying they qualify for APS.

POTENTIAL DANGERS

Indicate any potential dangers in the home that you are aware of by marking **Yes** to the question and then putting information in the text box. If you do not have any information about potential dangers, please select **No** and indicate **unknown** in the text box.

Trouble Shooting and Other General Information

How do I know when I submit an on-line report that it was submitted successfully?

You will receive a message that your report was successfully submitted.

If I do not receive a successful submission message what do I do?

First make sure that all required fields are completed. In order to submit your report, you need to complete all required fields *. Red text will appear at the top of the page if a section needs to be reviewed and corrected. Should you see a **Processing** icon at the top right corner of the page, simply click anywhere on the form to continue.

Older browsers such as Internet Explorer are not compatible with this form. Switch to newer browsers such as Chrome or Edge.

I hit submit and my information disappears, and the report fails to submit.

The form may have auto populated your information from previous reports. Manually type in your information and attempt to resubmit. Contact your organization IT representative if you are still unable to submit the report. Ask them to see if your organization's network firewall is blocking the submission of the form.

If all else fails, call APS at (209) 385-3105.

You may also print the unsubmitted form and fax it to the secure Intake fax line at (209) 725-3836 anytime. Please check the form to make sure that the telephone numbers, dates of birth, and narrative sections are complete before faxing the form to us.

How long will it take for an investigator to get back to me once I file a report?

As a reporter you are not obligated to any information regarding the progress of an investigation. An investigator may contact you to verify the information you provided and ask questions about your knowledge of the circumstances which are under investigation. If you have additional information or concerns, please contact the Intake line at (209) 385-3105. The Intake social worker will be happy to accept any additional information and pass this information on to the assigned investigator.

For additional support, see the Mandated Reporter Helpful Hints attached, or click the link to watch an instructional video: <https://app.reduct.video/e/reel-214-6fd703e67f-baaacd5fd47d2054ea8c/>

Mandated Reporter Helpful Hints

Adult Protective Services



*Providing support and protection
for our senior and dependent adult population.*

PURPOSE

Assists persons who may be at risk of abuse or neglect and are:

- Age 18 to 59, who are impaired and unable to meet their own needs.
- Age 60 and over, who need assistance.

SERVICES

We can help by investigating and evaluating reports of abuse and neglect.

We can:

- Assess what help is needed.
- Offer interventions through coordination of community services.
- Promote continued safety and independence.

WHAT ABUSE IS REPORTED?

Reportable abuse of an elder or dependent adult includes any of the following:

- **Neglect:** Failure of caregiver to provide basic needs such as food, water, personal care, shelter, and medical care.
- **Self-Neglect:** Failure of an elder or dependent adult to provide for his/her own basic needs, such as food, water, personal care, medical follow-up, business affairs, and safety.
- **Financial abuse:** Theft or misuse of money, credit cards, property or forced signature of documents.
- **Abandonment:** Desertion by a person who has assumed responsibility for providing care for an elder or dependent adult.
- **Abduction:** Forcible holds or detention (or any other means of instilling fear) of an elder or dependent adult whereby he/she is carried to another state against their will.
- **Physical Abuse/Sexual Abuse:** Physical abuse, or bodily harm, can range from bruises and scratches to death. Sexual abuse encompasses unwanted sexual advances, including assaultive behavior accomplished through coercion, intimidation, force, or fear.
- **Isolation:** False imprisonment, using physical restraints to prevent contact with visitors, preventing an elder or dependent adult from receiving mail, phone calls, or having contact with family, friends, or concerned persons.
- **Other:** Abusive situations resulting in pain or mental suffering.

THINGS TO KEEP IN MIND WHEN MAKING A REPORT

Provide as much information as possible, such as name and the spelling of name, date of birth or approximate age, current location of the client, address (Street name, directional, apartment or space number, gate code, zip code).

1. Focus on the facts
 - Who
 - Reporter/relationship to Victim
 - Victim
 - Alleged perpetrator/relationship
 - Witnesses
 - What
 - Did you hear? Did you see? Do you know? Were told?
 - When (specific time/date)
 - Where (location/jurisdiction)
 - How (specific information regarding abuse/neglect e.g.; duration, intensity, frequency)
2. Focus on what you know or have observed
 - What you know or have seen yourself?
 - When did you hear/see it? Can you describe it?
 - What led you to call Adult Protective Services (APS) today and report your concerns?
3. Be ready to provide clarifying information as needed, to determine relationships to people involved and timeline or sequence of events.
4. Ensure to fax your completed Report of Suspected Dependent Adult/Elder Abuse, SOC 341, to (209) 725-3836 *you can find the form in the CDSS website.

CLASSIFICATIONS

- **Elder:** Any person 60 years of age and older.
- **Dependent Adult (A):** Any person residing in this state between 18 and 59 years of age, inclusive, who reside in this state, and who has a combination of a disability and the inability to protect their own interest, or who has an inability to carry out normal activities to protect their rights, including, but not limited to, persons who have physical or developmental disabilities, or whose physical or mental abilities have diminished because of age.
- **Dependent Adult (B):** Includes any person between 18 and 59 years of age, inclusive, who is admitted as an inpatient to a 24-hour acute facility.

Mandated reporters must immediately or as soon as practically possible, submit a verbal report to the local law enforcement agency/APS, and submit a written report within 48 hours to the aforementioned recipients.

If you are not sure if you need to report, please contact APS for consultation.

The identity of all persons who report under Welfare and Institutions Code Chapter 11, shall be confidential and disclosed only among APS agencies, local law enforcement agencies, Long-Term Care Ombudsman Programs, California State Attorney General Bureau of Medi-Cal Fraud and Elder Abuse, licensing agencies or their counsel, Department of Consumer Affairs Investigators (who investigate elder and dependent adult abuses), the County District Attorney, the Probate Court, and the Public Guardian. Confidentiality may be waived by the reporter or by court order.

Failure to report abuse of an elder or dependent adult is a misdemeanor, punishable by not more than six months in the county jail or by a fine of not more than \$1,000, or both imprisonment and fine. Any mandated reporter who willfully fails to report abuse where the abuse results in death or great bodily injury, may be punished by up to one year in county jail, a fine of up to \$5,000, or both imprisonment and fine.

**24-Hour APS Hotline
(209) 385-3105**



Submit your report online.

