

ADULT PROTECTIVE SERVICES

Purpose: Receives and evaluates reports of abuse, neglect and exploitation of disabled adults (18 years and older)

Who should report?

North Carolina law requires that anyone who has reasonable cause to believe that a disabled person is in need of Protective Services must file a report with the county Department of Social Services (N.C.G.S 108A-102).

How are reports made?

Reports can be made by phone, letter or in person at the local Department of Social Services. Information needed:

- Name, Age, and Address of the disabled Adult
- Name and Address of Caretaker (if applicable)
- Nature of abuse, neglect, and/or exploitation
- Contact information for any collateral contacts (if applicable)
- Other Pertinent Information

Contact Information

APS Intake: 828-426-8288 (M-F 8:00am-5:00pm)

2345 Morganton Blvd. SW Suite A

PO BOX 200

Lenoir, NC 28645

After hours, holidays and weekends:

Caldwell County Sheriff's Department

828-758-2324 to reach the on-call social worker for Adult Services

Link to North Carolina Division of Aging

www.ncdhhs.gov/aging/

Adult Placement Services

Purpose: Assists aging and disabled individuals or their families in finding suitable placement in substitute homes or residential healthcare facilities, when an individual is no longer able to remain in their current living situation.

For information on Adult Care Homes and Nursing facilities:

Link to North Carolina Division of Health Service Regulation

<http://www.ncdhhs.gov/dhsr/acls/star/search.asp>

Medicare Nursing Home Compare

<https://www.medicare.gov/nursinghomecompare/?AspxAutoDetectCookieSupport=1>

Adult Care Home Monitoring

Purpose: License and monitor adult care homes and investigate complaints.

To file a complaint contact:

Adult Home Specialist 828-426-8351

Complaint Hotline: **1-800-624-3004**

Link to North Carolina Division of Health Service Regulation

<http://www.ncdhhs.gov/dhsr/acls/index.html>