



NC Department of Health and Human Services

NCPAAA Annual Conference 2022

DAAS: Adult Protective Services

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DAAS Contact Information

- General Telephone: 919-855-3400
- Fax: 919-715-0023
- Web address:
<https://www.ncdhhs.gov/divisions/aging-and-adult-services>
- Social Media:
 - <https://www.facebook.com/ncdhhs/>
 - <https://www.instagram.com/ncdhhs/>
 - <https://twitter.com/ncdhhs>

Who is DAAS?

- **Older Adults**
- **Persons with Disabilities**

Citizen Concerns Addressed by the Agency

- Education on Adult Protective Services, Guardianship and other Adult Services Program Areas
- Respond to Concerns from Citizens



What DAAS – Adult Services Section Does

- Conduct scheduled on-site visits to County DSSs
- Monitor Law and Policy for Adult Services Programs according to NC General Statute
- Provide Training for Adult Services Programs
- Provide Oversight for County DSSs in Adult Services Program Areas



What DAAS – Adult Services Section Does Not Do

- Conduct the APS Process
- Personnel Concerns involving County DSS



How do you make a report?

- Contact County Department of Social Services:
 - <https://www.ncdhhs.gov/dss-county-directory>

Who can make a report?

- Anyone
- Everyone

What information do you need to report?

- Basic Demographic Information
 - Name, Age, Date of Birth, Location
- Is the adult disabled?
- Are they currently utilizing services?
- Description of alleged maltreatment?
 - Abuse
 - Caretaker Neglect
 - Self-Neglect
 - Exploitation

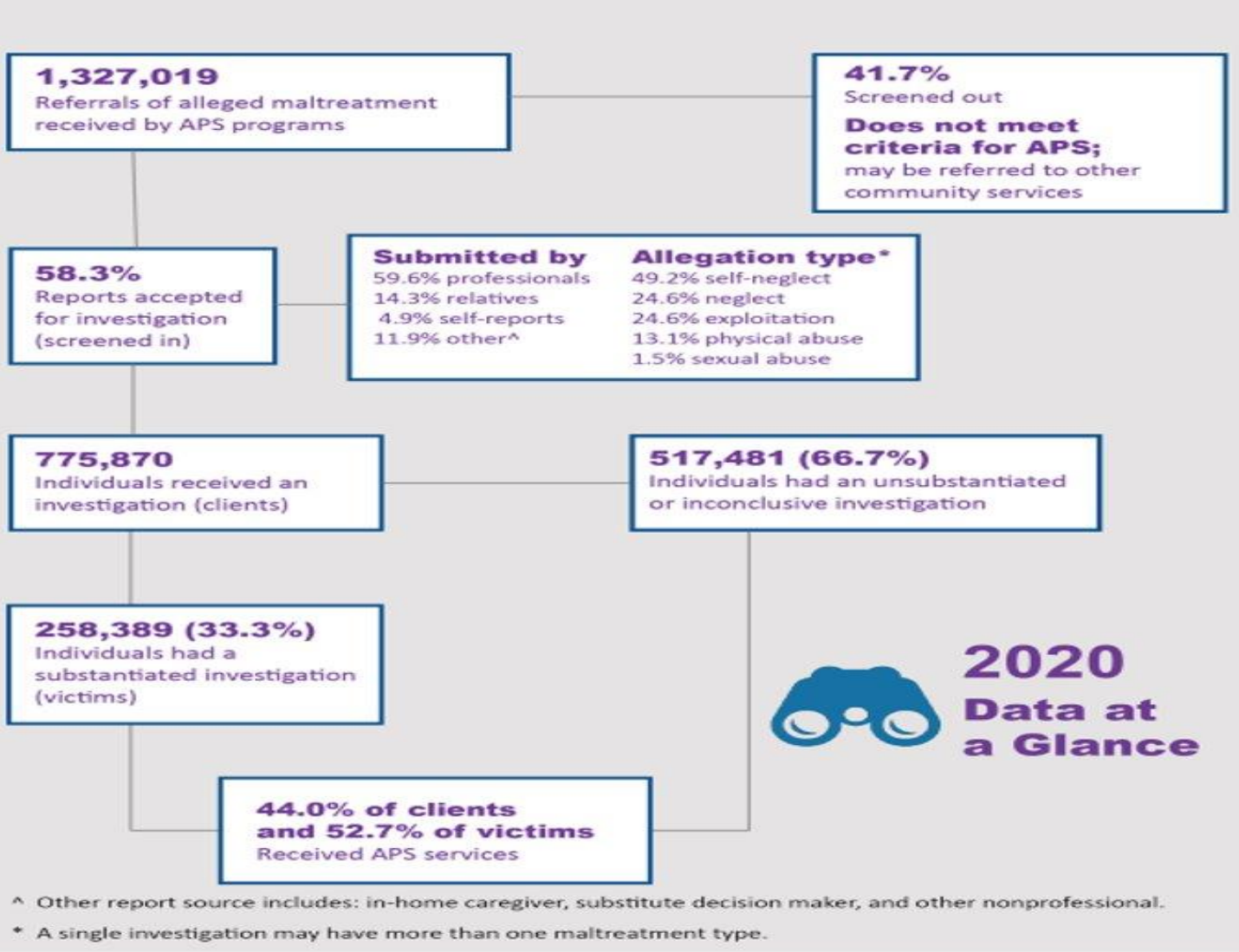
The APS Process

- Intake
 - Screen In
 - Screen out- (Outreach and Referrals)
- Evaluation
- Case Decision
- Capacity
- Obtain Authorization
- Planning and Mobilization
- Reassess
- Terminate

Where should you report?

- Make an APS report for alleged maltreatment?
 - County DSS
- Concern about a DSS?
 - DAAS Adult Services Section

Why is reporting important?



Adult Maltreatment Report



**APS programs
are diverse**
in terms of population
served, policy and practice,
and available resources.

[Adult Maltreatment Report 2021 \(acl.gov\)](#)[Adult Maltreatment Report 2021 \(acl.gov\)](#)[Adult Maltreatment Report 2021 \(acl.gov\)](#)



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