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| **State Entity- DHHS- DAAS**  Denyse Leake  Kasie Odham |
| **Contact Number:** Denyse: 919-815-4970 Kasie:919-855-3422  **Position of Contact Number Person:**  Denyse: APS Program Consultant  Kasie: APS Program Coordinator  **Web address:** https://www.ncdhhs.gov/divisions/aging-and-adult-services  **Social media: does the entity respond to inquiries via social media? Which social media outlet?**  None, specific to Division of Aging and Adult Services |
| **Which citizen problems the agency addresses:**  No direct citizen involvement. Oversees, trains and monitors county policy and procedures according to General Statute. |
| **What they will do:**   * 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 they won’t do:**   * Education on Adult Protective Services, Guardianship and other Adult Services Program Areas * Respond to Concerns from Citizens |
| **What information points do they need? Walk us through the process.**  Basic personal information for the adult. (Does not need a name, description of person and location is potentially enough information to identify someone.) Location of adult, Date of Birth or Age of adult, type of abuse, Is the adult disabled? Do they currently have any services?  Abuse – Willful infliction of physical pain, injury, mental anguish, unreasonable confinement or willful deprivation by caretaker of services that are necessary to maintain mental/physical health.  Caretaker Neglect – Failure of the caregiver to provide services to maintain the physical and mental health of the disabled adult.  Self-Neglect – Disabled adult who lives alone or has no caregiver and is not able to provide necessary services to maintain his/her mental and physical health.  Exploitation – Illegal or improper use of a disabled adult or elderly person of his/her assets for another’s profit or advantage |
| **Who can make reports?**  Anyone can make an APS report to the county DSS which the adult of concerns lives in. |
| **How does this process work?**   * Intake * Evaluation * Case Decision * Capacity * Obtain Authorization * Planning and Mobilization * Reassess * Terminate |
| **If the agency does not interact with victims, then explain**  Education on Adult Protective Services, Guardianship and other Adult Services Program Areas and provide services through county DSSs.  **Where reports should be filed re: this issue to achieve a response &/or**  If someone wants to make a report, the Adult Services Section would provide the reporter with the county Department of Social Services information so that they could make a report. If the reporter is concerned about how their DSS is handling the report, we can connect them to their county’s Continuous Quality Improvement Specialist to assist with any concerns. If a reporter wants to make a report but is uncomfortable, staff in the Adult Services sections can collect the needed information from the reporter.  **How taking the time to report is so important & is reflected in something reporters/victims can see? How is it making a difference?**  In Federal FY 2020, 10/1/2019-9/30/2020, 1,327,019 referrals were received.  41.7% of these referrals were screened out as they did not meet APS criteria, of the 775,870 reports screened in, 258,389 or 33% had a substantiated investigation. IN NC our substantiation rate averaged at 24% ​  NC received 32,075 reports of which 59% were screened in for evaluation, showing a very similar number with 58.3% screened in nationally. |