

## **APS After-hours Services by State**

***Listserv Question:*** As part of a research effort, Delaware is interested in learning how your adult protective services program handles calls related to abuse, neglect and inadequate self care outside of normal working hours, i.e., nights, holidays and weekends.

**ALABAMA:** Each Co. Dept. in Alabama is required to have an after hours procedure. The on-call worker may be a child PS worker who contacts the APS Supervisor or worker. Counties with dedicated APS staff may rotate the on-call worker among all their APS staff. Our central hotline number instructs the caller to leave a message after hours or contact local law enforcement. Most after hours calls come through law enforcement to the designated on- call worker.

**ARKANSAS:** **1.** We contract with an answering service which picks up calls on the hotline from 4 pm each workday evening, through 8 am the following morning, and also the entire weekend and any holidays. They also pick up rollover calls from the hotline during our business hours, when all lines to the hotline phone in our office are busy.

The answering service sends a fax to us immediately following rollover calls during the business hours, with the preliminary information they collect from the caller... name, number, victim's name, number, address, county, facility, sex, age, race, marital status, type of maltreatment. The caller is asked if they are a mandated reporter, if it is a 911 or emergency situation. There is a strict script the answering service follows, and prompts to help them determine if the call needs to be delivered immediately to an on-call worker, if it is an after-hours call.

During off-business hours, the messages from the calls are relayed to a regional on-call APS worker by the answering service, especially if the caller is a mandated reporter. If the call is simply a message about a client already in custody, those messages are held and delivered by fax to the central APS office on the first working day.

A fax of ALL after-hours calls (whether relayed to the on-call worker or not) is sent in a collective bundle the following business morning to the central APS office. We use these faxes to register referrals, make follow-up calls, etc.

**2.** The Adult Maltreatment Hotline in Arkansas is answered 24/7; after hours, weekends and holidays calls are screened by an answering service and passed along to APS workers on call. Law enforcement respond to emergencies after hours and bring APS worker in when necessary.

**CALIFORNIA:** ***San Bernardino County:*** The State of California passed legislation in 1999 that mandated for APS to have a 24 hour response available. In the County of San Bernardino we have a 24 hour "Child and Adult Abuse Hotline" ("CAAHL") in place now. CAAHL Intake Specialists answer each call to the Hotlines, and input the referrals into a computer program. We have an APS trained Supervisor who is on duty from 11pm to 7:00am the following morning, Mon through Fri. On the weekends, there is an APS Supervisor on duty from 5:00pm to 7:00am the following morning. These are the hours when there is no other Supervisor on duty at the actual Hotline site. The Supervisor is responsible for making an assessment of the allegations to determine the response time. All referrals are prioritized either "Emergency Response", which is "same day" response, or Non-Emergency, which is a ten calendar day response. Additionally, we have APS trained Social Workers who are on duty after business hours. In our county, we have 4 Social Workers on duty every hour beyond normal business hours. All after-hours Supervisors and Social Workers are paid for each hour of duty.

***Santa Barbara County:*** We have two social workers on-call after-hours. One social worker covers south county and one north. The on-call social workers carry an after-hours cell phone and pager. After-hours calls are answered by the Sheriff's department and they page the on-call worker. Workers are on-call for one week at a time.

***Tulare County:*** In response to your request, Tulare County handles after hours calls through an 'on-call' program. Any time the office is closed to the public and including nights, weekends and Holidays, there is one APS social worker assigned to receive, screen and if necessary respond to APS calls received through the after hours 'hot line' number. In addition, there is a supervisor available for support and guidance of the social worker. In Tulare County there are 6 APS social workers and the on-call duty is rotated among the social workers on a weekly basis.

***San Diego County:*** We contract with a County Mental Health provider at a 24 hour facility to screen our hotline calls (their expertise in dealing with mental health crisis is very beneficial in screening crisis calls for APS) and see if there appears to be an immediate protective issue. If there is an immediate issue, then the contractor calls the APS worker on duty to follow up with the call. APS duty worker is required to fully follow up, including a home visit if warranted. There is one worker on duty nights, weekends and holidays. All APS staff are required to participate in after hour duty. Please let me know if you have any questions.

***San Joaquin County:*** Our CPS unit now handles both CPS and APS after hours calls and responses. The CPS supervisor gets the call and triages to a worker that will go out if necessary. It is certainly less than ideal, particularly after APS had both a supervisor and a line worker on call for the past 7 or 8 years prior to CPS taking over last year at this time. Hope this helps, feel free to call me if you want additional info.

**COLORADO:** 1. In Colorado the response varies from county to county. Most larger county departments of human/social services have an afterhours (on-call) caseworker (often a child welfare staff person) who contacts the APS on-call person (usually the APS supervisor) for a determination if an immediate response is warranted or if the response can wait until the next business day. In medium to small counties, they will use:

- The same process outlined above
- The emergency law enforcement response (not 911)
- The mental health crisis line

In each of the 2 later response protocols, a county department on-call caseworker or administrator is contacted by LE or MH to determine if an immediate response is warranted or if the response can wait until the next business day.

2. I'm no longer with APS here at Eagle County, but the way we were handling it until 12-31-09 was that after 5 PM, holidays, weekends etc. the calls went to the local police and sheriff depts. Then if needed they would call the APS worker or me. Quite honestly, we got very few calls after hours. If we did get one it was usually for a dementia person who had gotten lost and they were notifying us for follow up the next day. Most of our calls came in during the day. Our caseworker did carry the phone all the time except when she needed time off then the phone came to me for that time. Up here there was only one APS worker and me (the supervisor). What they are doing now, I don't know.

**DISTRICT OF COLUMBIA:** After hour coverage which includes (the period after normal business hours, weekends and holidays) for Adult Protective Services in the District of Columbia is addressed through the Emergency Management Services (EMS) in the Department of Homeland Security Emergency Management). EMS receives all calls for the District concerning alleged abuse, neglect and exploitation as well as self-endangering neglect behavior via the APS Hotline.

At the close of each day, EMS is advised of the social worker who is serving in the “on call” capacity. The EMS Representative, therefore fields all related APS calls to the assigned worker. Once the social worker has been notified, the EMS Representative will either connect the complainant with the worker or provide a call back telephone number to begin further exploration of the case.”

**FLORIDA:** Florida has investigators that work on-call. The investigators are compensated by a salary additive (on-call fee). All calls are handled thru a Central Abuse Hotline that operates around the clock. When a report is received outside of normal working hours (Monday thru Friday 8 am to 5 pm) and requires an immediate response, the Hotline staff notify the on-call investigator.

The Florida Statutes mandates this response. See statutory language below:

415.103 Central abuse hotline.- (1) The department shall establish and maintain a central abuse hotline that receives all reports made pursuant to s. 415.1034 in writing or through a single statewide toll-free telephone number. Any person may use the statewide toll-free telephone number to report known or suspected abuse, neglect, or exploitation of a vulnerable adult at any hour of the day or night, any day of the week. The central abuse hotline must be operated in such a manner as to enable the department to:

(a) Accept reports for investigation when there is a reasonable cause to suspect that a vulnerable adult has been or is being abused, neglected, or exploited.

(b) Determine whether the allegations made by the reporter require an immediate, 24-hour, or next-working-day response priority.

**GEORGIA:** 1. In Georgia, our business hours are from 8 - 5 pm, Monday through Friday, however we have a Central Reporting number for Adult Protective Services, and calls are left on a central voice mail system anytime outside of those business hours. To manage the possibility of emergency being left as a message, we have a staff member assigned to retrieving messages on weekends and holidays (when the central intake staff are not working). Even though these are not APS 'working hours', the purpose of retrieving the messages is to assess for 'urgency'. While APS in Georgia are not first responders, if it appears that an 'urgent' message is left on our voice mail, the on-call APS worker will call that reporter back and either advise or direct the caller to a first responder (EMT, 911 etc.). We would then call that reporter back on the next business day and assess if the situation meets APS criteria for investigation.

Our voice message does state our business hours, and also to call 911 for urgent matters, but folks will still leave messages (very few messages are left).

2. The short answer is that GA APS does not do after hour calls (night / weekends or Holidays) in regards to reports of Abuse, Neglect, and/or Exploitation - Our phone system allows for messages to be left and a intake worker returns calls the next business day. The callers are referred by message on voicemail to call 911 in the event of emergency or imminent danger as local police...

The exception is that we will respond to emergencies concerning Wards of the State of Georgia but most of these calls are done on the local level as NH / PCH have direct contact info for local APS Supervisors and case managers who will respond after hours - most of these concerns can be handle by phone such as consent for surgery / notification ward has died / etc. We do have a staff member who will call in to the voicemail system to ensure there are no calls related to wards.

**HAWAII**: Hawaii does not respond to APS reports after hours, weekends, holidays. We do not have staffing for 24/7 coverage.

Voice messages at each of our APS offices statewide tell the caller to hang up and call 911 if the situation is an emergency. Otherwise, caller is asked to leave a message with caller's name and phone number. Call will be returned on the next working day.

**ILLINOIS**: 1. Illinois has a 24 hour line dedicated to elder abuse calls. The phone is answered during the day by staff at Illinois Department on Aging.

From 4:45 PM to 8:45 AM the line is answered by trained staff at my agency. Since we are a 24 hour residential facility, staff were already in place and merely needed to be trained, in addition we provide elder abuse services to seniors in a 6 county area. (We receive funding from Il Dept on Agency to answer the line)

2. The Illinois State Police (ISP) is a full service law enforcement organization. All complaints are handled 24 hours per day and seven days per week. Please note ISP would need to be contacted directly. If an outside agency was contacted first, we respond if requested and/or if the matter is referred.

3. Our elder abuse provider agency (EAPA) for Kankakee County (Illinois), has an after-hours answering service that will refer an elder abuse reporter to the State of IL. Elder Abuse Hotline. The State Hotline then takes the report & will call our agency by 10 AM the next business day with the report. If the report is in need of immediate attention, the Hotline has been directed (by IDOA) on Priority 1 cases to call the local police department to respond to the situation.

**INDIANA**: Since Indiana's APS program is primarily a criminal justice response, after hour emergencies related to ANE qualify for coverage by our 911 network.

**IOWA**: Iowa will go out to secure safety immediately 24/7 if safety is an issue. Otherwise, the info is taken and the alleged victim is seen within 24 hours.

**KANSAS**: In Kansas we have a 24/7 Protection Report line that receives adult and children reports - the workers take reports overnight, weekends, and holidays.

**KENTUCKY**: Kentucky has a hotline number that is set up to receive after hours calls and calls made on the weekends and holidays concerning either a child or adult. The hotline number is 1-800-752-6200. If an individual needs to make a report of abuse, neglect, or exploitation concerning a vulnerable adult they can contact this number. The hotline is set up in Jefferson County (Louisville Kentucky). The staff who work the hotline are trained to review and screen the reports and forward them to the appropriate county. If the calls are reviewed and considered to be imminent requiring face to face contact within one hour the hotline staff will contact the APS on-call worker or the local 911 dispatch center who should know the protocol in place to reach an on-call protective service worker. Kentucky is separated out into 9 regions. Each region has a designated APS team and during after hours and weekends each team has a system in

place where they will have an on-call worker available to receive and respond to reports of abuse, neglect, exploitation.

**LOUISIANA:** I work with the protective services program for adults with disabilities in Louisiana. We have a contract with an answering service for all after hours and weekend calls and have one supervisor or higher employee on call (for compensatory time) for the entire state on a rotating basis. The service has information about our program and how to screen calls. If those calls are emergencies or cannot be called in during work hours, the employee on call is contacted.

Although most of the time all that is necessary is to take enough information to open a case, there are times when we get emergency court orders issued, contact support coordinators, arrange emergency placements and so on. I am always amazed at how much we can get done at 11:00 pm on a Saturday night with a cell phone and agency name recognition.

**MAINE:** In Maine a confidential report of abuse, neglect or exploitation of an incapacitated or dependent adult may be made by calling the nationwide 24-hour, toll free number. During working hours, 8 – 5 Monday through Friday except holidays, the line is covered by APS Intake Staff. After hours, weekends and holidays the Adult and Children’s Emergency Services (ACES) staff receive referrals, gather information regarding the adult’s capacity, dependency and danger or substantial risk of danger. All referrals, during and after hours, weekends and holidays, is recorded in the Maine Adult Protective Services Information System (MAPSIS).

ACES staff access the level of danger and contact the on-call caseworker and/or supervisor. Caseworkers need the approval of the on-call supervisor to make an on-site assessment. In some situations, law enforcement is contacted for a well-being check or to intercede in the emergency. Many situations are over the phone especially if it is a known APS case. Frequently law enforcement contacts ACES because they have received the initial call.

**MASSACHUSETTS:** 1. Outside of normal business hours, the Disabled Persons Protection Commission (DPPC) in Massachusetts, contracts with a vendor agency (listed below) who receives the allegation of abuse reports. If there is an emergency the vendor agency contacts the on-call manager at DPPC and the DPPC manager determines if it is an actual emergency or not and whether the response needs to be immediate or can the response wait until normal business hours. DPPC staff trains the vendor agency staff. The vendor contact information is:

Aranthia Rodgers is our Call Center Director (Barbara Lamont is the owner/president of the company)  
Call Center Director  
New Orleans Teleport, Inc. d/b/a CALLS PLUS  
1001 W. Pinhook Rd, Suite 300  
Lafayette, LA 70503  
(337) 704-0550  
[arodgers@callsplus.net](mailto:arodgers@callsplus.net)

2. I wouldn’t add anything to that except that if the call is an emergency, the corresponding APS agency is contacted by the on-call DPPC person to assist in providing whatever protective services are needed.

3. In MA, the Elder Protective Services systems has a 24-hr hotline that receives and screens reports at all times. Workers are available to deal with emergencies throughout the state at all

times. I should state that if in fact an emergency exists when the Hotline takes a call, if appropriate, the police would be contacted to respond rather than a PS worker.

**MICHIGAN:** Currently in MI, children's protective services handles after hours and weekend calls. This is supposed to be changing and we are in the process of looking at potential ways to respond to these calls once CPS is no longer handling them.

**MINNESOTA: 1.** I manage the Adult Protection Program for Hennepin County, which is the largest county in the State of Minnesota (includes Minneapolis). We staff our reporting line 24/7 over the telephone. Adult Protection staff take calls M-F during normal business hours. Child Protection staff take our calls afterhours M-F and on weekends and holidays. We also have an Adult Protection Supervisor on call afterhours to advise our Child Protection staff when they have questions about what to do. We do not have Adult Protection staff available afterhours to go out on field calls, so we need to rely on the police or on our Mobile Psychiatric Crisis Team to respond to client emergencies.

**2.** MN Statute 626.557 requires that each county board designate a common entry point (CEP) for reports of suspected maltreatment. Statute also requires that the CEP be available 24 hours per day to take calls from reporters of suspected maltreatment. Monday – Friday during normal office hours (8-4:30) the CEP is located within County Human Services. See Chart below:

Location of County CEP

	Count	Percent
Adult Social Services	60	75.0%
Children Social Services	3	3.8%
Public Health	0	0.0%
Other	17	21.3%

Others:

- General Intake (n=9)
- General Social Services (n=5)
- Other (n=3)

For after hours and weekends, the CEP is designated to either human services or law enforcement. See Chart Below:

Type of designated after hours agency

	Count	Percent
Law enforcement	56	70.0%
County social services	13	16.3%
Other	11	13.8%

Others

- Contracted social services provider (n=4)
- Crisis teams or on-call social workers (n=4)
- Law enforcement refers to on-call social workers (n=3)
- Other (n=4)

The common entry point must screen the reports of alleged or suspected maltreatment for immediate risk and make all necessary referrals ([626.557, Subd. 9a](#)). If the common entry point determines that there is an immediate need for adult protective services, the common entry point agency shall immediately notify the appropriate county agency. If the report contains suspected criminal activity against a vulnerable adult, the common entry point shall immediately notify the appropriate law enforcement agency.

3. Our APS statutes requires all maltreatment calls be phoned into a Common Entry Point (CEP). The county board designates the CEP, which is required to be available 24/7. It is most frequently county social services during business hours and law enforcement after hours. We do have a few counties that use other entities after hours such as detox, mental health centers and hospitals. Please let me know if you need further information.

**MISSISSIPPI:** 1. In Mississippi, the Child/Vulnerable Adult Abuse/Neglect centralized hotline is staffed 24/7 to receive reports.

For emergency situations (life-threatening, imminent danger), the hotline operator:

- 1) Advises caller to contact local law enforcement for immediate assistance.
- 2) Advises caller to call the Hotline back to give the APS report.
- 3) Contacts the APS supervisor via BlackBerry, and leaves a voice message if the call goes to voice mail.

2. I would like to add that MS has no mechanism to take protective custody of an adult. There are no elder shelters, etc. So, if an after hours emergency occurs, either the family, local law enforcement, a hospital or clinic, or someone else of authority (e.g. the nursing home operator if the elder is a resident) must take the lead to get the vulnerable person out of harm's way. Our APS will be involved in 48 hours or less, but without a series of adult shelters, we are someone restricted in the rapid response business.

**MISSOURI:** Calls of abuse, neglect (including self neglect), and exploitation are taken by Missouri's intake system 24 hours a day 365 days a year. The Division of Senior and Disability Services is the mandated state agency that investigates these calls. Our staff consist of salaried employees that are 'on call' after normal business hours as part of regular business practices though each area handles those 'on call' rotation lists a little differently. When an 'after hours' emergency report comes in through intake, that report is called out the field staff and is generally handled within 24 hours. We do have overtime policies for staff that are required to work more than 40 hours in a given work week. So those 'after hours' calls on the weekend or in the evening would usually merit overtime.

**MONTANA:** We do out-calls if an APS worker is available and proper after hours. We do not have sufficient staff for 24/7. Otherwise it is a welfare check with law enforcement, except if there is a declared state emergency.

**NEBRASKA:** In Nebraska, we don't have staff 24/7 for investigations. If a priority 1 occurs during after hours, Law enforcement is asked to respond. We do have 24/7 centralized intake, so calls are processed.

**NEW HAMPSHIRE:** Our voicemail directs callers to report their concerns regarding abuse, neglect or exploitation of incapacitated adults to their local police/law enforcement agency if they are calling after hours, on weekends or holidays. Our normal work week is Monday through Friday from 8:00 a.m. - 4:30 p.m.

**NEW JERSEY:** NJ APS does not have the resources to operate 24/7 and even if we did the service provider agencies we would turn to are not open. I fund an agency in each county and there are a couple of agencies that have 24/7 phone numbers with a Supervisor on call but it is for the entire agency not just APS. The APS provider agencies must, at the very least, have a message that tells the caller to contact 911 in an emergency or the call will be responded to the next work day. No caller will find a dead end when calling APS after hours.

**NEW MEXICO:** New Mexico Adult Protective Services has caseworker/investigators on call after hours from 5pm to 8 a.m. on weekdays, as well as Saturdays, Sundays, and holidays. The after hours message on the statewide intake line gives an after hours on call number. There is one worker responding to calls from this line, who then forwards calls requiring after hours attention to workers on call in the various regions. Workers on call are paid an on-call rate for being on after hours call; if they spend time making visits or responding over the phone, they are paid for that time.

**NEW YORK:** 1. We share an after hours hotline with our Child Protective Services Dept. CPS staff or their answering service takes the APS calls. If it is on a Saturday, Sunday or Holiday, APS has a stand-by caseworker (available by pager or phone) from 1:30 pm-midnight to respond to the APS calls. Otherwise, CPS will refer them to an emergency service (911) or take a message for APS to follow-up the next business or coverage day.

2. New York does not require that county local social services districts (who take referrals, investigate and provide PSA) provide afterhours coverage for PSA ; however, in many counties there is a general after-hours caseworker on call who may field PSA cases as well as CPS or other emergencies; in other cases the caller is directed to contact police or 911 in case of emergency and to call back during normal business hours.

**NORTH CAROLINA:** All 100 County Departments of Social Services are required to have APS Coverage 24/7. Each county has their own system for receiving calls and acting on the report. Many counties have it set up so that reporter's calls go through the county sheriff's office who then contact the on-call APS worker, while other counties have on site cross trained APS/CPS workers taking and processing after hours calls. These are just a few examples. Below is the NC Statute that mandates county DSS's to provide APS:

Article 6, Chapter 108A of the General Statutes was enacted to provide a mechanism for protecting the increasing number of disabled adults in North Carolina who are abused, neglected or exploited. The statute authorizes county departments of social services to provide adult protective services, (APS) which includes the evaluation of reports that disabled adults are in need of protective services and mobilization of essential services on their behalf.

**OHIO:** 1. During nights, holidays, and weekends, we rely on local law enforcement.

2. Our agency (Council for Older Adults) is no longer handling APS cases. Delaware County's Dept. of Job and Family Services has resumed that responsibility since they are mandated by law to investigate (they had contracted with us previously to do this job, but due to budget cuts they assumed the responsibility again). To answer your question, the community was directed to contact the Sheriff or Police in the event of an APS situation. The Sheriff or Police would contact DJFS for an on-call worker for any after hours, weekends, or holidays. As far as I know, this is still the procedure that is in place. If you have further questions, please contact Peg Watkins at 740-833-2360 at DJFS.

3. In Cleveland Ohio, Supervisors carry an after hours phone. Our regular phone lines rollover and are answered by the 24 hour Children's Services workers, who forward the information to the Supervisor on call. The on call supervisor offers consult and phone support, then follows up the next AM.

4. I can describe what is typical for the Greater Cleveland, Ohio (Cuyahoga County) APS. The calls are routed to the child protection staff after hours, since that will provide contact with a social worker directly. If the call is not an emergency (life-threatening or imminent danger), the info is faxed to the APS staff the next working day. If it is an emergency, the on-call APS supervisor is contacted by the CPS staff with the info and then handles it from there. This is done by telephone consultation, not on-site or home-visit.

This is not done throughout Ohio. Some counties have the local sheriff handle after-hour calls, and respond to the home. In Cuyahoga County many of the calls received after hours that are emergencies are from police or hospitals.

5. Lucas County APS (Toledo, Ohio) population around 340,000. We do not have 24-hour response. Messages are left on our voice mail to be picked up the next working day. Emergencies are referred to our county 9-1-1 operator.

6. Franklin County, Ohio (Columbus metro) takes all calls after hours via a voicemail system. Our intake line is open from 9:00am-5:00pm M-F. When calls come in outside these times, they are routed to a voice mail system tied to a cellular phone. Our Case Managers (15 total) rotate on-call duties each week and respond to any emergencies. We also have an internet reporting system which runs 24/7/365.

**OKLAHOMA:** Oklahoma has an abuse hotline that's answered 24/7, and accepts calls for both the Child Welfare and APS programs. If a situation with a vulnerable adult appears to possibly meet the criteria for an emergency response, the hotline staffer accepting the call enters the report into the computer system, then calls the supervisor (or another designated person) to get the ball rolling. Our rules call for a face-to-face visit with the alleged victim within four hours of receipt of the referral in emergency situations. For each county, there is an APS specialist on call after regular working hours and on weekends and holidays to handle these emergencies. If the supervisor screens it as a non-emergency situation, that is so noted in the system, and the assigned worker will have 3 business days to make the initial contact with the alleged victim.

**OREGON: 1.** For adults with Developmental Disabilities or Mental Illness who are living in State-operated facilities, our office (DHS Office of Investigations and Training) has an on-call system of four managers who field after hours reports. Consequently, if a call comes in over the weekend that a patient at the Oregon State Hospital (mental health) is alleged to have been abused by staff, we take the call and determine if someone has to get over there, take pictures, interview the victim, or coordinate with law enforcement.

However, for County-based DD/MH services (that is, group homes, foster homes, purchased by one of Oregon's 36 Counties, for adults with DD or for people in need of mental health services, there is no after hours response system of which I am aware, with the exception of counties that might have a crisis hotline. Some reports may go to local law enforcement too.

Remember...this answer is just for adults receiving services for DD or for mental illness. Seniors (e.g. nursing home clients) may have a different response.

2. In Oregon we have a county system for responding to abuse complaints for adults with mental illness or developmental disabilities, that's 34 counties. The vast majority of counties leave a message on their phone telling people to call the police. In addition, they have information for the state office (that's our) toll free number. Our toll free number refers people to a rotating series of on call managers' phone numbers. If we receive a call, we are really just triaging. We don't have the ability to respond or go out around the state but can help develop a plan and access local resources that are available.

Beyond that since our office investigates in state operated programs (such as the state hospitals as well as group homes with state workers), we have an on-call investigator 24-7 and all the programs are aware of that number. These folks are available to go out. On occasion we use these staff for other calls as well.

3. Oregon requires 24/7 intake of abuse and neglect calls regarding older adults, age 65 and older or persons with physical disabilities. The public may call adult protective services or law enforcement. Most counties in Oregon use law enforcement and 911 for after-hours calls for immediate response situations and have a voice mail system for calls with less than immediate response. A few of Oregon's larger counties have after-hours response systems.

**PENNSYLVANIA:** 1. PA law requires AAAs to have ability to take reports and respond to them 24/7. Most AAAs either have staff on call or have county call center take initial call and make contact with on call AAA worker. Our on call workers must be trained and ready/able to respond so go through same training as worker who does PS full time.

2. In Philadelphia, we use an answering service who calls the investigator on call with the reporter information and the investigator calls the reporter back to complete the intake. This costs \$832 a month and we are required by law to have 24 hour coverage.

3. In Erie County, Erie, PA we provide PS coverage 24/7. We contract with an answering service that takes the calls and forwards them first to the assigned PS caseworker, then if no answer, the back-up supervisor. We have normal ps staff of 4 who rotate coverage as well as 2 other AAA staff. We also have 4 supervisors, myself the PS supervisor and 3 other AAA supervisors. All are required to take state certified PS training in order to provide PS coverage. Staff are paid \$25.00 per day on call and accrue time for phone calls and home visits afterhours.

**RHODE ISLAND:** In response to your inquiry, Rhode Island Elder Protective Services, 60 and over, has a formal After-Hours Emergency Response Program for Elders in Crisis after normal hours of operation, weekends, and holiday. This Program is staffed by an outside contracted vendor with State funding. Hope this helps!

**SOUTH CAROLINA:** In South Carolina, County staff implement after hours procedures in order to receive/respond to call after normal work hours. Police handle emergencies.

**SOUTH DAKOTA:** As you know, Adult Services and Aging has the responsibility to investigate alleged abuse, neglect or exploitation cases of anyone over the age of 18 living in a community. South Dakota sees Approximately 450 cases investigated per year.

Emergency Services are provided by 24 hour emergency services, but the local DSS Supervisors are the first point of contact for the department of social services on evenings, weekends and holidays. Their names are provided as the local contact, but we've also provided contact information to On Call Child Protection staff evenings, weekends, and holidays. This helps to

insure that reporting parties who may not be aware of our 'process' can get in contact with someone on evenings, weekends, and holidays.

The supervisor follows up and may make the determination, along with the Division Director and/or REgional Manager, to call 'Field Staff' into action. ASA Supervisor's meet regularly to provide continued education to local law enforcement agencies with updated contact information, policy and procedure, and to continue to develop relationships.

**TENNESSEE:** We have a call line where individuals can leave a message that we will respond to the next working day. Our professionals in the field of APS know and understand that we are not available after hours. Now in some of the rural counties where everyone knows everyone my staff may be called afterhours and we will provide guidance, suggestions etc

**TEXAS:** 1. DFPS operates a 24-hour call center (hotline) that accepts abuse, neglect, and exploitation allegations for adults and children. The hotline routes all referrals to the local office or the on-call worker outside of normal business hours. APS staff rotate on-call duty to respond to referrals made after normal business hours, on the weekend and holidays.

2. The Elder Consumer Protection Program's consumer inquiry service responds to elder individuals' consumer-based inquiries (local, state, and national) received directly or indirectly, by email, telephone calls, written correspondence, or in-person/walk-ins. Inquiries are primarily non-emergency in nature. Inquires are generally reviewed, analyzed and responded to during regular business hours (8:00am – 5:00pm, EST).

Because inquiries are primarily non-emergency, consumer-based inquiries, the inquirer is usually provided with a letter that offers guidance and assistance with regard to the inquiry (e.g., referring the person onto legal or community assistance agencies, directing the person to local or state lawyer referral services or entities, referring the person onto a regulatory agency). However, if we receive an inquiry where there is the belief that immanent harm or danger may exist, we would advise the person to immediately contact the appropriate emergency response agency and/or we would contact the appropriate emergency response agency ourselves.

**UTAH:** Utah is Mon thru Fri. 8 to 5, only. There is no APS service available after hours, or on weekends and holidays. Phone message directs callers to contact law enforcement if an emergency.

**VERMONT:** Here in Vermont we do not have enough staff for 24/7 staffing. If an after hours (or holidays) call comes in it is picked up by Emergency Services through Vermont's child protection agency then sent to adult protective services.

Police can do well person checks but basically adult protective services is not an emergency response agency.

**VIRGINIA:** 1. Virginia operates a 24-hour toll free APS Hotline to receive reports of adult abuse, neglect (including self-neglect) and exploitation outside of normal working hours. Hotline reports are directed to the appropriate local department of social services APS unit according to each local DSS protocol. Some local APS units also have after-hours hotlines and on-call workers, often CPS workers, to receive such calls. A few direct after-hours calls to local law enforcement. Va. is state supervised, locally administered, so we can't force them to have 24/7 on-call response and unfortunately, most don't. Next business day is the norm.

2. I don't work for DSS/APS so I don't know the official answer to your question. From experience, how it is handled varies from locality to locality. Some have cell phones and can be reached after hours. Others rely on the local police to refer it to them. However, my experience has been that local police departments don't understand APS or know how to contact them. Some offices have a message on their phone that tells people calling what to do if they call after hours. VA does have a 24 hour reporting hotline. Hope this information is helpful. VA definitely needs to work on this issue.

3. Our county has out CPS afterhours unit respond to APS emergencies after normal business hours (8-4:30) and on weekends. They do not often go out, but may call sups at home to get more info and may occasionally have to place a client or put in home based care.

**WASHINGTON:** APS in Washington State is an 8 am to 5 pm program, 5 days a week, excluding holidays. APS makes provisions for a caller to leave a message after working hours and APS intake returns the call the next business day. APS' recorded message states that the caller should call 911 if the situation is an emergency.

**WEST VIRGINIA:** West Virginia Department of Health and Human Resources (WVDHHR) has a contract with an agency to take calls when the local offices cannot be reached. Any individual can call the toll free number which is listed in the phone book as Adult Abuse Hotline. An employee of that agency takes the information. Each of the local WVDHHR offices furnishes the contract agency with a "call down" list of WVDHHR staff that can be reached. WV has a 24/7 crisis call center (Hotline) that we contract with to provide these services of taking a referral or in an emergency to contact a DHHR on-call worker. The contract is for APS and CPS.

**WISCONSIN:** State statute 46.90 requires: (c) Each elder–adult–at–risk agency shall publicize the existence of an elder abuse reporting system in the county and shall provide a publicized telephone number that can be used by persons wishing to report suspected cases of abuse, financial exploitation, neglect, or self–neglect of elder adults at risk. Each elder–adult–at–risk agency shall also provide a telephone number that can be used to make reports after the elder–adult–at–risk agency's regular business hours. Depending on the size of the county, they may or may not staff 24/7. I believe what Hawaii states would be an accurate way depict Wisconsin in most of its more rural counties (i.e., Voice messages tell the caller to hang up and call 911 if the situation is an emergency. Otherwise, caller is asked to leave a message with caller's name and phone number. Call will be returned on the next working day.)

**WYOMING:** We have a 24/7 Protection Report line that receives adult and children reports - the workers take reports overnight, weekends, and holidays. Our calls are responded to by the worker on call. All staff are required to respond to APS. We only have 4 designated APS workers in our state who are not the only responders to APS but support staff with their efforts in addition to my position.

**U.S. VIRGIN ISLANDS:** In the Virgin Islands emergency calls after normal business hours are reported to the VI Police. Calls are forwarded to our DHS Intake and Emergency unit on call worker.

**U.S. – NATIONAL:** As you most likely know, NCCD's (National Council on Crime and Delinquency) current Structured Decision Making system for Adult Protective Services consists of assessment tools to be used at the point of investigation of allegations of maltreatment or self neglect. The policy and procedures related to who uses the tools and when are typically determined by each jurisdiction. So, the jurisdiction's requirements for after hour investigations

are incorporated into those policies. At this time it is actually being implemented in Riverside County, California, several counties in the Minneapolis area of Minnesota and in the state of New Hampshire. NCCD is also partnering with the state of New Hampshire on a federal grant to conduct an actuarial risk assessment study.

**CANADA:** Simply, there is no Adult Protective Service in Canada. Not in any province of Canada. Usually one must rely on the Court for assistance as the police will often shuffle the call aside saying: "This is a civil matter. Call a lawyer." I am a member of the Canadian Bar Association and we have a sub section called Elder Law. This topic has been discussed a number of times, but we do not even have legislation to protect senior citizens. Most if not all states have legislation for Vulnerable Adults. We do not. This is why I have been attending the Texas seminars, so that I can learn as much about the U S system and hopefully some legislators will listen to us.