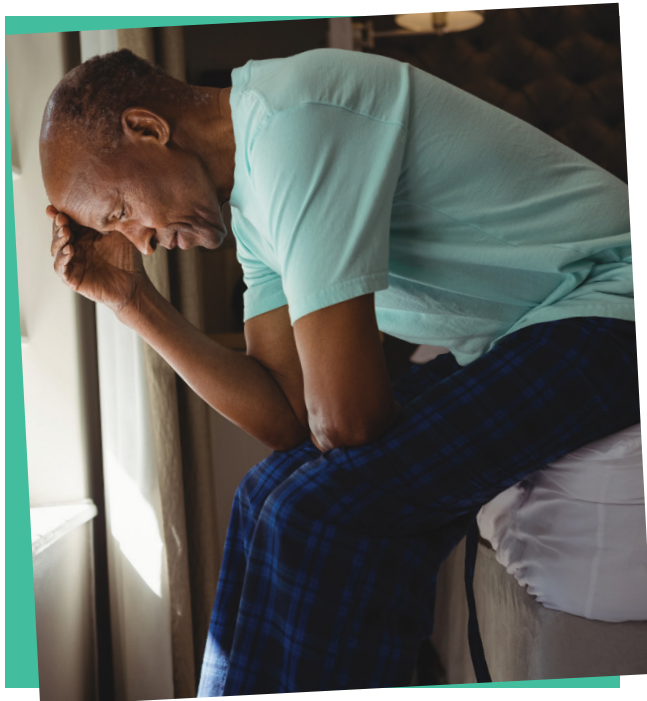


Adult Protective Services

We work to educate the public and other agencies about the signs of adult abuse, including physical injury, sexual abuse, poor nutrition, dehydration, untreated medical conditions, misuse of medicines, abandonment or general neglect and financial abuse.



The County of Ventura Human Services Agency provides public services that offer support, hope and opportunity for improved well-being. Our programs help ensure the protection of children, the elderly, and dependent adults, and provide a safety net for individuals and families who need assistance with basic necessities, such as food, housing and health care. Additionally, we help people secure employment through education, training, job search skills and job placement.



Adult Protective Services

To confidentially report suspected elder or dependent adult abuse or neglect, contact the Child & Elder Abuse 24-Hour Hotline:
805-654-3200

Or report online:
HSA.VenturaCounty.gov/APS



Call 2-1-1 to learn about resources
in your community



COUNTY of VENTURA
Human Services Agency

For more information about the Human Services Agency's Adult Protective Services program, call:
805-658-4450
Monday-Friday | 8 a.m.-5 p.m.
HSA.VenturaCounty.gov/APS



Safety and well-being
for older adults and
dependent adults

Providing Support

Each year, thousands of older adults and dependent adults are provided support so they can live in a comfortable and caring environment, free from abuse, neglect and financial mistreatment.



Achieving Independence

The Human Services Agency is here to help

The Human Services Agency facilitates the state-mandated Adult Protective Services program to ensure that people with limited abilities are able to protect themselves from outside interests, including abusive friends, relatives, strangers, and caregivers. Our bilingual staff provides services at no cost to clients, including investigating allegations of abuse and neglect, assessing client needs, providing short-term case management, and providing linkage to services. Our clients have the right to refuse assistance.

Our goal is to provide a pathway to the client's current and future safety, enlist the support of families and other support services, educate the community regarding the identification and prevention of abuse, and advocate for older adults and dependent adults through government legislation.

Ensuring Safety

Connecting those at risk with assistance

When we receive a referral from someone who suspects adult abuse or neglect, we complete an assessment to

determine whether or not there is a protective issue involved. When a protective issue is identified, the social worker visits the client to discuss the issue at hand, as well as recommend other services that may be helpful. Once the client agrees to receive assistance, we partner within the Aging and Disability Resource Network, including:

- County of Ventura District Attorney's Office
- County of Ventura Public Health Department
- County of Ventura Behavioral Health Department, including Public Guardian
- Other Human Services Agency programs, including Area Agency on Aging (VCAAA), In-Home Supportive Services (IHSS) and Homeless Services
- Tri-Counties Regional Center
- Various hospitals and other private providers
- Community-based organizations

With the client's consent, we work to stabilize their situation and ensure protection through information, linkage to resources, short-term case management, counseling — and, when needed — exploring emergency shelter options.

Our goal is to provide a pathway to the client's current and future safety, enlist the support of families, educate the community, and advocate for older adults and dependent adults through government legislation.

Knowledge Is Power

Knowing the signs of adult abuse

The signs of abuse can be difficult to ascertain. Adult abuse can continue unseen for years or be a sudden attack from a trusted friend, family member, or caregiver. Sometimes a client needs help because of self-neglect due to a decline in cognitive capacity.

We work to educate the public and other agencies about the signs of adult abuse:

- Neglect by Self or Others: inadequate food, malnourishment, dehydration, untreated medical conditions, misuse of medication and unsafe housing
- Financial Indicators: misuse of funds, unusual bank account activity, checks cashed by others, suspicious changes in ownership, unauthorized account changes and real estate transactions, unpaid bills and missing belongings
- Mental Suffering: fear, agitation, confusion, severe depression, or other forms of serious emotional distress that is brought about by threats, harassment or other forms of intimidating behavior
- Physical Injuries: cuts, bruises, burns, unexplained injuries, physical restraints, evidence of sexual abuse and deprivation of food and water
- Untreated Medical Conditions: lingering illnesses, ignored injuries or general decline in health
- Isolation: prevention of receipt of mail, phone calls, visitors or contact with other concerned persons
- Abandonment: being left alone and unable to provide the basic necessities of daily living

Emotional and financial abuse may offer fewer visual clues, so these forms of abuse often are more difficult to identify. Emotional abuse may be carried out through threats that cause fear, anxiety, or depression. Financial abuse can be accomplished through scams including, but not limited to, the IRS scam, romance scam, and the grandparent scam where clients are asked to make a payment through prepaid gift cards or pay fees for prizes or foreign lotteries.

Advocates for Our Community

Requirements for mandated reporting

To ensure that all of our community members are safe, everyone must be responsible for reporting suspected abuse. Additionally, anyone who has full- or part-time custody or care of an older adult or dependent adult is required to serve as a mandated reporter and immediately report suspected abuse or neglect. Other professionals required to report abuse include social workers, members of the clergy, health care practitioners, financial institutions, advocacy groups and fire department personnel. The identity of a person who makes an abuse report is kept confidential and cannot be released.

For more information about the Human Services Agency's Adult Protective Services program, call 805-658-4450 between 8 a.m. and 5 p.m. To confidentially report adult abuse, call the Child & Elder Abuse 24-Hour Hotline at 805-654-3200 or report online at HSA.VenturaCounty.gov/APS.