Frequently Asked Questions

Who will APS evaluate?

- Adults 65 or older or
- A person 18-64 years who is dependent due to a physical or mental disability

If the APS social worker confirms that a person is not safe in their home, can they remove him or her and place the person in a safer environment?

- APS can only remove a person from an unsafe home on a voluntary basis. If the person is mentally competent, APS has no jurisdiction.
- If the client is thought to be mentally incompetent APS will take legal steps to determine if a conservatorship or surrogate decision-maker is necessary.

Does an APS worker locate housing for the homeless or individuals being evicted from their homes?

- No, however APS can assess the client for out-of-home care, board and care home, assisted living, etc. and try to facilitate placement and make referrals to placement agencies.

If I report my suspicions about an abuse, but do not have proof, what will happen to me? Can I remain anonymous?

- It is not necessary to have proof of one's suspicions to make a report of a suspected abuse as long as the report is made in "good faith".
- There are penalties for making a false or malicious report of abuse.

If APS cannot get voluntary cooperation from a client who has been determined to be too frail to handle their financial affairs or resist undue influence, does APS automatically refer such cases for a Conservatorship?

- No, there are many factors to determine if a Conservatorship should be pursued. Other methods are tried first which may alleviate the problem. If warranted, a referral may be made to the Placer County Public Guardian by the APS social worker.

Does APS find caregivers to go into the home of a frail client?

- Yes, In Home Support Services (a state run program administered by the county for low income individuals) is one of the resources. Referrals to care giving agencies and nursing registries can be provided to the client.

How quickly can we expect a social worker to respond to a report that is not an emergency?

- 10 calendar days

What is an emergency response report?

- An abuse or neglect incident or condition that is believed to likely result in permanent injury or death. An APS social worker will respond immediately to check on the client's welfare. Emergency response services are available 24-hours a day, seven days a week.