

How can I help?

Anyone who suspects that an adult age 60 years or older or an adult with a disability age 18-59 is being mistreated by someone should call:

- ▶ The Department on Aging's 24-Hour
Adult Protective Services Hotline:
1-866-800-1409

The Adult Protective Services Program helps determine services available through local community agencies. Reports may also be made directly to the Adult Protective Services Provider Agency where the adult resides. For local information visit: www.illinois.gov/aging/ProtectionAdvocacy/Pages/abuse.aspx

Callers should be prepared to report the alleged victim's name and address, what happened, where and when it happened, who the suspected abuser might be, circumstances which led to the report, and whether the alleged victim is in immediate danger.



What happens after a report of abuse?



Under the Illinois Adult Protective Services Act, a provider agency designated to receive reports of alleged or suspected abuse, neglect or financial exploitation shall conduct a face-to-face assessment with respect to reports it receives.

A trained caseworker will interview the person who has allegedly been abused and, if appropriate, assist them in accessing resources and services that may improve their situation. A provider agency shall also refer evidence of crimes against eligible adults to law enforcement.

Confidential

All reports are kept confidential, and anonymous reports are accepted.