



LIVE WELL
SAN DIEGO

AGING & INDEPENDENCE SERVICES

Reporting Elder & Dependent Adult Abuse

1-800-339-4661

What is Adult Protective Services?

Adult Protective Services (APS) is a program through County of San Diego's Aging & Independence Services (AIS) that investigates allegations of suspected elder and dependent adult abuse, neglect and exploitation.

As a mandated reporter, you are responsible to report alleged abuse of an elder or dependent adult if you (1) observe it, (2) hear about it, or (3) suspect it.

What Does APS Do?

- Investigate allegations of abuse
- Conduct safety and risk assessments
- Provide education, information, resources and referrals
- Connect caregivers to support services
- Cross report to other agencies
- Advocate for relevant interventions
- Collaborate with community partners

Keep in mind that APS is a voluntary service and cannot force participation.

How to Make a Report of Abuse

Option 1: Call the AIS Call Center/APS Hotline at 1-800-339-4661. Complete the required SOC 341 Form and submit it to one of the following options:

- **Email:** ADRC.HHSA@sdcounty.ca.gov
- **Mail:** PO Box 23217, San Diego, CA 92193
- **Fax:** (619) 344- 8077

To find a copy of the SOC 341 Form, go to <https://cdss.ca.gov/> and click "Report Abuse", and then "How Do I Contact Adult Protective Services?" SOC 341 Form is located under "Contact Us".

Option 2: Submit a report online through Aging & Independence Services website. Online reports do not require an additional SOC 341 form. To make a report:

<https://sandiego.leapsportal.net/LEAPSIntake/NewPublicIntakeReport.aspx>

Long-Term Care Ombudsman: Abuse in Facilities

The Long-Term Care Ombudsman (LTCO) investigates elder and dependent adult abuse that occurs in a **licensed facility** by staff or other residents. The LTCO also advocates for residents' rights to ensure they are being cared for properly.

If you suspect abuse in a licensed facility, contact the LTCO at **1-800-640-4661**. If you suspect physical abuse, you also need to contact local law enforcement.

