

Adult Protective Services, APS

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Suspected abuse, neglect, exploitation age 60 or older; physically or mentally incapacitated age 18 to 60 years old. Resident of Portsmouth

Family

No

Intake Process

Telephone referral; walk-ins accepted. If you want to file a report/complaint contact the Adult Services unit at 757-405-1800, Monday through Friday between the hours of 8 a.m. and 5 p.m. After 5 p.m. and on weekends and holidays call 888-832-3858.

Self Refer

Yes

Portsmouth Department of Social Services

<http://www.portsmouthva.gov/384/Social-Services>

<http://www.portsmouthva.gov/420/Adult-Protective-Services>

Main

(757) 405-1800

1701 High Street

Suite 101

23704 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

The Department of Social Services investigates reports of abuse, neglect, and exploitation of adults aged 60 and over and incapacitated adults ages 18 and over. The program's goal is to lessen or alleviate the risk of abuse and neglect, including self-neglect, among seniors or adults who need protection. Individuals must be city residents or the incident must have occurred in the city in order to be eligible for this service.

For more information on the services available or to report suspected abuse, neglect or exploitation of an adult, please call our office Monday through Friday between 8AM and 5PM. To report at night or on weekends, call the 24-hour toll free APS Hotline at 1-888-832-3858.

Service Area(s)

Portsmouth City