

## **Adult Protective Services (APS)**

### Age Requirements

18 and over

Available 24/7

No

### Documents Required

Call for details

### Other Eligibility Criteria

Resident of Roanoke City

Family

No

### Intake Contact Email

humanservices@roanokeva.gov

### Intake Process

Contact the office for more information. A toll-free state hotline (24 hours a day, seven days a week) is also available to report concerns in Virginia: 1-888-83ADULT, OR 1-888-832-3858.

### Intake Contact Telephone

(540) 853-2591

### Provider Refer

Yes

### Report Problems

Call the Agency

### Residency Requirements

Serves residents of the City of Roanoke.

### Self Refer

Yes

Roanoke City Department of Social Services

<https://www.roanokeva.gov/372/Social-Services>

<https://www.roanokeva.gov/405/Services>

<https://www.facebook.com/RoanokeHumanSocialServices>

### Main

(540) 853-2591

Toll-Free

(888) 832-3858

Phone Emergency

(540) 853-2894

1510 Williamson Road NE

3rd Floor

24012 VA

United States

Monday: 8:30 am-4:00 pm

Tuesday: 8:30 am-4:00 pm

Wednesday: 8:30 am-4:00 pm

Thursday: 8:30 am-4:00 pm

Friday: 8:30 am-4:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Applications for Crisis Intake Services are taken Monday through Thursday, 8:30 AM - 2:00 PM. Intake may be closed earlier due to the volume of applicants. Applicants must apply in person (no telephone interviews) and will be seen on a first-come, first-serve basis.

Fee Structure

No Fee

Languages Spoken

English

The Roanoke City 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.

The department also assists in the screening and placement of adults in nursing homes or assisted living centers.

For more information on the services available or to report suspected abuse, neglect or exploitation of an adult, please call our office. To report at night or on weekends, call 1-888-832-3858.

Service Area(s)

Roanoke City

Email

[socialservices@roanokeva.gov](mailto:socialservices@roanokeva.gov)