



Department of Public Health and Human Services

Adult Protective Services ♦ Senior & Long-Term Care Division ♦
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Steve Bullock, Governor

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Adult Protective Services Frequently Asked Questions (FAQs)

What does Adult Protective Services do?

Adult Protective Services Mission Statement: To provide protection of Montana’s older person and adults with disabilities from abuse, neglect, or exploitation, while supporting the person’s safety, freedom, and the right to self- determination using the least restrictive approach.

Who is a Mandated Reporter?

Per Montana Code Annotated 52-3-811:When the professionals and other persons listed in subsection (3) know or have reasonable cause to suspect that an older person or a person with a developmental disability known to them in their professional or official capacities has been subjected to abuse, sexual abuse, neglect, or exploitation, they shall (report):
(3) Professionals and other persons required to report are: (a) a physician, resident, intern, professional or practical nurse, physician assistant, or member of a hospital staff engaged in the admission, examination, care, or treatment of persons: (b) an osteopath, dentist, denturist, chiropractor, optometrist, podiatrist, medical examiner, coroner, or any other health or mental health professional: (c) an ambulance attendant: (d) a social worker or other employee of the state, a county, or a municipality assisting an older person or a person with a developmental disability in the application for or receipt of public assistance payments or services. (e) a person who maintains or is employed by a rooming house, retirement home or complex, nursing home, group home, adult foster care home, adult day-care center, or assisted living facility or an agency or individual that provides home health services or personal care in the home; (f) an attorney, unless the attorney acquired knowledge of the facts required to be reported from a client and the attorney-client privilege applies: (g) a peace officer or other law enforcement official: (h) a person providing services to an older person or a person with a developmental disability pursuant to a contract with a state or federal agency; and (i) an employee of the department while in the conduct of the employee's duties.

How do I know when I submit an on-line report that it was submitted successfully?

You will receive a message that your report was successfully submitted.

If I do not receive a successful submission message what do I do?

First make sure that all required fields are completed. In order to submit your report, you need to complete all required fields “*”. Red text will appear at the top of the page if a section needs to

be reviewed and corrected. Should you see a "Processing" icon at the top right corner of the page, simply click anywhere on the form to continue.

Older browsers such as Internet Explorer are not compatible with this form. Switch to newer browsers such as CHROME or EDGE.

I hit submit and my information disappears, and the report fails to submit.

The form may have auto populated your information from previous reports. Manually type in your information and attempt to resubmit.

Contact your organization IT representative if you are still unable to submit the report. Ask them to see if your organization's network firewall is blocking the submission of the form.

If all else fails call the Adult Protective Services Centralized Intake line (844)-277-9300 between the hours of 8:00am and 5:00pm Monday-Friday except on Holidays. You may also print the unsubmitted form and fax it to the secure intake fax line at (406)-300-7398 anytime. Please check the form to make sure that the phone numbers, dates of birth and narrative sections are complete before faxing the form to us.

As a reporter will my personal information be kept confidential.

The name and identifying information of the reporter of an abuse, neglect, or exploitation report are confidential. Staff of the department must not release this information without the reporter's written consent except to the following people or agencies when they are investigating with APS:

- APS staff as appropriate
- Law enforcement agencies (includes Medicaid Fraud Control Unit)
- City, County & State Attorney

How long will it take for an investigator to get back to me once I file a report?

As a referent you are not obligated to any information regarding the progress of an investigation. An investigator may contact you to verify the information you provided and ask questions about your knowledge of the circumstances which are under investigation. If you have additional information or concerns, please contact the Intake line at (844)-277-9300. The intake worker will be happy to accept any additional information and pass this information on to the assigned investigator.

When does Adult Protective Services contact law enforcement?

Adult Protective Services is also a mandatory reporter to other investigative agencies. If Adult Protective Services has a reason to believe that a crime has been committed, we are obligated to call and report these concerns to the appropriate local law enforcement agency. Adult Protective services also must report any concerns reported to us which involve allegations of abuse, neglect and exploitation of a minor to Child Protective Services. Finally, Adult Protective Services is mandated to report suspected crimes or allegations of abuse, neglect or exploitation for both minors and vulnerable adults residing in other states to the appropriate investigative agency.

I am looking for resources and information. Can Adult Protective Services help me?

Yes, Adult Protective Services maybe able to help you. The first step is to call APS Intake at (844)-277-9300. The APS worker will gather the information on the person you are inquiring about in order to help match services requested. An APS worker is equipped to provide you with resources available within your community. APS intake office will send the information to the area APS worker to followup with you and identify services for you and the person you are calling about.

Can I submit a report in person to an Adult Protective Services worker versus filing a report on -line or calling?

Adult Protective Services transitioned to a centralized intake process about three years ago. The two primary options for making a report are calling the centralized intake line at (844)-277-9300 or by filing an on line report by going to www.aps.mt.gov. Requests for Adult Protective Services staff to take an in person report are handled on a case by case basis. Call the centralized intake line and explain why you need this accommodation. This request will be passed on to the Regional Supervisor covering your county for processing.

I am trying to get ahold of Adult Protective Services in my community, but the phone number is not a working number.

Please call the centralized intake line for assistance. If the purpose of your call is about a new concern a trained intake worker is prepared to take your report. If you are calling about an open investigation the intake worker will ask for your name and phone number. This information and the reasons for your call will be relayed to the appropriate field staff.

How do I report abuse, neglect or exploitation involving a resident at a nursing home or assisted living facility?

Call Adult Protective Services intake or go online and make a report. Adult Protective Services protections covers all Montana citizens regardless where they live. Adult Protective Services will contact the appropriate oversight agencies based on the report of the older person or adult with disabilities lives in a facility or community setting.

What information can an intake worker provide to me when I call.

The intake workers primary role is to gather information needed to process reports. Intake staff are not able confirm or deny the existence of current or prior Adult Protective Services involvement. APS intake staff cannot provide legal advice. If Adult Protective Services cannot help you with your concern, we can provide contact information for other agencies who maybe able to help you. APS intake worker can provide you with the regional supervisors contact information.

What is the process for obtaining information about Adult Protective Services involvement with a person?

Contact the Adult Protective Services Intake line by calling (844)-277-9300. The intake staff cannot disclose any information to you. If you have a belief that Adult Protective Services has information, the intake staff member will provide you the name and address for appropriate Regional Supervisor who can help you. In order to obtain an information, you will need to write a letter to the supervisor identifying who you are, the name of the victim, your relationship to the victim, what information you are requesting and why.

I am not satisfied with the Adult Protective Services response to my concern. Who do I talk to?

Call the APS centralized intake line (844)-277-9300. Provide your name, phone number and a brief summary of your concern. The intake worker will reach out to the appropriate field staff supervisor to contact you.