



*Educating Persons with Disabilities on
Recognizing, Reporting and Responding to Abuse*

National Participant Workbook



IN MEMORY OF



Craig Smith was taken from us by cancer on May 27, 2010. Craig was a very special person who loved life, loved helping people and was loved by everyone who knew him. Craig lived self-advocacy. One of Craig's main goals was to make the world a better place for all people with disabilities. He enjoyed his life as a trainer of support staff as well as self-advocates and was looking forward to continuing this role. He was a founder of Massachusetts Advocates Standing Strong (MASS), its first Chairperson and a true leader in many ways. Craig cherished his family and friends and will fondly be remembered by all.

Written by Anne Fracht, Self Advocate



Introduction to the Participant Workbook

Welcome to the Awareness and Action Participant Workbook. This workbook is designed to educate persons with disabilities and others on the topic of abuse. The Participant Workbook is a very important part of the Awareness and Action Training. You likely received this Workbook after you attended the training on how to Recognize, Report and Respond to abuse. Along with this Workbook you also received a DVD of abuse stories, national resources to help people, and information to find the name and phone number of the agency in your state to report abuse. Each of these tools will be helpful to you in using the Workbook.

The Workbook, similar to the Training, uses a video story for each type of abuse taught. As a reminder for users of the Workbook:

- Abuse is hard to talk about so use the Workbook carefully
- Have someone you trust help you to complete the Workbook
- The people in the videos are actors and no one was hurt making the videos

The five video chapters you will watch as you use the Workbook are:

- Physical Abuse
- Sexual Abuse
- Neglect
- Verbal Abuse
- Financial Abuse \$



The purpose of the Participant Workbook is to:

- Help you keep learning how to recognize, report and respond to abuse
- Use it frequently to strengthen your skills to stop abuse
- Give you tools and activities that you can do on your own
- Give you tools and activities that you can do with someone you trust - a friend, a staff person, a family member or a coach

How to use the Participant Workbook:

- Persons should attend the three hour Awareness and Action Training before using this Workbook so that they have a basic understanding of the topic of abuse.
- It is best to use this Workbook with someone you trust.
- Watch the chapter in the video that relates to each type of abuse before completing the activities. For example - watch the video chapter Physical Abuse before completing Physical Abuse activities.
- To use the Workbook frequently, feel free to copy the activities before completing them.
- If the material is too upsetting to you or brings back bad memories, put the Workbook down and talk with someone you trust about your feelings and emotions.





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Introduction to Abuse

Abuse is...

When a person is wrongfully physically or emotionally hurt by another person

The Awareness and Action Participant Workbook is designed to educate persons with disabilities and others on the topic of abuse. This booklet will teach you how to recognize abuse, report abuse, and the right way to respond to abuse. You will learn:

- *The five common types of abuse*
- *How to recognize the warning signs of abuse*
- *The importance of having people in your life whom you trust*
- *Who to report abuse to and why it is important to report*
- *How to respond in an abusive situation*

According to a study 9 out of 10 persons with developmental disabilities will be physically or sexually abused at some point in their lives.

This is far too often.

It is time to educate ourselves and lower the number of abuse cases for persons with disabilities.

If you are abused, don't blame yourself, it is NOT your fault.





Breathing Exercise

Breathing



BREATHE

Breathe in...

Hold it...

Breathe out...

"If you are able to breathe, you can report, because you have power within you, because you are breathing."
Karen Norton

The Breathing Exercise takes about two minutes and will help you relax before you begin working on the Participant Workbook.

Directions:

- Breathe in for four seconds, hold your breath for four seconds and breathe out slowly for four seconds. Now breathe regularly.
- Do it again. Breathe in for four seconds, hold your breath for four seconds and breathe out slowly for four seconds. Breathe regularly.
- By taking deep breaths, it helps you to relax and keep focused.
- Now you are ready to start using the Workbook.

If at any time you become uncomfortable with the information in the Workbook, you can repeat the Breathing Exercise to help you relax and re-focus.



Physical Abuse



Watch the Physical Abuse chapter on the Awareness and Action video.

Physical abuse is the use of physical force in a way that causes pain or injury.

This section explores physical abuse. When someone touches your body in a way that hurts, it can sometimes leave marks on the skin, broken bones, or you feel pain inside. These marks or feelings of pain are warning signs that physical abuse has occurred.



Slapping



Red Mark



Feeling Hurt and Sad

A slap on the cheek can leave a red mark or bruise and make you feel pain and sad.

Remember, abuse is NOT your fault.



Notes



Physical Abuse Activity 1

Recognizing Physical Abuse

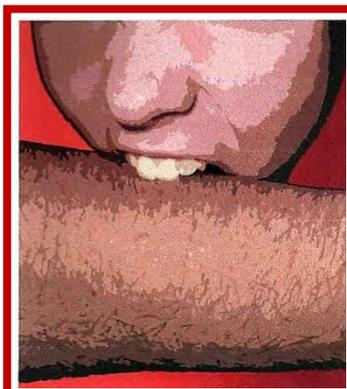
Each picture shows an example of physical abuse.

Use a red marker to circle the abuse and talk about what is happening.

Example



HITTING



BITING



SCRATCHING



**HAIR
PULLING**



SLAPPING



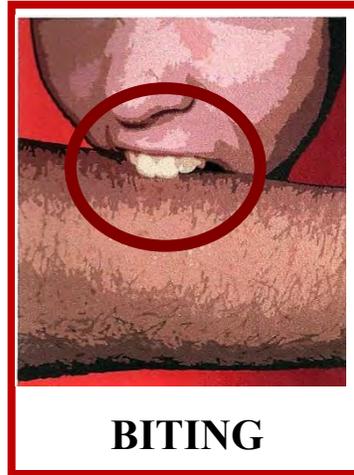
PUSHING

Answers are on the next page.



Physical Abuse Activity 1

ANSWERS



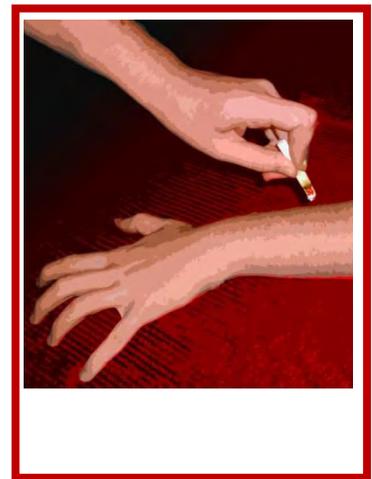


Physical Abuse Activity 2

Recognizing Physical Abuse

Each picture shows an example of physical abuse.

Use a red marker to circle the abuse and describe the abuse in the box below the picture.

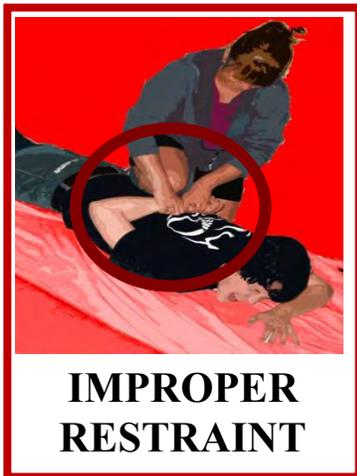


Answers are on the next page.



Physical Abuse Activity 2

ANSWERS

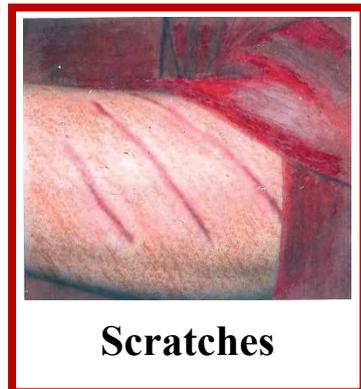




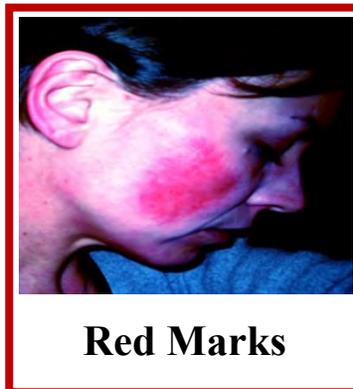
Warning Signs of Physical Abuse



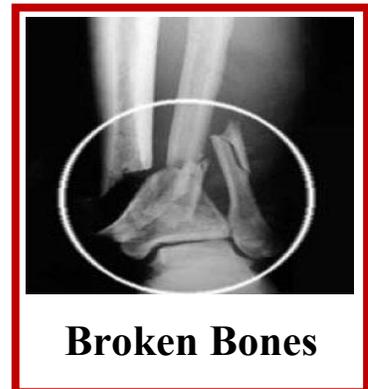
The woman in this picture has a bruise on her face. Warning signs are the marks that are left on your body or feelings of pain because of physical abuse. There are different kinds of marks left on the skin depending on what kind of physical abuse has occurred. Below are other examples of warning signs of physical abuse.



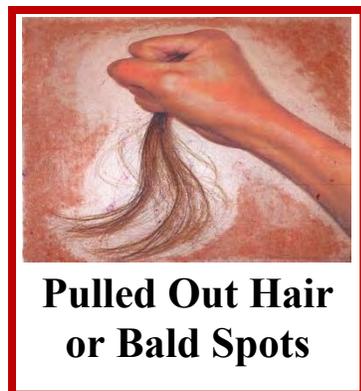
Scratches



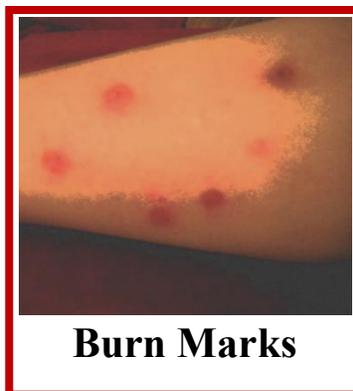
Red Marks



Broken Bones



**Pulled Out Hair
or Bald Spots**



Burn Marks



Bite Marks



Physical Abuse Activity 3

Abuse or NOT Abuse

Now that we have looked at examples of physical abuse and warning signs, it is important to understand the difference between a simple touch and physical abuse. Not all touches are pleasant, but that does not mean they are abusive. This next exercise is designed to help you recognize the difference.

This activity pairs pictures of two situations. One is physical abuse and the other is not. Using red and green markers, make a red mark in the box next to the picture of physical abuse and a green mark in the box beside the picture that is not physical abuse. In the example a green mark was placed next to the picture of someone's leg being bandaged and a red mark was placed next to the picture of someone being kicked.

Example



Example





Physical Abuse Activity 3

Abuse or NOT Abuse

This activity pairs pictures of two situations. One is physical abuse and the other is not. Using red and green markers, make a red mark in the box next to the picture of physical abuse and a green mark in the box beside the picture that is not physical abuse.

| | |
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Answers are on the next page.

Physical Abuse Activity 3

ANSWERS





Sexual Abuse



Watch the Sexual Abuse chapter on the Awareness and Action video.

Sexual abuse is when a person touches your private parts or forces you to touch someone else's private parts without your permission.

This section discusses:

- Sexual abuse
- Identifying the parts of your body that are private places
- When touching becomes abusive
- Warning signs of sexual abuse

When someone looks at, takes pictures, or touches you in your private places without your permission, it is not alright. It is sexual abuse. When someone makes you touch them in their private places when you don't want to, that is also sexual abuse, even if they promise you gifts or threaten to hurt you.



Threaten



Rape



Bruises



Feeling
Hurt and Sad

The use of threats or force to make a person have unwanted sex can sometimes leave red marks or bruising on the inner thigh and leave a person feeling sad, hurt and embarrassed.

Remember, abuse is NOT your fault.



Sexual Abuse Activity 1

Which body parts are private?

This activity explores the human body, both male and female. Using the red and green markers, make a red mark in the boxes beneath the body parts that are considered PRIVATE PLACES. Private body parts are:

- Breasts
- Vagina
- Penis
- Anus
- Buttocks

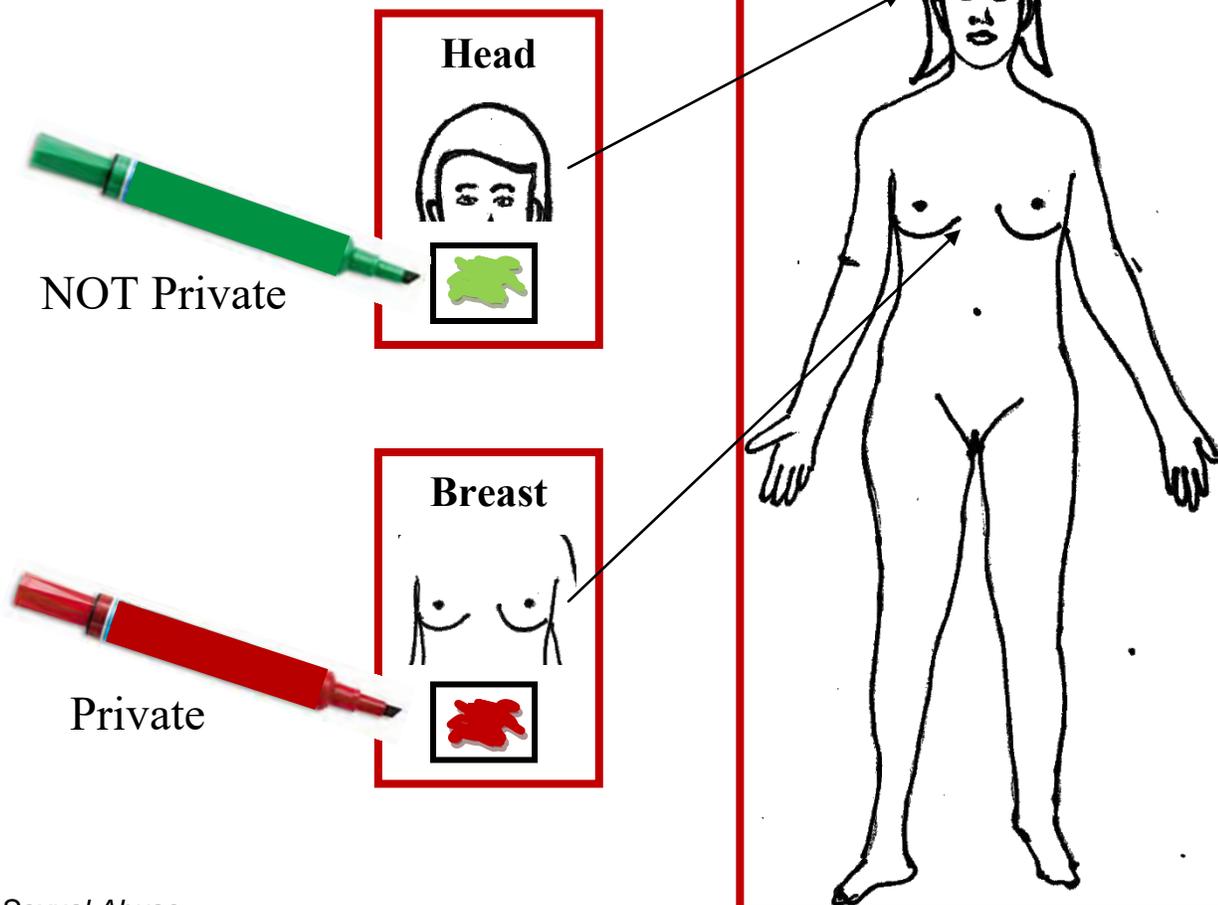
Make a green mark in the boxes beneath the body parts that are not private places. Make a red mark in the boxes beneath the parts that are private places. Follow the Example below.

Example

Red and
Green Markers

Body
Part

Female Body

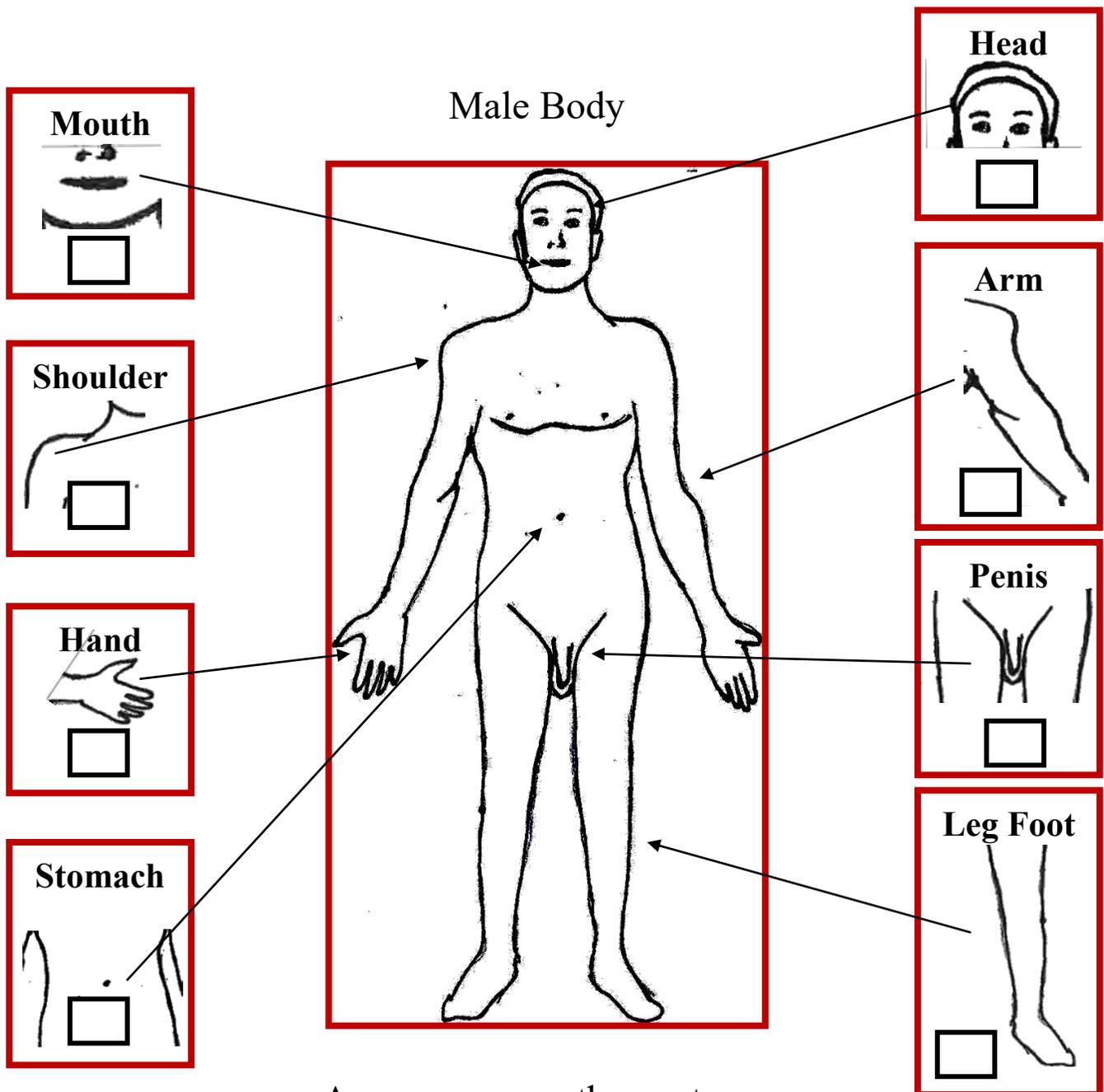




Sexual Abuse Activity 1

Which body parts are private?

Make a red mark in the boxes beneath the body parts that are considered PRIVATE PLACES. Make a green mark in the boxes beneath the body parts that are not private places.

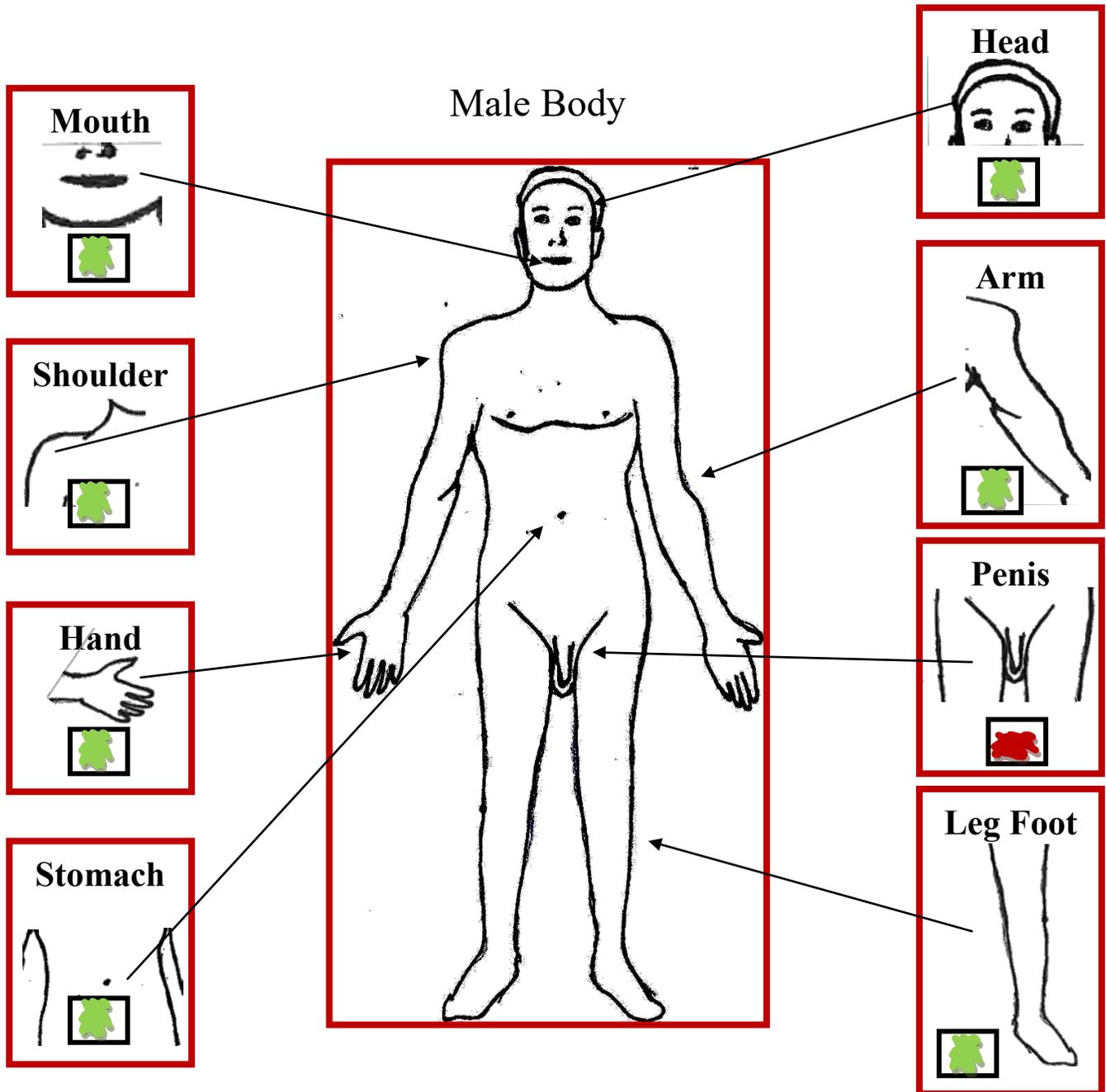


Answers are on the next page.



Sexual Abuse Activity 1

ANSWERS

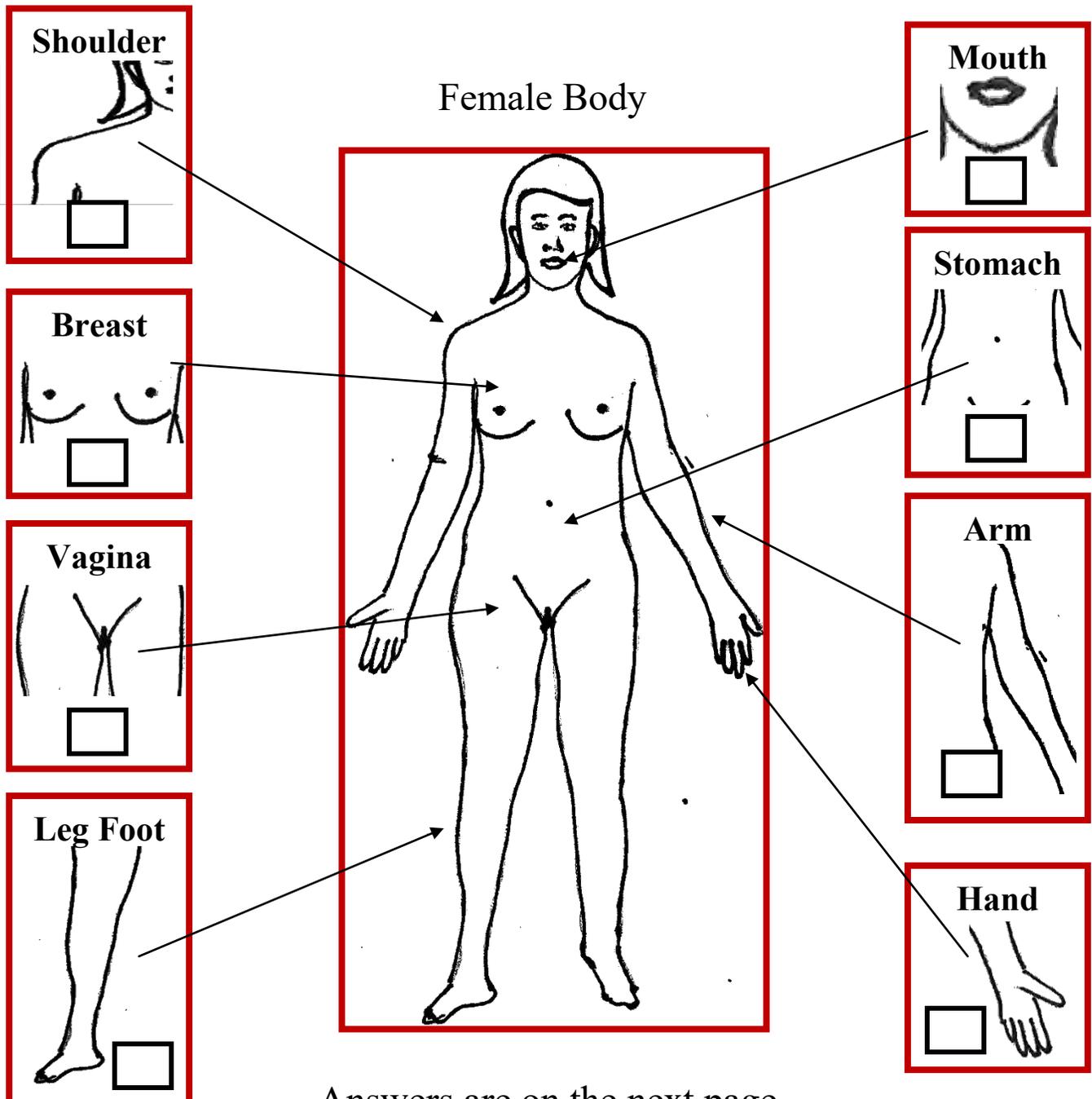




Sexual Abuse Activity 2

Which body parts are private?

Make a red mark in the boxes beneath the body parts that are considered PRIVATE PLACES. Make a green mark in the boxes beneath the body parts that are not private places.

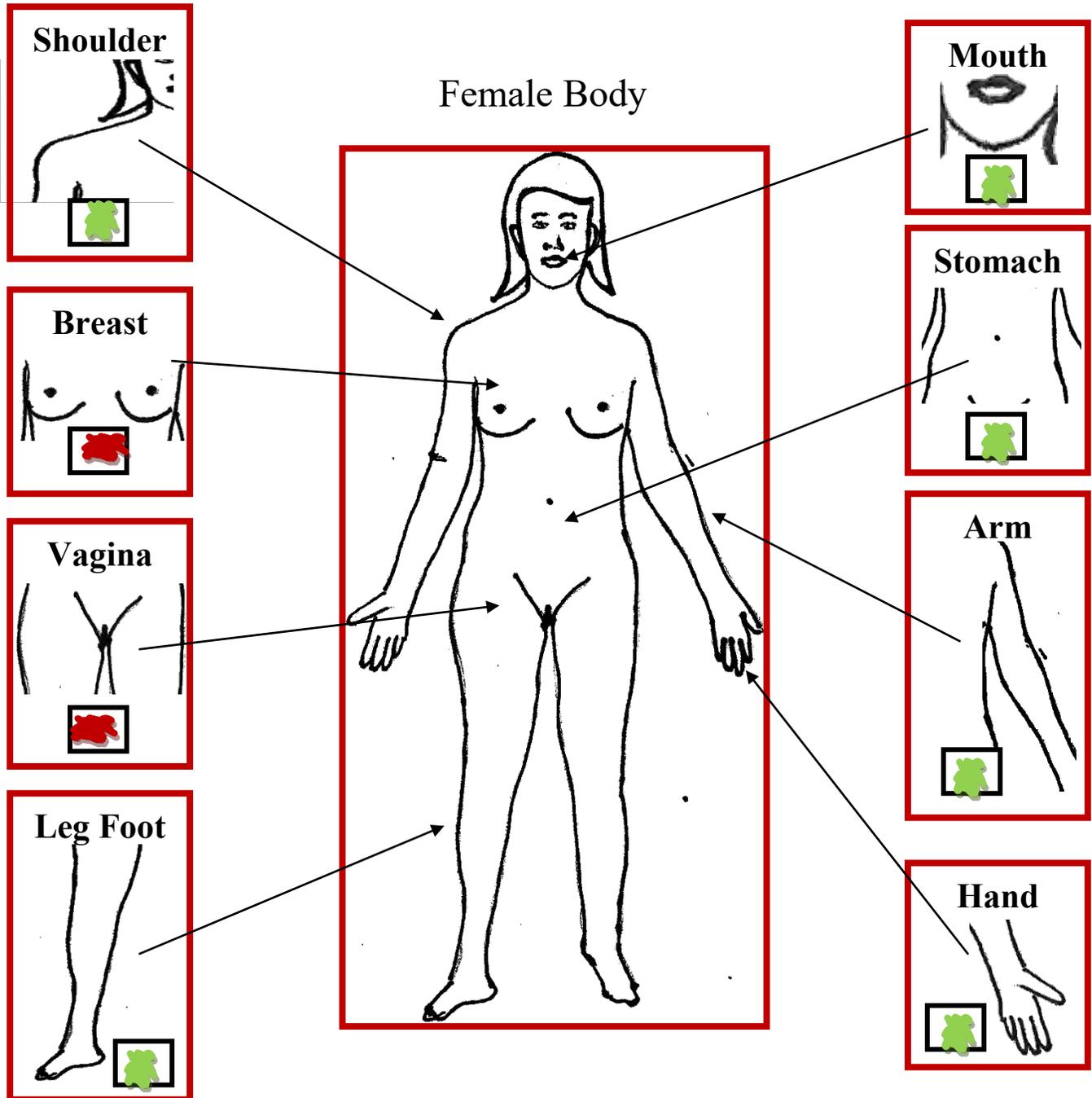


Answers are on the next page.



Sexual Abuse Activity 2

ANSWERS





Sexual Abuse Activity 3

Recognizing Sexual Abuse

In this section we are going to discuss sexual abuse more in depth. We will look at different expressions of abuse and explore why this form of touching is not okay. Take a close look at the parts of the photos that are abusive and why.

Example

Forced Kissing



Kissing someone without their permission and with force



Force – Unwanted Kiss



Unhappy Expression



Force - Grabbing Her Face



Notes



Sexual Abuse Activity 3

Recognizing Sexual Abuse

Using the previous example, use your markers to draw a line between the large picture and the smaller pictures. Take a close look at the parts of these photos and talk about why it is abusive.

Groping



Rape



Answers are the next page.



Sexual Abuse Activity 3

ANSWERS

Recognizing Sexual Abuse

Groping



Scared look



Saying NO



Unwanted Touching

Rape



Feeling sad, scared,
ashamed



Removing clothing
without permission

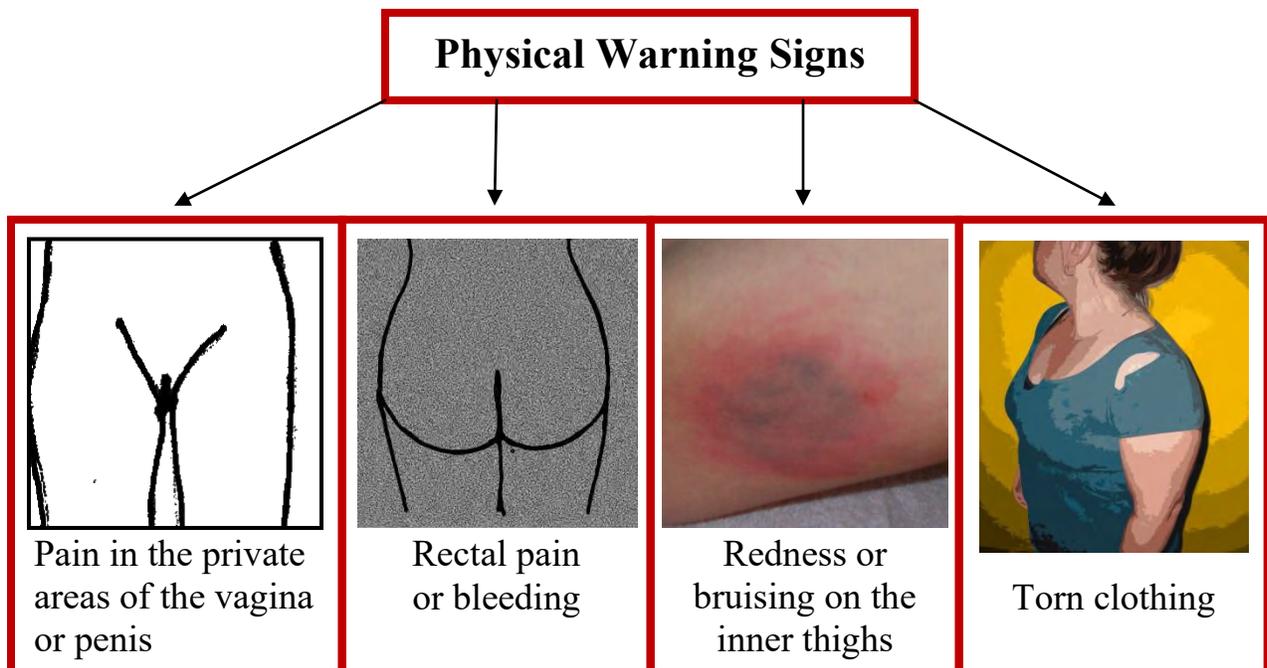
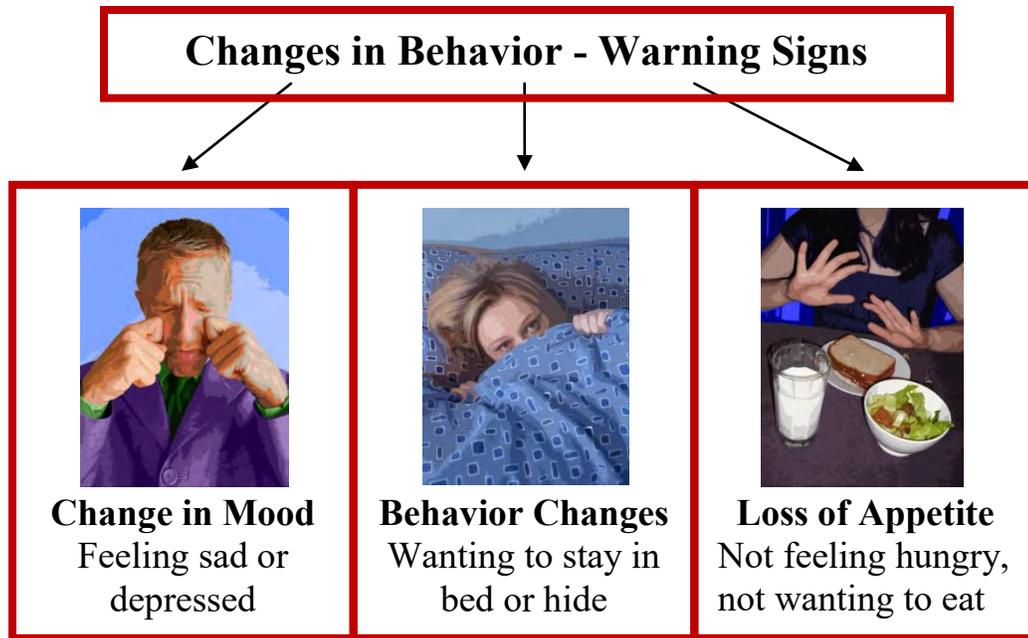


Rape is a crime of forcing somebody to have sex without their permission.



Warning Signs of Sexual Abuse

When a person has experienced sexual abuse there are usually warning signs. There are different ways a person shows the warning signs of sexual abuse, such as changes in behavior and physical injuries.





Sexual Abuse Activity 4

Abuse or NOT Abuse

Now that we have learned about sexual abuse and warning signs, it is important to recognize the difference between situations when touching is okay and when touching is sexual abuse.

The pictures below are examples of touching that is okay.



Receiving medical treatment



Help with washing or toileting



When you give permission

Example

This next activity pairs pictures of two situations. One shows sexual abuse and the other does not. Using red and green markers, make a red mark in the box next to the picture that shows sexual abuse or warning signs and a green mark in the box next to the picture that is not sexual abuse. Follow the example.

Example

A green mark was placed next to the picture of gentle touch and a red mark was placed next to the picture of forced kissing.

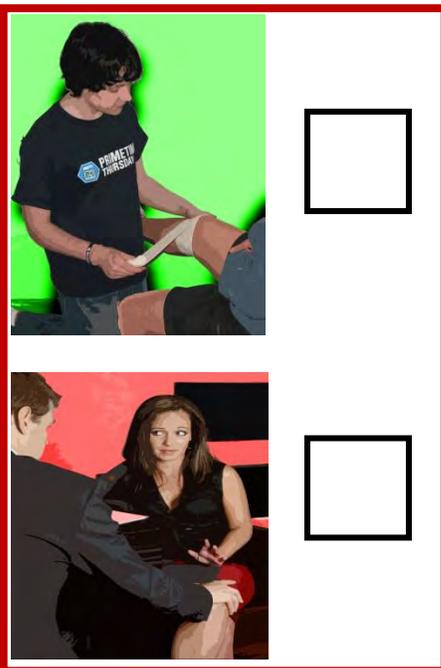
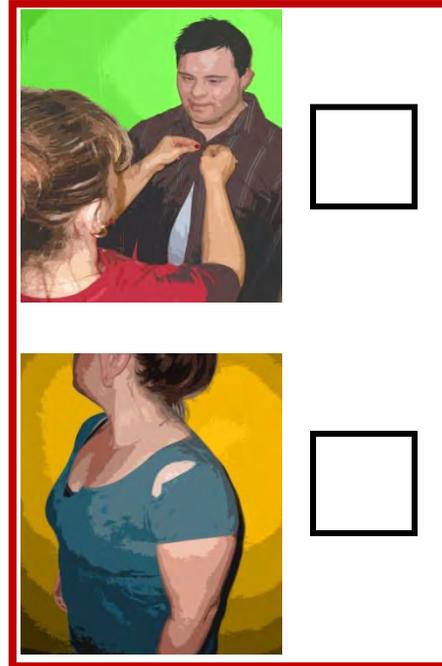
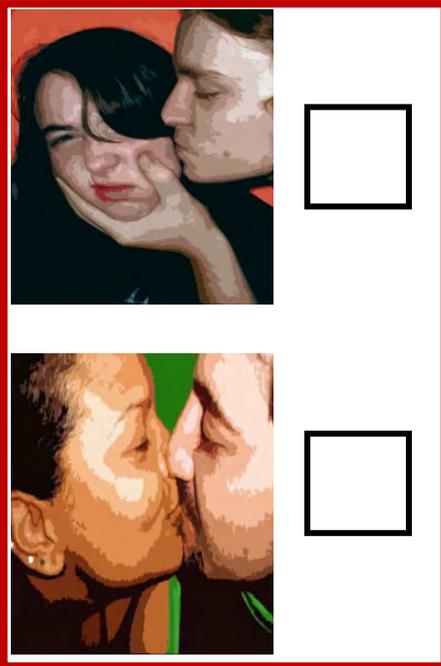
The example activity box contains two images. The top image shows a man in a suit gently touching a woman's shoulder, with a green marker in the box to its right. The bottom image shows a man kissing a woman on the cheek against her will, with a red marker in the box to its right.



Sexual Abuse Activity 4

Abuse or NOT Abuse?

Using the red and green markers, make a red mark in the box next to the picture that shows sexual abuse or warning signs of sexual abuse and a green mark in the box next to the picture that is not sexual abuse.

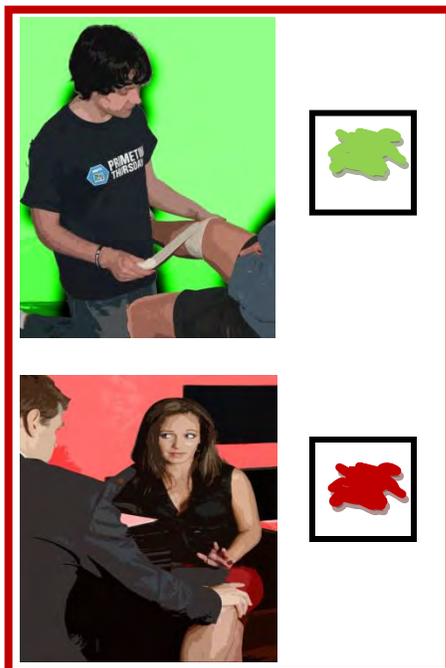
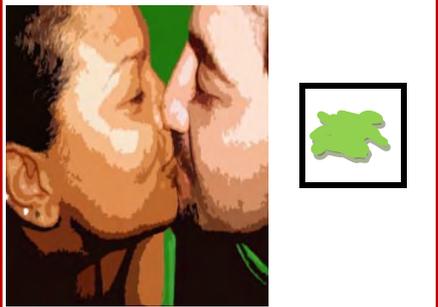
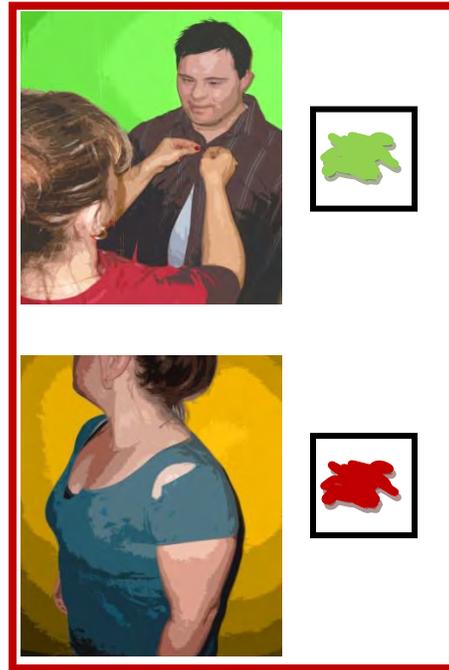


Answers are on the next page.

Sexual Abuse Activity 4

ANSWERS

Abuse or NOT Abuse?



Neglect



Watch the Neglect chapter on the Awareness and Action video.

Neglect is when a person responsible for the care and well-being of another person fails to provide the necessary care.

There are important things that every person needs to live a healthy life. Some people need to rely on others to help them fill those needs. When a person is being neglected those important needs are not being met. Neglect means that something important is being left out or forgotten resulting in a person being hurt or unable to participate in daily living activities. This section will take a look at some basic needs and what the warning signs are when those needs are not being met.



Need Food



Lack of Food



Warning Sign
Weight Loss



Neglect

For example, food is a basic need.

If a person is not given enough food, and they become malnourished, this is a form of neglect.

Remember, abuse is NOT your fault.



Basic Needs IN Your Body

There are certain things every person needs to stay safe and healthy - we call these basic needs. This section will explore what these needs are and why it is important that they are met. Below are examples of basic needs we put in our bodies to stay healthy.

Water

A person needs to drink enough water to stay hydrated.



Food

People need to eat enough nutritional foods to stay healthy.



Medicine

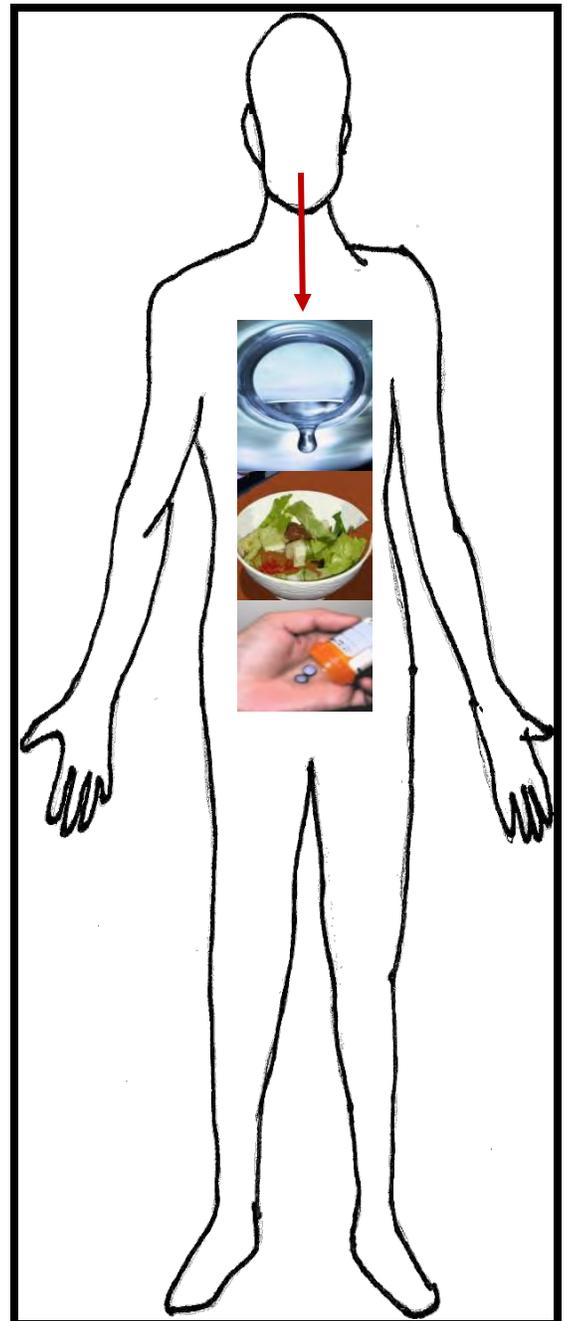
Doctors prescribe medicine for some people to keep their bodies working right.



Doctors Orders



Prescription





Basic Needs ON Your Body

Below are examples of basic needs every person must have on their body.

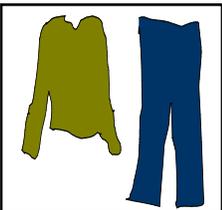
Hygiene
Keeping your body, hair and mouth clean.

 **Bathing**

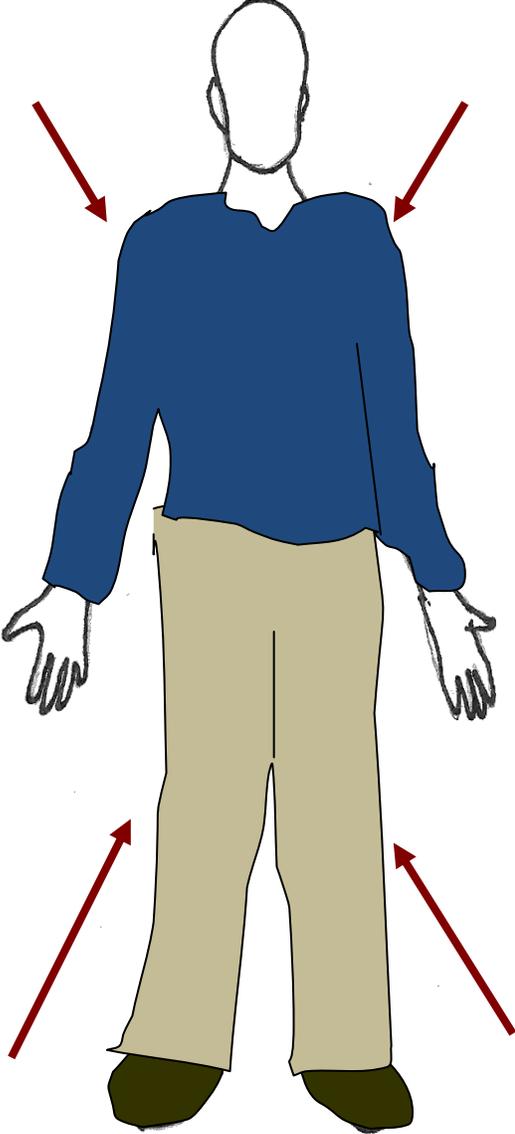
 **Brushing Teeth**

 **Brushing Hair**

Clothing
Dressing in clean, adequate clothing.



ON Your Body





Basic Needs OUTSIDE Your Body

Below are examples of basic needs outside of our bodies that all people must have to stay safe and healthy.

Shelter

A safe place to live providing protection from the weather.



Equipment

Having the tools some people need available to participate in acts of daily living.

Devices to assist in the ability to move

- Canes
- Wheelchairs
- Crutches
- Braces

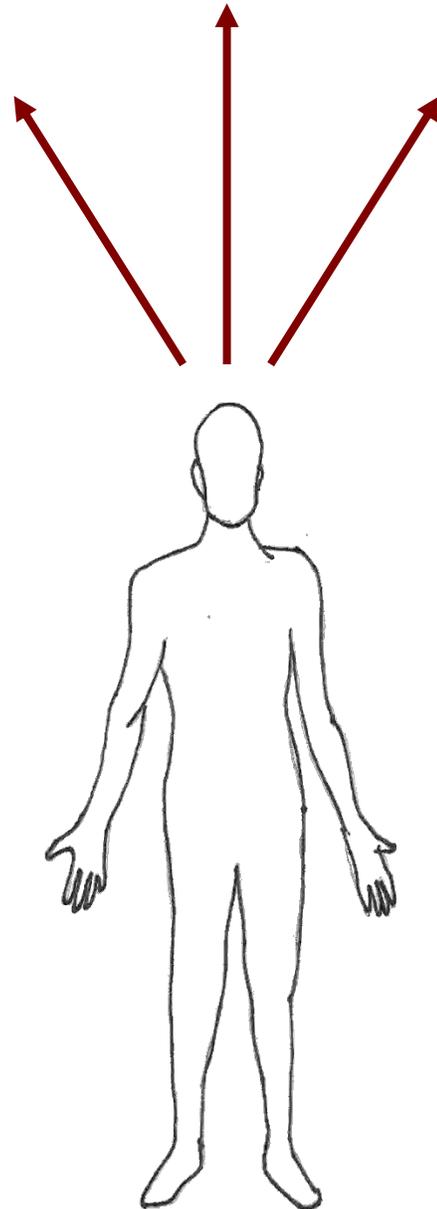


Hearing Aids

Communication Boards



OUTSIDE Your Body





Neglect

We have learned what our basic needs are and why they are important. Neglect means that something is not done or something is left out. When our basic needs are not met and we are injured or unable to participate in daily living activities, it becomes neglect. This section identifies neglecting our basic needs.

Not Bathing or Washing Body



Skin Infections

No Water



Dehydration

No Medicine



Get Sick

No Food



Malnourished

Not Brushing Teeth



Cavities



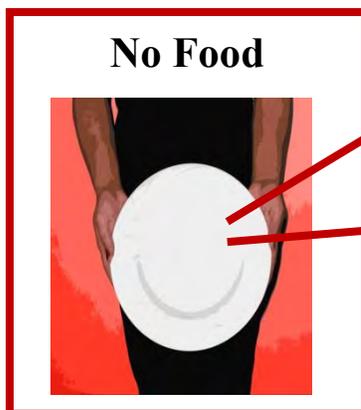
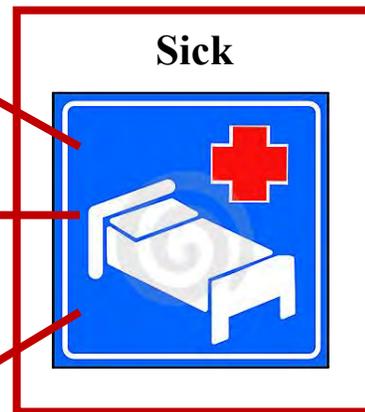
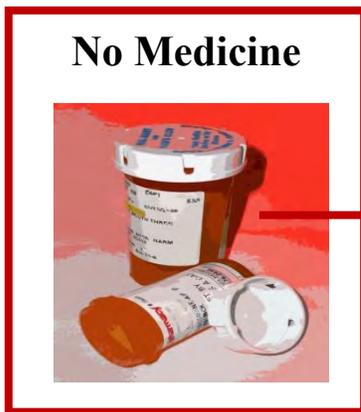
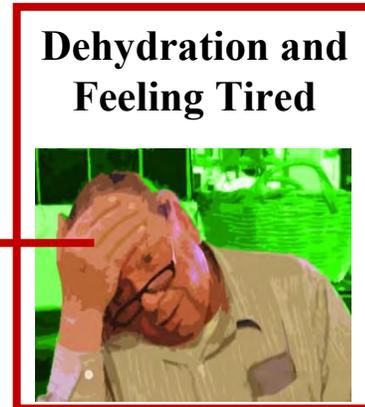
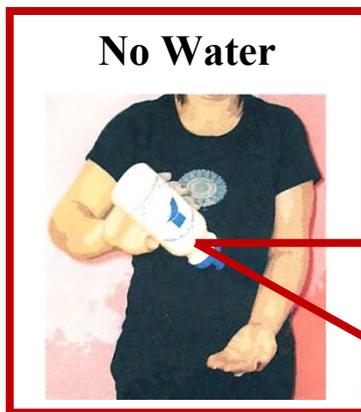
Warning Signs of Neglect Activity 1

Below are some examples of the warning signs of neglect. When basic needs are omitted there are warning signs of neglect. A red line has been drawn between the picture of the basic need not being provided and the picture of the type of injury or result that might occur.

Example

BASIC NEEDS NEGLECTED

NEGLECT - INJURY





Warning Signs of Neglect Activity 1

The pictures below show some examples of the neglect of basic needs that are on our bodies and the warning signs that these needs are not being met. Use your marker to draw a line between the picture of the basic need not being provided and the picture of the type of injury or restriction of daily living activity that will occur because of the neglect.

BASIC NEED

**Not Brushing
Teeth**



**Not Bathing or
Washing Body**



**No Wheelchair,
Crutches or Cane**



NEGLECT

**Tooth Decay
Bad Breath**



**Dirty, Body Odor,
Skin Conditions**



No Mobility



Answers are on the next page.



Warning Signs of Neglect Activity 1

ANSWERS

Basic Need

**Not Brushing
Teeth**



Neglect

**Tooth Decay
Bad Breath**



**Not Bathing or
Washing Body**



**Dirty, Body Odor,
Skin Conditions**



**No Wheelchair,
Crutches or Cane**



No Mobility



Verbal Abuse



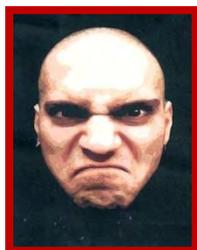
Watch the Verbal Abuse chapter on the Awareness and Action video.

Verbal Abuse is one person controlling another person through threats, humiliation or intimidation.

The saying, “Sticks and stones will break your bones but names will never hurt you” **IS NOT TRUE.**

When words are used to hurt another person it doesn’t leave marks on the skin, but it makes a person feel hurt, sad or bad about who they are.

This section will explore different types of verbal abuse, feelings and emotions, and warning signs of verbal abuse.



Anger



Threats



Yelling



Feeling Hurt and Sad

One person may be ANGRY and use THREATS or YELL at another person making that person FEEL HURT or SAD.

Remember, abuse is NOT your fault.



Notes



Exploring Emotions

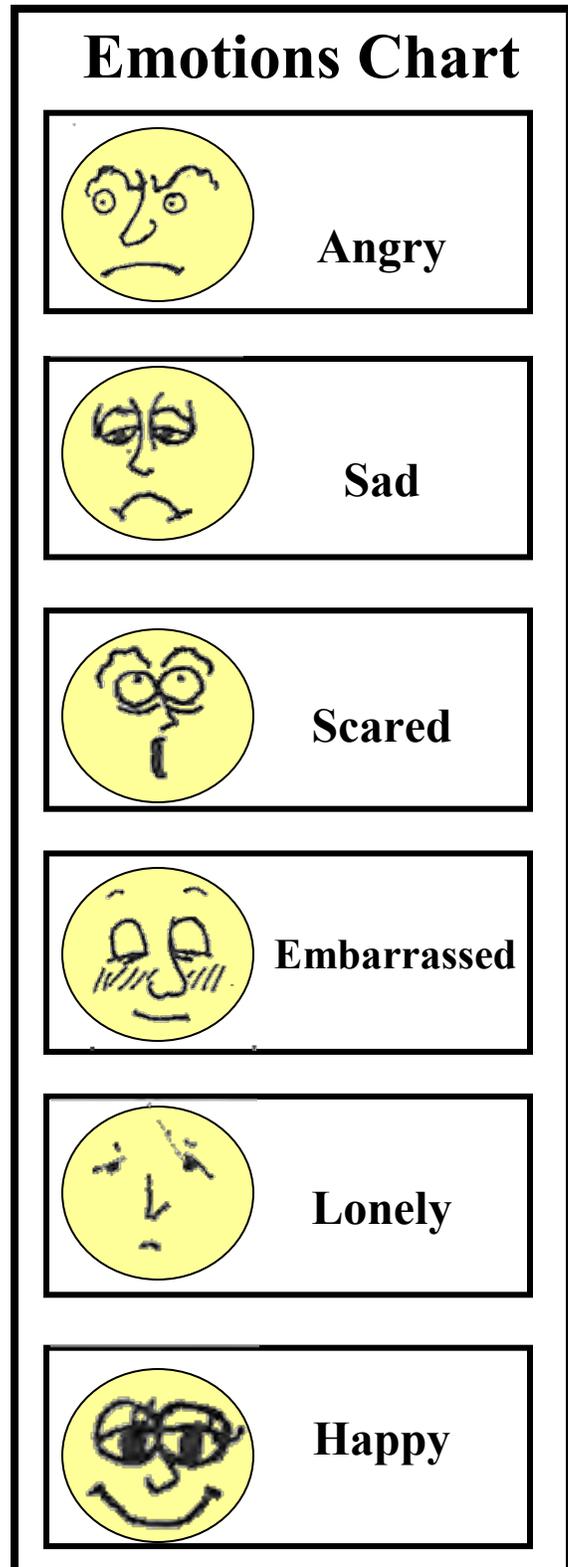
Emotions are feelings, a change in behavior or a physical response to a situation.

Review the list of emotions.

Think about situations or words that have been spoken to you in your own life that have made you feel:

- *Angry*
- *Sad*
- *Scared*
- *Embarrassed*
- *Lonely*
- *Happy*

Verbal Abuse uses language to cause a person emotional pain. Sometimes a person may say something that you don't like. It might make you feel angry or even embarrassed, but it does not always mean verbal abuse has taken place.





Verbal Abuse Activity 1

Recognizing Verbal Abuse

Verbal abuse can take many different forms. The first step to understanding verbal abuse is to be able to notice and recognize different ways of using words to hurt another person. Each picture below shows an example of verbal abuse. Look at each picture. What do you see and how does it make you feel? Refer to the Emotions Chart to help you with your answers.

Example



Screaming

Screaming or yelling is speaking to someone in a loud angry voice. The woman in this picture looks like she is feeling angry or frustrated and is screaming.

Example



Name Calling

Name calling is when a person uses cruel words to make another person feel hurt. In this picture a man is calling a person the word “RETARD” making him feel bad and making him cry.



Verbal Abuse Activity 1

Recognizing Verbal Abuse

Look at each picture. What do you see and how does it make you feel? Write your response in the box. Refer to the Emotions Chart to help you with your answers. Remember, you can have someone you trust write your answers.



Threat



Swearing



Teasing / Bullying

Answers are on the next page.



Verbal Abuse Activity 1

Recognizing Verbal Abuse

ANSWERS



Threat

To threaten someone is to make a person feel afraid that something bad will happen if they do not do as they are told. This woman is holding her fist up to show she might hurt someone. She is trying to make someone feel scared.



Swearing

To swear at someone is to speak to someone using bad words oftentimes with a loud voice. This man is angry and yelling.



Teasing / Bullying

To tease or bully someone is to make fun of someone in a hurtful way. In this picture a man is pointing and laughing at the other person. Perhaps he feels embarrassed, lonely and sad.



Warning Signs of Verbal Abuse

There are warning signs that verbal abuse has taken place. When somebody makes us feel bad, whether it is causing pain to our bodies or causing pain with words, it changes how we act and feel. Some of the warning signs can be seen with our eyes. Some are more emotional. All of them show that something has happened that is not okay.

Below are examples of different types of warning signs that verbal abuse has occurred and different ways a person may express them.

Changes in Emotions

Feeling scared, sad, anxious or confused all the time
or around certain people; crying more often



**Feeling
Scared**



**Feeling
Sad**



Crying



Warning Signs of Verbal Abuse

Below are examples of different types of warning signs that verbal abuse has occurred and different ways a person may express them.

Staying Away

Often times a person will stay away or hide from a specific person or not want to go to certain places.



**Staying
Away**

Changes in Eating

Not feeling hungry or refusing to eat, causing weight loss.

OR

Eating too much, causing weight gain.



Not Eating



Weight Loss

Hurting Yourself

In some cases, when a person is made to feel bad about who they are, they express that hurt by causing pain to their own body.



Pulling Hair



Bruises

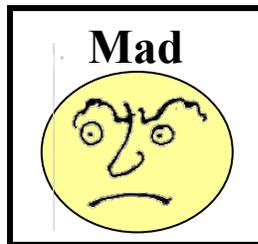


Scratches

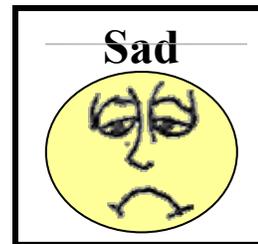


Not Verbal Abuse

It is important to remember that not all conversations are pleasant. Occasionally you will have discussions that make you feel



OR



But that does not mean that it is verbal abuse.



These two people are having a disagreement. They are looking at things differently. They may get mad and even argue.

This is NOT verbal abuse.

**They are using words to express opinions,
but NOT TO HURT one another.**



Verbal Abuse Activity 2

Abuse or NOT Abuse?

We have observed several different ways words can be used to hurt a person and some of the warning signs showing that verbal abuse has taken place. We have also looked at an example of an unpleasant conversation that was not verbal abuse.

This exercise is designed to help you recognize when verbal abuse is happening and when it is not. Below are pairs of pictures, one is abusive and the other is not. A red mark in the box next to the picture shows verbal abuse and a green mark in the box beside the picture is not abuse.

Example



Example

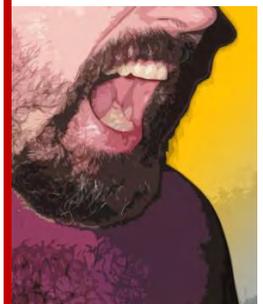
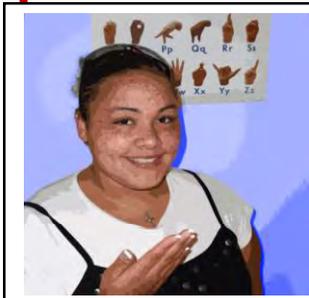




Verbal Abuse Activity 2

Abuse or NOT Abuse?

Using red and green markers, make a red mark in the box next to the picture of verbal abuse and a green mark in the box next to the picture that is not abuse.

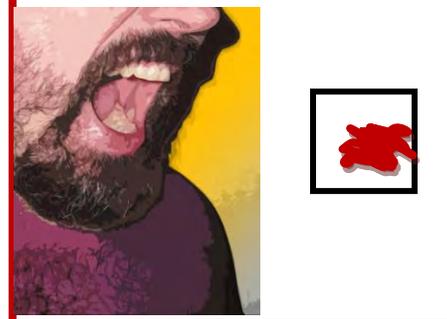
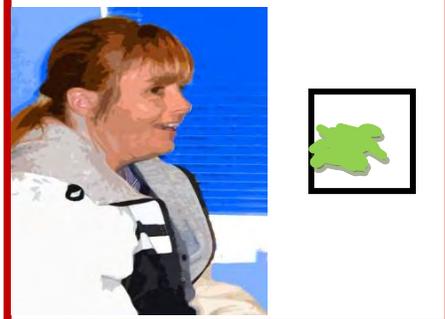
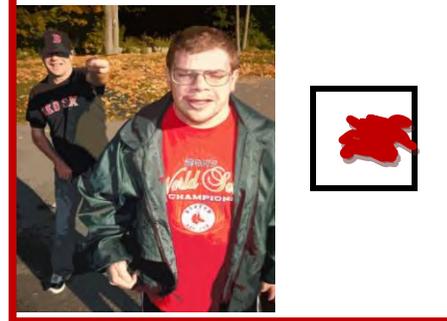
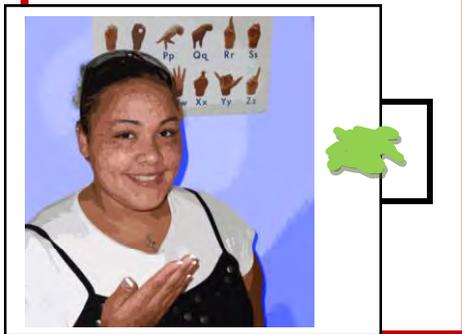


Answers are on the next page.

Verbal Abuse Activity 2

Abuse or NOT Abuse?

ANSWERS





Financial Abuse \$



Watch the Financial Abuse \$ chapter on the Awareness and Action video.

Financial Abuse \$ is the illegal or improper use of another person's funds, property or assets.

This section takes a look at financial abuse, when someone is misusing another person's money, and the warning signs that financial abuse has taken place.

Some people need assistance with their money to buy the things they need and make sure their bills are paid. When someone takes another person's money, possessions or credit cards without permission or takes money to buy things for themselves, it is financial abuse.



Stealing Identification (ID)

Forging Signature

Financial Abuse \$

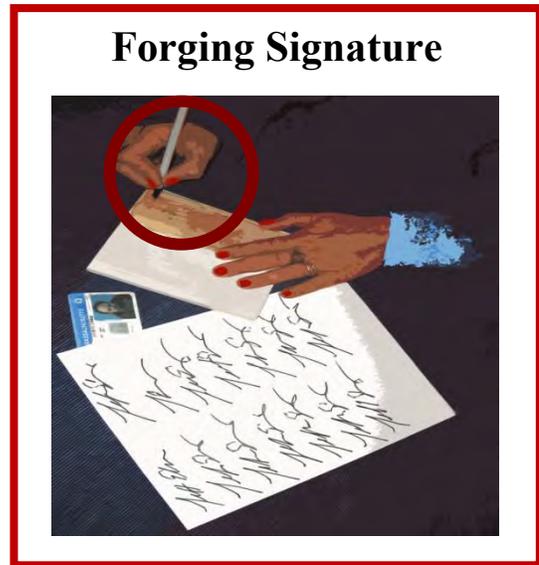
Someone taking your identification (ID) and copying the way you write your name to steal your money can leave you with no money. This is financial abuse \$.

Remember, abuse is NOT your fault.



Financial Abuse \$

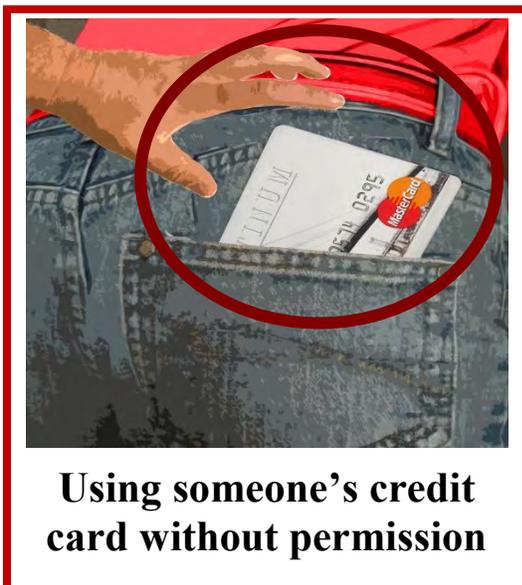
When a person forges a signature, they are signing a name that is not their own. They are pretending to be someone else to get what they want. When a person cashes someone else's check, using a forged signature, it is stealing.



This is Financial Abuse \$ and a crime.

The following picture shows someone taking a credit card without permission. They are stealing the credit card to buy things. This is an example of financial abuse.

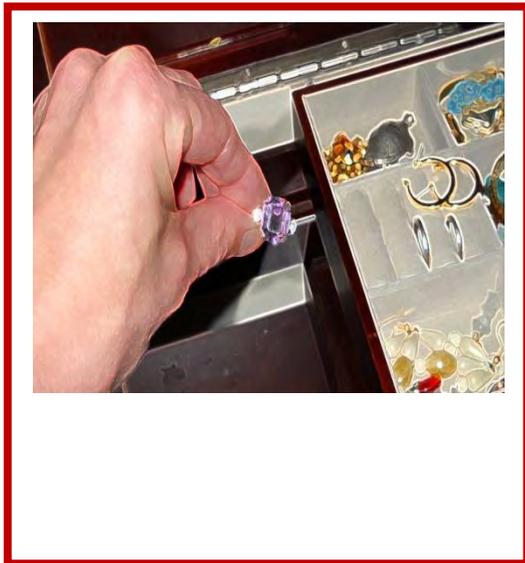
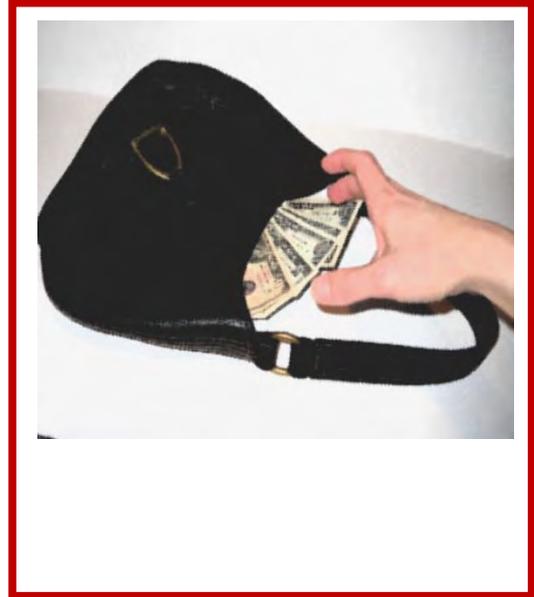
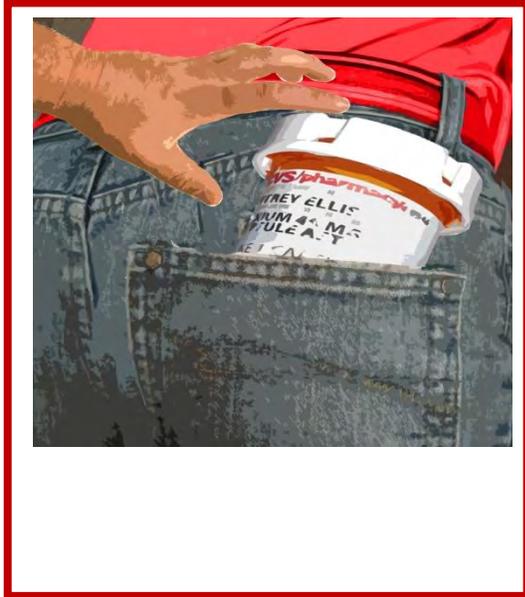
Example





Financial Abuse \$ Activity 1

Each picture shows an example of financial abuse. Use your marker to circle the abuse and below the picture write what is happening.



Answers are on the next page.



Financial Abuse \$ Activity 1

ANSWERS



**Taking and selling
someone else's
medication**



**Taking someone's money
without permission**



**Taking another person's
jewelry without
permission**



**Taking someone else's
identification to steal
their money**



Warning Signs of Financial Abuse \$

Warning signs of Financial Abuse include:

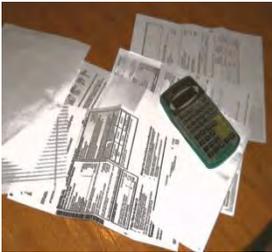
- Things are missing, such as jewelry, clothing or belongings
- Medications are missing or going down too quickly
- Bank statements are not correct
- You have no money when you should
- You are always the one to pay for others when going out
- You are denied access to your money

| Abuse | Warning Sign | |
|---|---|--|
|  |  | Items are missing or in somebody else's possession without your permission. |
| Taking Jewelry Without Permission | Missing Jewelry | |

| Abuse | Warning Sign | |
|---|---|---|
|  |  | Finding clothing missing from your closet or drawers. |
| Taking Clothing Without Permission | Missing Clothes | |

Warning Signs of Financial Abuse \$

| | | |
|---|--|--|
| <p>Abuse</p>  <p>Selling Someone Else's Medication</p> | <p>Warning Sign</p>  <p>Empty Bottles</p> | <p>Your medications are missing or being used up too quickly.</p> <p>Never share your medications. Your medicine is yours ONLY.</p> |
|---|--|--|

| | | |
|--|---|--|
| <p>Abuse</p>  <p>Using Credit Cards Without Permission</p> | <p>Warning Sign</p>  <p>Incorrect Bank Statements</p> | <p>Bank statements or credit card bills show purchases or withdrawals that were NOT made by you.</p> |
|--|---|--|

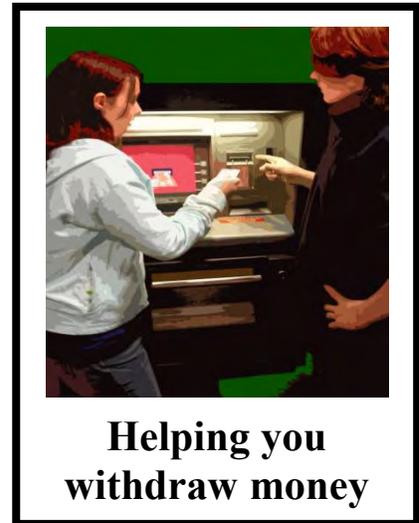
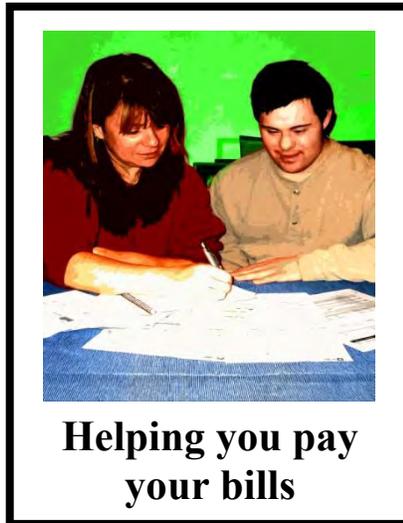
| | | |
|---|---|---|
| <p>Abuse</p>  <p>Taking Someone's Money Without Permission</p> | <p>Warning Sign</p>  <p>No Money</p> | <p>You have no money when you should.</p> |
|---|---|---|



Financial Abuse \$ or NOT Abuse

Activity 1

There are times when someone uses your money and it is not financial abuse. Below are some examples where handling someone's money is okay.



Now that we have looked at examples of financial abuse and warning signs, it is important to understand when another person is being financially abusive and when they are simply helping. This next activity is designed to help you recognize the difference.

This exercise pairs two pictures. One is showing warning signs of financial abuse, the other is not. A red mark next to the picture shows financial abuse warning signs and the green mark next to the picture does not show financial abuse warning signs.

Example





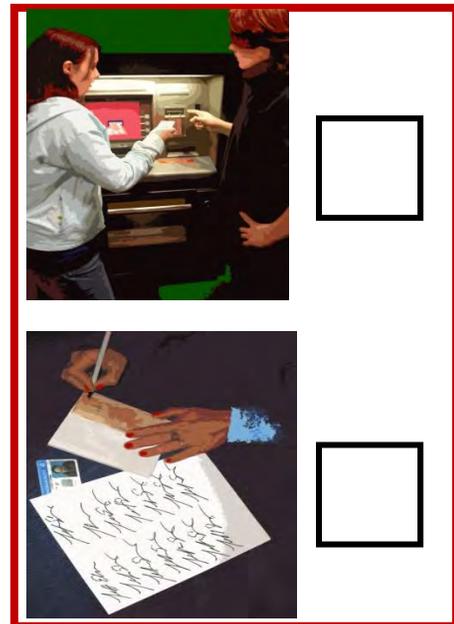
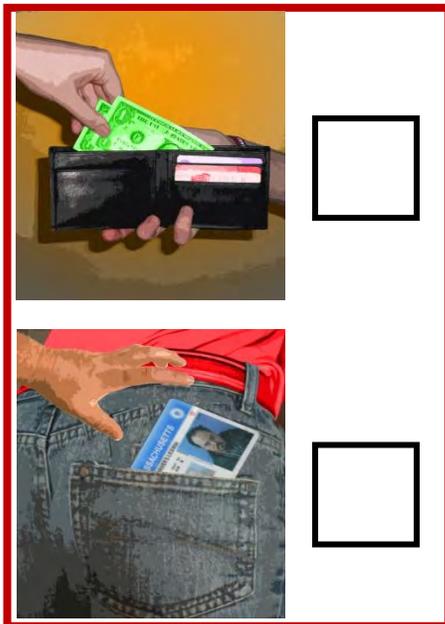
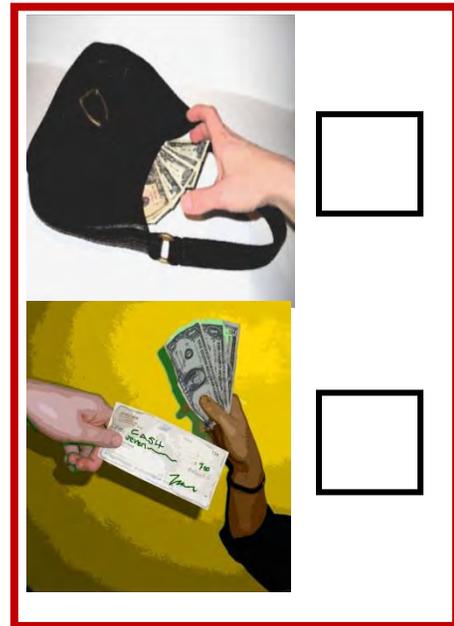
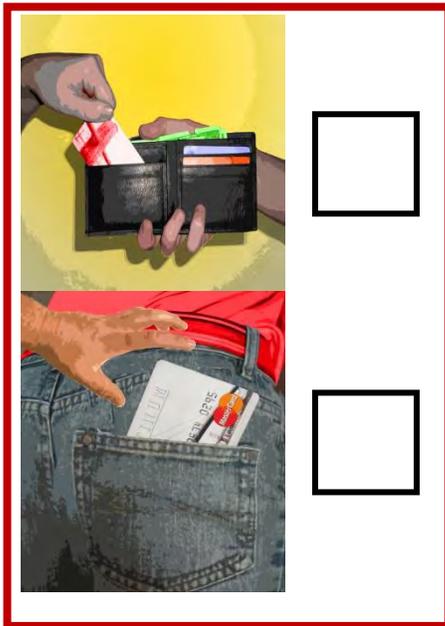
Notes



Financial Abuse \$ or NOT Abuse

Activity 1

This exercise pairs two pictures. One is showing financial abuse or warning signs of financial abuse and the other is not. Place a red mark next to the picture showing financial abuse and a green mark next to the picture that is not financial abuse.



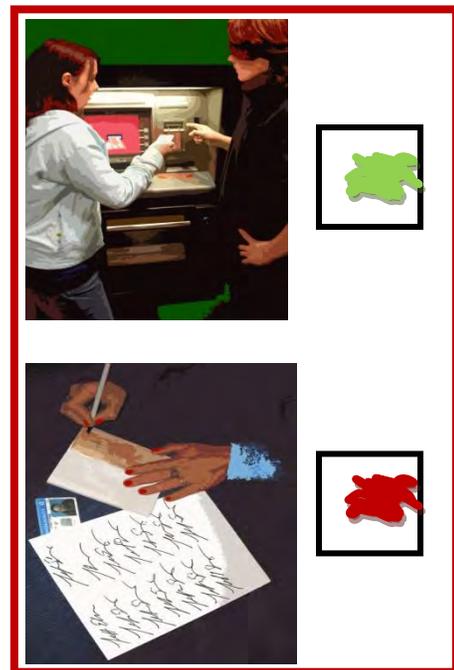
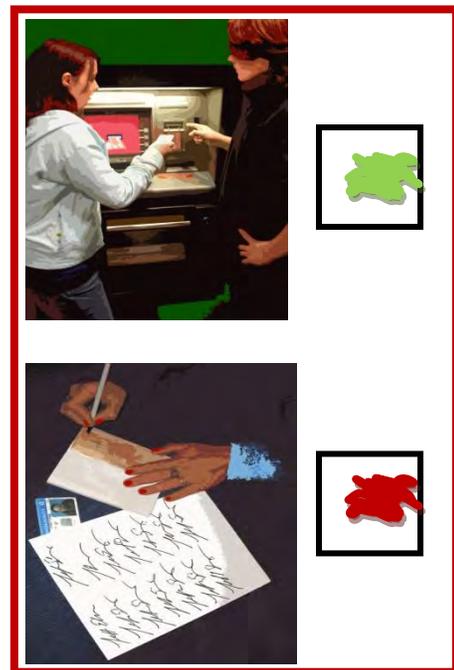
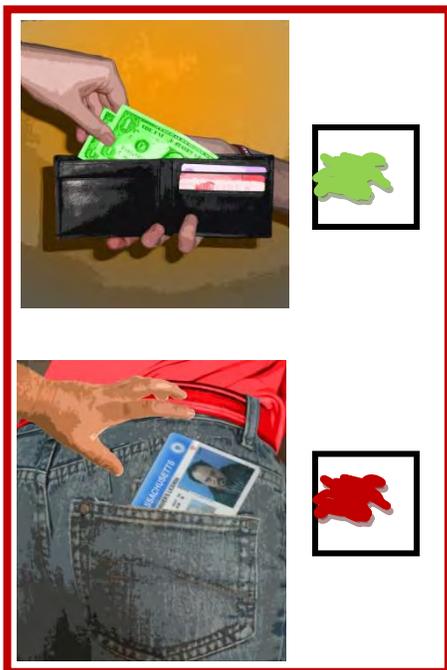
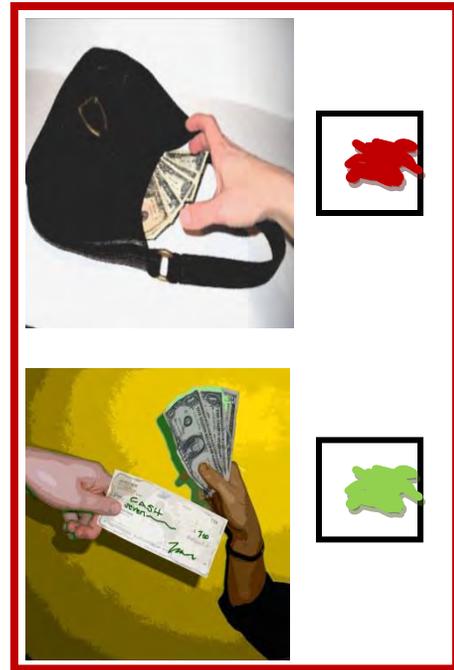
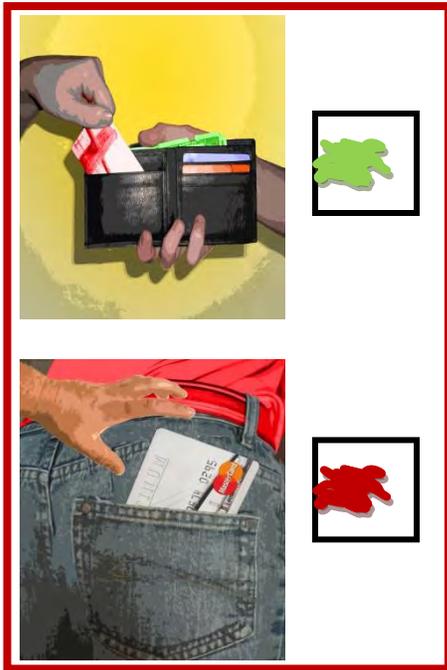
Answers are on the next page.



Financial Abuse \$ or NOT Abuse

Activity 1

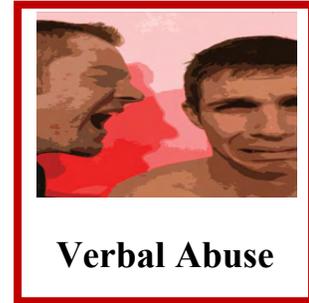
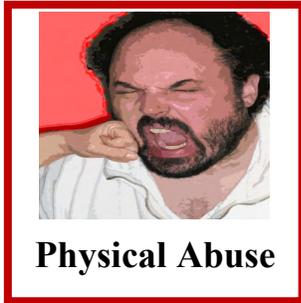
ANSWERS





Reporting Abuse

Now that you recognize the different types of abuse: Physical, Sexual, Verbal, Neglect and Financial \$...



It is important to know who to report the abuse to.



- **Trusted Person**
- **Mandated Reporter**
- **Adult Protective Services**
- **Police**
- **911 in an emergency**

Remember, abuse is NOT your fault.



Reporting Abuse

Trusted Person Activity 1

Some people need help reporting abuse. **It is okay to ask for help.** Finding people you trust to help you report abuse is important. Trusting someone means that you feel comfortable with and respected by that person. This is a person who will listen carefully and not take advantage of you.

This page is designed for you to put in pictures of people you trust, your family, friends, teachers, caregivers and doctors. Write their names and phone numbers in the boxes below so you will have all the information you need.

| Trusted Person | |
|-----------------------|-------|
| Name | _____ |
| Phone | _____ |

| Trusted Person | |
|-----------------------|-------|
| Name | _____ |
| Phone | _____ |



Reporting Abuse

In most states, there are certain people who must report abuse. These people are called **Mandated Reporters**. If they learn of abuse they have to report it even if they did not see it. Below are some examples of mandated reporters. Even if you do not have mandated reports in your state, these people should be able to help you.

Mandated Reporters – people who can help you



Police Officers



Doctors and Nurses



Teachers

Below is a list of other Mandated Reporters. In most states they are required to report the abuse and help you to be safe.

- **Caregivers or Staff**
- **Psychologists**
- **Social Workers**
- **Therapists**
- **Foster Parents**
- **Doctors / Dentists**
- **Service Coordinators, Case Managers**



Adult Protective Services (APS)

Adult Protective Service (APS) agencies receive abuse reports and investigate allegations of abuse committed against persons with disabilities. To find the APS agency in your state, contact the National Adult Protective Services Association (NAPSA) by telephone at 1 (217) 523-4431. You can also go to NAPSA's website at www.apsnetwork.org to locate the name and phone number of the APS agency in your state.



1-217-523-4431



**A person at APS
will answer your call**

What will they ask on the phone?

- Name, address and phone number of person being abused
- Name, address and phone number of the abuser
- Place where the abuse happened
- What type of abuse happened
- How was the person hurt

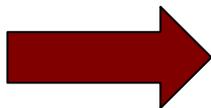
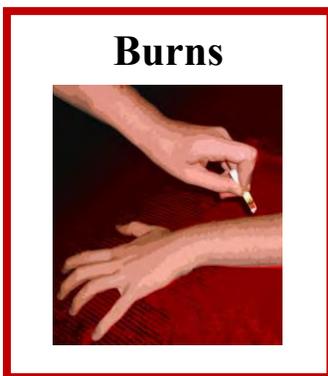
How APS will respond:

- They receive your call
- They conduct abuse investigations
- They assess risk and safety
- They recommend protective services



Reporting Abuse Emergencies

- If you suspect a crime has been committed, call your local police to file a report.
- If you or another person is hurt or in danger, call 911 for help.
- If there is an emergency and someone needs medical help, call 911.



CALL

A photograph of a hand holding a silver mobile phone, with another hand's finger pointing at the keypad, suggesting the act of making a call.

911



Why is it important to report abuse?

Write your response in the box below. Remember you can have someone you trust write in your answers.

Although reporting can be difficult, if no one reports the abuse, the abuse will likely continue and will possibly put other people at risk.

Also, research shows that abuse gets worse if abuse is allowed to continue.



Remember, abuse is NOT your fault.



Responding to Abuse

Now that you have an understanding of how to recognize abuse and who to report abuse to, the final step is how to respond to the different types of abuse. What a person needs to do depends on the type of abuse that has occurred. Below and on the following pages explains what to do for each type of abuse.



Responding to Physical Abuse

- Tell a Trusted Person
- **Call 911** if you are assaulted or injured
- **Call APS** to report the abuse
- Go to a hospital to seek medical attention when injured
- Seek counseling services through your protective service agency



Responding to Sexual Abuse

- Tell a Trusted Person
- **Call 911** if you are assaulted or injured
- **Call APS** to report the abuse
- Go to a hospital with a Sexual Assault Nurse Examiner (SANE)
- Do not shower or bathe
- Do not wash your clothes
- Seek counseling services through your protective service agency

Remember, abuse is NOT your fault.



Responding to Neglect

- Tell a Trusted Person
- **Call APS** to report the abuse
- Seek medical attention if suffering from bedsores, malnutrition, dehydration or reaction to over or under medication
- Seek counseling services through your protective service agency



Responding to Verbal Abuse

- Tell a Trusted Person
- **Call APS** to report the abuse
- Seek counseling services through your protective service agency



Responding to Financial Abuse \$

- Tell a Trusted Person
- **Call APS** to report the abuse
- Contact your bank and credit card companies
- Notify police and file reports of stolen property
- Seek counseling services through your protective service agency



Physical Abuse

Responding Activity 1

Mary tells you she has a bad bruise on her eye where her staff person hit her. Answer the questions in the space below. Remember, you can have someone you trust write your answers.

Mary tells you she has a bad bruise on her eye where her staff person hit her

1. What can you do to help Mary?

2. What could you say to Mary?



3. Who else could help Mary?



Answers are on the next page.



Physical Abuse

Responding Activity 1

ANSWERS

Questions:

What can you do to help Mary?

What would you say to Mary?

Who else could help Mary?

Answers include:

- Believe the person
- Let them know it is not their fault
- Make sure person is safe
- Get medical treatment
- Listen carefully
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Provide resource information (APS, domestic violence program, police)
- Call the police or 911 if the person is assaulted
- Preserve the evidence. For example, take a picture of the injury.

Sexual Abuse

Responding Activity 2

Lucinda tells you her bus driver made her kiss him after she said NO.
Answer the questions in the space below.

Lucinda tells you her
bus driver made her
kiss him after she said
NO

1. What can you do to help Lucinda?

2. What could you say to Lucinda?



3. Who else could help Lucinda?



Answers are on the next page.



Sexual Abuse

Responding Activity 2

ANSWERS

Questions:

What can you do to help Lucinda?

What would you say to Lucinda?

Who else could help Lucinda?

Answers include:

- Believe the person
- Listen carefully
- Let the person know it is not their fault
- Make sure the person is safe
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Get counseling services
- Provide resource information (APS, domestic violence program, police)

Neglect

Responding Activity 3

You notice Sean is hungry, his clothes are dirty and he has not taken his medication recently. Answer the questions in the space below.

You notice Sean's clothes and hair are dirty and when asked, he could not tell you the last time he ate or took his medication

1. What can you do to help Sean?

NEGLECT



2. What could you say to Sean?



3. Who else could help Sean?



Answers are on the next page.



Neglect

Responding Activity 3

ANSWERS

Questions:

What can you do to help Sean?

What would you say to Sean?

Who else could help Sean?

Answers include:

- Call 911 as this is an emergency
- Person requires medical attention
- Believe the person
- Listen carefully
- Let the person know it is not their fault
- Make sure the person is safe
- Preserve the evidence
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Provide resource information (APS, domestic violence program, police)



Verbal Abuse

Responding Activity 4

Jose tells you his brother is always screaming at him, calling him a stupid idiot. Answer the questions in the space below.



Responding Activity 4
Verbal Abuse

Jose tells you that his brother is always screaming at him, calling him a stupid idiot

1. What can you do to help Jose?

YELLING



2. What could you say to Jose?



3. Who else could help Jose?



Answers are on the next page.



Verbal Abuse

Responding Activity 4

ANSWERS

Questions:

What can you do to help Jose?

What would you say to Jose?

Who else could help Jose?

Answers include:

- Believe the person
- Listen carefully
- Let them know it is not their fault
- Let them know that words hurt and it is not okay for someone to yell and scream and call you stupid
- Make sure the person is safe
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Get counseling treatment
- Provide resource information (APS, domestic violence program, police)



Financial Abuse \$

Responding Activity 5

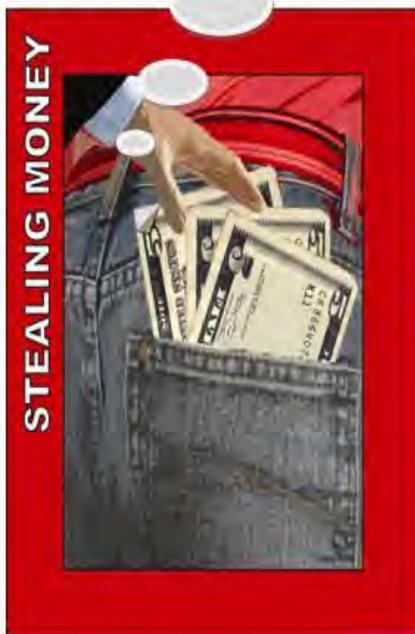
Frank tells you his caregiver takes money out of his bank account without him knowing. Answer the questions in the space below.

Frank tells you his support worker is taking his money and buying things for himself

1. What can you do to help Frank?

2. What could you say to Frank?

3. Who else could help Frank?



Answers are on the next page.



Financial Abuse \$

Responding Activity 5

ANSWERS

Questions:

What can you do to help Frank?

What would you say to Frank?

Who else could help Frank?

Answers include:

- Believe the person
- Listen carefully
- Let them know it is not their fault
- Preserve the evidence
- Tell a trusted person
- Tell a mandated reporter
- Call APS
- Call the police
- Contact the bank or credit card company



Conclusion

You now have an understanding of

- The five common types of abuse
- How to recognize the warning signs of abuse
- Who to report abuse to
- And how to respond to abuse

What can you do now...

*Use what you have learned throughout this book
and be one less person abused.*

No one deserves to be abused. You have the power to report abuse and put a stop to it. You do not need permission to make a report or to ask for help. Speaking up about something that does not feel okay is the right thing to do even if you are not sure it is abuse.

The more people become aware of abuse and understand what to do, the less abuse will happen. We can begin to reverse the statistic so that 9 out of 10 people are NOT abused. By talking about abuse, learning about abuse and working together to recognize and report abuse, we can change this statistic.



If you want to keep learning, sign up and take the Awareness and Action training again.

Remember, abuse is NOT your fault.



Notes



Key Terms

Key terms are not definitions but broad descriptions of key words. Descriptions of words were used instead of definitions as states and agencies use different definitions for many of these words.

Abuse: when a person with a disability is wrongfully physically or emotionally hurt by another person.

Bullying: when a person is mean to another person over a long period of time and hurts that person physically (hitting or kicking) or emotionally (name calling or telling lies about the person). Usually the person is unable to protect themselves. The bully uses his or her power over another person. Bullying is abuse.

Caregiver Abuse: when a staff person, personal care attendant, or other person who is responsible for helping the person with a disability hurts them or takes advantage of them. Caregiver abuse can happen to anyone and in any place. *Hughes, Celia M., MPA, Stop the Violence, Break the Silence Training Guide, edited by Abramson, Wendie H., LMSW, SafePlace, Morgan Printing Austin, Texas, 2000 151-152*

Caretaker (caregiver/support person): any individual responsible for the health and welfare of a person with a disability by providing for or directly providing assistance in meeting a daily living need regardless of the location within which such assistance occurs. *Taken from DPPC MGL Chapter 19C*

Confidentiality: keeping information private.

Crime: an act which is against the law.

Cyber-bullying: when a person hurts another person with words or pictures when using technology devices such as cell phones, email/internet, and chat rooms or blogging. A cyber-bully can hide his or her real identity so the person does not know who he or she is talking or texting with.

Denial: not letting yourself think about things that are upsetting, sad, or unpleasant. A person who is in denial might think the maltreatment (abuse) is not really that bad. *University of Illinois, Chicago, Institute on Disability and Human Development, Taking Charge: Responding to Abuse, Neglect, and Financial Exploitation, funded by a grant from the National Institute on Disability and Rehabilitation Research #H133G970124, 2002*



Emergency: a situation involving the presence of imminent serious physical or serious emotional injury or both to a person with a disability that requires an immediate response to protect the individual with a disability from serious injury. *Taken from DPPC MGL Chapter 19C*

Evidence: things such as a physical mark or a bruise on a person's body, the person's clothing that may be covered with bodily fluids, or anything that can be seen that helps the person get medical treatment and shows that a crime or abuse has been committed.

Family Violence: is violence or abuse that happens in a family. The person doing the hurting may be a relative like a brother, sister, mother, father, son, daughter, grandparent, aunt, uncle, or cousin. Or the person doing the hurting may be a boyfriend, girlfriend, partner, husband, wife, or even a roommate. The person could also be a guardian. *Taken from "Stop the Violence, Break the Silence"*

Fear of Retaliation: being afraid that something bad will happen to you if you tell on a perpetrator. *Taken from "Taking Charge: Responding to abuse, neglect, and financial exploitation"*

Financial Abuse (\$): forging someone else's signature for financial gain, cashing someone else's checks for personal use, obtaining and misusing someone else's bank book/card, misleading someone by providing false information about their living expenses, withholding someone's funds, taking someone's items such as jewelry, furniture, credit cards or other items without their permission and stealing someone's identity for financial gain.

Mandated Reporter: is any person who in his/her professional capacity shall have reasonable cause to believe that a person with a disability is suffering from a reportable condition. Employees of state and private agencies providing services to people with disabilities are mandated reporters. Personal care attendants (PCAs), caregivers, case managers, service coordinators, support staff, police officers, doctors, nurses, dentists and teachers are some examples of mandated reporters. *Taken from DPPC MGL Chapter 19C*

Manipulation: to make a person do something that the person does not want to do or feels uncomfortable doing. To control a person's actions to the other person's advantage.

Neglect: when someone does not have enough food to eat or drink and is malnourished and/or dehydrated, does not bathe regularly or have clean clothes to wear, dresses incorrectly for the weather, does not have necessary supervision or assistance, lives in unsafe housing conditions, does not receive needed medical attention or have necessary



items – dentures, eyeglasses, hearing aids, walker, wheelchair, TTY (telephone communication for people who are deaf or hard of hearing) or communication board.

Perpetrator: a person who commits a crime or hurts another person. Perpetrators are often not strangers but rather support staff or someone who is close to the person with a disability. *Taken from “Taking Charge: Responding to abuse, neglect, and financial exploitation”*

Physical Abuse: when someone hits, kicks, punches you which may leave marks on your skin, grabs your arms, face or shoulders hard and leaves bruises, pushes you causing you to fall and break a bone, bites you, burns you with a cigarette/iron or uses an object to puncture your skin.

Power of the Perpetrator: perpetrator has a lot of control or power over the life of the victim and uses that control to meet his or her own needs. Perpetrators often have all of the power in relation to a person with a disability. Perpetrators count on the fact that the victim will not be seen as a believable witness. *Taken from “Taking Charge: Responding to abuse, neglect, and financial exploitation”*

Preserve Evidence: keeping items so that they are not destroyed. For example: to preserve evidence a person should not bathe and should not wash their clothes if sexually abused and should take pictures of physical injuries such as marks or bruises on the body. Evidence is given to a trusted person such as a support worker, a nurse or a police officer. Evidence can help show that a crime has been committed.

Rape (Massachusetts legal definition): (C265,S.22) Whoever has sexual intercourse or unnatural sexual intercourse with a person and compels such person to submit by force and against his will or compels such person to submit by threat of bodily injury, shall be punished by imprisonment in the state prison.

Includes three criteria:

- Any vaginal, anal or oral penetration by a penis, or other body part, or object.
- Lack of consent: may be communicated by any verbal or physical sign of resistance. Is present when victim is unable to give consent due to age, mental status (i.e. incapacitation resulting from drug or alcohol intoxication, unconsciousness, and severe mental handicap).
- Threat or actual use of force.

Massachusetts Law amended 1974

New law includes: Both genders

Self Blame: blaming yourself for something that has happened. Remember abuse is not your fault. *Taken from “Taking Charge: Responding to abuse, neglect, and financial exploitation”*



Sexual Abuse: when someone touches/hurts you in a private place (breast, vagina, penis, buttocks) on your body without your permission, asks you to touch them in a private place on their body, threatens to do something bad to you or to someone you care about if you don't do what they want or promises to give you things (like money or candy or gifts) if you do what they want (penetration, molestation, exploitation).

Survivor: a person who has been hurt by violence or abuse and has lived through it. A survivor can go on to live a full and happy life. *Taken from "Stop the Violence, Break the Silence"*

Trust: rely upon or place confidence in someone that makes you feel comfortable. To feel confident that someone will believe you when you tell them something.

Verbal Abuse: when someone screams, shouts or yells at you, calls you names and makes you feel bad, threatens to hurt you, teases you about your disability, makes fun of you, threatens to take away food, shelter, care, clothes, possessions or necessary equipment such as a communication board, or tries to make you feel bad in front of others.

Victim: a person who has been hurt by violence or abuse. Anyone can be a victim of violence or abuse. Sometimes the person doing the abuse is a stranger. But it is usually a person you know. He or she can be a friend, neighbor, family member, support staff, van driver, teacher, etc. *Taken from "Stop the Violence, Break the Silence"*

Violence: when someone hurts another person on purpose. The person may be hurt a little bit or very badly. *Taken from "Stop the Violence, Break the Silence"*

Warning sign: a message that something may be wrong and that action may need to be taken. **A red flag!** Regarding abuse there are physical, verbal and behavioral warning signs that a person may be abused. Examples are:

Physical – wounds, bruises, bleeding or bite marks

Verbal – name calling, screaming, teasing

Behavioral – crying, difficulty sleeping, weight gain or weight loss

Wrongfully: a person is not treated right, fairly or justly.



National Resources

State Adult Protective Service Agencies

Alabama

[Adult Protective Services Division](#) (for adults 18 and over, including the elderly)

50 North Ripley Street

Montgomery, Alabama 36130-4000

Phone: 334-242-1350

Abuse Hotline: 800-458-7214 (only available during business hours; individuals who wish to report abuse or neglect of elders or persons with disabilities after regular business hours should contact their county sheriff's office).

County Directory: http://www.dhr.alabama.gov/counties/county_selector.aspx

Email: aps@dhr.alabama.gov

Web site:

http://dhr.alabama.gov/services/Adult_Protective_Services/Adult_Protective_Services.aspx

Alaska

[Alaska Adult Protective Services for Vulnerable Adults](#) (disabled persons 18 and over as well as seniors)

550 W. Eighth Avenue

Anchorage, Alaska 99501

To report abuse, contact: 907-269-3666 or 800-478-9996 (toll-free number works in Alaska only)

Online form for reporting abuse (available 24 hours a day):

<http://www.hss.state.ak.us/dsds/apsreport.htm>

Email: hsswebmaster@alaska.gov

Web site: <http://www.hss.state.ak.us/dsds/aps.htm>

Arizona

[Arizona Adult Protective Services](#)

1789 West Jefferson Street (Site Code 950A)

Phoenix, AZ 85007

To report the abuse, contact: 1-877-SOS-ADULT (1-877-767-2385) Monday-Friday from 7:00AM to 7:00PM and Saturday and Sunday from 10:00AM to 6:00PM

Online report form (24 hours a day):

<https://www.azdes.gov/forms.aspx?menu=100&ekfrm=1236>

Web site: <https://www.azdes.gov/common.aspx?menuc=100&menu=620&id=1708>



Arkansas

[Arkansas Adult Protective Services](#)

Adult abuse hotline: 800-482-8049

Online Staff Directory: <http://www.aradultprotection.com/map.htm>

Web site: <http://www.aradultprotection.com/>

California

[California Adult Protective Services](#) (for elder or dependent adults)

To report suspected abuse of elders or dependent adults that occurs in a private home, hospital, or hotel, contact the APS agency for the county in which the abuse took place.

A list can be found here:

<http://www.cdss.ca.gov/agedblinddisabled/PG2300.htm>

To report suspected abuse of an elder or dependent adult that occurs in a state hospital or nursing home, contact the local Ombudsman office in the county in which the abuse took place.

English form for reporting suspected dependent adult/elder abuse (SOC 341):

<http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/SOC341.pdf>

Spanish version of Form SOC 341:

<http://www.cdss.ca.gov/cdssweb/entres/forms/Spanish/SOC341SP.pdf>

Form for reporting suspected elder/dependent adult financial abuse (SOC 342):

<http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/soc342.pdf> For a list of resources for elders in the state of California, call: 800-510-2020 (inside California) or 800-677-1116 (outside California).

APS Web site: <http://www.cdss.ca.gov/agedblinddisabled/PG1298.htm>

Colorado

[Colorado Adult Protective Services](#) (for At-risk Adults 18 or over)

To report abuse, contact the APS intake agency for the county in which the individual resides. A list of county APS agencies can be found here:

http://www.colorado.gov/cs/Satellite?c=Document_C&childpagemame=CDHS-SelfSuff%2FDocument_C%2FCBONAddLinkView&cid=1251593080522&pagemame=CBONWrapper

Web site: <http://www.colorado.gov/cs/Satellite/CDHS-SelfSuff/CBON/1251582068463>

Connecticut

Connecticut Office of Protection and Advocacy for Persons with Disabilities

60B Weston Street

Hartford, CT 06120-1551

Phone: 860-297-4300 or 800-842-7303 (toll-free number available in Connecticut only)

TTY: 860-566-8714

Fax: 860-297-4380

Email: OPA-Information@po.state.ct.us



Department of Protective Services for the Elderly
25 Sigourney Street
Hartford, CT 06106-5033
Phone: 860-424-5964

Delaware

Delaware Adult Protective Services Agency

New Castle (Administrative Office)

Herman M. Holloway, Sr. Campus

Main Administration Building, First Floor Annex

1901 N. DuPont Highway

New Castle, DE 19720

Phone: (302) 255-9390 or 1-800-223-9074

Toll-free statewide phone number for APS intake: 800-223-9074 (available from 8:00AM to 4:30PM Monday-Friday)

Fax: (302) 255-4445

Newark

University Plaza

256 Chapman Road

Oxford Building, Suite 200

Newark, DE 19702

Phone: (302) 391-3500 or 1-800-223-9074

Fax: (302) 391-3501

TDD: (302) 391-3505

Milford

Milford State Service Center

18 N. Walnut St., First Floor

Milford, DE 19963

Phone: (302) 424-7310 or 1-800-223-9074

Fax: (302) 422-1346

TDD: (302) 424-7141

Email: DelawareADRC@state.de.us

Florida

Florida Adult Protective Services

Abuse Hotline: 800-962-2873

TTD: 800-453-5145

Fax: 800-914-0004

Important information necessary for reporting abuse can be found here:

<http://www.dcf.state.fl.us/programs/abuse/what.shtml>

Report abuse online: <http://www.dcf.state.fl.us/programs/abuse/report.shtml>

APS Web site: <http://www.dcf.state.fl.us/programs/aps/>



Georgia

[Georgia Adult Protective Services](#)

2 Peachtree Street, NW

Suite 9-385

Atlanta, Georgia 30303-3142

Phone: 404-657-5258

Fax: 404-657-5285

Toll Free: 1-866-55-AGING or 1-866-552-4464

To report abuse of a vulnerable adult or elder (65 or older), call 888-774-0152

Within Metro Atlanta calling area: 404-657-5250 (available Monday-Friday from 8:00AM - 5:00PM)

Submit a fax referral: 770-408-3001

Referral form (MS Word format) can be found here:

[http://dhs.georgia.gov/portal/site/DHS-](http://dhs.georgia.gov/portal/site/DHS-DAS/menuitem.9e91405d0e424e248e738510da1010a0/?vgnnextoid=018267b27edb0010VgnVCM100000bf01010aRCRD)

[DAS/menuitem.9e91405d0e424e248e738510da1010a0/?vgnnextoid=018267b27edb0010VgnVCM100000bf01010aRCRD](http://dhs.georgia.gov/portal/site/DHS-DAS/menuitem.9e91405d0e424e248e738510da1010a0/?vgnnextoid=018267b27edb0010VgnVCM100000bf01010aRCRD)

Reports of abuse of persons living in nursing homes or long term care facilities should be made to the Department of Community Health: 404-656-4507

DCH web site:

<http://dch.georgia.gov/02/dch/home/0,2467,31446711,00.html;jsessionid=1DAA6B7C12822A468AC0EEDE81040BC9>

Adult Protective Services web site: [http://dhs.georgia.gov/portal/site/DHS-](http://dhs.georgia.gov/portal/site/DHS-DAS/menuitem.9e91405d0e424e248e738510da1010a0/?vgnnextoid=018267b27edb0010VgnVCM100000bf01010aRCRD)

[DAS/menuitem.9e91405d0e424e248e738510da1010a0/?vgnnextoid=018267b27edb0010VgnVCM100000bf01010aRCRD](http://dhs.georgia.gov/portal/site/DHS-DAS/menuitem.9e91405d0e424e248e738510da1010a0/?vgnnextoid=018267b27edb0010VgnVCM100000bf01010aRCRD)

Hawaii

[Hawaii Adult Protective Services](#)

Patricia McManaman, Director

Phone: 808-586-4997

Fax: 808-832-5391

To report abuse:

Oahu: 808-832-5115

East Hawaii: 808-933-8820

West Hawaii: 808-327-6280

Kauai: 801-241-3337

Maui/Lanai: 808-243-5151

Molokai: 808-553-1763

APS lines available during normal business hours; to report abuse after regular business hours, contact the local police department.

Email: dhs@dhs.hawaii.gov

DHS web site: <http://hawaii.gov/dhs>



Idaho

[Idaho Commission on Aging, Adult Protective Services Division](#)

P.O. Box 83720

341 W. Washington

3rd Floor

Boise, Idaho 83702

Phone: 208-334-3833

Fax: 208-334-3033

Reports of suspected abuse may also be filed with the APS agency in which the abuse took place. A list of APS agencies can be found on the APS web site:

<http://www.idahoaging.com/IdahoCommissiononAging/ICOAProgramsandServices/AdultProtection/tabid/135/Default.aspx>

Illinois

[Adults with Disabilities Abuse Intervention](#)

To find the DHS office serving your area, use the DHS office locator:

<http://www.dhs.state.il.us/page.aspx?module=12>

24 hour hotline (persons between the ages of 18 and 59): 800-368-1463

24 hour elder abuse hotline (persons age 60 and over) : 866-800-1409

DHS web site: <http://www.dhs.state.il.us/page.aspx?item=30270>

Department on Aging web site: <http://www.state.il.us/aging/1abuselegal/abuse.htm>

Indiana

[Indiana Adult Protective Services](#)

Location of APS offices varies by county. A directory of APS offices can be found here:

http://www.in.gov/fssa/files/APS_Investigators.pdf

APS area map: http://www.in.gov/fssa/files/APS_Unit_Map.pdf

Statewide referral line: 800-992-6978

Web site: <http://www.in.gov/fssa/da/3479.htm>

Iowa

[Iowa Dependent Adult Abuse Program](#)

Child and dependent adult abuse hotline: 800-362-2178

To make a referral for adult protection services or to file or report, contact your local DHS office or call the 24 hour hotline. A directory of DHS offices can be found here:

http://www.dhs.state.ia.us/Consumers/Find_Help/MapLocations.html

Text only list of counties can be found here:

http://www.dhs.state.ia.us/Consumers/Find_Help/MapLocationsText.html

APS web site:

http://www.dhs.state.ia.us/Consumers/Safety_and_Protection/Abuse_Reporting/DependentAdultAbuse.html



Kansas

[Kansas Adult Protective Services](#)

Find the location of your local SRS office here:

<http://www.srs.ks.gov/Pages/FindSRSLocations.aspx>

Phone: 888-369-4777

24 hour hotline: 800-922-5330

Web site: <http://www.srs.ks.gov/services/Pages/default.aspx>

Kentucky

Kentucky Cabinet for Health and Family Services (CHFS)

[Adult Protective Services Branch](#)

Phone: 502-564-8043

24 hour hotline: 877-597-2331

(Persons 18 or over who have been the victims of abuse, neglect or exploitation)

CHFS local office search: https://apps.chfs.ky.gov/office_phone/index.aspx

Web site: <http://chfs.ky.gov/>

Note: contact information for hotline is not accurate on web site.

Louisiana

[Adult Protective Services Division](#)

PO box 3518

Bin #11

628 N 4th St.

Baton Rouge, LA 70821

Phone: 800-898-4910 (a person with a disability aged 18-59 or emancipated minors with disabilities)

Secondary phone: 225-342-9057

Phone: 800-259-4990 (persons age 60 and over) inside Louisiana or 259-342-9722 outside Louisiana

Consumer information line: 800-351-4889

Fax: 225-342-9069

Frequently asked questions: <http://new.dhh.louisiana.gov/index.cfm/faq/category/15>

Web site:

http://wwwprd.doa.louisiana.gov/LaServices/PublicPages/ServiceDetail.cfm?service_id=2502

EPS web site (includes a list of regional offices):

<http://goea.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&pid=5&pnid=2&nid=16>



Maine

[Maine Adult Protective Services](#)

11 State House Station

32 Blossom Lane

Augusta, Maine 04333

Phone: 207-287-9200; 800-262-2232; 800-606-0215 TTY

Fax: 207-287-9229

24 hour hotline: 800-624-8404 (a person with a disability aged 18 or over)

TTY: 800-963-9490 (after business hours)

Reports of suspected abuse of adults with developmental disabilities can be filed through the Office of Adults with Cognitive and Physical Disability Services.

Contact information for each office can be found on the APS web site:

<http://www.maine.gov/dhhs/oes/resource/aps.htm>

Maryland

[Adult Protective Services Division](#)

311 West Saratoga Street

Baltimore, MD 21201

Phone: 800-332-6347

Phone: 877-91-prevent (877-917-7383) or contact your local DSS office. A list of DSS offices can be found on the APS web site.

Download APS brochure here:

<http://www.dhr.maryland.gov/oas/pdf/AbuseVulnerableFlyer.pdf>

Web site: <http://www.dhr.maryland.gov/oas/protect.php>

Massachusetts

[Massachusetts Disabled Persons Protection Commission](#) (to report suspected abuse of persons with disabilities 18-59)

300 Granite Street, Suite 404

Braintree, MA 02184

Phone: 617-727-6465

TTY: 888-822-0350

24 hour hotline: 800-426-9009

Fax: 617-727-6469

Web site: <http://www.mass.gov/dppc>

Contact form for general questions can be found here:

http://www.mass.gov/?pageID=dppcutilities&L=1&sid=Idppc&U=Idppc_contact_us

Reports of suspected abuse of persons over age 59 should be filed with the Massachusetts Executive Office of Elder Affairs. Contact the elder abuse hotline at 800-922-2275

Elder affairs web site:

<http://www.mass.gov/?pageID=eldershomepage&L=1&L0=Home&sid=Eelders>



Michigan

[Michigan Adult Protective Services](#) (aged 18 or over)

APS hotline: 800-996-6228

Find your local DHS office here: <http://www.michigan.gov/dhs/0,1607,7-124-5461---,00.html>

Printer friendly version: http://www.michigan.gov/printerFriendly/0,1687,7-124-5452_7119---,00.html

Text only version: http://www.michigan.gov/textonly/0,2964,7-124-5452_7119---,00.html

Web site: http://www.michigan.gov/dhs/0,1607,7-124-5452_7119-15663--,00.html

Minnesota

[Minnesota Adult Protective Services](#) (serves vulnerable adults with disabilities 18 and over as well as the elderly)

Phone: (651) 431-2609 or (800) 882-6262.

TDD/TTY: (800) 627-3529

Common Entry Point (CEP) offices in counties throughout Minnesota receive and screen reports of suspected abuse, neglect and exploitation. Find your local CEP office (document updated regularly) here:

http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_00571

Policy manual (contains information on filing reports):

http://www.dhs.state.mn.us/main/groups/aging/documents/pub/dhs16_139381.pdf

Email contacts: jennifer.kirchen@state.mn.us or deb.siebenaler@state.mn.us

Web site:

http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_005710

Mississippi

[Adult Protective Services](#)

Phone: 601-359-4929

Adult Protective Services: 800-222-8000 (suspected abuse, neglect, or exploitation of a child or vulnerable adult, a person aged 18 or over with a disability living in a private home setting)

Mississippi Department of Health: 800-227-7308 (a person residing in a licensed nursing home or care)

Medicaid Fraud Control Unit, Office of the State Attorney General: 800-852-8341 (financial exploitation of persons living in licensed care facilities)

Email contact: aging@mdhs.ms.gov

Web site: http://www.mdhs.state.ms.us/fcs_aps.html



Missouri

[Missouri Department of Health and Senior Services](#) (to report suspected abuse, neglect or exploitation of an adult with a disability between ages 18-59 or an elder)

PO Box 570

Jefferson City, MO 65102-0570

Phone: 573-751-4842

Hotline: 800-392-0210

Hotline available 365 days a year from 8:00 AM to 8:00PM

Elder Abuse guide for reporting abuse and neglect:

<http://health.mo.gov/safety/abuse/pdf/FY10CryingEyeAR.pdf>

Email: info@health.mo.gov

Web site: <http://health.mo.gov/safety/abuse/index.php>

Montana

[Adult Protective Services](#)

APS department serves adults with disabilities as well as the elderly. To report suspected abuse, neglect, or exploitation of a vulnerable adult, contact the APS department serving the region in which the abuse took place. A list of APS contacts by region can be found

here: <http://www.dphhs.mt.gov/sltc/aboutsltc/Contacts/aps.pdf>

APS brochure: <http://www.dphhs.mt.gov/sltc/services/APS/APSBrochure.pdf>

Alternatively, find your local APS office by calling: 800-551-3191

APS Policy Manual:

<http://www.dphhs.mt.gov/sltc/services/APS/APSMannual/IndexManual.shtml>

Web site: <http://www.dphhs.mt.gov/sltc/services/APS/index.shtml>

Nebraska

[Adult Protective Services Division](#) (to report suspected abuse, neglect, or exploitation of a vulnerable adult)

P.O. Box 95026

301 Sentennial South

Lincoln, NE 68509-5026

Main switchboard: 402-471-3121

24 hour hotline: 800-652-1999

Office and facility locations (listed by county):

<http://www.hhs.state.ne.us/map/mapindex.htm>

Web site: <http://www.hhs.state.ne.us/nea/aps/apsindex.htm>

Email: dhs-helpline@nebraska.gov



Nevada

[Nevada Metro Abuse and Neglect](#) (To report the abuse, neglect, or exploitation of a vulnerable adult aged 18-59)

4750 West Oakey

Las Vegas, NV 89102

Metro Abuse and Neglect: 702-828-3364 (available business days from 7:00AM-4:00PM)

Web site: http://www.lvmpd.com/bureaus/cayf_abuseneglect.html

Abuse of persons age 60 and over should be reported by calling 702-828-3364

New Hampshire

[New Hampshire Bureau of Elder and Adult Services](#) (to report suspected abuse, neglect, or exploitation of vulnerable adults or the elderly residing in private homes, licensed and unlicensed care facilities, or nursing homes)

Division of Community Based Care Services

129 Pleasant Street

Concord, NH 03301

Phone: 603-271-4680

Toll-free info line: 800-351-1888 hotline: 603-271-7014

Toll-free hotline number (in-state only): 800-949-0470

TTD Access Relay: 800-735-2964

Fax: 603-271-4643

Submit questions by email using the form here:

<http://apps.dhhs.nh.gov/EmailContact/EmailContact.aspx?a=beas&b=Bureau%20of%20Elderly%20and%20Adult%20Services>

Web site: <http://www.dhhs.nh.gov/dcbcs/beas/>

New Jersey

[Adult Protective Services](#)

P.O. Box 812

Trenton, NJ 08625-0812

Phone: 609-341-5467

To report suspected abuse, neglect, or exploitation of any vulnerable adult (such as an elder or person with a disability), call the public awareness, information, assistance and outreach unit: 800-792-8820

Reports may also be filed with your local APS office. A list of APS offices can be found here: <http://www.nj.gov/health/senior/adultpsp.shtml>

APS brochure: <http://www.nj.gov/health/senior/documents/adultprotectiveservices.pdf>

Web site: <http://www.nj.gov/health/senior/aps.shtml>



New Mexico

[New Mexico Adult Protective Services Agency](#) (for all vulnerable adults, including the elderly)

Division Office: 505-841-4569

24 hour APS Statewide Intake Unit: 866-654-3219 (inside New Mexico) or 505-476-4912 (in Santa Fe or outside New Mexico)

APS agencies provide services for counties throughout New Mexico. A list of APS offices and contacts can be found here:

http://www.nmaging.state.nm.us/APS_office_contacts.html

Web site: http://www.nmaging.state.nm.us/Adult_Protective_Services_Division.html

New York

[Protective Services for Adults](#)

52 Washington Street

Rensselaer, New York 12144

Phone: 800-342-3009 (Press Option 6) (within New York State only) or

Contact the local county Department of Social Services Adult Protective Services. Both options are available during business hours; if you suspect a vulnerable adult is in immediate danger, contact local law enforcement).

Local DSS offices handle abuse cases throughout New York State. Find the DSS office serving your area here: <http://www.ocfs.state.ny.us/main/localdss.asp>

Web site: <http://www.ocfs.state.ny.us/main/psa/>

North Carolina

[Adult Protective Services Division](#)

Mailing Address: 2101 Mail Service Center, Raleigh, NC 27699-2101

Telephone: (919) 733-3983

Fax: (919) 733-0443

County Social Services offices receive reports of suspected abuse, neglect, or exploitation of elderly and disabled adults. Find your local Social Services Office using the form here:

<http://www.ncdhhs.gov/dss/local/>

Printable version of county directory (in PDF format):

<http://www.ncdhhs.gov/dss/local/docs/directory.pdf>

APS forms and tools can be found here:

http://www.ncdhhs.gov/aging/adultsvcs/afs_aps_tool.htm

Contact the Division of Social Services using this form:

http://www.ncdhhs.gov/dss/contact/email_form.aspx

Web site: http://www.ncdhhs.gov/aging/adultsvcs/afs_aps.htm



North Dakota

[Vulnerable Adult Protective Services](#) (To report suspected abuse, neglect, or exploitation of an elder or vulnerable adult)

Jan Engan, Director

1237 W Divide Ave, Suite 6

Bismarck, ND 58501

Phone: 701-328-4601 / ND Relay TTY: 1-800-366-6888

Report the abuse of an elder residing in a nursing home by calling: 800-451-8693

Fax: 701-328-8744

Email: dhsaging@nd.gov

Web site: <http://www.nd.gov/dhs/services/adultsaging/vulnerable.html>

Ohio

[Ohio Adult Protective Services](#) (To report the abuse, neglect, or exploitation of a vulnerable adult (18-59 years of age))

Phone: 866-313-6733

To report the abuse of elders (age 60 and over) contact the Office of Job and Family Services agency for the county in which the abuse took place.

To find the JFS office for your county, call: 866-635-3748

ODJFS web site (also contains information for reporting elder abuse):

http://jfs.ohio.gov/families/protective_services/index.stm

Oklahoma

[Oklahoma Adult Protective Services](#)

Sequoyah Memorial Office Building

P.O. Box 25352

2400 Lincoln Blvd.

Oklahoma City, OK 73105

Referral line: 405-521-3660

Fax: 405-522-3463

Email: CommunityAPS@okdhs.org

To report suspected abuse, neglect, or exploitation of a vulnerable adult, contact your local DHS office during normal business hours.

A map of local DHS offices can be found here: <http://www.okdhs.org/okdhslocal/>

To make a referral after regular business hours, contact the statewide abuse hotline: 800-522-3511

Web site: <http://www.okdhs.org/divisionsoffices/hsc/fssd/aps/>



Oregon

[Seniors and People with Disabilities](#)

500 Summer St. NE E12

Salem, OR 97301-1073

Email: spd.web@state.or.us

Reports of suspected abuse of vulnerable adults (with physical and developmental disabilities) as well as the elderly are filed with the DHS office located in the area in which the abuse took place. To find contact information for your local DHS office, contact the referral line: 800-232-3020 (in-state only) or 503-945-5811. Referral line available business days from 8:00AM to 5:00PM. Contact information for each DHS office can also be found here: <http://www.oregon.gov/DHS/spwpd/offices.shtml>

Web site: <http://www.oregon.gov/DHS/spwpd/abuse/report.shtml>

Pennsylvania

[Pennsylvania Department of Aging](#)

555 Walnut Street, 5th Floor

Harrisburg, PA 17101-1919

Phone: 717-783-1550

24 hour Department of Aging hotline: 800-490-8505

To report suspected abuse, neglect, or exploitation of a vulnerable adult, contact the area agency on aging for the county in which the abuse took place. To find your local area agency, call: 412-350-6905

Locate your area agency for aging here: <http://apsnetwork.org/Abuse/pennsylvania.html>

Alternatively, use the map here:

<http://www.portal.state.pa.us/portal/server.pt?open=514&objID=616424&mode=2>

USPS search: <http://zip4.usps.com/zip4/>

Email: aging@state.pa.us

Web site:

http://www.aging.state.pa.us/portal/server.pt/community/department_of_aging_home/18206

Puerto Rico

Puerto Rico Adult Protective Services

To report the abuse, neglect, or exploitation of a vulnerable adult, contact the APS agency serving the area in which the abuse took place.

To find the APS agency in your county, dial 211 (from inside Puerto Rico), or 877-732-9832 (within Puerto Rico).

Alternatively, call: 787-268-5353 (nationwide).



Rhode Island

[Rhode Island Aging and Disability Resource Center](#)

74 West Road

Hazard Building

Cranston, RI 02920

Phone: 401-462-2629 to report suspected abuse, neglect, or exploitation of a vulnerable adult between the ages of 18 and 65, during normal business hours:

To report suspected abuse of an elder over the age of 65, contact the Rhode Island Division of Elderly affairs: 401-519-0371

DEA web site: <http://www.dea.ri.gov>

South Carolina

[Adult Protective Services](#)

Mildred S. Washington, LBSW

Director of Adult Services

P.O. Box 1520

Columbia, SC 29202-1520

Phone: 803-898-7318

Adult Protective Services: To report suspected abuse of a child or vulnerable adult (including an elder), contact the hotline serving the county in which the abuse took place.

A directory of intake agencies can be found on the APS portion of the DHS web site:

<https://dss.sc.gov/content/customers/protection/aps/index.aspx>

South Dakota Department

[Adult Protective Services](#)

700 Governor's Drive

Pierre, SD 57501

Phone: 605-773-3656 or 866-854-5465

Fax: 605-773-4085

To report suspected abuse, neglect, or exploitation of an elder or vulnerable adult, contact your nearest DSS office. A directory of DSS offices can be found here:

<http://dss.sd.gov/elderlyservices/offices/index.asp>

Abuse, Neglect and Exploitation of Elders or Adults with Disabilities Brochure:

<http://dss.sd.gov/formspubs/docs/ELDERLY/ASAneglectbrochure.pdf>

Mandatory Reporting PowerPoint Presentation:

<http://dss.sd.gov/elderlyservices/docs/MadatoryReporting2011PPT.pdf>

Web site: <http://dss.sd.gov/elderlyservices/services/adultprotective.asp>

Email: asa@state.sd.us



Tennessee

[Adult Protective Services](#)

Commissioner's Office

400 Deaderick Street, 15th Floor

Nashville, TN 37243-1403

Phone: 615-313-4700

Fax: 615-741-4165

APS hotline: 888-APS-TENN (888-277-8366)

APS Brochure: <http://www.tn.gov/humanserv/adfam/aps-manual.pdf>

APS Field Guide: <http://www.tn.gov/humanserv/adfam/aps-fieldguide.pdf>

Second brochure: <http://www.tn.gov/humanserv/adfam/spp0269.pdf>

Email: Human-Services.Webmaster@tn.gov

Web site: http://www.tn.gov/humanserv/adfam/afs_aps.html

Texas

[Texas Department of Family and Protective Services](#)

701 W. 51st Street

Austin, TX 78751

Mailing address: P.O. Box 149030

State office: 512-438-4800

To report suspected abuse or neglect of a child, disabled adult, or elder residing in a private home setting, contact the abuse hotline: 800-252-5400 (available nationwide).

To report institutional abuse: 800-647-7418

Web site: <http://www.dfps.state.tx.us>

Utah

[Utah Adult Protective Services](#)

Aging Services Administrative Office

195 North 1950 West

Salt Lake City, UT 84116

Phone: 801-538-3910

Toll-free: 877-424-4640

Fax: 801-538-4395

To report suspect abuse, neglect, or exploitation of an elder or vulnerable adult:

Salt Lake County: 801-538-3567

All other counties: 800-371-7897

Email: das@utah.gov

Web site: http://www.hsdaas.utah.gov/ap_referral.htm



Vermont

[Adult Protective Services Division](#) (To report the abuse, neglect, or exploitation of a vulnerable adult)

103 South Main Street

Ladd Hall

Waterbury, VT 05671

Phone: 800-564-1612 or 802-241-3918 (both numbers available Monday-Friday from 7:45AM to 4:30)

To file a report after regular business hours (or on weekends or holidays), call the Emergency Services Program: 800-649-5285

Fax a report: 802-241-4092

File a report online 24 hours a day using the form here:

<http://www.dlp.vermont.gov/abuse-reporting-form/abuse-reporting-form>

Web site: <http://www.dlp.vermont.gov/protection>

Virginia

[Virginia Adult Protective Services](#)

801 E. Main Street

Richmond, VA 23219-2901

To report suspected abuse, neglect, or exploitation of an elder or vulnerable (incapacitated) adult, contact your local DSS office

Find your local DSS office here: <http://www.dss.virginia.gov/localagency/>

24 hour hotline: 888-832-3858

Web site: <http://www.dss.virginia.gov/family/as/aps.cgi>

Washington

[Washington Adult Protective Services](#)

To report abuse, neglect, or exploitation of an elder or vulnerable adult living in a private home, contact the local APS office for the county in which the abuse took place. To find your local APS agency, contact the 24 hour End Harm hotline: 866-END-HARM (866-363-4276)

Alternatively, you can find your local APS agency here:

<http://www.aasa.dshs.wa.gov/Resources/clickmap.htm>

To report suspected abuse of an elder or vulnerable adult who resides in a nursing home or adult care facility, contact the Complaint Resolution Unit hotline: 800-562-6078

Email: SLOANCS@dshs.wa.gov

Web site: <http://www.aasa.dshs.wa.gov/APS/reportabuse.htm>



West Virginia

[Adult Protective Services Division](#)

To report suspected abuse, neglect, or exploitation of a vulnerable (incapacitated) adult, contact the Department of Health and Human Resources agency serving your area. Find your local DHHR office here: <http://www.wvdhhr.org/bcf/county/>

24 hour hotline: 800-352-6513

Contact the West Virginia Bureau for Children and Families using the form here:

<http://www.wvdhhr.org/bcf/knowledgebase/contact.aspx>

Web site: http://www.wvdhhr.org/bcf/children_adult/aps/report.asp

Wisconsin

[Adult Protective Services](#)

1 West Wilson Street

Madison, WI 53703

Phone: 608-266-1865

TTY: 888-701-1251

Email: DHSwebmaster@wisconsin.gov

Find contact information for DHS staff using the form here:

<http://www.dhs.wisconsin.gov/data/servicesearch.asp>

To report suspected abuse, neglect, or exploitation of an Adult at Risk (ages 18-59), contact your local Adult at Risk Agency. Find your local Adult at Risk agency here:

<http://www.dhs.wisconsin.gov/APS/Contacts/aaragencies.htm>

To report abuse of an elder, contact your local Elder Abuse Agency. Find your local Elder Abuse Agency here:

<http://www.dhs.wisconsin.gov/APS/Contacts/earagencies.htm>

To report abuse of an elder or vulnerable adult living in a nursing home or adult care facility, contact the Office of Caregiver Quality's Quality Assurance Department: 608-261-8319

Email: DHSCaregiverIntake@wisconsin.gov

Web site: <http://www.dhs.wisconsin.gov/aps/>

Wyoming

[Adult Protective Services Division](#)

Dorothy Thomas

2300 Capitol Ave., Third floor

Cheyenne, WY 82002

Phone: 307-777-3602

TTY: 307-777-3663

Fax: 307-777-3693

To report suspected abuse, neglect, or exploitation of an elder or vulnerable adult, contact the DFS office in the county where the abuse took place. A directory of DFS offices can be found here: <http://dfsweb.state.wy.us/dfs/contact.html#offices>



local APS Teams address issues related to supporting vulnerable adults and elders who are victims of abuse, neglect, and exploitation.

Web site: <http://dfsweb.state.wy.us/protective-services/aps/index.html>



National Resources

National Adult Protective Services Association (NAPSA)

The mission of NAPSA is to improve the quality and availability of protective services for adults with disabilities and elders who are abused, neglected, or exploited and are unable to protect their own interests. To find the name and phone number of the Adult Protective Service agency in your state, contact NAPSA.

217-523-4431

www.apsnetwork.org

Americans with Disabilities Act Information Line

For information and technical assistance about the Americans with Disabilities Act (ADA) contact the ADA Information Line.

U.S. Department of Justice

1-800-514-0301 (TDD: 1-800-514-0383)

www.ada.gov

Office of Civil Rights

Office of Justice Programs

U.S. department of Justice

202-307-0690 (TDD: 202-307-2072)

www.ojp.usdoj.gov/about/offices/ocr.htm

Blindness

American Council for the Blind

1-800-424-8666

www.acb.org

American Foundation for the Blind

1-800-232-5463

www.afb.org

Deafness

Alexander Graham Bell Association for the Deaf and Hard of Hearing

1-866-337-5220 (TDD: 202-337-5221)

www.agbell.org

National Association of the Deaf

301-587-1788 (TDD: 1-800-621-0394)

www.nad.org



National Institute on Deafness and Other Communication Disorders
National Institute of Health, U.S. Department of Health and Human Services
1-800-241-1044 (TDD: 1-800-241-1055)
www.nidcd.nih.gov

Registry of Interpreters for the Deaf
703-838-0030 (TDD: 703-838-0459)
www.rid.org

Telecommunications Relay Services
711

Developmental and Intellectual Disabilities

American Association on Intellectual and Developmental Disabilities
1-800-424-3688
www.aamr.org

ARC of the U.S.
1-800-433-5225
www.thearc.org

National Association of Developmental Disabilities Councils
<http://www.naddc.org>

National Down Syndrome Congress
1-800-232-6372
www.ndscenter.org

Self Advocates Becoming Empowered
National Self Advocacy Organization
www.sabeusa.org
SABEnational@gmail.com

Mental Health

Depression and Bipolar Support Alliance
1-800-826-3632
www.dbsalliance.org

National Alliance on Mental Illness
1-800-969-6642 (TDD: 703-516-7227)
www.nami.org



Mental Health America Help Desk
1-800-969-6642 (TDD: 1-800-433-5959)
www.nmha.org/infoctr/index.cfm

The National Institute of Mental Health
<http://www.nimh.nih.gov/>

National Suicide Prevention Hotline
1-800-273-8255 (TDD: 1-800-799-4889)
www.suicidepreventionlifeline.org

Treatment Advocacy Center
703-294-6001; 703-294-6002
www.psychlaws.org

Older Persons

Eldercare Locator, Administration on Aging
U.S. department of Health and Human Services
1-800-677-1116
www.eldercare.gov

National Association of Area Agencies on Aging
202-872-0888
www.n4a.org

Sexual Assault

Centers for Disease Control and Prevention
U.S. Department of Health and Human Services
1-800-232-4636 (TDD: 1-888-232-63480)
www.cdc.gov/std

National Sexual Assault Hotline
Rape Abuse Incest National Network
1-800-656-HOPE
www.rainn.org

National Center for Victims of Crime
202-467-8700
www.ncvc.org



National Sexual Violence Resource Center
1-877-739-3895 (TDD: 717-909-0715)
www.nsvrc.org

Other National Victim Service Providers and Resources

Bureau of Justice Assistance
Office of Justice Programs
U.S. Department of Justice
202-616-6500
www.ojp.usdoj.gov/BJA

COPS Office Response Center
Office of Community Oriented Policing Services
U.S. Department of Justice
1-800- 421-6770
www.cops.usdoj.gov

Families and Friends of Violent Crime Victims
1-800-346-7555 (TDD: 425-355-6962)
www.fnfv.org

The Federal Trade Commission (FTC) – Identity Theft Hotline
1-877-IDTHEFT (1-877-438-4338)
www.ftc.gov/idtheft

National Council on Disability
Phone Number: 202-272-2004 Voice; 202-272-2074 TTY
www.ncd.gov

National Council on Independent Living
202-207-0334 (TTY: 202-207-0340) Toll Free: 877-525-3400
www.ncil.org

National Criminal Justice Reference Service
1-800-851-3420 (TDD: 1-877-712-9279)
www.ncjrs.gov

National Fraud Information Center/Internet Fraud Watch
National Consumers League
1-800-879-7060
www.fraud.org



National Organization for Victims Assistance
1-800-879-6682
www.try-nova.org

National Organization on Disability
<http://www.nod.org>

Office of the Inspector General – Social Security Fraud Hotline
1-800-269-0271 (TTY: 1-866-501-2101)
www.ssa.gov/oig/guidelin.htm

Office for Victims of Crime
Office of Justice Programs
U.S. Department of Justice
202-307-5983 (TDD: 202-514-7908)
www.ovc.gov

Office for Victims of Crime Resource Center
Office of Justice Programs
U.S. Department of Justice
1-800-851-3420 (TDD: 1-877-712-9279)
www.ovc.gov/ovcres

Office for Victims of Crime Training and Technical Center
Office of Justice Programs
U.S. Department of Justice
1-866-682-8822 (TDD: 1-866-682-8880)
www.ovcttac.gov

Office on Violence Against Women
U.S. Department of Justice
202-307-6026 (TDD: 202-307-2277)
www.usdoj.gov/ovw

United Cerebral Palsy
1-800-872-5872
www.ucp.org

The U.S. Department of Health and Human Services Office on Disability (HHS)
1-877-696-6775
www.hhs.gov/od







"Building Partnerships"
Working Together to Protect
Persons with Disabilities

For copies of the Awareness and Action Participant Workbook or other Building Partnerships Initiative (BPI) materials, please contact:

Building Partnerships Initiative
c/o Disabled Persons Protection Commission
300 Granite Street, Suite 404
Braintree, MA 02184
Phone: 617-727-6465
888-822-0350 TTY
Fax: 617-727-6469
Web: www.mass.gov/dppc