

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

Age Requirements

18 and over

Available 24/7

No

Intake Contact

Joyce Martin

Intake Process

Phone, fax, self, Professional/agency referrals; Emergency services

Provider Refer

Yes

Self Refer

Yes

Charlottesville Department of Social Services

<https://www.charlottesville.gov/366/Social-Services>

Main

(434) 970-3451

Toll-Free

(888) 832-3858

120 Seventh Street NE 2nd Floor

PO Box 911

22902 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

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

For more information on the services available or to report suspected abuse, neglect or exploitation of an adult, please call our office. To report at night or on weekends, call the 24-hour APS hotline: 1-888-832-3858.

If an interpreter is needed, please give advance notice.

Service Area(s)

Charlottesville City

Email

[dssfeedback@charlottesville.gov](mailto:dssfeedback@charlottesville.gov)