

Adult Protective Services (APS)

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Incapacitated adults age 18 and over; Individuals who are at risk of abuse, neglect or exploitation.

Family

No

Intake Contact

Kendall Ferguson, Adult Protective Services Supervisor

Intake Contact Email

socser@yorkcounty.gov

Intake Process

Call or email

Report Problems

Call the Agency

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Other

Self Refer

Yes

York-Poquoson Social Services

<https://www.yorkcounty.gov/159/Social-Services>

<https://www.yorkcounty.gov/172/Adult-Protective-Services>

Main

(757) 890-3787

Phone Emergency

(888) 832-3858

TTY/TTD

(757) 890-3300

c/o York-Poquoson Department of Social Services

301 Goodwin Neck Road

2nd Floor, Public Safety Building

23692 VA

United States

Monday: 8:00 am-4:00 pm

Tuesday: 8:00 am-4:00 pm

Wednesday: 8:00 am-4:00 pm

Thursday: 8:00 am-4:00 pm

Friday: 8:00 am-4:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

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Language Line available

Adult Protective Services are provided regardless of the person's income or financial resources to adults who are incapacitated and who are 18 years of age or older, to persons 60 years or older, and to their families when appropriate. Adult Protective Services include: the receipt and investigation of reports that an adult is abused, neglected, or exploited or at-risk of abuse, neglect, or exploitation; the provision of a wide variety of health, housing social, and legal services to stop the mistreatment and prevent further mistreatment; and the potential to intervene legally to provide essential protection to persons who are in emergency situations and lack the capacity to consent to services. Adult Protective Services reports are received by local department at (757)890-3787 or through the 24-hour, toll free hotline at 1-888-83-ADULT. Any person who suspects that an elder or an incapacitated adult is abused, neglected, or exploited should make a report.

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

Languages Spoken: English. Interpretation services available for all other languages (based on availability).

Service Area(s)

Poquoson City

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York County

Email

socser@yorkcounty.gov