

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

### Age Requirements

18 and over

Available 24/7

No

### Other Eligibility Criteria

Suspected abuse, neglect, exploitation age 60 or older; physically or mentally incapacitated age 18 to 60 years old.

### Family

No

### Intake Process

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

### Self Refer

Yes

Newport News Department of Human Services

<https://www.nnva.gov/human-services>

<https://www.nnva.gov/248/Adult-Protective-Services>

### Main

(757) 926-6329

### Phone Emergency

(888) 832-3858

### Rouse Tower

6060 Jefferson Avenue

23605 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 Newport News 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 toll free Hotline at 1-888-832-3858.

Hotline for Adult Protective Services is 757-926-6329.

Service Area(s)

Newport News City

Email

[nndhs@nnva.gov](mailto:nndhs@nnva.gov)