



State of Illinois  
Illinois Department on Aging

# What Professionals Need to Know



"Understanding your responsibilities  
as a mandated reporter under the **Adult  
Protective Services Act.**"

**APSIL**  
Adult Protective Services of IL

**2017**

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## What is adult abuse?

Adult abuse refers to the following types of mistreatment to any Illinois resident age 18-59 living with a disability and any adults 60 years of age or older who live in a domestic setting. The abuse must be one of the following types and must be committed by another person.

**Abuse** means physical, sexual or emotional maltreatment or willful confinement.

**Neglect** means the failure of a caregiver to provide an adult with the necessities of life, including, but not limited to food, clothing, shelter or medical care. Neglect may be either passive (non-malicious) or willful.

**Financial exploitation** means the misuse or withholding of an adult's resources by another to the disadvantage of the adult or the profit of another.

The Illinois Department on Aging administers the Adult Protective Services Program to respond to reports of abuse, neglect or financial exploitation, as authorized by the Adult Protective Services Act (320 ILCS 20/1 *et seq.*).

**NOTE: Public Act 94-1064, which amended the Elder Abuse and Neglect Act, added “self-neglect” to the Adult Protective Services Program when sufficient funding is available to implement this addition to the program statewide.** Self-neglect means a condition that is the result of an adult's inability, due to physical or mental impairments, or both, or a diminished

capacity, to perform essential self-care tasks that substantially threaten his or her own health, including: providing essential food, clothing, shelter, and health care; and obtaining goods and services necessary to maintain physical health, mental health, emotional well-being, and general safety.

## **When must adult abuse be reported?**

When an adult, who because of a disability or other condition or impairment is unable to seek assistance, professionals and state employees must report, within 24 hours, any suspected abuse, neglect or financial exploitation to the Department on Aging's Adult Protective Services Program. The requirement to report includes any time a mandated reporter is engaged in carrying out his or her professional duties.

Everyone is encouraged, even when not required, to report any suspected abuse, neglect or exploitation of an adult with a disability age 18-59 or a person 60 years of age or older. The voluntary reports are handled in the same way as mandatory reports.

**If a mandated reporter is unsure whether an adult whom he or she suspects is being mistreated is able to self-report, the Illinois Department on Aging encourages the reporter to make a voluntary report of the situation. Voluntary reporting is strongly recommended in all cases of adult abuse.**

A physical or mental condition that would render an adult unable to seek help for himself or herself, might include dementia, paralysis, speech disorders, being

confined to bed and unable to reach or use a telephone, etc. It is up to the professional person's judgment as to whether an adult is able to self-report.

The following questions may help the reporter determine if an individual has the mental capacity to self-report:

1. Does the individual understand the facts of the situation?
2. Does the individual express a free choice about his or her situation?
3. Does the individual understand the risks and benefits of that choice?

**Again, if a reporter is unsure whether an adult is able to self-report, but suspects that the adult is being abused, neglected or financially exploited, the Department on Aging encourages the reporter to voluntarily report the situation to the Adult Protective Services Program.**

# How does someone make an abuse report?

Anyone who suspects that an adult is being mistreated by another should call the designated **Adult Protective Services Agency** in the area where the adult lives (see attached list) or:

The Department on Aging's **24-Hour Adult Protective Services Hotline at 1-866-800-1409.**

Adult Protective Services are provided through local agencies that are designated by the Regional Administrative Agency and the Department on Aging. All Adult Protective Services caseworkers are trained and certified by the Department, which also promulgates the Program's policies and procedures and oversees the monitoring of services through the Regional Administrative Agency.

# What about adults in nursing homes who are abused?

Physicians, hospital staff, dentists, chiropractors, coroners, social workers, registered nurses and law enforcement officers are some of the professionals who are mandated to report the suspicion of abuse or neglect of **a resident in a licensed nursing facility**. Reports are to be made to the Illinois Department of Public Health's Nursing Home Hotline at 1-800-252-4343.

The reporter is encouraged to contact the Illinois Long-Term Care Ombudsman Program for information on how to make an effective abuse or neglect complaint to the Nursing Home Hotline, how to interpret the findings of a report, how to appeal the findings and how to get other needed services for the alleged victim in the long-term care facility setting. The Ombudsman Program is a resident advocacy program and will work with the resident and his or her family to obtain the services desired from the facility or establishment. An Ombudsman contact list can be downloaded from the Illinois Department on Aging's Web site at [www.illinois.gov/aging/1directory/ombudsmen.pdf](http://www.illinois.gov/aging/1directory/ombudsmen.pdf) or by contacting the IDoA Senior HelpLine at 1-800-252-8966; 1-888-206-1327 (TTY).

## Who is required to report under the Adult Protective Services Act?

**“Mandated Reporter”** includes any of the following people who suspect abuse, neglect or financial exploitation of an adult living in a domestic setting while engaged in carrying out their professional duties:

- ✘ A professional or professional's delegate while engaged in:
  - ❖ social services,
  - ❖ the care of an eligible adult or eligible adults,
  - ❖ education,
  - ❖ law enforcement,
  - ❖ any of the occupations required to be licensed under the:

Clinical Psychologist Licensing Act,  
Clinical Social Work and Social Work Practice Act,  
Illinois Dental Practice Act,  
Dietitian Nutritionist Practice Act,  
Marriage and Family Therapy Licensing Act,  
Medical Practice Act of 1987,  
Naprathic Practice Act,  
Nurse Practice Act,  
Illinois Occupational Therapy Practice Act,  
Illinois Public Accounting Act,  
Illinois Optometric Practice Act of 1987,  
Pharmacy Practice Act,  
Illinois Physical Therapy Act,  
Physician Assistant Practice Act of 1987,  
Podiatric Medical Practice Act of 1987,  
Professional Counselor and Clinical Professional  
Counselor Licensing and Practice Act,  
Respiratory Care Practice Act,  
Illinois Speech-Language Pathology and  
Audiology Practice Act,  
Nursing Home Administrators Licensing and  
Disciplinary Act,  
Veterinary Medicine and Surgery Practice Act of  
2004,

- ✘ an employee of an entity providing developmental disabilities services or service coordination funded by the Department of Human Services;
- ✘ an employee of a vocational rehabilitation facility prescribed or supervised by the Department of Human Services;
- ✘ an administrator, employee, or person providing services in or through an unlicensed community based facility;
- ✘ any religious practitioner who provides treatment by prayer or spiritual means alone in accordance with the tenets and practices of a recognized church or

- religious denomination, except as to information received in any confession or sacred communication enjoined by the discipline of the religious denomination to be held confidential;
- ✘ field personnel of the Departments of Healthcare and Family Services, Public Health, and Human Services, and any county or municipal health department;
  - ✘ personnel of the Department of Human Services, the Guardianship and Advocacy Commission, the State Fire Marshal, local fire departments, the Department on Aging and its subsidiary Area Agencies on Aging and provider agencies, and the Office of State Long Term Care Ombudsman;
  - ✘ any employee of the State of Illinois not otherwise specified who is involved in providing services to eligible adults, including professionals providing medical or rehabilitation services and all other persons having direct contact with eligible adults;
  - ✘ a person who performs the duties of a coroner or medical examiner; or
  - ✘ a person who performs the duties of a paramedic or an emergency medical technician.

As defined in the Adult Protective Services Act (320 ILCS 20/1 et seq.), as amended.

**NOTE: The amendments to the Adult Protective Services Act, which added self-neglect, did not make reporting self-neglect mandatory for professionals. Voluntary reporting is encouraged.**

## Are bankers and attorneys required to report?

Because of the confidentiality restrictions of their professions, bankers and attorneys are **not mandated** to report suspected adult abuse. They are, however, like all others, **encouraged to voluntarily report any suspected mistreatment of adults.**

Banks are required to provide training on adult abuse, neglect and financial exploitation for their employees who have direct customer contact.

## Does the law provide any protections to reporters?

The Adult Protective Services Act provides extensive protections to all reporters, whether voluntary or mandatory. Anyone who makes an abuse report in good faith is exempt from civil and criminal liability as well as any professional disciplinary action. These same protections are provided to any person who provides information, records or services related to a report.

The law also prohibits any retaliation by an employer against any employee who makes a good faith report of abuse, neglect or financial exploitation, who is or will be a witness, or who will testify in any investigation or proceeding concerning a report of adult abuse, neglect or financial exploitation.

In addition, by law, a reporter's name may be released only with the reporter's written consent or by the order

of a court. The Department on Aging also accepts anonymous reports.

## What happens when a report is made?

### Step 1: Intake

The agency receiving the call will do an intake. The reporter should be prepared to answer the following questions as completely and accurately as possible:

- ✗ the alleged victim's name, address, telephone number, sex, age and general condition;
- ✗ the alleged abuser's name, sex, age, relationship to victim and condition;
- ✗ the circumstances that led the reporter to believe that the adult is being abused, neglected or financially exploited, with as much specificity as possible;
- ✗ whether the alleged victim is in immediate danger; the best time to contact the person; if he or she knows of the report; and if there is any danger to the worker going out to investigate;
- ✗ whether the reporter believes the adult could self-report;
- ✗ the name, telephone number and profession of the reporter;
- ✗ the names of others with information about the situation;
- ✗ whether the reporter is willing to be contacted again; and,
- ✗ any other relevant information.

Even if the reporter does not have all of the above information, the call should be made with as much

information as possible. It is very important to provide information about the alleged abuser.

## **Step 2: Assessment**

Depending on the nature and seriousness of the allegations, a trained caseworker will make a face-to-face contact with the alleged victim within the following time frames:

- ✗ 24 hours for life-threatening situations,
- ✗ 72 hours for most neglect and non life-threatening physical abuse reports,
- ✗ 7 calendar days for most financial exploitation and emotional abuse reports.

The caseworker has 30 days to do a comprehensive assessment both to determine if the individual has been mistreated and to determine his or her needs for services and interventions. If the abuse is substantiated, the caseworker involves the adult in the development of a case plan to alleviate the situation. The caseworker always attempts to utilize the least restrictive alternatives that will allow the adult to remain independent to the highest degree possible.

Alternatives might include in-home care, adult day services, respite, health services, and services such as counseling. Other interventions might include an order of protection, obtaining a representative payee, having the individual change or execute a new power of attorney for financial or health decisions, or assisting the person in obtaining other legal remedies. In some cases, services for the abuser are also obtained, including mental health, substance abuse, job placement or other services related to their problems.

### Step 3: Follow-Up

The caseworker may keep the case open 15 months from the date of intake in order to monitor the situation and to continually reassess the need for different interventions. Where the caseworker judges that the best interests, safety and well-being of the adult require further follow-up service, the case may stay open for up to an additional 12-month period. If subsequent reports of abuse are received and substantiated, the case may be kept open even longer.

### Confidentiality

All reports and records of the Adult Protective Services Program are subject to strict confidentiality provisions.

## What happens if an individual does not want services?

A competent adult may refuse an assessment and may refuse all services and interventions. This is called the **adult's right to self-determination**. In practice, it is rare for an adult to refuse an assessment, and 70 percent of the adults whose abuse is substantiated consent to further services.

Where an adult has dementia or another form of cognitive impairment, the Adult Protective Services Program works to assess the situation and to provide services as needed. In some cases, the Adult Protective Services Agency petitions the court for guardianship in order to ensure that the individual's needs are met. Guardianship and nursing home placement are always the last resort.

## **What about individuals who self-neglect?**

Some adults lack the capacity to care for themselves and may suffer health and other consequences that bring them to the attention of the community. These adults should be reported to the Adult Protective Services Hotline or to a local Adult Protective Services Agency for appropriate action.

## **Do reporters have to testify in court?**

The Adult Protective Services Act requires that a mandated reporter testify fully in any judicial or administrative hearing resulting from the report. This outcome occurs in only a very small number of cases.

## **What are the penalties for failure to report?**

Any physician who willfully fails to report as required by this Act shall be referred to the Illinois State Medical Disciplinary Board.

Any dentist, dental hygienist or optometrist who willfully fails to report as required by this Act shall be referred to the Department of Financial and Professional Regulation.

Any other mandated reporter required by this Act to report suspected abuse, neglect, or financial exploitation and, who willfully fails to report the same, is guilty of a Class A misdemeanor.

## What are some of the signs and symptoms of adult abuse?

While the following do not necessarily signify abuse, neglect or financial exploitation, they may be important indicators in helping to assess the adult's situation. The reporter needs only to suspect that abuse may be occurring; the Adult Protective Services Agencies will conduct an investigation to determine if that is the case. Even where the allegation is not substantiated, the report may enable the adult to become aware of services for which he or she is eligible.

## What are the indicators of abuse, neglect and financial exploitation?

### Physical Indicators

- ✓ Injuries that have not been properly treated;
- ✓ Injuries incompatible with explanatory statements;
- ✓ Cuts, lacerations or puncture wounds;
- ✓ Bruises, welts, discoloration, especially bilateral or multiple in various stages of healing;
- ✓ Dehydration, malnourishment or weight loss without medical explanation;

- ✓ Pallor or poor skin hygiene;
- ✓ Sunken eyes or cheeks;
- ✓ Evidence of inadequate care, such as improperly treated bedsores;
- ✓ Eye problems, retinal detachment;
- ✓ Pulled out hair;
- ✓ Soiled clothing or bed, left in own waste;
- ✓ Burns such as by cigarettes, acids or ropes;
- ✓ Locked in room; tied to furniture or toilet;
- ✓ Broken bones.

### **Financial Indicators**

- ✓ Unpaid bills when income is adequate;
- ✓ Food, clothing and care needs not met;
- ✓ Overcharged for rent or services;
- ✓ Personal loans not repaid;
- ✓ Complaints of theft of property or money;
- ✓ Missing checks, jewelry or other valuables;
- ✓ Power of attorney unnecessarily executed;
- ✓ Suspicious changes in titles to property;
- ✓ Caregiver overly concerned with person's money;
- ✓ Promises of lifelong care in exchange for assets;
- ✓ ATM transactions by homebound adult;
- ✓ Utility shut-offs or threats of shut-offs;
- ✓ Large telephone bills run up by caregiver;
- ✓ Checks for food, etc., written over amount needed;
- ✓ Large or unusual bank transactions.

### **Family and Caregiver Indicators**

- ✓ Indifference or hostility to client;
- ✓ Excessive blaming of client;
- ✓ Problems with alcohol or drugs;
- ✓ Previous history of violence;
- ✓ Failure to comply with the care plan;
- ✓ Social isolation of the victim; withholding of affection;

- ✓ Conflicting accounts of incidents;
- ✓ Threats and intimidation of client.

### **Behavioral Indicators of Client**

- ✓ Withdrawn, depressed, resigned, helpless;
- ✓ Hesitates to talk openly;
- ✓ Gives implausible stories about injuries or events;
- ✓ Denies problems;
- ✓ Appears fearful of caregiver or family member;
- ✓ Has lost touch with family and friends other than caregiver or alleged abuser.

## **Who are the agencies responding to abuse, neglect, and financial exploitation?**

These agencies can accept reports of abuse, neglect, and financial exploitation and refer them to the local Adult Protective Services Agencies throughout the state.

Illinois Department on Aging's 24-hour toll-free  
**Adult Protective Services Hotline:**  
**1-866-800-1409.**

Or contact your local Adult Protective Services Agency (see page 20).

## Adult Protective Services Agencies

<i>County</i>	<i>Adult Protective Services Agency</i>	<i>Phone</i>
Adams	West Central Illinois Case Coordination Unit	217-222-1189
Alexander	Shawnee Alliance for Seniors	618-985-8322
Bond	Southwestern Illinois Visiting Nurse Association	618-236-5863
Boone	Visiting Nurses Association of Rockford	815-971-3502
Brown	West Central Illinois Case Coordination Unit	217-222-1189
Bureau	Alternatives	309-277-0167
Calhoun	West Central Illinois Case Coordination Unit	217-222-1189
Carroll	Lifescape Community Services, Inc.	815-490-1125
Cass	Prairie Council on Aging	217-479-4619
Champaign	Family Service Senior Resource Center	217-352-5100
Christian	Locust Street Resource Center	217-854-4706
Clark	Cumberland Associates, Inc.	1-800-626-7911
Clay	SWAN (Stopping Woman Abuse Now)	618-392-3556
Clinton	Southwestern Illinois Visiting Nurse Association	618-236-5863
Coles	Cumberland Associates, Inc.	1-800-626-7911
Cook	See page 25.	
Crawford	SWAN (Stopping Woman Abuse Now)	618-392-3556
Cumberland	Cumberland Associates, Inc.	1-800-626-7911
DeKalb	Elder Care Services of DeKalb Co., Inc.	815-758-6550

<i>County</i>	<i>Adult Protective Services Agency</i>	<i>Phone</i>
DeWitt	Community Home Environmental Learning Project, Inc. (CHELP)	217-422-9888
Douglas	Cumberland Associates, Inc.	1-800-626-7911
DuPage	DuPage County Dept. of Community Services	630-407-6500
Edgar	Cumberland Associates, Inc.	1-800-626-7911
Edwards	SWAN (Stopping Woman Abuse Now)	618-392-3556
Effingham	SWAN (Stopping Woman Abuse Now)	618-392-3556
Fayette	SWAN (Stopping Woman Abuse Now)	618-392-3556
Ford	Ford County Public Health Department	217-379-9281
Franklin	Shawnee Alliance for Seniors	618-985-8322
Fulton	Adult Protective Services of the Center for Prevention of Abuse	309-637-3905
Gallatin	Shawnee Alliance for Seniors	618-985-8322
Greene	Prairie Council on Aging	217-479-4619
Grundy	Catholic Charities, Diocese of Joliet	815-932-1921
Hamilton	SWAN (Stopping Woman Abuse Now)	618-392-3556
Hancock	West Central Illinois Case Coordination Unit	217-222-1189
Hardin	Shawnee Alliance for Seniors	618-985-8322
Henderson	Alternatives	309-277-0167
Henry	Alternatives	309-277-0167
Iroquois	Iroquois County Public Health Department	815-432-2483
Jackson	Shawnee Alliance for Seniors	618-985-8322
Jasper	SWAN (Stopping Woman Abuse Now)	618-392-3556

<i>County</i>	<i>Adult Protective Services Agency</i>	<i>Phone</i>
Jefferson	SWAN (Stopping Woman Abuse Now)	618-392-3556
Jersey	Prairie Council on Aging	217-479-4619
Jo Daviess	Stephenson County Senior Center	815-235-9777
Johnson	Shawnee Alliance for Seniors	618-985-8322
Kane	Senior Services Associates, Inc. (Elgin) (Aurora)	847-741-0404 630-897-4035
Kankakee	Catholic Charities, Diocese of Joliet	815-932-1921
Kendall	Senior Services Associates, Inc.	630-553-5777
Knox	Alternatives	309-277-0167
Lake	Catholic Charities of the Archdiocese of Chicago	847-546-5733
LaSalle	Alternatives	309-277-0167
Lawrence	SWAN (Stopping Woman Abuse Now)	618-392-3556
Lee	Lifescape Community Services, Inc.	815-490-1125
Livingston	PATH	309-828-1022
Logan	Senior Services of Central Illinois, Inc.	217-528-4035
Macon	Community Home Environmental Learning Project, Inc. (CHELP)	217-422-9888
Macoupin	Locust Street Resource Center	217-854-4706
Madison	Southwestern Illinois Visiting Nurse Association	618-236-5863
Marion	SWAN (Stopping Woman Abuse Now)	618-392-3556
Marshall	Adult Protective Services of the Center for Prevention of Abuse	309-637-3905
Mason	Senior Services of Central Illinois, Inc.	217-528-4035
Massac	Shawnee Alliance for Seniors	618-985-8322

<i>County</i>	<i>Adult Protective Services Agency</i>	<i>Phone</i>
McDonough	Alternatives	309-277-0167
McHenry	Senior Services Associates, Inc.	815-356-7457
McLean	PATH	309-828-1022
Menard	Senior Services of Central Illinois, Inc.	217-528-4035
Mercer	Alternatives	309-277-0167
Monroe	Southwestern Illinois Visiting Nurse Association	618-236-5863
Montgomery	Montgomery County Health Dept.	217-532-2001
Morgan	Prairie Council on Aging	217-479-4619
Moultrie	Cumberland Associates, Inc.	1-800-626-7911
Ogle	Lifescape Community Services, Inc.	815-490-1125
Peoria	Adult Protective Services of the Center for Prevention of Abuse	309-637-3905
Perry	Shawnee Alliance for Seniors	618-985-8322
Piatt	Family Service Senior Resource Center	217-352-5100
Pike	West Central Illinois Case Coordination Unit	217-222-1189
Pope	Shawnee Alliance for Seniors	618-985-8322
Pulaski	Shawnee Alliance for Seniors	618-985-8322
Putnam	Alternatives	309-277-0167
Randolph	Southwestern Illinois Visiting Nurse Association	618-236-5863
Richland	SWAN (Stopping Woman Abuse Now)	618-392-3556
Rock Island	Alternatives	309-277-0167
Saline	Shawnee Alliance for Seniors	618-985-8322
Sangamon	Senior Services of Central Illinois, Inc.	217-528-4035

<i>County</i>	<i>Adult Protective Services Agency</i>	<i>Phone</i>
Schuyler	West Central Illinois Case Coordination Unit	217-222-1189
Scott	Prairie Council on Aging	217-479-4619
Shelby	Cumberland Associates, Inc.	1-800-626-7911
St. Clair	Southwestern Illinois Visiting Nurse Association	618-236-5863
Stark	Adult Protective Services of the Center for Prevention of Abuse	309-637-3905
Stephenson	Stephenson County Senior Center	815-235-9777
Tazewell	Adult Protective Services of the Center for Prevention of Abuse	309-637-3905
Union	Shawnee Alliance for Seniors	618-985-8322
Vermilion	CRIS Healthy Aging Center	217-443-2999
Wabash	SWAN (Stopping Woman Abuse Now)	618-392-3556
Warren	Alternatives	309-277-0167
Washington	Southwestern Illinois Visiting Nurse Association	618-236-5863
Wayne	SWAN (Stopping Woman Abuse Now)	618-392-3556
White	SWAN (Stopping Woman Abuse Now)	618-392-3556
Whiteside	Lifescape Community Services, Inc.	815-490-1125
Will	Guardian Angel Community Services, Inc.	815-729-0930
Williamson	Shawnee Alliance for Seniors	618-985-8322
Winnebago	Visiting Nurses Association of Rockford	815-971-3502
Woodford	Adult Protective Services of the Center for Prevention of Abuse	309-637-3905

<i>Sub-Area by Zip Code</i>	<i>City of Chicago Provider Agency</i>	<i>Phone</i>
<b>1</b> – 60626, 60640, 60645, 60659, 60660	<b>Catholic Charities</b>	773-286-6041
<b>2</b> – 60625, 60630, 60631, 60646, 60656	<b>Catholic Charities</b>	773-286-6041
<b>3</b> – 60634, 60635, 60639, 60641, 60666, 60707	<b>Catholic Charities</b>	773-286-6041
<b>4</b> – 60613, 60614, 60618, 60647, 60657	<b>Catholic Charities</b>	773-286-6041
<b>5</b> – 60601, 60602, 60603, 60604, 60605, 60606, 60607, 60610, 60611, 60622, 60654	<b>Healthcare Consortium of Illinois</b>	708-841-9515
<b>6</b> – 60615, 60616, 60637, 60649, 60653	<b>Centers for New Horizons</b>	773-451-1377
<b>7</b> – 60609, 60623, 60629, 60632, 60638	<b>Metropolitan Family Services</b>	773-884-3310
<b>8</b> – 60617, 60619, 60628, 60633, 60627, 60827	<b>Metropolitan Family Services</b>	773-884-3310
<b>9</b> – 60620, 60621, 60636, 60643, 60652, 60655	<b>Metropolitan Family Services</b>	773-884-3310
<b>10</b> – 60608, 60612, 60624, 60644, 60651	<b>Sinai Community Institute</b>	773-522-8640

## **Suburban Cook County**

<i>Townships Served</i>	<i>Adult Protective Services Agency</i>	<i>Phone</i>
Barrington, Hanover, Palatine, and Wheeling	<b>Catholic Charities</b> (Northwest Senior Services)	847-253-5500
Berwyn, Cicero and Villages of Proviso (except for Brookfield and LaGrange Park)	<b>Solutions for Care</b>	708-447-2448

<i>Townships Served</i>	<i>Adult Protective Services Agency</i>	<i>Phone</i>
Bloom, Bremen, Calumet, Rich and Thornton	<b>Catholic Charities</b> (South Suburban Senior Services)	708-596-2222

*Cities Served:*  
Dixmoor, Harvey, Homewood, Markham,  
Burnham, Dolton, Calumet City,  
East Hazel Crest, Lansing,  
Phoenix, Riverdale, South Holland  
and Thornton

Elk Grove, Schaumburg	<b>Kenneth W. Young Center</b>	847-524-8800
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Evanston, Niles	<b>Metropolitan Family Services</b>	847-425-7400
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Lemont, Orland, Palos and Worth	<b>PLOWS (Palos, Lemont, Orland and Worth) Council on Aging</b>	708-361-0219
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Leyden, Lyons, Norwood Park (plus Villages of Brookfield, LaGrange Park, North Riverside and Riverside)	<b>Aging Care Connections</b>	708-354-1323
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Maine, New Trier, Northfield	<b>North Shore Senior Center</b>	847-784-6000
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Oak Park, River Forest	<b>Oak Park Township</b>	708-383-8060
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Stickney	<b>Stickney Township Office on Aging</b>	708-636-8850
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This list of Adult Protective Services Agencies can also be found on the Illinois Department on Aging's Web site at **[www.illinois.gov/aging](http://www.illinois.gov/aging)** under the Directory of Agencies Serving Seniors, Adult Protective Services Provider Agencies.



**State of Illinois**  
**Department on Aging**  
One Natural Resources Way, #100  
Springfield, IL 62702-1271  
Senior HelpLine:  
1-800-252-8966, 1-888-206-1327 (TTY)  
[www.illinois.gov/aging](http://www.illinois.gov/aging)

**24-Hour Adult Protective Services Hotline:**  
**1-866-800-1409**

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).