



APS Updates

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What is changing?

APS is no longer operated by county prosecutors

PCG-IN (Public Consulting Group-Indiana) is the new statewide provider, selected through competitive procurement

APS investigations will be managed by five regional teams, coordinated under a statewide model

All investigators use standardized tools for consistency and timelines

There will be a new state-wide email address dedicated to incident reports



What is not changing

Mandated Reporting: All Hoosiers are still required to report suspected adult maltreatment

Report Content: Must include client demographics, maltreatment details, and (optionally) reporter information

Client Rights: Adults retain the right to decline APS services unless court-ordered

State APS Contact Email: aps@fssa.in.gov

Who is PCG?



PCG is a national human services consulting firm with 35+ years of experience



Operates in all 50 states



Expertise in Medicaid, child welfare, aging services, and disability systems



Has provided APS oversight, policy research, and data systems in multiple states



In Indiana, PCG also administers the First Steps Early Intervention program



How to report



Phone: 1-800-992-6978



Online: APS Reporting Portal: <https://inaps.in.gov>



Incident Reports: INAPSProviderIncidentReports@pcgus.com



Intake & Investigation



ALL REPORTS ARE
SCREENED USING A
STATEWIDE RISK TOOL



CASES PRIORITIZED
ACCORDING TO RISK



INVESTIGATORS CONDUCT
FACE-TO-FACE VISITS, RISK
ASSESSMENTS, AND
COORDINATE VOLUNTARY
SERVICES



Transition Commitments



Ensure uninterrupted access to APS reporting and investigations



Minimize disruption to open and ongoing APS cases



PCG will be working closely with FSSA to ensure readiness and accountability

Regional Map



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Resources

Indiana Law

IC 12-10-3

- <https://iga.in.gov/laws/2023/ic/titles/12#12-10-3>

455 IAC 1-2

- <https://iar.iga.in.gov/code/2026/455/1#455-1-2>Federal Rule

Federal Rule

Federal Rule Primary Site

- <https://acl.gov/APSrule>

National Best Practice Guidance

Best Practice Research

- <https://www.napsa-now.org/r2p-interest-group-and-resource-library/>

Voluntary consensus guidelines based on best practice research

- <https://acl.gov/programs/elder-justice/final-voluntary-consensus-guidelines-state-aps-systems>

APS Contract w/PCG-IN

Award letter

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- <https://www.in.gov/idoa/procurement/award-recommendations/>

Resources



Reporting Info

Hotline

- 1-800-992-6978

Online Reporting Portal

- <https://inaps.in.gov>

Email addresses

APS General Email

- aps@fssa.in.gov

Incident Report General Email

- INAPSProviderIncidentReports@pcgus.com

State APS Website

- <https://www.in.gov/fssa/da/adult-protective-services>

RISE Model Information

- Published Articles about RISE
 - <https://pubmed.ncbi.nlm.nih.gov/35705108/>
 - <https://pubmed.ncbi.nlm.nih.gov/37427825/>
- RISE Model Website
 - <https://risecollaborative.org/model/>



Resources

Other APS Information

National Center on Elder Abuse (NCEA)

- <http://www.ncea.acl.gov/home>

National Clearinghouse on Abuse in Later Life

- <http://www.ncall.us/>

Population Reference Bureau (PRB) Fact Sheet: Aging in the United States

- <https://www.prb.org/resources/fact-sheet-aging-in-the-united-states>

National Adult Protective Services Association (NAPSA)

NAPSA Website

- <https://www.napsa-now.org/>

Best Practice Research

- <https://www.napsa-now.org/r2p-interest-group-and-resource-library/>

Voluntary Consensus Guidelines

- <https://acl.gov/programs/elder-justice/final-voluntary-consensus-guidelines-state-aps-systems>