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To: DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV <DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV>
Subject: New APS Online Reporting Portal - Reminder

The file below is being sent to assisted living facilities, adult day centers, children's residential facilities, child placing agencies and child caring institutions from the Virginia Department of Social Services Email Distribution Service.

*****Please do not reply to this email.*****

This message is being sent on behalf of Paige L. McCleary, MSW, Adult Protective Services Division Director, Department for Aging and Rehabilitative Services (DARS):

On November 1, 2024, the Department for Aging and Rehabilitative Services (DARS) launched the Adult Protective Services (APS) Online Reporting Portal located at <https://www.dars.virginia.gov/aps/APSreport.htm>

Anyone may access the portal to submit a secure, non-emergency report, 24 hours a day, 7 days a week to the appropriate local department of social services (LDSS). Reporters even have the option to track the status of their reports. The portal page contains helpful resources including a brief tutorial that first time users are encouraged to review.

Reporters may still make a report by calling the 24-hour APS hotline at 888-832-3858 or by contacting the appropriate local department during business hours Monday through Friday.

The APS division does not provide assistance with navigating the portal. If you have a general question about the portal, please email aps@dars.virginia.gov.



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