



Disability Services Advisory Council (DSAC)

October 23, 2025

Aging, Disability, and Veterans
Services Division

Department of County Human Services

Main features
of using Zoom
on a
computer.

Zoom
application
features in the
works, as
requested.

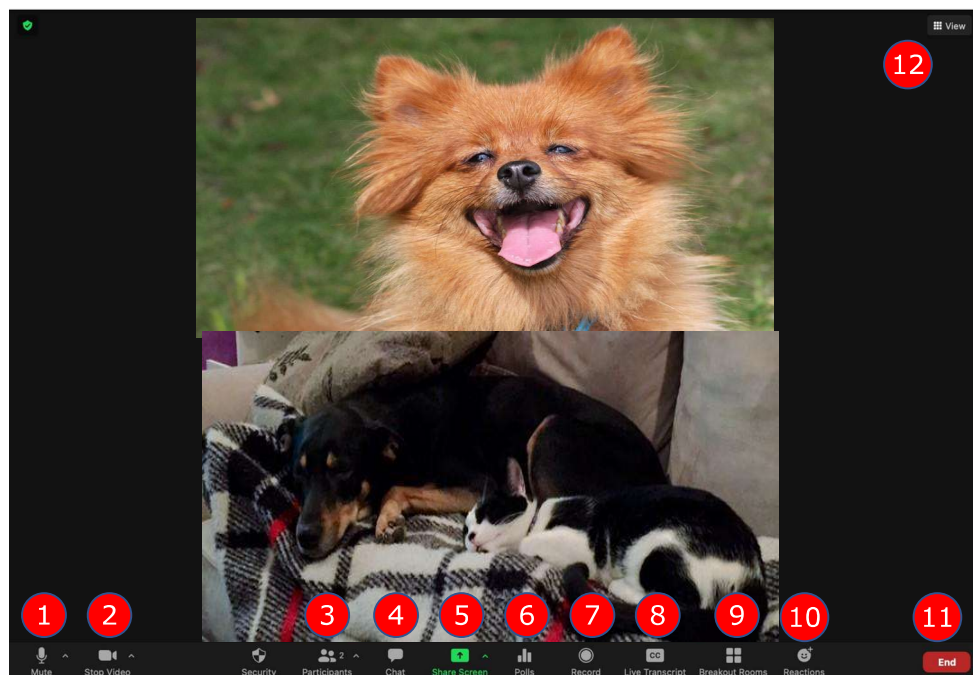
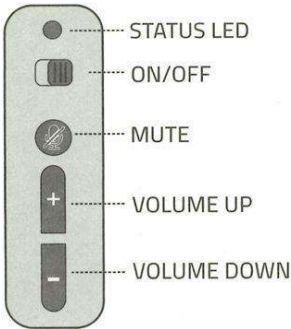


Image of a Zoom platform screen with two dogs in the participant boxes and red circles with white numbers above each of the Zoom button icons.

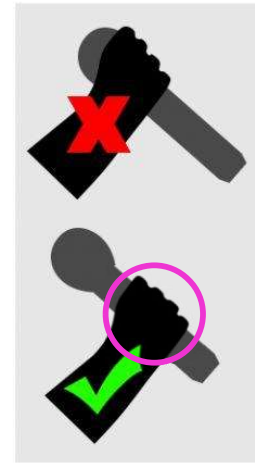
Using the microphone

Green solid – mic on

Green blinking – standby



Hold the mic about 5cm/2" from your mouth...



and don't cup it!
(unless you're rapping)



Accessibility statement

We will (imperfectly!) model accessible presentation techniques such as:

- Using a minimum of 20 point font on slides.
- Limiting reliance on words and images.
- Orally describe visual presentation elements.
- Taking time on slides.
- Ask ahead of time if anyone needs accommodations.



Accessibility statement, continued

- Use a virtual platform with auto-generated closed captioning.
- Include alternate text or image descriptions.
- Accommodations were requested and met.
- In use—voice amplification.
- Not in use—ASL interpretation, CART services.



Land acknowledgement

We are located in Portland, Oregon, Multnomah county.

Today, we honor the Indigenous people whose traditional and ancestral homelands we stand on—the Multnomah, Kathlamet, Clackamas, Tumwater, Watlala bands of the Chinook, the Tualatin Kalapuya and many other Indigenous nations of the Columbia River.

It is important we acknowledge the ancestors of this place and to recognize that we are here because of the sacrifices forced upon them.

In remembering these communities, we honor their legacy, their lives, and their descendants.



Meeting goals

- Welcome and accessibility.
- Land acknowledgement.
- Introductions: members, County staff, and guests.
- Call for public testimony?
- Adult Care Home Program (ACHP) – *foster care homes*.
- Adult Protective Services (APS) – *financial exploitation and self-neglect*.
- Public testimony.
- Future meetings.



Quick introductions

Please share:

- Your name
- Pronouns
- Prompt

What is something that makes you happy/smile?



Adult Care Home Program (ACHP)

Foster care homes

- Steven Esser, Manager 2, Adult Care Home Program



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**I'M TAKING
A BREAK**

15-minute break

Adult Protective Services (APS)

Financial exploitation and self-neglect

- Brian Hughes, manager senior, Adult Protective Services



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What is Adult Protective Services (APS)?

- Provides protection and intervention for vulnerable adults who experience harm & neglect.



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Who is an ADVSD APS client?

Any adult:

- 60+
- Who has a physical disability
- Living in a licensed care facility



What types of abuse does APS investigate?

- Physical abuse
- Verbal or emotional abuse
- Neglect
- Financial exploitation
- Sexual abuse
- Abandonment
- Wrongful use of a physical or chemical restraint
- Involuntary seclusion

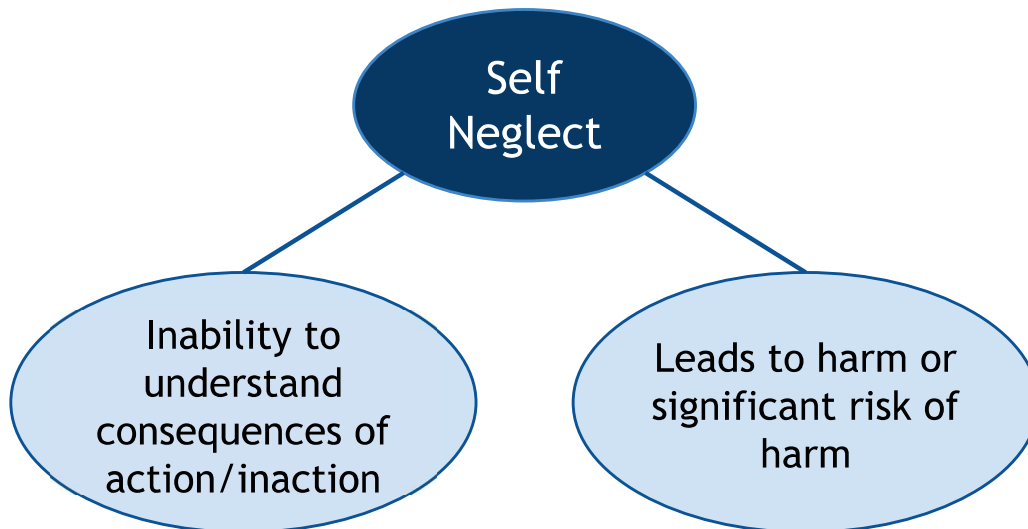


Signs of abuse

- Unexplained or patterned injuries
- Malnutrition/dehydration
- Skin breakdown
- Behavior change
- Poor hygiene/unsafe living environment
- Unattended medical needs
- Preventing someone from contacting family or friends
- Unpaid expenses despite adequate income



Self neglect



Adult Protective Services

Signs of Cognitive Decline:

- Memory loss
- Unusual forgetfulness
- Difficulty completing familiar tasks
- Confusion about timelines
- Struggling to remember familiar people
- Difficulty remembering familiar words

Risk of Harm Can Include:

- Refusing medical care
- Mismanaging medications
- Change in appearance/hygiene
- Malnutrition/dehydration
- Falling victim to scams
- Unsafe living conditions
- Eviction/utility shut off



Self-neglect and case management

- If the person has a County/OPI case manager, APS will send the information to the case manager for follow up.
- Case manager can utilize APS' Multidisciplinary Team (MDT) for help with complex case planning.

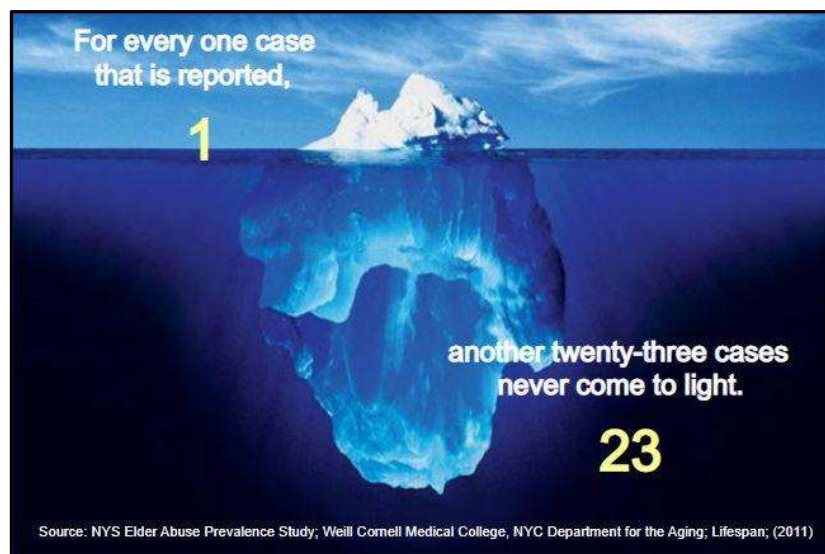


Mandatory reporters

- Oregon law identifies the role of professionals who are mandatory reporters.
- Mandatory reporters are required to make a report should they suspect abuse or neglect of a vulnerable individual.



Reporting is important!



How do I report abuse or neglect?

For Multnomah County residents:

- 503-988-4450

Oregon's Statewide 24-hour hotline:

- 1-855-503-SAFE (7233)



If the person is in immediate danger call 911!



What to expect when you make a call

- You will speak with a screener.
- The screener will ask questions to determine if the complaint meets the definition of abuse as per law.
- You will learn if the referral is assigned for investigation or closed at intake.



Investigations

- Gather information, assess the situation, offer interventions, and come to a conclusion.
- Goal is to provide interventions and increase safety.
- Investigators work with community partners to meet the individual's needs.



Protective Services

- Services/resources offered by APS to protect the person from harm.
- The goal is to provide the least intrusive interventions.
- The alleged victim retains their rights.



Investigation closure

- Once risk is reduced as much as possible the case is closed.
- Findings include substantiated, unsubstantiated, or inconclusive.
- Findings are sent to the appropriate licensing agencies.



Risk management

- Short-term assistance APS provides to an individual.
- May occur after an investigation is complete; or
- If the person would benefit from protective services, but the situation does not meet criteria for investigation.



Oregon's Department of Justice scam resources:

- Free fraud prevention training
- Consumer hotline 1-877-877-9392
- File & search complaints
- Scam Alert Network
- Flyers



Oregonconsumer.gov



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Thank you!

Multnomah County APS: 503-988-4450

Stacey Hurst

APS Outreach and Training Coordinator

503-988-9852

stacey.hurst@multco.us



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Public testimony and council updates

- Please feel free to provide comments.



Reminders

- Please remember to answer Deric timely.
Transportation and food for in-person meetings must be completed several days in advance.



Wrap-up

- Thanks for attending!
- Does the DSAC want to meet on Wednesdays instead of Thursdays?
- Next meeting – November 20, 2025
 - 10am-noon

