

The Older Adults Protective Services Annual Report



FY 2010-2011

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Executive Summary

In Pennsylvania, the Department of Aging (Department) is responsible for oversight and implementation of the Older Adult Protective Services Act (OAPSA) for individuals over the age of 60. It works closely with the 52 Area Agencies on Aging (AAAs) serving older adults by implementing the protective services program at the local level. Abuse reports can be made on behalf of an older adult whether the person lives in the community or in a care facility such as a nursing home, personal care home, domiciliary care home, assisted living facility or hospital long term care units. Reporters may remain anonymous and they have legal protection against retaliation, discrimination and civil or criminal prosecution. Any person who believes that an older adult is being abused in any way may file a report 24 hours a day, 7-days a week by calling their local AAA or by calling the **statewide elder abuse hotline number at 1 (800) 490-8505**.

As defined under OAPSA, an older adult in need of protective services is defined as “an incapacitated person in the commonwealth over the age of 60 who is unable to obtain or perform services necessary to maintain physical or mental health, for whom there is no responsible caretaker and who is at imminent risk of his person or property.” Additionally, an incapacitated older adult refers to an individual who, because of one or more functional limitations, needs the assistance of another person to perform or obtain services necessary to maintain physical or mental health. Incapacity in this context has no direct reference to the term "incapacitated person" as defined in the Incapacitated Persons Act (P.L. 508, No. 164) (20 P.S. §5501-5537) as amended.

The Bureau of Advocacy, Protection and Education, is responsible for monitoring and conducting compliance reviews of protective services programs and providing ongoing technical assistance to the local agencies. The department strives to improve the delivery of services to abused and neglected older adults by developing strong working relationships with other community agencies and care providers.

This annual report was developed to inform the General Assembly, state government officials and the general public about the various types and frequency of abuse and neglect perpetrated on older Pennsylvanians, as well as the steps taken by the statewide aging network to prevent abuse and protect older victims. Previous annual reports are available by visiting our web site at www.aging.state.pa.us.

Throughout this fiscal year, the department has worked tirelessly to provide quality services to both internal and external customers. Our staff has provided support and guidance to local protective services programs, and responded to hundreds of direct complaints, inquiries and correspondence regarding the abuse of older Pennsylvanians. We have also continued to build and enhance relationships and collaborations with the Departments of Health, Public Welfare, Banking, Securities Commission and victim service providers by participating and presenting jointly at various conferences and trainings. Our community outreach efforts included recognizing May as Older Americans Month, participating in World Elder Abuse Day in June, and collaborating with the long-term care ombudsman program and other community organizations in identifying synergies to strengthen advocacy efforts in support of older adults has increased awareness on elder abuse prevention.

We are proud of this year’s accomplishments that included on-going prosecution of criminal cases of elder abuse, the third annual protective services conference, the third annual county solicitor

training, and the increased training opportunities for protective services investigators and service providers. During last FY (09-10), data indicated that the three most common abuses of older Pennsylvanians were in the areas of self-neglect, caregiver-neglect and financial exploitation. Due to this identified trend, we developed and provided specific training for investigators including interviewing victims and alleged perpetrators, investigative skills, financial exploitation and documentation.

The following pages include a summary of our laws and regulations, and the number and types of abuse received by the aging network during this fiscal year. It also describes our efforts in providing trainings to protective services investigators and the expansion of elder abuse task forces. If you have any questions about this annual report or require additional information, please contact us at (717) 783-1550.

Laws and Regulations Governing Protective Services (35 P.S. §10225-101-708 and Title 6 PA Code, Chapter 15)

- The Older Adults Protective Services Act (OAPSA) became effective on July 1, 1988. The department completed program regulations on November 26, 1988.
- OAPSA was amended in 1996 (effective July 1998) with the addition of the Criminal History for Employees working in facilities defined by the Act.
- OAPSA was again amended in 1997, with the addition of the Mandatory Abuse Reporting required by administrators and/or employees of facilities as defined by the Act.
- For more information on OAPSA, please visit us at www.aging.state.pa.us.

Partnership with Temple University

The Department of Aging *Institute on Protective Services* at Temple University, Harrisburg, provides support, training, resources, and expert consultation to the AAAs, criminal investigators and prosecutors, and other local community organizations. These entities work together to uncover, investigate, and prosecute crimes against the elderly.

During this fiscal year, 481 protective services investigators were trained to assess, investigate, and resolve elder victimization in Pennsylvania. Additionally, approximately 320 law enforcement, judicial, medical and social service professionals have been trained to identify, refer, resolve and prosecute cases of victimization.

Protective services investigators are provided with numerous and varied trainings. Specifically, new protective service investigators are provided with a 3.5 day basic training. This training is offered bi-annually to accommodate new hires. This course is required by law for staff that will conduct protective service investigations. The training focuses on the basic knowledge and tools provided through the Older Adults Protective Services Act and related Department of Aging regulations.

In addition to the basic training, protective services investigators are also required to complete annual training (enrichment training). Topics are chosen based on current challenges being faced during investigations and/or at the request of staff that routinely complete investigations. The

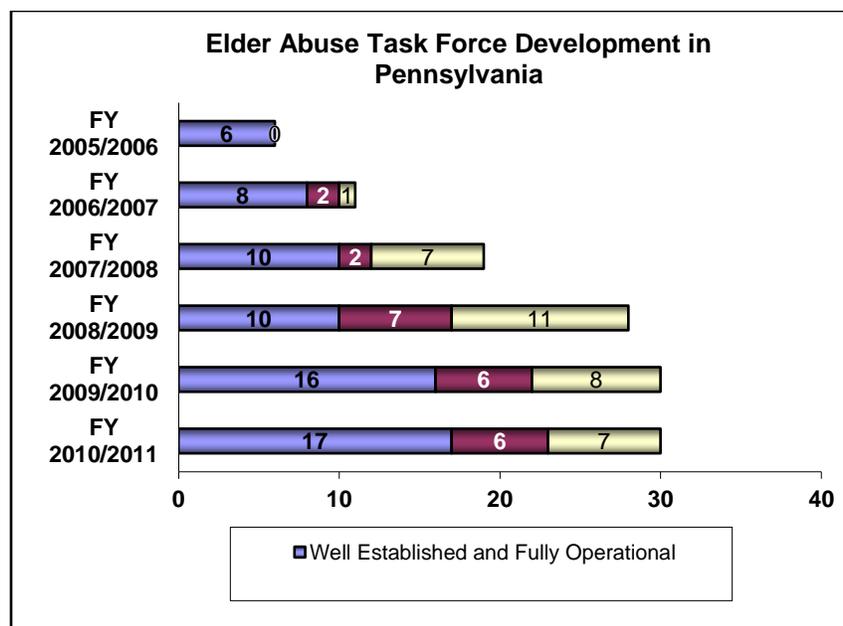
topics covered during this fiscal year included: collecting and organizing documentation for financial exploitation cases; skills workshop for interviewing consumers and perpetrators; ethical decision making in protective services; working with challenging family dynamics; acute medical issues in protective services consumers and effective documentation workshops.

Protective services supervisory staff also received annual supervisory training (advanced training). These trainings were designed to provide advanced instruction on issues that confront supervisors or advanced practice investigators. During this fiscal year the following topics were offered: building effective care plans from investigative findings and effective case consultation and supervision.

Elder Abuse Task Forces

The purpose of elder abuse task forces is to provide protective services investigators with access to and credibility with law enforcement. Those who have been victimizing the elderly are now not just prevented from continuing with that mistreatment through protective services intervention, but also the criminal justice system, in appropriate cases, is now actively involved in responding to what the protective services system has uncovered and effectively investigated. This is probably the single most important long term accomplishment as it ensures that community resources are available for on-going protection of the elderly.

Task Forces accomplish the preliminary goal of introducing protective services personnel and law enforcement agencies to each other. Some area agencies on aging have developed a well established and effective working relationship with the law enforcement community that monthly or bi-monthly meetings are occurring less often. Rather, in place of the monthly or bi-monthly meetings, district attorneys and police departments have assigned specific personnel to serve as a liaison to the area agency on aging and the work of identifying cases appropriate for criminal prosecution is done on a professional to professional basis. While this is a progression in development from the early task forces, it accomplishes the desired goal of protective services and law enforcement collaborating on cases and assures protection for criminally victimized people who are older adults.



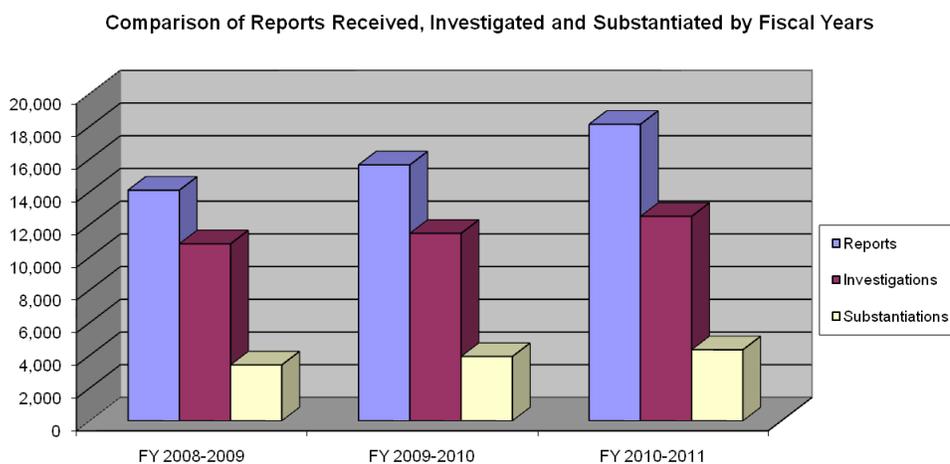
The counties with an established task force include: Bucks, Chester, Dauphin, Fayette, Huntingdon, Lehigh, Luzerne, Montgomery, Schuylkill, Washington, and Wyoming. Allegheny, Berks, Lackawanna, Lancaster, Bedford and Fulton counties, while not operating traditional task forces, have nonetheless established effective working relationships with law enforcement and are routinely referring cases of older adults being victimized for criminal prosecution. Local district attorneys and police departments in those counties then follow through with criminal investigation and prosecution.

Butler, Cambria, Columbia, Montour, Northumberland and Erie area agencies on aging are in the process of developing and/or re-establishing new task forces. The AAAs serving Beaver, Clarion, Clearfield, Clinton, Franklin and Lycoming counties are working in collaboration with the *Institute of Protective Services* to establish initial working relationships with law enforcement.

The *Institute of Protective Services* continues to work with AAAs, law enforcement agencies and prosecutors assisting in the investigative planning, legal consultation and hands on investigation with 11 continuing or new cases during this past fiscal year. Most of these cases involve theft of funds from older adults. This is a growing trend in victimization of older adults.

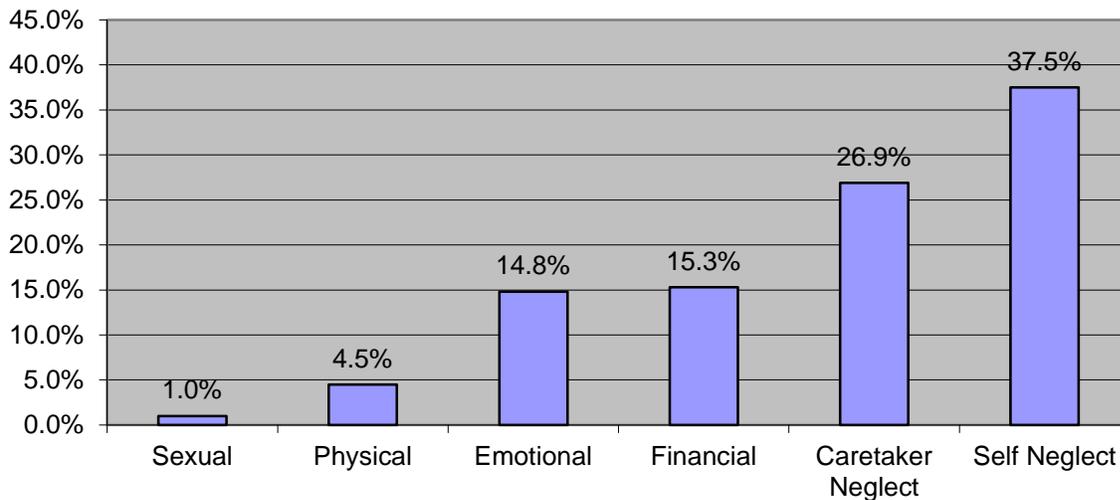
Reports of Abuse

The total number of reports of need for protective services reported by the AAAs for this fiscal year totaled 18,129. Of these 18,129 reports, 69% (12,499) were determined to be appropriate for investigation. Of the investigations conducted, 4,344 (35%) of the cases were substantiated as needing protective services (refer to **Appendix B** at the end of this report). As the chart below displays, the total number of cases received, investigated and substantiated continues to be on the increase. This rise may be a result of increased trainings, enhanced collaboration with other state agencies and community partners, and improvements in data collection methods and agency monitoring efforts.



The most frequent reports received and substantiated continued to be those of neglect (self 37.5% and caregiver 27%) followed by financial exploitation and emotional abuse.

Substantiated Types of Abuse in FY 10-11



Filing Reports

There are two types of reporting under OAPSA, voluntary and mandatory reporting. Under the provisions of voluntary reporting, any person who has reasonable cause to believe that an older adult needs protective services may report that need to the local AAA or by calling the **statewide elder abuse hotline number at 1 (800) 490-8505**. Voluntary reporters may choose to remain anonymous and still be assured that their report will be thoroughly investigated.

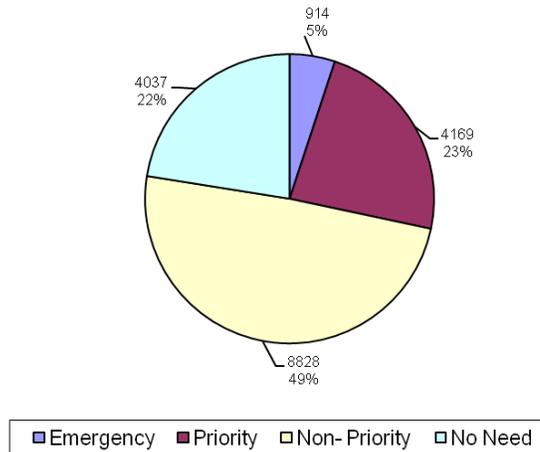
Administrators and/or employees of certain facilities are mandated reporters (see §15.151). Under OAPSA, administrators and/or employees are required to report any suspected abuse of a recipient of care to the AAA. In addition, if a mandatory reporter suspects abuse involving **sexual abuse, serious physical injury, serious bodily injury or a suspicious death**, additional mandatory reporting is required (see (see §15.152), and include contacting law enforcement, the Department of Aging, and the local AAA.

When an allegation of abuse is received, the AAA uses the information contained in the report to determine if the alleged victim meets the criteria for a protective services investigation to be completed. If the alleged victim does not meet the criteria specified by the law, the case is referred to a local resource for investigation and/or for assistance to ensure the older adult receives the necessary care and services that they need. For example, these local resources may include licensing agencies, various community resources or partners who conduct protective services for those under 60 years of age.

In determining if the alleged victim meets the criteria for protective services, all reports are categorized, as follows:

- **Emergency** – requiring immediate response
- **Priority** – requiring response no later than 24 hours
- **Non-priority** – requiring response no later than 72 hours
- **No-Need** – requiring referral for other resources

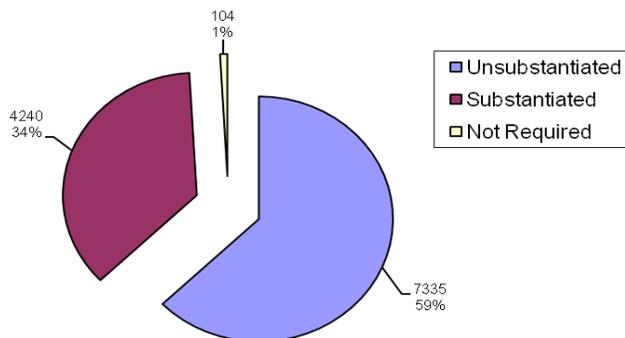
**Categorizations of Reports Received
FY 10-11**



Investigation

The purpose of an investigation is to determine if the older person (victim) named in the report of need is in need of protective services (substantiated report) or is not in need of protective services (unsubstantiated report). Of the 18,129 reports received, 12,499 (69%) were investigated by the AAAs and 4,344 (35%) of those cases were substantiated. See “**Appendix A**” at the end of this report which provides county-by-county data on reports and substantiation rates.

Investigation Determinations FY 10-11



Characteristics

Throughout the course of a protective services investigation, information is gathered concerning the characteristics of an individual reported to need protective services (victim) and the alleged abuser (perpetrator). See below for demographics of each.

Victims

Elder abuse is most concentrated among the very old. The age group most often found to need protective services (38%) is over the age of 81. Additionally, the majority of older adults found to need protective services is Caucasian (77%) and are females (67%).

Alleged Perpetrators

Data collected regarding perpetrators reveals that 59% of perpetrators were 30-59 years of age. The distribution of perpetrators by sex reveals that the majority are female (64%). Pennsylvania's data is similar to national data in that the largest group of abusers is that of female caregivers.

Provision of Services

The purpose of OAPSA is to provide a uniform statewide system offering older people access to a core group of protective services, which includes receiving reports, conducting investigations, developing service plans, and coordinating the provision of other services (i.e., meals, transportation and day care). OAPSA also provides AAAs with the ability to purchase other necessary services for protective services clients on a temporary basis when there is no other way to provide services.

Rank	By Persons Served
1	Personal Care
2	Guardianship
3	Assessment-Competence Eval. & Phys. Consult
4	Home Delivered Meals
5	Home Support
6	Overnight Shelter/Supervision
7	Legal Assistance
8	Transportation
9	PERS-Personal Emergency Response System
10	Care Management
11	Medical Equipment & Supplies
12	Adult Daily Living Center
13	Environmental Modifications
14	PAS-Personal Assistance Services
15	Home Health

The department continues to participate in a federal grant project funded by the U.S. Administration on Aging that is focused on improving the delivery of legal assistance to seniors, particularly those with barriers to accessing traditional services. Working closely with SeniorLAW Center, Montgomery County Mediation Services, the AAA network, Pennsylvania Bar Association, Pennsylvania Office of Attorney General, and other organizations, the department is assessing the

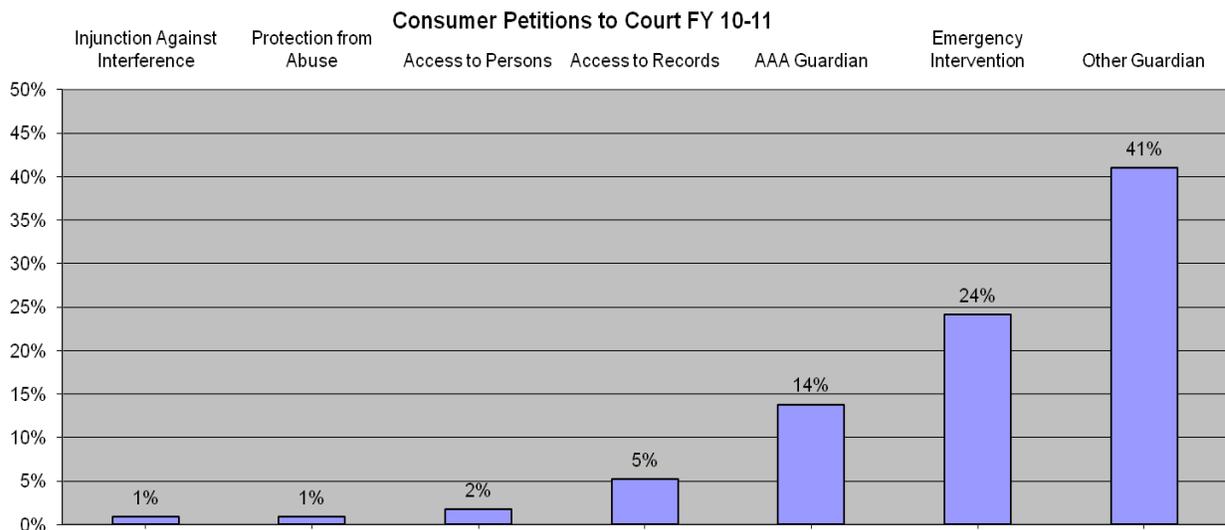
current legal services being provided and the legal needs of older Pennsylvanians with the goal of expanding low-cost methods for delivering services and legal education to meet the greatest needs.

Court Actions

Court actions are another service offered by the AAAs during protective services cases. The types of court actions may include assisting an older adult file a Protection From Abuse order (PFA), gaining access to an older adult for the purpose of assessing the person’s level of risk or needs, gaining access to an older adult’s records for the purpose of conducting a comprehensive investigation, and in extreme circumstances that involve the risk of death or serious physical harm, involuntarily providing services to an older adult.

During this fiscal year, 232 petitions were filed. This represents a decrease of 8% from last year. Of the 232 from this year, 167 were granted by the court and guardianship petitions were filed more than any other kind (54.7%). Involuntary emergency interventions accounted for the second highest number of petitions (24%) filed. Access to records (5%), access to person (2%), protection from abuse (1%) and injunction against interference (1%) account for the remaining petitions filed.

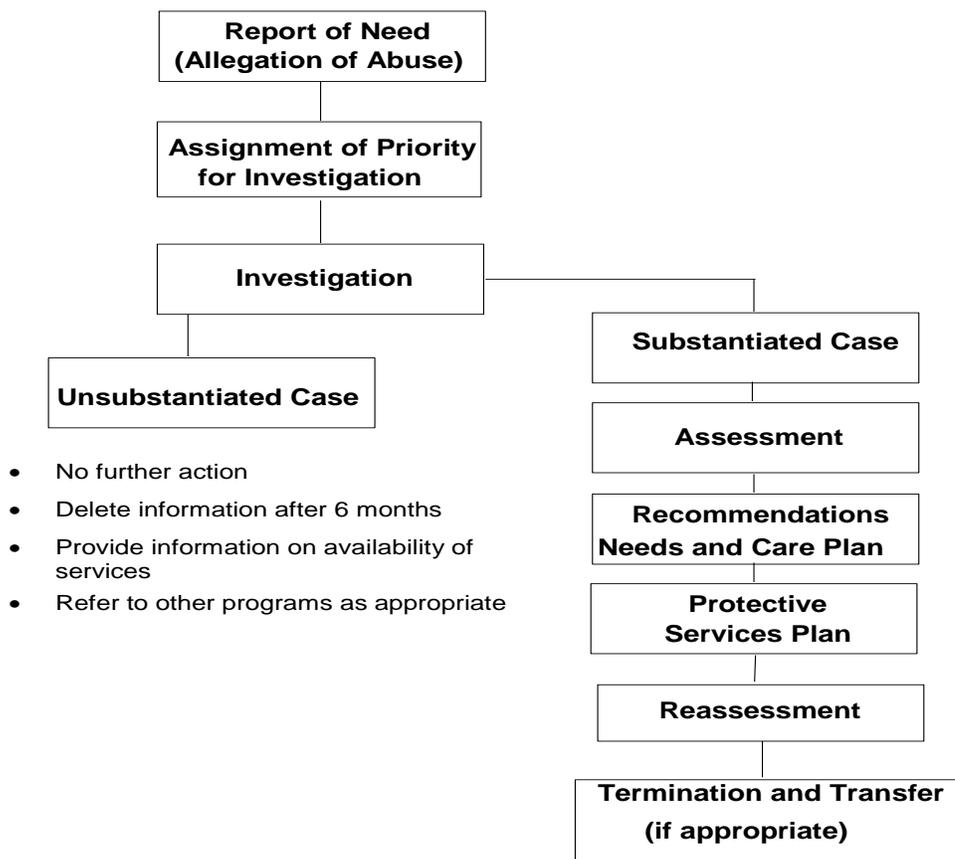
In the past, there was concern that AAAs would be spending excessive time in court and using emergency involuntary intervention orders to force services on competent, non-consenting adults. The data supports such fears may have been unjustified as roughly only 1% of the 18,129 reports of need received involved intervention requiring court actions.



Process Overview

The following diagram provides an overview of the steps taken by each AAA when an allegation of abuse is received. The purpose of the flowchart is to provide clarity of the processes undertaken by the agencies in order to ensure assistance is provided to those who may be in need. When it is determined that an older adult does not require protective services or does not meet the criteria outlined in the OAPSA, agencies frequently make a referral to another local or community resource that may be of assistance to the older adult.

OLDER ADULT PROTECTIVE SERVICES CASE MANAGEMENT FLOW CHART



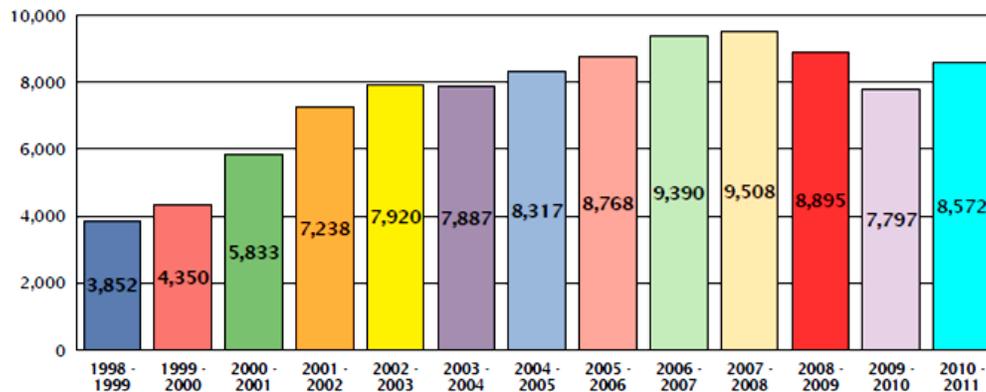
Amendments to the Older Adult Protective Services Act

Criminal History Background Checks, Act 169

This amendment mandates that **all** employees of facilities, defined within OAPSA, are required to submit to a criminal history background check and be free of convictions for offenses designated under OAPSA. All employees must obtain a Pennsylvania state criminal history record check, and employees who have not resided within the commonwealth for the past two consecutive years must, in addition to a state criminal history record check, obtain a federal criminal history record check. The department is responsible for administering the federal criminal history background checks. The department received and processed 8,572 applications in FY 2010-11. Of these, 77 were prohibited due to having at least one criminal conviction of a prohibited offense.

To date, the department has prohibited 859 applicants from employment and clearances have been provided to 89,901 applicants. In total, 99% of all applicants have been approved for employment. The following chart shows the number of cases processed by the department since July 1, 1998.

**Criminal History Background Check
Annual Cases Received by FY**



Nixon v. Commonwealth of PA, et al 576 Pa. 385; 839 A.2d 277 (2003)

The Supreme Court of Pennsylvania issued its decision in the Nixon case on December 30, 2003. The Commonwealth Court's decision, 789 A.2d 376 (2001) held the criminal history background check prohibitive hire provisions of the OAPSA unconstitutional "as applied to the individual plaintiffs." The court only granted specific relief to the individual plaintiffs and not to all persons affected by the criminal history background check provisions.

The department anticipates future legislative action to address the court's decision. In the interim, the department has issued guidance to all facilities in complying with OAPSA. The policy was

developed by the Chief Counsels of Aging, Health and Public Welfare and the Office of General Counsel.

For more information on Criminal History Background Checks and Mandatory Abuse Reporting, please visit us at www.aging.state.pa.us/psolinetraining

Mandatory Abuse Reporting

The 1997 amendment to OAPSA provided for mandatory abuse reporting by employees and/or administrators of those facilities defined by OAPSA. The mandatory abuse reports received by the department have continued to rise from 534 cases reported during FY 2009-10 to 669 cases reported in FY 2010-11 – a 25.3 % increase.

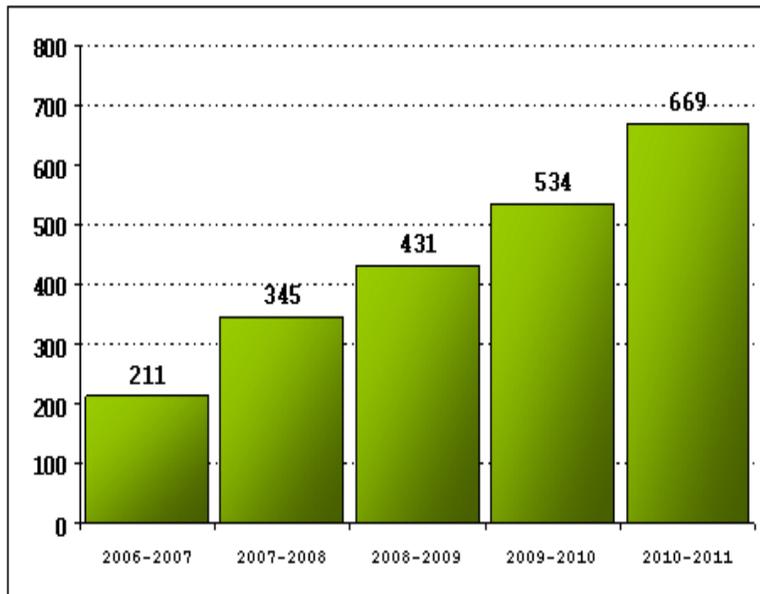
The charts in the following pages demonstrate the rising numbers of mandatory abuse reports reported to the department. This rise may be a result of increased trainings, enhanced collaboration with other state agencies and community partners, improvements in data collection methods and agency monitoring efforts. The first chart entitled, “Act 13 Reports”, details the various types of mandatory reporters that filed the reports that were received and types of abuses reported. The second chart, entitled “Act 13 – Number of Reports”, graphically depicts the numbers of mandatory abuse reports received over the past five years.

Act 13 Reports FY 2009-10 & FY 2010-11 Comparisons

Type of Reporting Facility	Serious Bodily Injury		Serious Physical Injury		Sexual Abuse		Suspicious Death		Under Age 60		Totals		% of Total	
	09'10	10'11	09'10	10'11	09'10	10'11	09'10	10'11	09'10	10'11	09'10	10'11	09'10	10'11
ADLC Assisted Living	1	0	3	2	5	4	1		2	2	12	8	2.24	1.20
CRRS	0	0	0	1	0	2	0	0	0	1	0	4	0.00	0.60
DC	0	0	1	0	0	0	0	0	0	0	1	0	0.19	0.00
FLH	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Group Home	1	1	1	0	1	2	0	0	0	0	3	3	0.56	0.45
Home Health	1	0	2	5	6	7	0	0	7	22	16	34	2.99	5.11
Hospice	0	0	2	1	2	1	0	0	1	1	5	3	0.93	0.45
Hospital State Mental	0	0	0	2	1	2	0	0	47	80	48	84	8.97	12.63
ICF/MR	0	0	0	0	0	3	0	0	0	0	0	3	0.00	0.45
LTSR	0	0	0	0	0	3	0	0	0	0	0	3	0.00	0.45
Nursing Home	12	4	119	139	134	167	7	5	90	95	361	413	67.66	61.65
PCH	6	4	18	28	47	44	0	3	16	34	87	114	16.26	16.99
Total Number	21	9	146	178	196	235	8	8	164	235	534	669		
Abuse By % of Total	3.93%	1.35%	27.29%	26.77%	36.64%	35.34%	1.50%	1.20%	30.65%	35.34%			100.00%	100.00%

(Facility Abbreviations: ADLC - Adult Daily Living Center; CRRS - Community Residential Rehab Services; DC - Domiciliary Care Home; FLH - Family Living Home; LTSR - DPW/Long Term Structured Residence; PCH - Personal Care Home) A home health care agency is defined to include those agencies licensed by the Department of Health and any public or private organization that provides care to care-dependent individuals in their place of residence.

ACT 13 – Number of Reports From July 01, 2006 to June 30, 2011



Statistics by County

As previously mentioned, the purpose of an investigation is to determine if the older person (victim) named in the report of need is in need of protective services (substantiated report), or is not in need of protective services (unsubstantiated report). On the next page, **Appendix A entitled “Frequency Report by Fiscal Year”** provides county-by-county data on reports and substantiation rates over the last three fiscal years. During this FY, we were able to enhance our data collection to include the number of investigations conducted by each area agency on aging. This information demonstrates that not all reports received by the area agencies on aging are appropriate for investigation under the OAPSA, and may require a referral to another entity.

Please note that there is an overall trend of increased frequency of elder abuse allegations. Anecdotally, we know that investigations are becoming more complex and time consuming; therefore, the need for ongoing support and specialized training is one of the department’s primary goals for assuring quality services are provided to those in need.

In **Appendix B** entitled “Abuse Reports Received this Fiscal Year” provides demographics and population centered statistics by county.

APPENDIX A – Frequency Report by Fiscal Year

County	2008-2009		2009-2010		2010-2011	
	Reports	Substantiated Investigations	Reports	Substantiated Investigations	Reports	Substantiated Investigations
Adams	15	3	12	2	16	2
Allegheny	1,325	317	1,385	312	1,535	267
Armstrong	81	35	86	48	113	50
Beaver	394	94	401	182	404	145
Bedford	166	47	159	57	136	60
Berks	329	64	423	140	456	167
Blair	52	12	48	25	77	45
Bradford (see Tioga)	*	*	*	*	*	*
Bucks	268	34	310	52	387	52
Butler	208	11	282	8	274	23
Cambria	159	23	151	27	140	32
Cameron	51	6	86	24	256	69
Carbon	46	4	53	1	80	7
Centre	61	16	78	32	96	50
Chester	294	51	318	49	395	74
Clarion	31	16	32	16	53	26
Clearfield	265	37	221	63	265	64
Clinton	35	17	44	26	81	34
Columbia	185	69	181	93	212	73
Crawford	45	3	85	8	91	18
Cumberland	143	35	167	48	273	104
Dauphin	186	69	217	85	226	110
Delaware	564	168	704	205	866	219
Elk (see Cameron)	*	*	*	*	*	*
Erie	228	58	263	56	320	87
Fayette (see Washington)	*	*	*	*	*	*
Forest	28	6	85	14	81	14
Franklin	89	15	182	30	176	25
Fulton (see Bedford)	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*
Indiana	29	10	38	18	49	11
Jefferson	115	39	118	41	143	58
Juniata (see Mifflin)	*	*	*	*	*	*
Lackawanna	228	78	297	127	374	164
Lancaster	1031	413	1119	472	1,307	584
Lawrence	91	15	116	16	135	16
Lebanon	48	9	41	20	75	20
Lehigh	189	39	203	41	271	62
Luzerne	727	157	829	137	861	192
Lycoming (see Clinton)	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*
Mercer	14	2	12	3	31	9
Mifflin	115	25	122	41	133	43
Monroe	78	15	66	11	99	13
Montgomery	622	74	882	92	936	136
Montour (see Columbia)	*	*	*	*	*	*
Northampton	85	35	99	25	112	16
Northumberland	106	33	118	30	153	52
Perry	48	1	52	8	60	19
Philadelphia	2,433	323	2,511	485	2,871	387
Pike	15	2	15	5	45	14
Potter	35	4	25	1	34	3
Schuylkill	293	20	275	28	376	57
Snyder (see Union)	*	*	*	*	*	*
Somerset	70	17	73	11	60	5
Sullivan (see Tioga)	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*
Tioga	145	47	130	57	168	76
Union	111	35	174	58	245	86
Venango	97	10	153	24	189	51
Warren (see Forest)	*	*	*	*	*	*
Washington	1,176	258	1,184	470	1,205	138
Wayne	24	5	29	12	70	57
Westmoreland	588	47	616	67	759	62
Wyoming (see Luzerne)	*	*	*	*	*	*
York	499	117	593	167	630	207
STATEWIDE TOTAL*	14,098	2,736	15,647	3,930	18,129	4,344

* Cases shared between multiple AAAs are counted for each AAA, but not duplicated in Statewide Total

APPENDIX B – Abuse Reports Received this FY

County	Rpts. of Need (RONs)	Investigated	In Need of Protective Services	% Investigated Rpts. Substantiated	Population Age 60+ (2010)*	Rate of RONs per 10,000	Rate of Investigations per 10,000
Adams	16	11	2	18.2%	22,267	7.2	0.9
Allegheny	1,535	984	267	27.1%	277,897	55.2	9.6
Armstrong	113	103	50	48.5%	17,288	65.4	28.9
Beaver	404	304	145	47.7%	42,567	94.9	34.1
Bedford	136	123	60	48.8%	26,633	51.1	22.5
Berks	456	337	167	49.6%	82,789	55.1	20.2
Blair	77	66	45	68.2%	30,653	25.1	14.7
Bradford (see Tioga)	*	*	*	*	*	*	*
Bucks	387	270	52	19.3%	128,989	30.0	4.0
Butler	274	91	23	25.3%	38,885	70.5	5.9
Cambria	140	116	32	27.6%	36,500	38.4	8.8
Cameron	256	178	69	38.8%	19,615	130.5	35.2
Carbon	80	30	7	23.3%	15,916	50.3	4.4
Centre	96	86	50	58.1%	24,192	39.7	20.7
Chester	395	196	74	37.8%	91,450	43.2	8.1
Clarion	53	42	26	61.9%	8,894	59.6	29.2
Clearfield	265	153	64	41.8%	19,384	136.7	33.0
Clinton	81	70	34	48.6%	34,759	23.3	9.8
Columbia	212	187	73	39.0%	19,452	109.0	37.5
Crawford	91	77	18	23.4%	20,589	44.2	8.7
Cumberland	273	228	104	45.6%	51,219	53.3	20.3
Dauphin	226	210	110	52.4%	52,863	42.8	20.8
Delaware	866	490	219	44.7%	109,394	79.2	20.0
Elk (see Cameron)	*	*	*	*	*	*	*
Erie	320	212	87	41.0%	56,408	56.7	15.4
Fayette (see Washington)	*	*	*	*	*	*	*
Forest	81	50	14	28.0%	12,729	63.6	11.0
Franklin	176	106	25	23.6%	33,497	52.5	7.5
Fulton (see Bedford)	*	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*	*
Indiana	49	40	11	27.5%	19,144	25.6	5.7
Jefferson	143	105	58	55.2%	11,026	129.7	52.6
Juniata (see Mifflin)	*	*	*	*	*	*	*
Lackawanna	374	318	164	51.6%	51,454	72.7	31.9
Lancaster	1,307	1089	584	53.6%	106,238	123.0	55.0
Lawrence	135	64	16	25.0%	22,965	58.8	7.0
Lebanon	75	50	20	40.0%	30,877	24.3	6.5
Lehigh	271	213	62	29.1%	71,168	38.1	8.7
Luzerne	861	464	192	41.4%	84,573	101.8	22.7
Lycoming (see Clinton)	*	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*	*
Mercer	31	24	9	37.5%	28,722	10.8	3.1
Mifflin	133	106	43	40.6%	17,264	77.0	24.9
Monroe	99	54	13	24.1%	31,534	31.4	4.1
Montgomery	936	374	136	36.4%	165,924	56.4	8.2
Montour (see Columbia)	*	*	*	*	*	*	*
Northampton	112	58	16	27.6%	64,432	17.4	2.5
Northumberland	153	115	52	45.2%	23,683	64.6	22.0
Perry	60	44	19	43.2%	9,375	64.0	20.3
Philadelphia	2,871	1,997	387	19.4%	258,420	111.1	15.0
Pike	45	31	14	45.2%	13,123	34.3	10.7
Potter	34	18	3	16.7%	4,671	72.8	6.4
Schuylkill	376	265	57	21.5%	36,397	103.3	15.7
Snyder (see Union)	*	*	*	*	*	*	*
Somerset	60	43	5	11.6%	19,632	30.6	2.5
Sullivan (see Tioga)	*	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*	*
Tioga	168	125	76	60.8%	38,726	43.4	19.6
Union	245	202	86	42.6%	17,500	140.0	49.1
Venango	189	167	51	30.5%	13,559	139.4	37.6
Warren (see Forest)	*	*	*	*	*	*	*
Washington	1,205	761	138	18.1%	92,358	130.5	14.9
Wayne	70	83	57	68.7%	14,048	49.8	40.6
Westmoreland	759	456	62	13.6%	94,162	80.6	6.6
Wyoming (see Luzerne)	*	*	*	*	*	*	*
York	630	547	207	37.8%	86,799	72.6	23.8
STATEWIDE TOTAL**	18,129	12,499	4,344	34.8%	2,702,603	67.1	16.1

* Based on 2010 PSU population projection

** Cases shared between multiple AAAs are counted for each AAA, but not duplicated in Statewide Total

Summary

This report shows that the reported incidents of elder abuse in Pennsylvania continue to increase. Pennsylvania, like many other states are faced with greater challenges as the older adult protective services system continue to protect the rights of the elderly. As the number of reports increase, so do the complexity of investigations and the need for the system to continue to adapt.

The U.S. Census Bureau projects that more than 62 million Americans will be age 65 or older in 2025, an increase of 78% from 2001. Demographically, Pennsylvania is one of the “oldest” states in the nation. We currently rank third in the country in the percentage of our population that is age 65 and older, and that number is expected to grow in the coming years. This supports the need to provide clearer preventive measures in how to prevent elder abuse, stronger collaborations among organizations that include attorneys and prosecutors specialized in the field of elder abuse, and community outreach to help individuals and their families live with dignity and respect. Our efforts to educate the public and professionals will continue through the building of elder abuse task forces and partnerships with other organizations that advocate for the rights of older adults.

Additionally, we continue to enhance the types and frequency of trainings offered to area agencies on aging personnel so that they maintain a high level of competency when completing comprehensive investigations of increasingly complex cases. These cases require skilled professionals assistance be provided to local agencies and law enforcement officials in order to move forward with court intervention and criminal or civil prosecution. As part of our efforts, we do provide support to local agencies through the Department of Aging *Institute on Protective Services* at Temple University, but we recognize that the demand will continue to rise. Our goal that assets of all older adults be secured and maintained for daily living expenses and potential long-term care needs is vital as we strive to ensure that Pennsylvanians have the opportunity to age and live well in our state.

While laws, regulations and policies, provide the department with guidance on how to implement the statewide older adult protective services program, they have limits and challenges. We will continue to work collaboratively with the legislature to modernize the law and regulations to adapt to current trends and practices.

**If you suspect elder abuse, please call the
Statewide Elder Abuse Hotline
1 (800) 490-8505**

**Pennsylvania Department of Aging
555 Walnut Street, 5th Floor
Harrisburg, PA 17101
Telephone (717) 783-1550**

www.aging.state.pa.us

