

The Older Adults Protective Services Annual Report



FY 2011-2012

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Executive Summary

In Pennsylvania, the Department of Aging (department) is responsible for oversight and implementation of the Older Adults Protective Services Act (OAPSA) for individuals over the age of 60. The department works closely with 52 Area Agencies on Aging (AAAs) who implement 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 hospitals. 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 at 1 (800) 490-8505**.

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 danger to his person or property.” 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 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 program by developing strong working relationships with other community agencies and care providers.

Under OAPSA §10225.310, the department is also required to produce an annual report on the program and services performed in support of older adults in need of protective services. 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 to protect older victims. Previous annual reports are available by visiting the department’s website at www.aging.state.pa.us.

Throughout this fiscal year, the department has provided support and guidance to local protective services programs, and has responded directly to complaints, inquiries and correspondence regarding the abuse of older Pennsylvanians. The department has continued to build and enhance relationships and collaboration with the Departments of Health, Public Welfare, Banking and victim service providers.

Community outreach efforts included recognizing May as Older Americans Month, participating in World Elder Abuse Day in June, and collaborating with the State Long-Term Care Ombudsman Office as well as other community organizations. In partnership with Temple University, the Institute on Protective Services provided statewide training, and helped build the elder abuse task forces throughout the commonwealth. Our goal has been to identify ways to prevent and address elder abuse, while strengthening our community outreach strategies, and state and local partnerships.

The department is proud of 2011-12 accomplishments that included on-going prosecution of criminal cases of elder abuse, the annual protective services conference, annual county solicitor training, and other sessions for protective services investigators and providers. During last fiscal year, of the 18,454 reports received and 12,944 investigated, the data shows the three most common abuses experienced by older Pennsylvanians: self-neglect (41.7%), caregiver-neglect (24.7%) and financial exploitation (16.2%). Recognizing the growth in financial exploitation, the department developed and provided specific training for investigators, such as interviewing victims and alleged perpetrators, strengthening investigative skills, and support in financial exploitation cases. Two legislative accomplishments included the successful passing of Acts 108 and 175 of 2012. Act 108 the Uniform Adult Guardianship and Protective Proceedings Jurisdiction Act, established a system for uniformity between states with regard to jurisdiction over guardianship, conservatorship and other protective proceedings. Act 175 amending the Older Adults Protective Services Act (OAPSA), allowed the department to use electronic fingerprinting for FBI background checks as a more efficient processing mechanism.

The following pages summarize laws and regulations governing protective services and list various activities that support prevention and protection from elder abuse, neglect, abandonment, and exploitation.

Laws and Regulations Governing Protective Services

On November 6, 1987, the Older Adults Protective Services Act (OAPSA) was signed into law and it became effective on July 1, 1988. The Pennsylvania Department of Aging (the department) completed program regulations on November 26, 1988. The passage of the protective services law reinforced Pennsylvania's commitment to:

- Provide access to services necessary to protect the health, safety and welfare of older adults (age 60+) who lack the capacity to protect themselves and who are at imminent risk of abuse, neglect, exploitation or abandonment;
- Safeguard older people's rights while providing the protective services needed;
- Provide for detection, reduction, correction or elimination of abuse, neglect, exploitation and abandonment;
- Establish a program of protective services for older adults who need them; and
- Educate the public as to the availability of services and create an awareness of the problem.

Amendments to OAPSA

In 1996, OAPSA was amended to include criminal history record check of individuals who are employed in a capacity to have direct contact or unsupervised access to personal living quarters of a person who receives care, services or treatments from a facility as defined by statute (Act 169). In 1997 (Act 13) was implemented to mandate that facility employees must report any suspected abuse.

With the OAPSA amendments, the department later proposed amendments to the original protective services regulations. In 2001, a final rulemaking was submitted to the Independent Regulatory Review Commission (IRRC) and the legislative oversight committees. The IRRC approved and amended regulations at its public meeting on January 24, 2002, and published them on May 18, 2002. These amendments more effectively safeguard the rights and protections of incapacitated older adults and care recipients of any age in specified facilities. The provisions for the mandatory submission of criminal history record information and mandatory reporting of suspected abuse enhanced the system of activities, resources and supports which prevent, reduce or eliminate abuse, neglect, exploitation and abandonment.

The following pages contain a summary of our laws and regulations, and the number and types of abuse reported to the aging network during this fiscal year. They also describe our efforts to provide training for protective services investigators and the expansion of the elder abuse task force. If you have any questions about this annual report or require additional information, please contact us at (717) 783-1550 or please visit our website at www.aging.state.pa.us.

Process Overview

The Older Adults Protective Services Act provides for the reporting of abuse, neglect, abandonment or exploitation of older adults. In Pennsylvania, the Department of Aging works closely with the 52 Area Agencies on Aging (AAA) 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 home, assisted living facility or hospital. Reporters may remain anonymous and 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, seven days a week with any Area Agency on Aging or by calling the **Statewide Elder Abuse Hotline at 1 (800) 490-8505**. When it is determined that an older adult does not require protective services or does not meet the criteria outlined in OAPSA, agencies frequently make a referral to another local or community resource that may be of assistance to the older adult.

Filing Reports

There are two types of reporting under OAPSA: voluntary and mandatory. 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.

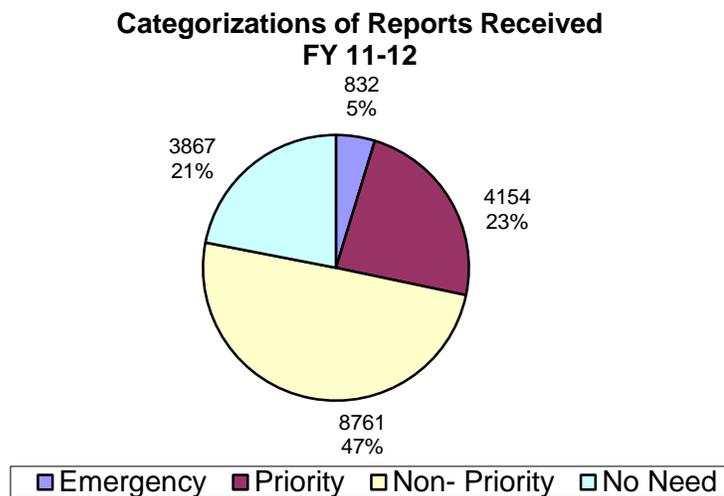
Administrators and/or employees of certain facilities are mandated reporters (*see 6 Pa. Code §15.151*). Under OAPSA, administrators and/or employees are required to report to the AAA any suspected abuse of a recipient of care. In addition, if a mandatory reporter suspects abuse involving **sexual abuse, serious physical injury, serious bodily injury or a suspicious death**, additional mandatory reporting is required (*6 Pa. Code §15.152*), and includes contacting licensing agencies, law enforcement, the department, 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 necessary care and services. Local resources may include licensing agencies, various community resources or partners who conduct protective services for those under 60 years of age.

To determine whether the alleged victim meets the criteria for protective services, all reports are categorized:

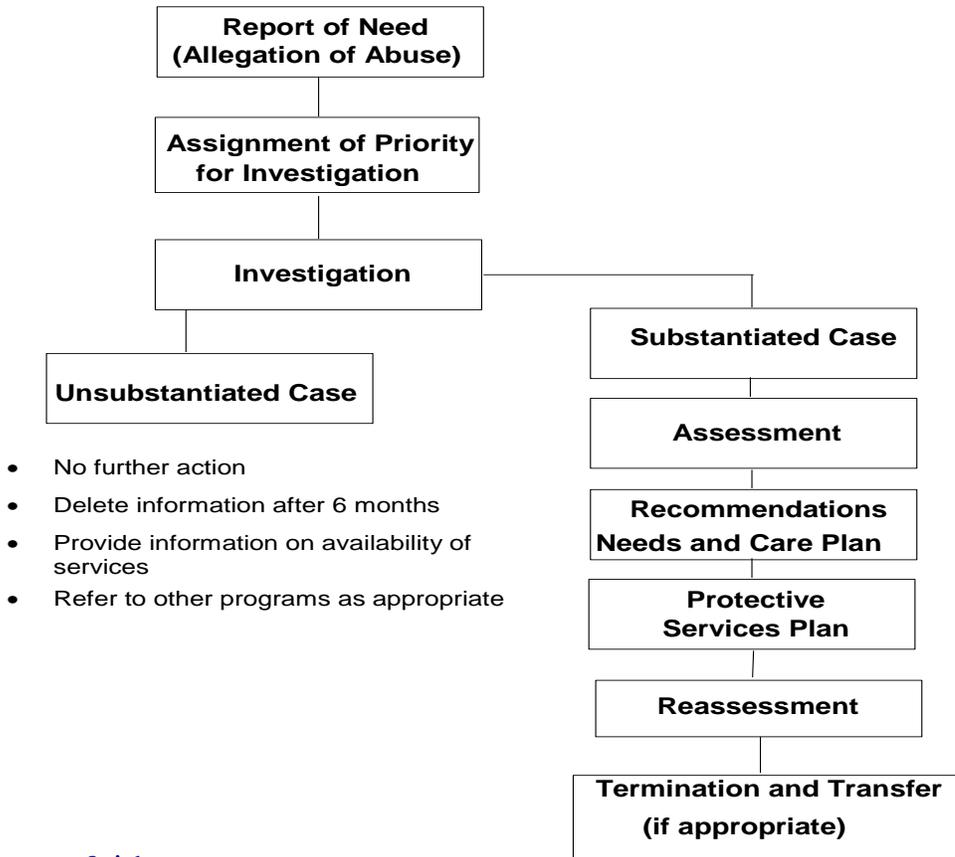
- **Emergency** – requires immediate response
- **Priority** – requires response no later than 24 hours
- **Non-priority** – requires response no later than 72 hours
- **No-Need** – requires referral for other resources

During the current fiscal year, the chart below provides a breakdown of reports received and categorization:



The following flow chart shows the steps taken by a AAA when an allegation of abuse is reported, and provides details of a case in the protective services system, from receipt of the report through termination of the investigation.

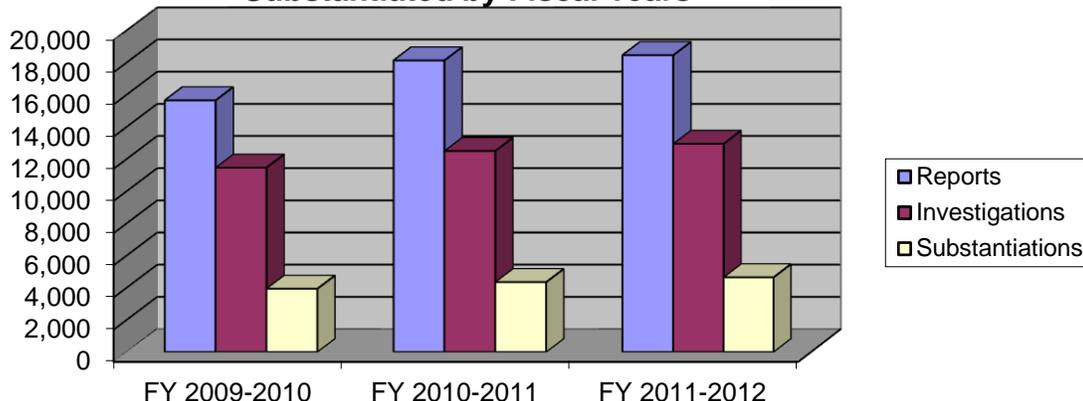
**OLDER ADULT PROTECTIVE SERVICES
CASE MANAGEMENT FLOW CHART**



Reports of Abuse

The total number of reports of need for protective services reported by the AAAs for this fiscal year totaled 18,454. Of these 18,454 reports, 70% (12,944) were determined appropriate for investigation. Of the investigations conducted, 4,641 (35.9%) of the cases were substantiated as needing protective services. See **Appendix B, titled “Abuse Reports Received this Fiscal Year,”** which provides county information, reports of needs received, and number of investigations conducted by each agency. As the chart shows on the next page, the total number of cases received, investigated and substantiated continues to rise. This increase is the result of increased training, enhanced collaboration with other state agencies and community partners, improvements in data collection methods and through the department’s monitoring of local protective services programs.

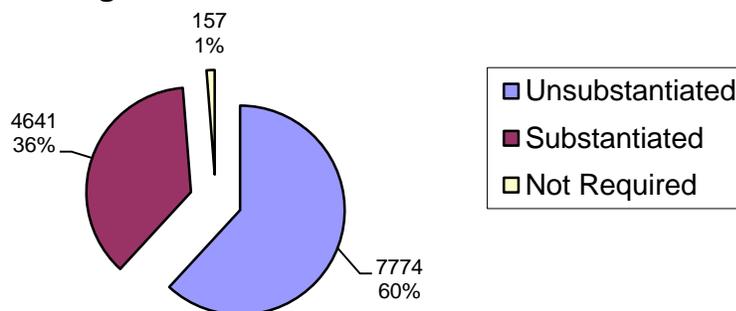
Comparison of Reports Received, Investigated and Substantiated by Fiscal Years



Investigation

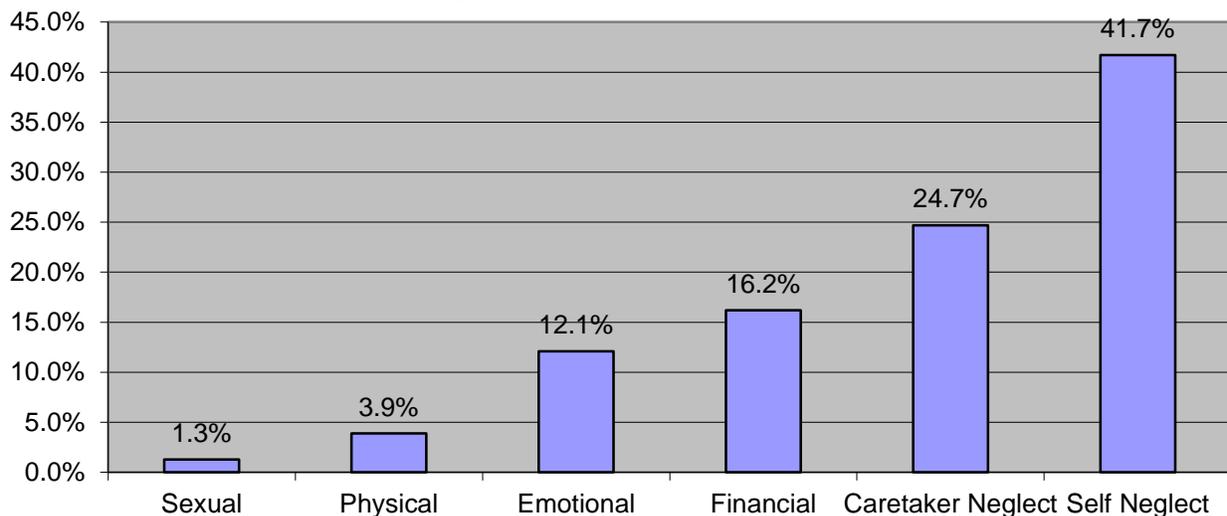
The purpose of an investigation is to determine if the older person (victim) named in the report of need requires protective services (substantiated report) or is not in need of protective services (unsubstantiated report). Of the 18,454 reports received, 12,944 (70%) were investigated by the AAAs and of those cases 4,641 or 35.9% were substantiated. See “**Appendix A, titled Frequency Report by Fiscal Year,**” which provides county-by-county data on reports and substantiation rates.

Investigation Determinations FY 11-12



The following chart provides specific information regarding the outcome of investigations and the types of abuse substantiated. The most frequent reports received and substantiated continued to be neglect (self 41.7% and caregiver 24.7%) followed by financial exploitation and emotional abuse.

Substantiated Types of Abuse in FY 2011-2012



Characteristics of the Victims and Perpetrators

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).

Victims

During this fiscal year, persons needing protective services had the following characteristics: the age group most often found in need of protective services (37%) is over the age of 81; the majorities are Caucasian (75.2%) female (65%); most victims reside in their own home (45%) and are living alone (36%).

Alleged Perpetrators

Data collected regarding perpetrators reveals that 49.3% of perpetrators were 30-59 years of age. The distribution of perpetrators by sex reveals that the majority are female (52.7%). Pennsylvania's data is similar to national data in that the largest group of abusers consists of female caregivers.

Provision of Services

OAPSA's purpose is the establishment of a system whereby an older adult may receive protection from abuse, neglect, exploitation and abandonment. Once an individual is identified a process of investigation, development and coordination of appropriate service plans begins.

The following chart details the most frequent services provided to older adults in need of protective services as: personal care, assistance on petitioning courts in emergency cases where individuals may have had limited capacity or when individuals had assets needing protection or preserving (See below).

Rank	By Persons Served
1	Personal Care
2	Petition to Court
3	Assessment-Competence Evaluation
4	Nutrition (Home Delivered Meals)
5	Home Support
6	Overnight Shelter/Supervision
7	Guardianship-Competency Evaluation
8	Guardianship
9	Legal Advice and Representation
10	Transport/Medical

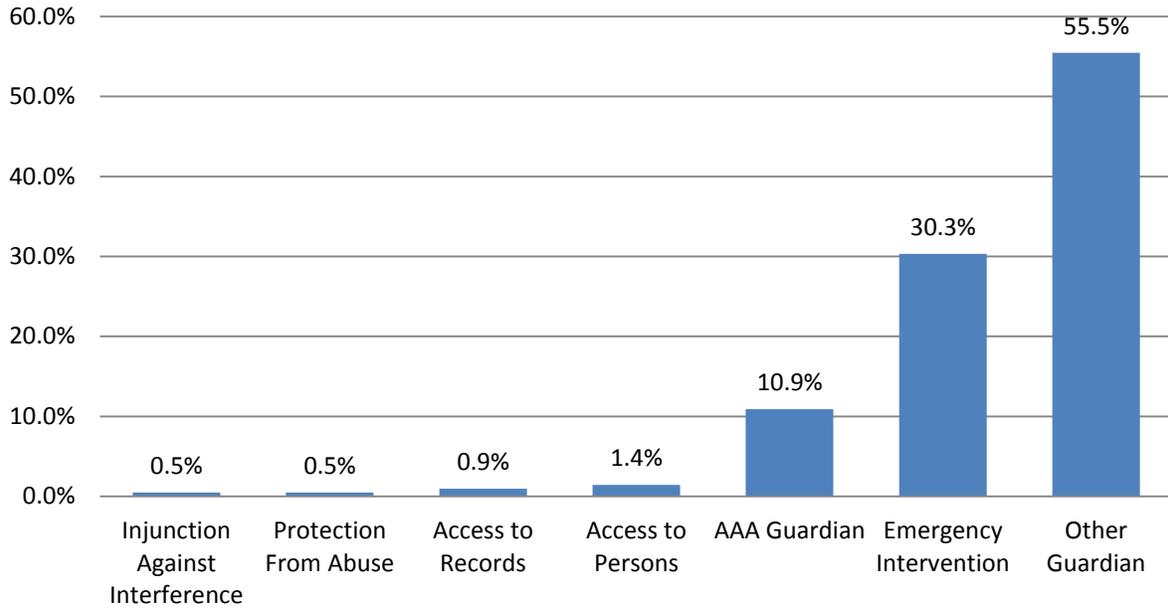
The department continues to focus on legal assistance to seniors, (particularly those with barriers to accessing traditional services) by working closely with organizations such as the SeniorLAW Center, Montgomery County Mediation Services, the aging network, Pennsylvania Bar Association, Pennsylvania 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

AAAs may seek court orders to assist in their investigations and provision of appropriate services for older adults in need of protective services. Depending on the circumstances, AAAs may seek access to records, protection from abuse orders, or, in an emergency, they may seek guardianship or relocation of an older adult at risk of death or serious physical harm.

During this fiscal year, 237 petitions were filed, an increase of 2.16% over last year. Of the 237 petitions, 211 were granted by the court. Guardianship petitions were the most common court filings with 66% granted. Involuntary emergency interventions accounted for the second highest number of (30.3%) granted. Access to persons (1.4%), access to records (0.9%), protection from abuse (.50%) and injunction against interference (.50%) account for the remaining petitions granted.

Consumer Petitions to Court FY 11-12



Pennsylvania Department of Aging Quality Monitoring

The department continues to conduct systematic monitoring and evaluation of the quality of protective services provided by the AAAs while providing the administrative and clinical technical assistance needed to maintain program and service quality. We devote resources to the local protective services programs by conducting visits to each AAA, review case files, provide technical assistance and evaluate clinical performances. The department also continues to develop strong working relationships with other community agencies and care providers.

The department supports the aging network by providing basic, advanced and annual training related to protective services. These are offered through a contractual agreement with the Department of Aging’s Institute on Protective Services at Temple University. This partnership also provides assistance to the aging network on building stronger working relationships with other community agencies and care providers.

Pennsylvania Department of Aging's Institute on Protective Services at Temple University, Harrisburg

The Department of Aging's *Institute on Protective Services (Institute)* at Temple University Harrisburg Campus, provides support, training courses, resources, and consultation to local AAAs, law enforcement, and other community-based organizations in support of the department's overall goal of prevention and protection. The following are activities provided by the *Institute*.

Training

During this fiscal year, 565 protective services investigators were trained to assess, investigate, and resolve reports of elder abuse in Pennsylvania. All new investigators are provided with a 3.5 day basic training, which focuses on the basic knowledge and tools provided through the Older Adults Protective Services Act and related department regulations and policies.

In addition to basic training, protective services investigators are required to complete annual enrichment training. Topics are chosen at the request of local protective services personnel who routinely complete abuse investigations. Topics covered during this fiscal year included financial exploitation investigations, advanced documentation skills and investigations, with an emphasis on how to conduct self-neglect investigations. Supervisors also received trainings on how to develop quality skills for front-line investigators, and quality assurance measures for supervising elder abuse investigations.

The *Institute* continued training programs for other professionals who work collaborate with the aging network. During this fiscal year, 501 police officers, EMS personnel, elder law attorneys, social workers, bankers, domestic violence advocates and support personnel were trained in sixteen different programs offered across the commonwealth.

Elder Abuse Task Force and Law Enforcement Collaboration

The purpose of the elder abuse task force and collaboration between the AAAs and law enforcement is to provide protective services investigators with access to law enforcement. The criminal justice system, in appropriate cases, is involved in responding to what the protective services system has uncovered and effectively investigated.

Local agencies have also developed well-established and effective working relationships with the law enforcement community, which meet monthly or on a bi-monthly basis. In other counties, district attorneys and police departments have assigned specific personnel to serve as liaison to the AAAs and collaboratively have worked to identify cases appropriate for criminal prosecution.

PROTECTIVE SERVICES TASK FORCES

June 2012



During this fiscal year, Bedford, Butler, Clarion, Clinton, Indiana, Lawrence, Lycoming, Somerset and York counties were in the process of developing or re-establishing a task force.

Investigations and Consultations Involving Financial Exploitation Cases

As identified by the department in consultation with the *Institute*, the aging network experienced an increase in incidents of financial exploitation against older adults. The department expanded the scope of its contract with Temple University to include a full-time certified fraud examiner to provide assistance to the AAAs in these cases. During this fiscal year two financial exploitation/theft cases moved to trial. The *Institute* served as an expert witness or legal consultant on the investigation, arrest or in testimony at trial. The following are examples of two such cases:

- A perpetrator was arrested on 95 counts of theft by unlawful taking and theft by failure to make required disposition of funds received. The total amount taken was \$265,000 and the defendant was convicted following a non-jury trial. The defendant was sentenced to two and one-half to five years in state prison. The defendant was ordered to stay on parole until he/she paid off the stolen funds. The defendant has appealed to the Superior Court of Pennsylvania, and the trial judge allowed the defendant to stay out of prison on house arrest, with electronic monitoring, until the appeal is resolved.
- A power of attorney agent of an older adult was sued by the older adult for having stolen over \$400,000 by intimidation and the misuse of a power of attorney document. Civil action was recommended after consultation with both the AAA and the district attorney. The *Institute* provided financial and legal analysis of the case, consulted with the older adult's attorney, and testified as an expert witness at trial. The court found in favor of the older adult, and awarded her \$30,000 in cash that was taken, returned her the \$180,000 home that the perpetrator had swindled from her, and awarded her \$200,000 in punitive damages.

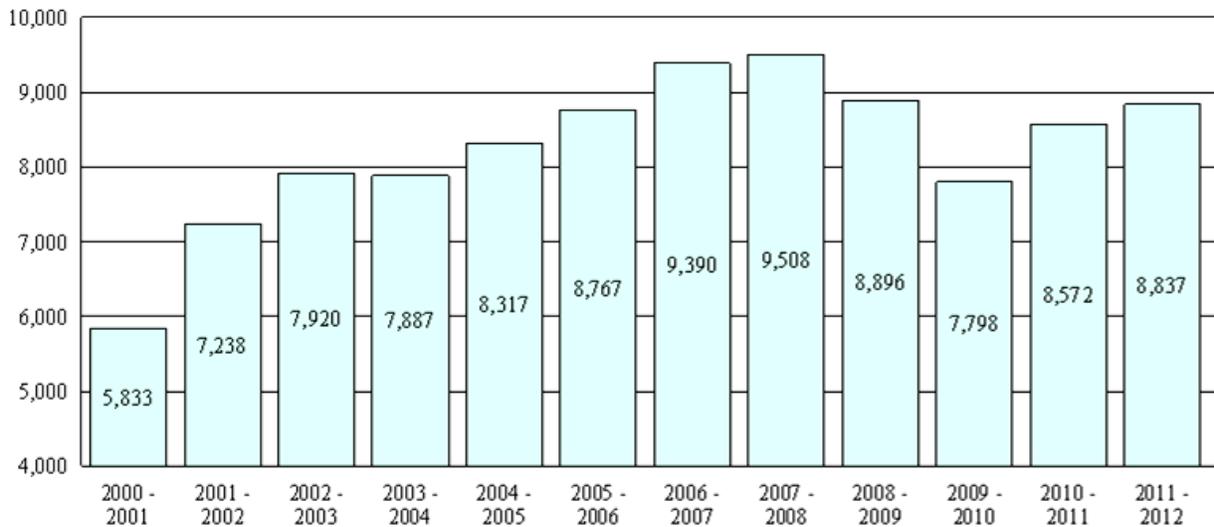
The department, in collaboration with the *Institute*, continues to work with the aging network, local law enforcement agencies and prosecutors assisting in the investigative planning, legal consultation and investigation, with 60 continuing or new cases and consultations during the year. Most of these cases involve theft of funds from older adults. Although there is a growing number of victimization cases, collaboration efforts between the AAAs and law enforcement yielded \$3.5 million in assets protected and \$410,000 recovered through civil judgments.

Amendments to the Older Adult Protective Services Act

Criminal History Background Check

Act 169 of 1996, amended OAPSA to mandate that all prospective employees of facilities submit to a criminal history background check and be free of convictions for offenses designated under

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



OAPSA (see page 4 for updated legislation). All prospective employees must obtain a Pennsylvania state criminal history record check, and individuals who have not resided within the commonwealth for the past two consecutive years must, in addition to the state criminal history record check, obtain a federal criminal history record check. The department is responsible for administering the federal criminal history background check. The department received and processed 8,837 applications during this fiscal year. Of these, 86 individuals were prohibited from employment. The chart shows the number of cases processed by the department annually since July 1, 2000.

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

OAPSA was challenged by a group of individuals who had been prohibited from employment as a result of past criminal conviction. Both the Commonwealth Court and the Supreme Court found the subject provisions to be unconstitutional, although the rulings applied only to the named plaintiffs. The Commonwealth Court's decision¹ was issued in 2001, and the Supreme Court's in 2003.

The department anticipates future legislative action to remedy the constitutional deficiencies found by the courts. In the interim, the department has issued guidance to all facilities required to comply with OAPSA. The guidance was developed by the Chief Counsels of Aging, Health and Public Welfare and the Governor's Office of General Counsel.

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

Mandatory Abuse Reporting – Act 13 of 1997

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 668 cases reported during FY 2010-11 to 687 cases reported in FY 2011-12 – a 2.84 % increase.

The following charts show the rising numbers of mandatory abuse reports reported to the department. This rise may be a result of increased training, enhanced collaboration with other state agencies and community partners, improvements in data collection methods and agency monitoring efforts. The first chart, "Act 13 Reports," details various types of mandatory reporters who filed the reports and types of abuses reported. The second chart, "Act 13 – Number of Reports," shows the numbers of mandatory abuse reports received over the past five years.

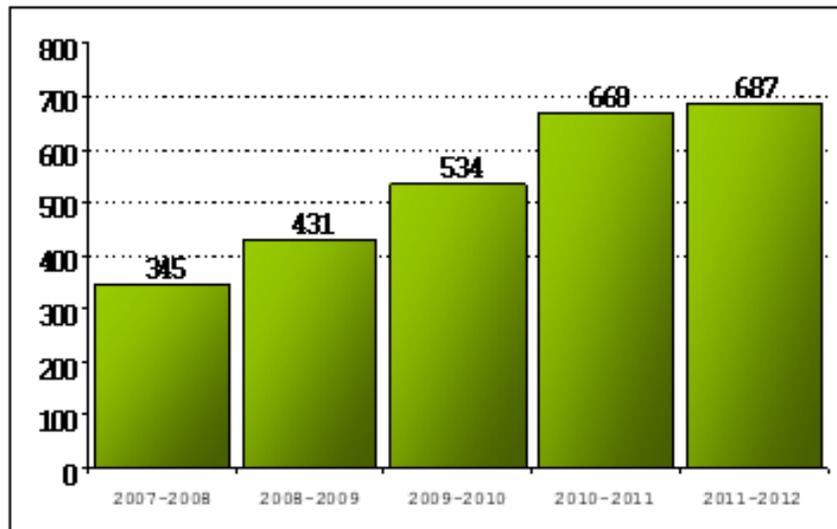
¹ 789 A.2d 376 (2001)

Act 13 Reports FY 2010-11 & FY 2011-12—Comparisons

(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.

Type of Reporting Facility	Serious Bodily Injury		Serious Physical Injury		Sexual Abuse		Suspicious Death		Under 60		Unknown		Totals		% of Total	
	10'11	11'12	10'11	11'12	10'11	11'12	10'11	11'12	10'11	11'12	10'11	11'12	10'11	11'12	10'11	11'12
ADLC			2		4	7			2				8	7	0.01	0.01
Assisted Living						1							0	1	0.00	0.00
CRRS			1		2				1				4	0	0.01	0.00
DC													0	0	0.00	0.00
FLH													0	0	0.00	0.00
Group Home	1			1	2								3	1	0.00	0.00
Home Health			5	7	7	9			22	26			34	42	0.05	0.06
Hospice			1		1	4			1	1			3	5	0.00	0.01
Hospital																
State Mental			2	6	2	8			80	89		4	84	107	0.13	0.16
ICF/MR					3	2							3	2	0.00	0.00
LTSR					3					1			3	1	0.00	0.00
Nursing Home	4	12	139	131	167	155	5	6	95	91	2	1	412	396	0.62	0.58
PCH	4	6	28	19	44	55	3		34	44	1		114	124	0.17	0.18
Total Number	9	18	178	164	235	241	8	6	235	252	3	5	668	686		
Abuse by % of Total	1.3	2.62	26.65	23.91	35.18	35.13	1.20%	0.87	35.18	36.73	0.45	0.73			100.00	100.00
Total	5%	%	%	%	%	%		%	%	%	%	%			%	%

Act 13 – Number of Reports (from July 01, 2007 to June 30, 2012)



Summary

The reported incidents of elder abuse in Pennsylvania continue to rise. With the increase in number of reports, so does the complexity of investigations and the need for the system to adapt. The department recognizes the need to continue advocate and build stronger collaboration among providers, community-based organizations, state agencies, the judicial system, and other support systems that may help older adults to age in place.

As reported last fiscal year, the U.S. Census Bureau projects that more than 62 million Americans will be age 65 or older by 2025, an increase of 78% from 2001. Demographically, Pennsylvania is one of the 'oldest' states in the nation. And while fourth in the country in the percentage of individuals age 65 and older, the challenge the commonwealth faces is serving the needs of the current population as well as future generations of the aging. This supports the need to provide preventive activities, collaboration between attorneys and prosecutors specialized in the field of elder abuse, and strengthen measures to help individuals and their families live with dignity and respect.

The department also recognizes the need to enhance the type and frequency of training offered to the aging network so they maintain a high level of competency when completing comprehensive investigation of increasingly complex cases. Such cases require skilled professionals be available to local agencies and law enforcement officials in order to move forward with court intervention and criminal or civil prosecution. For the past several years the data show the most frequent types of abuse to be self-neglect, caregiver-neglect, and financial exploitation. To address this we have provided more training to the aging network and built stronger collaboration with state and local partners.

As the older population rapidly increases in Pennsylvania, there is greater need to continue advocacy efforts by building national, state and local collaboration. Special effort will be made with partners who advocate on behalf of individuals receiving long-term care. We must also continue to educate our older population about the services available in support of their well-being. While we have met many of these goals, as the 2008-2012 State Plan on Aging comes to a close, our focus will be to improve, direct, and revitalize the long-term care system that provides crucial support to individuals who, desire to age in the setting of their choice. Please visit our website to review the 2012-2016 State Plan on Aging. It is a roadmap for the next four years regarding programs and services for older Pennsylvania (www.aging.state.pa.us, under section Professionals and Providers, followed by section Agency Publication).

While laws, regulations, and policies provide the department with guidance on implementing the statewide older adult protective services program, they have limits. We will continue to work collaboratively with the legislature to modernize the law and regulations.

Appendices

Statistics by County

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, “Frequency Report by Fiscal Year,”** provides county-by-county data on reports and substantiation rates over the last three fiscal years. During this fiscal year, we were able to enhance the 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 OAPSA, and may require a referral to another entity.

Appendix B, “Abuse Reports Received this Fiscal Year,” contains demographics and population-centered statistics by county.

APPENDIX A – Frequency Report by Fiscal Year

County	2009-2010		2010-2011		2011-2012	
	Reports	Substantiated Investigations	Reports	Substantiated Investigations	Reports	Substantiated Investigations
Adams	12	2	16	2	13	3
Allegheny	1,385	312	1,535	267	1,399	351
Armstrong	86	48	113	50	109	62
Beaver	401	182	404	145	400	162
Bedford	159	57	136	60	126	56
Berks	423	140	456	167	450	156
Blair	48	25	77	45	52	30
Bradford (see Tioga)	*	*	*	*	*	*
Bucks	310	52	387	52	568	71
Butler	282	8	274	23	288	89
Cambria	151	27	140	32	197	30
Cameron	86	24	256	69	191	54
Carbon	53	1	80	7	91	13
Centre	78	32	96	50	96	38
Chester	318	49	395	74	453	111
Clarion	32	16	53	26	33	21
Clearfield	221	63	265	64	291	76
Clinton	44	26	81	34	53	30
Columbia	181	93	212	73	171	61
Crawford	85	8	91	18	88	8
Cumberland	167	48	273	104	220	73
Dauphin	217	85	226	110	322	149
Delaware	704	205	866	219	927	206
Elk (see Cameron)	*	*	*	*	*	*
Erie	263	56	320	87	282	65
Fayette (see Washington)	*	*	*	*	*	*
Forest	85	14	81	14	44	7
Franklin	182	30	176	25	182	50
Fulton (see Bedford)	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*
Indiana	38	18	49	11	40	21
Jefferson	118	41	143	58	189	84
Juniata (see Mifflin)	*	*	*	*	*	*
Lackawanna	297	127	374	164	365	138
Lancaster	1119	472	1,307	584	1,497	698
Lawrence	116	16	135	16	116	16
Lebanon	41	20	75	20	53	20
Lehigh	203	41	271	62	337	57
Luzerne	829	137	861	192	256	70
Lycoming (see Clinton)	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*
Mercer	12	3	31	9	34	16
Mifflin	122	41	133	43	140	39
Monroe	66	11	99	13	96	23
Montgomery	882	92	936	136	1103	144
Montour (see Columbia)	*	*	*	*	*	*
Northampton	99	25	112	16	135	33
Northumberland	118	30	153	52	158	51
Perry	52	8	60	19	41	13
Philadelphia	2,511	485	2,871	387	2,990	604
Pike	15	5	45	14	83	23
Potter	25	1	34	3	15	3
Schuylkill	275	28	376	57	389	57
Snyder (see Union)	*	*	*	*	*	*
Somerset	73	11	60	5	87	25
Sullivan (see Tioga)	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*
Tioga	130	57	168	76	108	66
Union	174	58	245	86	248	62
Venango	153	24	189	51	158	34
Warren (see Forest)	*	*	*	*	*	*
Washington	1,184	470	1,205	138	1,297	213
Wayne	29	12	70	57	32	3
Westmoreland	616	67	759	62	824	102

Wyoming (see Luzerne)	*	*	*	*	*	*
York	593	167	630	207	610	203
STATEWIDE TOTAL*	15,647	3,930	18,129	4,344	18,454	4,801

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

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	13	10	3	30.0%	22,267	5.8	1.3
Allegheny	1,399	940	351	37.3%	277,897	50.3	12.6
Armstrong	109	108	62	57.4%	17,288	63.0	35.9
Beaver	400	346	162	46.8%	42,567	94.0	38.1
Bedford	126	112	56	50.0%	26,633	47.3	21.0
Berks	450	390	156	40.0%	82,789	54.4	18.8
Blair	52	43	30	69.8%	30,653	17.0	9.8
Bradford (see Tioga)	*	*	*	*	*	*	*
Bucks	568	420	71	16.9%	128,989	44.0	5.5
Butler	288	229	89	38.9%	38,885	74.1	22.9
Cambria	197	110	30	27.3%	36,500	54.0	8.2
Cameron	191	133	54	40.6%	19,615	97.4	27.5
Carbon	91	59	13	22.0%	15,916	57.2	8.2
Centre	96	84	38	45.2%	24,192	39.7	15.7
Chester	453	213	111	52.1%	91,450	49.5	12.1
Clarion	33	34	21	61.8%	8,894	37.1	23.6
Clearfield	291	125	76	60.8%	19,384	150.1	39.2
Clinton	53	50	30	60.0%	34,759	15.2	8.6
Columbia	171	141	61	43.3%	19,452	87.9	31.4
Crawford	88	64	8	12.5%	20,589	42.7	3.9
Cumberland	220	177	73	41.2%	51,219	43.0	14.3
Dauphin	322	286	149	52.1%	52,863	60.9	28.2
Delaware	927	468	206	44.0%	109,394	84.7	18.8
Elk (see Cameron)	*	*	*	*	*	*	*
Erie	282	176	65	36.9%	56,408	50.0	11.5
Fayette (see Washington)	*	*	*	*	*	*	*
Forest	44	34	7	20.6%	12,729	34.6	5.5
Franklin	182	131	50	38.2%	33,497	54.3	14.9
Fulton (see Bedford)	*	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*	*
Indiana	40	38	21	55.3%	19,144	20.9	11.0
Jefferson	189	151	84	55.6%	11,026	171.4	76.2
Juniata (see Mifflin)	*	*	*	*	*	*	*
Lackawanna	365	272	138	50.7%	51,454	70.9	26.8
Lancaster	1,497	1256	698	55.6%	106,238	140.9	65.7
Lawrence	116	67	16	23.9%	22,965	50.5	7.0
Lebanon	53	44	20	45.5%	30,877	17.2	6.5
Lehigh	337	285	57	20.0%	71,168	47.4	8.0
Luzerne	256	192	70	36.5%	84,573	30.3	8.3
Lycoming (see Clinton)	*	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*	*
Mercer	34	30	16	53.3%	28,722	11.8	5.6
Mifflin	140	125	39	31.2%	17,264	81.1	22.6
Monroe	96	64	23	35.9%	31,534	30.4	7.3
Montgomery	1103	454	144	31.7%	165,924	66.5	8.7
Montour (see Columbia)	*	*	*	*	*	*	*
Northampton	135	97	33	34.0%	64,432	21.0	5.1
Northumberland	158	100	51	51.0%	23,683	66.7	21.5
Perry	41	23	13	56.5%	9,375	43.7	13.9
Philadelphia	2,990	2,484	604	24.3%	258,420	115.7	23.4
Pike	83	64	23	35.9%	13,123	63.2	17.5
Potter	15	8	3	37.5%	4,671	32.1	6.4
Schuylkill	389	253	57	22.5%	36,397	106.9	15.7
Snyder (see Union)	*	*	*	*	*	*	*
Somerset	87	70	25	35.7%	19,632	44.3	12.7
Sullivan (see Tioga)	*	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*	*
Tioga	108	98	66	67.3%	38,726	27.9	17.0
Union	248	142	62	43.7%	17,500	141.7	35.4
Venango	158	141	34	24.1%	13,559	116.5	25.1
Warren (see Forest)	*	*	*	*	*	*	*
Washington	1,297	523	213	40.7%	92,358	140.4	23.1
Wayne	32	21	3	14.3%	14,048	22.8	2.1
Westmoreland	824	536	102	19.0%	94,162	87.5	10.8
Wyoming (see Luzerne)	*	*	*	*	*	*	*
York	610	494	203	41.1%	86,799	70.3	23.4
STATEWIDE TOTAL**	18,454	12,944	4,801	37.1%	2,702,603	68.3	17.8

* Based on 2010 PSU population projection

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



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