



Protective Services Office

OLDER ADULTS PROTECTIVE SERVICES ANNUAL REPORT

EXECUTIVE SUMMARY

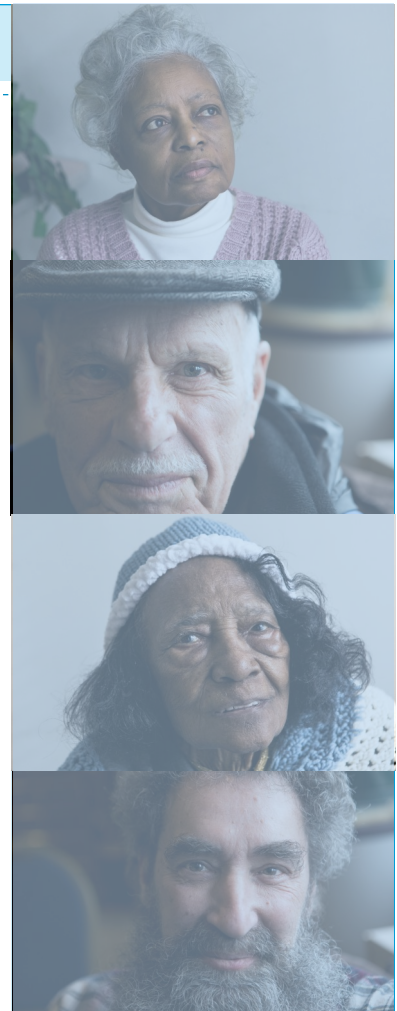
The Pennsylvania Department of Aging (PDA) is responsible for establishing and maintaining a statewide system of protective services for individuals 60 years of age and older who need them. The investigative and protective activities of Pennsylvania’s system are governed by Act 79 of 1987, known as the Older Adults Protective Services Act (OAPSA). For the past 31 years, OAPSA has served as the cornerstone for Pennsylvania’s system for protecting and providing the protective services necessary to protect the health, safety, and welfare of older adults who lack the capacity to protect themselves and who are at imminent risk of abuse, neglect, exploitation, and abandonment. OAPSA is victim-oriented and aims to safeguard the rights of older adults while providing for the detection, reduction, correction or elimination of abuse, neglect, exploitation, and abandonment. Under OAPSA, PDA is also responsible for educating the public as to the availability of protective services and creating an awareness of issues impacting older adults in the area of elder abuse and elder justice. Reports may be made on behalf of an older adult, whether the individual lives in the community or in a licensed care facility, such as a personal care home or nursing home.

Under the Older Americans Act and state law, PDA is required to work closely with its network of 52 local Area Agencies on Aging (AAAs) who administer the older adults protective services program across all 67 counties in Pennsylvania. Under OAPSA, the local AAAs are responsible for developing and submitting an annual protective services plan to PDA. They are to receive reports of elder abuse, conduct investigations, make case dispositions, and when determined necessary, provide protective services to older adults in order to reduce or eliminate abuse. In order to ensure compliance with federal and state requirements, the PDA’s Protective Services Office is responsible for monitoring local protective services delivery for compliance with OAPSA and approved local protective services annual plans. Based on the results of these quality assurance reviews, PDA is to provide technical assistance to the local AAA to ensure quality protective services are provided to older Pennsylvanians in need of them.

For more information regarding various programs available to older Pennsylvanians, including the law and regulations governing the prevention and protection from elder abuse, neglect, exploitation, and abandonment, please visit PDA’s website at aging.pa.gov.

REPORTING

Due to a rapidly aging population, along with efforts focused on education, recognition and reporting, the number of reports of abuse, neglect, exploitation and abandonment under OAPSA continue to rise annually. When combined with the impact of the opioid crisis and the enhanced sophistication of the tactics used by scammers and con-artists who prey upon the elderly across the commonwealth, the number and complexity of financial exploitation investigations have created challenges that require a multi-faceted approach to the provision of protective services. PDA recognizes the need to continue to serve as visible and effective advocates for Pennsylvania seniors and is committed to engaging in efforts that are focused on building stronger collaboration among providers, community-based organizations, state agencies, law enforcement, the judicial system, and other systems that help older adults live, age well, and be free from all types of abuse.



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REPORTING (CONTINUED)

There are two types of reporting under OAPSA: voluntary and mandatory. Under the voluntary reporting provisions, any person who has reasonable cause to believe that an older adult is in need of protective services may report that need to the local AAA directly, or call the statewide elder abuse hotline number at: 1-800-490-8505, 24-hours a day, 7 days a week. Voluntary reporters may choose to remain anonymous, and they have legal protection against retaliation, discrimination, and civil or criminal prosecution under the law.

Mandatory reporters include any employee or administrator of a facility, with reasonable cause to suspect that a recipient of care is a victim of abuse. They must immediately report that abuse to their local AAA. A facility includes a long-term care nursing facility, personal care home, home health agency, domiciliary care home, and an adult daily living center. Moreover, if the mandated reporter believes that the abuse involves sexual abuse, serious physical injury, serious bodily injury, or suspicious death, they are also required to make an immediate report to law enforcement.

All reports of abuse are received by the AAA regardless of age. When a report of abuse is received for an individual between the ages of 18-59, the report of need is taken and immediately referred to the appropriate investigative agency, which is identified by the Pennsylvania Department of Human Services, as authorized by the Adult Protective Services Law, Act 70 of 2010. Reports for an individual under the age of 18 are referred to the Department of Human Services, Office of Children, Youth and Families. All reports of need received for individuals aged 60 years and older are screened and assigned a category with a response time based on the information provided by the reporter.

The total number of reports of abuse received by the AAAs for all ages during FY 2017-18 was 44,937, a 12% increase from FY 16-17 (see Appendix A, titled "Abuse Reports Received by Fiscal Year"). Of the total number of reports received, 32,253 (71.8%) reports were for older adults, 60 years of age and older (see Appendix A, titled "Abuse Reports Received by Fiscal Year"). This represents an increase of 12.6% from fiscal year 2016-17. There were 12,684 (28.2%) reports received for individuals under age 60.

REPORTS OF ABUSE: INTAKE, INVESTIGATION & OUTCOME

Reports of need for protective services are categorized as follows:

- **Emergency:** requires an immediate response and face-to-face visit with the older adult as soon as possible
- **Priority:** requires a response as soon as possible, but no later than 24 hours, and face-to-face visit with the older adult within 24 hours
- **Non-priority:** requires a response in a timely manner, but no later than 72 hours, and face-to face with the older adult at an appropriate time in the investigation
- **No Need for Protective Services:** may require a referral for other resources to an appropriate community entity, including to the investigative agency identified by DHS for persons under 60 years of age who are reported to be in need of protective services.

Figure 1 (below) shows reports of need received by category.

The category response time triggers the investigation by the local AAA, leading to a case disposition, which determines if the older adult (victim) named in the report is in need of protective services (substantiated report) or is not (unsubstantiated report).

Of the total number of reports received for older adults (60 years and older), 73.0% (23,552) were found to be appropriate

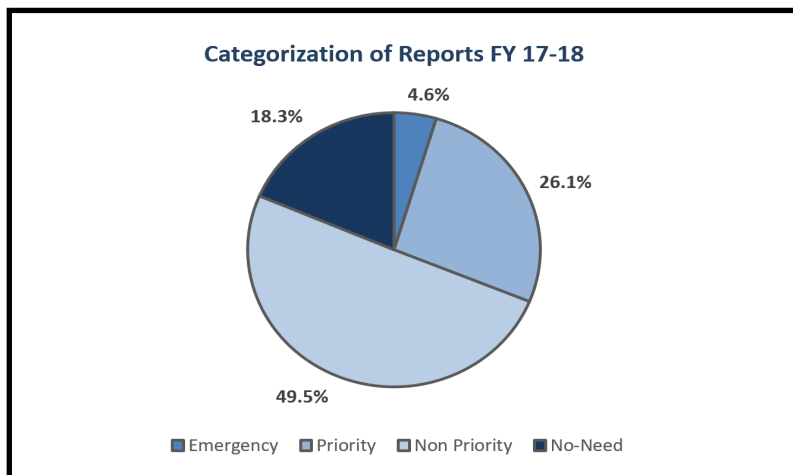


Figure 1

IMPLEMENTATION OF ADULT PROTECTIVE SERVICES

As referenced above, the passage of the Adult Protective Services (APS) Law (Act 70 of 2010) required the PA Department of Human Services (DHS) to establish a program of protective services for adults aged 18-59 who have a physical or mental impairment that substantially limits one or more major life activities.

With the implementation of Act 70 in April 2014, all APS investigations for individuals between the ages 18-59 have been separated from total number of investigations shown.

Mandatory abuse reporting data (page 6) collected during this fiscal year may include duplicate reports due to the statutory requirement to report to both PDA and DHS.

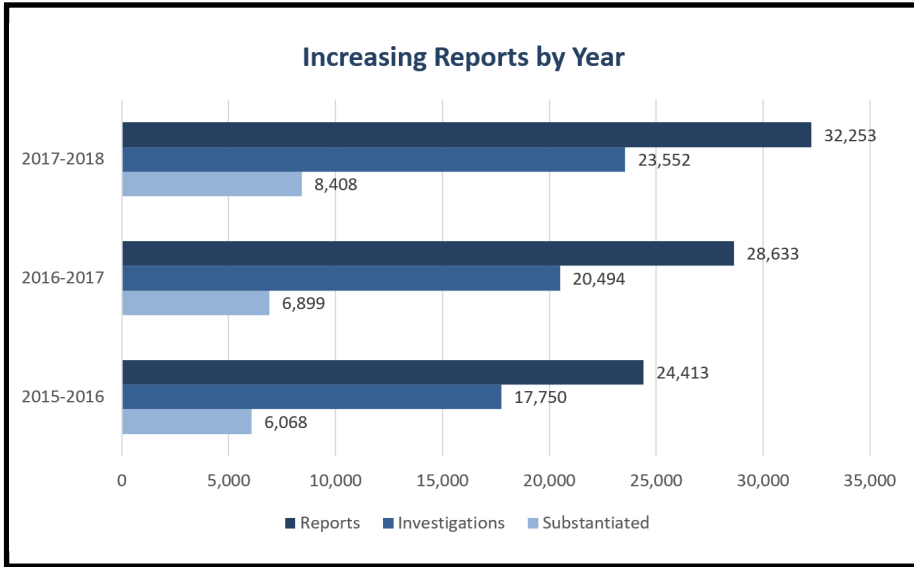


Figure 2

REPORTS OF ABUSE: INTAKE, INVESTIGATION & OUTCOME (CONT'D)

for investigation (see Appendix B titled “Older Adult Abuse Reports Received This Fiscal Year”). This increase is likely the result of an increasing aging population, awareness efforts, enhanced trainings, targeted collaboration with other state agencies and community partners, and improvements in data collection methods.

The purpose of the investigation is to determine whether the older adult is in need of protective services. If it’s determined that this need exists, the AAA develops a service plan which reflects the least restrictive alternatives to reduce or eliminate the imminent risk to the older adult’s person or property. Each investigation has two key guiding principles, whereby the AAA strives to advocate for the older adult, whom has a right to self-determination. When appropriate, the service plan may include civil or criminal remedies. Of the investigations conducted during this fiscal year, 8,408 (35.7%) cases were substantiated. Figure 2 (above) provides a comparison of total reports received, investigations conducted, and substantiated investigations from previous years. For more information or to compare reports by county, see Appendix B, titled “Older Adults Abuse Reports Received This Fiscal Year” at the end of this report.

Figure 3 (below) displays the types of abuse originally reported versus types of abuse that were substantiated. The most frequent alleged/reported type of abuse was caregiver neglect (28.9%) followed by exploitation (28.0%). The most frequent substantiated types of abuse continued to be those of neglect (self 38.5% and caregiver 19.8%) followed by financial exploitation (17.7%).

Reported Allegation	Percentage	Substantiated Allegation	Percentage
Caregiver Neglect	28.9%	Self-Neglect	38.5%
Financial Exploitation	28.0%	Caregiver Neglect	19.8%
Self-Neglect	26.0%	Financial Exploitation	17.7%
Emotional Abuse	18.5%	Physical Abuse	16.3%
Physical Abuse	18.5%	Emotional Abuse	13.8%
Sexual Abuse	2.3%	Type Not Specified	6.5%
Abandonment	1.0%	Sexual Abuse	1.1%

Figure 3

VICTIM AND PERPETRATOR 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). Tracking this data will help inform public outreach efforts.

The age group most reported to be in need of protective services is between the ages of 81 and 90 (29.9%). The majority were Caucasian (80.1%) and female (65.0%). It is important to recognize that many alleged victims resided in their own homes (47.0%), widowed (39%), or were living alone (42.0%).

The data also reveals that 46.8% of substantiated perpetrators were between the ages of 30-59 and 55% were female. Of all perpetrators, 16.7% were identified as family members.

OAPSA provides for designation of a perpetrator if there is clear and convincing evidence that the individual was responsible for the abuse of the older adult. If a criminal act was committed, law enforcement may be contacted as part of the protective services care plan.

PENNSYLVANIA ELDER ABUSE TASK FORCES AND COLLABORATION WITH LAW ENFORCEMENT

Similar to other states and organizations, Pennsylvania recognizes that elder abuse teams or task forces serve as a way to more effectively address elder abuse, neglect, and exploitation.

Considering the complexity of certain elder abuse cases, which involve medical, psychiatric, legal, housing, personal care, financial, and family violence issues, and the many diverse programs and disciplines involved, the National Adult Protective Services Association (NAPSA) and the National Center for State Courts (NCSC) have endorsed the formation of multidisciplinary teams or task forces.

Such task forces may include mental and physical health providers, domestic violence and sexual assault programs, aging and disability networks, substance abuse providers, financial institutions, law enforcement agencies, and the courts.

Through PDA's partnership with the Institute on Protective Services, at Temple University Harrisburg, support is available to counties that desire to develop an elder abuse task force in their planning and service area. This work is funded through a contract with PDA in an effort to bring elder justice to the communities of the commonwealth.

Currently in Pennsylvania there are 44 counties involved in some level of task force work: 37 active task forces, 6 law enforcement collaborations, and 1 county is in early stages of developing a task force. 65% of the commonwealth is currently covered by some form of task force.

Successful task forces are built on the premise that to effectively protect older adults, the aging services network and law enforcement must work cooperatively in identifying and responding to elder victimization. Whether it's physical or emotional abuse, financial exploitation, caregiver neglect, or self neglect, the symptoms and treatment of elder abuse are complex. Elder abuse victims need to not only receive protective services to cope with and recover from the harm that has been done to them, but they also need and deserve to have the ability to seek restitution and justice.

PROVISION OF SERVICES

Following the substantiation of a report of need for protective services, an assessment is conducted that results in the development of a service plan, which must describe the older adult's identified needs, goals to be achieved, and the specific services needed in order to reduce or eliminate

risk. **Figure 4** (below) details the most frequent services provided to older adults during this fiscal year. Personal care continues to be the most frequently provided service under protective services based on both cost and units served.

Top 10 - Rank Order of Services Provided to Protective Services Clients		
By Dollars	Rank	By Claims Units Served
Personal Care	1	Personal Care
Overnight Shelter/Supervision	2	In-Home Meals
In-Home Meals	3	Home Support
Assessments	4	Home Health
Guardianship	5	Overnight Shelter/Supervision
Home Support	6	Assessments
Legal Assistance	7	Legal Assistance
Pest Control/Fumigation	8	Adult Daily Living Center
Home Health	9	Pest Control/Fumigation
Adult Daily Living Center	10	Care Management

Figure 4

COURT ORDERS

Through OAPSA, an AAA has the authority to use several legal interventions to assist in their investigation and to ensure that the older adult is protected from abusive and/or exploitative situations. When determined necessary under OAPSA, an AAA may petition the court for access to records or to persons. They may seek an emergency involuntary intervention for an older adult at risk of death or serious physical harm in order to provide necessary services. If a person interferes with the provision of services, the AAA may petition the court for an order enjoining the interference. Moreover, there are other legal tools available to protect the older adult, such as helping the older adult petition for a protection from abuse order, or petitioning for guardianship of person and/or estate.

During this fiscal year, 324 petitions were filed, of which 206 (63.6%) were granted by the court. Guardianship petitions were the most common (54.0%) with 92% being granted by the court. Involuntary emergency interventions accounted for the second highest number (14.2%) with 97.8% being granted by the court. The data shown here does not include pending petitions to court or petitions with no documented outcome.

QUALITY ASSURANCE MONITORING

PDA continues to uphold its responsibility to monitor local protective services delivery for compliance with the law. A protective services quality assurance monitoring protocol is followed, training and technical assistance is provided, and educational opportunities to the AAAs are available. Compliance with the statutory and regulatory requirements is examined, and a sample of cases are reviewed to enhance the program. In 2017, PDA revised and enhanced its quality assurance monitoring processes adding timeframes for corrective action plans, required training, and follow-up visits.

Additional support is provided to the AAAs by conducting onsite visits and offering consultation as needed. PDA also supports the aging network by providing basic, advanced, and annual training related to protective services. Training is made available through PDA's partnership with and financial support to the Institute on Protective Services at Temple University, Harrisburg.

INSTITUTE ON PROTECTIVE SERVICES AT TEMPLE UNIVERSITY, HARRISBURG

For over 16 years, PDA has funded and partnered with the Institute on Protective Services at Temple University, Harrisburg. With a mission to prevent, respond, and when necessary, obtain justice for victimized elders and other vulnerable adults, the Institute on Protective Services works with PDA to provide required protective services training to our local AAAs. Moreover, through this collaborative effort, PDA and the Institute on PS work to provide education and consultation to human services and law enforcement professionals on identifying, investigating, and resolving cases of elder abuse and victimization of vulnerable adults.

During FY 17-18, the department’s Institute on PS offered 33 courses and trained a total of 856 protective services workers. In addition to the training for the protective services network, trainings were also provided to older adults, banks, law enforcement, professionals, and the public. An estimated 628 attendees received training on preventing elder abuse during this fiscal year.

The Institute on PS continued to provide case consultation to the aging network, law enforcement agencies and prosecutors on 62 cases. Working with the AAAs and law enforcement, seven arrests were made and two prosecutions were secured.

The Institute on PS helped to facilitate \$33,048 in recoveries or court ordered restitution and \$4.5 million in older adults’ assets being protected.

AMENDMENTS TO THE OLDER ADULTS PROTECTIVE SERVICES ACT

Although Act 169 of 1996 amended OAPSA to mandate that all prospective employees of long-term care facilities submit to a criminal history background check and be free of convictions for offenses designated under OAPSA, a Commonwealth Court decision in 2015 determined that OAPSA’s ‘life-time employment’ ban was not enforceable (see box to the right for details).

Currently, all prospective employees must still obtain a Pennsylvania State Police criminal history background check, and individuals who have not resided within the commonwealth for the past two consecutive years must also obtain a federal criminal history record check.

PDA is responsible for the federal criminal history background checks, by processing the results and sending the final results to the applicant.

A letter is sent to the employer advising them that the results were sent to the applicant. The applicant is then responsible for providing the results to the employer who will analyze the results and make the employment determination.

See **Figure 5** (below) for total number of applications by fiscal year. The total chart no longer contains a “total number of prohibited.” See box to the right for more details.

Fiscal Year	Totals Applications	Total # Prohibited
2015-2016	12,972	94 (.7%)
2016-2017	14,651	N/A
2017-2018	18,050	N/A

Figure 5

Peake v. Commonwealth of Pennsylvania, et al., 216 M.D. 2015

The following was posted on PDA’s website on January 6, 2016:

“On December 30, 2015, the Commonwealth Court held in Peake v. Commonwealth of Pennsylvania et al., 216 M.D. 2015, that the “lifetime employment ban” contained in Section 503(a) of the Older Adults Protective Services Act (“OAPSA”), 35 P.S. 10225.503 (a), violates due process guarantees under the Pennsylvania Constitution and is therefore not enforceable. The court also held that the previously posted “Interim Policy” (pertaining to the employment of individuals with certain criminal convictions care for older adults is invalid.

Accordingly, departments affected by this decision are currently evaluating the posted information regarding “prohibitive hires” as well as the “Interim Policy” in light of the Commonwealth Court’s decision. Please note that criminal history reports are still required for all applicants.

PDA is advocating for legislative action to remedy the constitutional deficiencies found by the courts.

MANDATORY ABUSE REPORTING

Act 13 of 1997 amended OAPSA by providing for mandatory abuse reporting by employees or administrators of a facility as defined by OAPSA. Under the law, a mandated reporter who has reasonable cause to believe that a recipient is a victim of abuse must immediately report the abuse to the local AAA. **Figure 6** shows the number of mandatory abuse reports made to PDA during this fiscal year. While mandatory abuse reports may have increased due to the dual reporting requirements required by the new Adult Protective Services law for adults ages 18-59, enhanced collaboration with the PA Departments of Health (DOH) and Human Services (DHS) has occurred to enforce mandated reporting requirements under OAPSA.

Out of the 955 mandatory abuse reports received by the department for this fiscal year, 600 (62.8%) reports alleged sexual abuse, 289 (30.3%) reports alleged serious physical injury, 44 (4.6%) reports alleged serious bodily injury and 19 (0.0 %) reports were for allegations of suspicious death. Three (.3%) reports alleged multiple abuses. In addition, if the mandated reporter believes the abuse involves sexual abuse, serious physical injury, serious bodily injury, or suspicious death, they are also required to report to law enforcement and to PDA. Definitions of these four serious abuses are as follows:

Serious Bodily Injury: An injury that creates a substantial risk of death or causes serious permanent disfigurement or protracted loss or impairment of the function of a body member or organ.

Serious Physical Injury: An injury that causes a person severe pain or significantly impairs a person's physical functioning, either temporarily or permanently.

Sexual Abuse: Intentionally, knowingly, or recklessly causing or attempting to cause rape, involuntary deviate sexual intercourse, sexual assault, statutory sexual assault, aggravated indecent assault, indecent assault, or incest.

Suspicious Death: A death which is unexpected with unexplained circumstances or cause.

NOTE: The sum of the percentages throughout this report may be greater than 100% because a question may have multiple responses. In addition, missing or unanswered questions have not been removed from charts/tables to accurately report on the entire population.

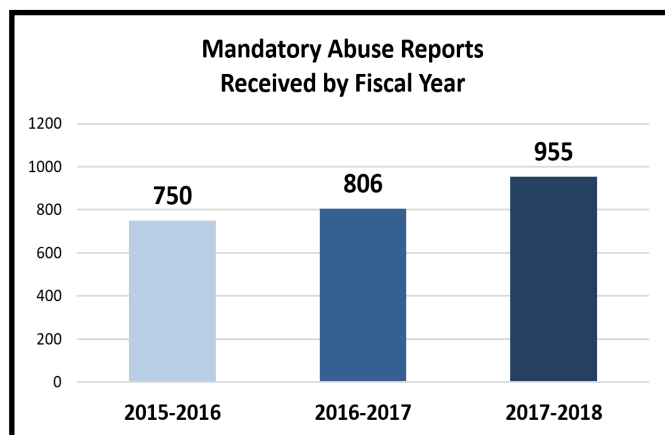


Figure 6

COLLABORATION HIGHLIGHTS

Administration on Community Living (ACL) Grant - During the time period of September 2015 through December 2017, PDA was an awarded grantee of the grant titled, State Grants to Enhance Adult Protective Services. The primary purpose of this project was to address necessary changes to the protective services program in addition to introducing new tools and practices that standardize the Commonwealth's response to elder abuse. As a result of PDA's efforts with this grant, we anticipate raising awareness of effective prevention strategies and appropriate responses to elder abuse.

World Elder Abuse Awareness Day - Recognized around the globe every June 15th, World Elder Abuse Awareness Day provides an opportunity for communities around the world to promote a better understanding of abuse and neglect of seniors by raising awareness of the cultural, social, economic, and demographic processes affecting elder abuse and neglect. Established in support of the United Nations International Plan of Action to acknowledge the significance of elder abuse as a public health and human rights issue, PDA pauses each June 15 to gather with members of the General Assembly, representatives from the local Area Agencies on Aging, and other stakeholders to host an elder abuse awareness event in the Capitol Rotunda. In addition, PDA staff are regularly requested to participate in World Elder Abuse Awareness Day forums that are held in various regions of the state.

Pennsylvania Supreme Court Advisory Council on Elder Justice in the Courts - In April 2013, Pennsylvania Justice Debra Todd chaired the Court's Elder Law Task Force, which was comprised of experts within and outside of the court system. The Task Force was charged with reviewing current practices and problems in the areas of guardianship, elder abuse and neglect, and access to justice. Through their work, in November 2014, the Supreme Court of Pennsylvania issued the Task Force's *Report and Recommendations*, which is a 284-page report with 130 recommendations to enhance the way Pennsylvania elders interact with the state court system and are protected in cases involving abuse, neglect, guardianship, and other matters. The recommendations are intended to inspire government and community leaders so that they are put into practice. With the release of the report, the Supreme Court of Pennsylvania created the Office of Elder Justice in the Courts and established an Advisory Council on Elder Justice in the Courts to assist in advancing the Task Force's 130 recommendations. Leadership from PDA, along with *The Institute on Protective Services at Temple University, Harrisburg*, served on the original Task Force, and continues to serve as an appointed member of the Advisory Council.

Elder Investment Fraud and Financial Exploitation Prevention Program Medical (EIFFE) - PDA and PA Department of Banking and Securities collaborated on delivering this groundbreaking program that trains medical professionals, social workers, senior service providers and other partners to recognize and report potential financial abuse of their clients, especially those suffering from mild cognitive impairment. Pennsylvania was the first state to participate in EIFFE Medical. Participants receive continuing medical education credits. Presentations focus on three areas: 1. Financial scams and how con artists target seniors with cognitive impairment 2. Dementia and the many forms of cognitive impairment 3. Where to report, how to work with APS for those seeking assistance or suspecting abuse. In addition, a Clinician's Pocket Guide, a Patient Brochure and an Elder Abuse Prevention Brochure are distributed during the trainings. The EIFFE Clinician's Guide became a part of the PDA's PACE Academic Detailing Program, reaching thousands of health care professionals through outreach education. Presentations have been made to residents and medical students at Lankenau Hospital, to members of the PA Pharmacists Association at their annual conference, and to the PA Medical Directors Annual Conference. Additional presentations have been made to financial planners, funeral directors, lawyers, social services providers and nurses.

APPENDIX A – Abuse Reports Received by Fiscal Year

County	2015-2016		2016-2017		2017-2018	
	Reports All Ages)	60+ Reports Only	Reports (All Ages)	60+ Reports Only	Reports (All Ages)	60+ Reports Only
Adams	136	97	232	185	249	210
Allegheny	3,884	2,572	5,054	3,553	5,647	4,064
Armstrong	192	142	268	213	280	215
Beaver	513	391	631	479	658	517
Bedford	299	179	342	219	403	283
Berks	1,565	831	1,617	1,062	1,496	987
Blair	352	166	362	186	309	124
Bradford (see Tioga)	*	*	*	*	*	*
Bucks	924	709	1,161	912	1,501	1,105
Butler	484	327	691	532	774	590
Cambria	190	108	195	93	398	193
Cameron	232	162	195	134	248	161
Carbon	204	149	217	180	227	178
Centre	246	153	261	166	288	201
Chester	844	665	1,092	863	1,074	894
Clarion	112	78	93	66	103	73
Clearfield	582	412	602	422	558	397
Clinton	235	124	342	192	486	284
Columbia	354	236	357	234	423	290
Crawford	148	97	164	116	191	116
Cumberland	485	363	565	440	809	647
Dauphin	1,543	1,045	1,587	1,071	1,971	1,350
Delaware	1,054	882	1,183	998	995	808
Elk (see Cameron)	*	*	*	*	*	*
Erie	753	468	884	553	1168	776
Fayette (see Washington)	*	*	*	*	*	*
Forest	91	38	96	50	137	79
Franklin	345	263	393	271	457	330
Fulton (see Bedford)	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*
Indiana	163	84	202	79	213	108
Jefferson	219	175	196	153	288	196
Juniata (see Mifflin)	*	*	*	*	*	*
Lackawanna	707	447	852	615	998	686
Lancaster	2,420	1,944	2,479	1,928	2,431	1,876

Chart continued on next page

APPENDIX A – Abuse Reports Received by Fiscal Year (continued)

County	2015-2016		2016-2017		2017-2018	
	Reports (All Ages)	60+ Reports Only	Reports (All Ages)	60+ Reports Only	Reports (All Ages)	60+ Reports Only
Lawrence	301	251	347	284	303	239
Lebanon	301	182	296	197	372	272
Lehigh	501	323	781	527	954	679
Luzerne	288	131	375	162	556	291
Lycoming (see Clinton)	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*
Mercer	144	39	231	62	233	83
Mifflin	198	141	274	199	327	240
Monroe	284	221	383	288	393	298
Montgomery	1052	744	1251	873	1,238	909
Montour (see Columbia)	*	*	*	*	*	*
Northampton	267	198	519	406	700	564
Northumberland	403	256	504	342	551	397
Perry	242	216	202	161	201	168
Philadelphia	5,437	4,133	5,789	4,212	6,507	4,719
Pike	133	109	174	149	264	231
Potter	32	24	60	40	68	51
Schuylkill	568	447	697	526	852	671
Snyder (see Union)	*	*	*	*	*	*
Somerset	283	209	290	197	255	168
Sullivan (see Tioga)	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*
Tioga	166	107	228	156	223	140
Union	302	265	455	393	412	334
Venango	181	136	178	113	191	138
Warren (see Forest)	*	*	*	*	*	*
Washington	1,870	1,356	2,033	1,449	2,324	1,673
Wayne	115	78	180	127	179	127
Westmoreland	1,114	813	1213	875	1,564	1,109
Wyoming (see Luzerne)	*	*	*	*	*	*
York	904	651	1145	857	1268	929
STATEWIDE TOTAL*	34,597	24,413	40,095	28,633	44,937	32,253

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

APPENDIX B – Older Adult Abuse Reports Received This Fiscal Year

County	Rpts. of Need (RONs)	Investigated	In Need of Protective Services	% Investigated Reports Substantiated	Population Age 60+ (2016)*	Rate of RONs per 10,000	Rate of Investigations per 10,000
Adams	210	176	58	33.0%	27,240	77.1	21.3
Allegheny	4,064	2,229	416	18.7%	306,880	132.4	13.6
Armstrong	215	179	69	38.5%	19,229	111.8	35.9
Beaver	517	452	197	43.6%	47,052	109.9	41.9
Bedford	283	219	138	63.0%	29,923	94.6	46.1
Berks	987	850	230	27.1%	94,193	104.8	24.4
Blair	124	110	49	44.5%	34,186	36.3	14.3
Bradford (see Tioga)	*	*	*	*	*	*	*
Bucks	1,105	889	304	34.2%	154,949	71.3	19.6
Butler	590	468	134	28.6%	47,146	125.1	28.4
Cambria	193	62	36	58.1%	39,394	49.0	9.1
Cameron	161	135	48	35.6%	21,282	75.7	22.6
Carbon	178	90	12	13.3%	17,917	99.3	6.7
Centre	201	168	79	47.0%	29,822	67.4	26.5
Chester	894	515	239	46.4%	112,673	79.3	21.2
Clarion	73	76	33	43.4%	9,932	73.5	33.2
Clearfield	397	287	154	53.7%	21,644	183.4	71.2
Clinton	284	205	89	43.4%	38,766	73.3	23.0
Columbia	290	242	133	55.0%	21,662	133.9	61.4
Crawford	116	98	20	20.4%	22,882	50.7	8.7
Cumberland	647	502	236	47.0%	60,133	107.6	39.2
Dauphin	1,350	765	294	38.4%	62,125	217.3	47.3
Delaware	808	487	197	40.5%	124,652	64.8	15.8
Elk (see Cameron)	*	*	*	*	*	*	*
Erie	776	509	138	27.1%	64,932	119.5	21.3
Fayette (see Washington)	*	*	*	*	*	*	*
Forest	79	76	8	10.5%	14,132	55.9	5.7
Franklin	330	256	92	35.9%	39,092	84.4	23.5
Fulton (see Bedford)	*	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*	*
Indiana	108	100	54	54.0%	21,690	49.8	24.9
Jefferson	196	135	56	41.5%	12,106	161.9	46.3
Juniata (see Mifflin)	*	*	*	*	*	*	*
Lackawanna	686	529	179	33.8%	55,559	123.5	32.2
Lancaster	1,876	1,439	862	59.9%	125,402	149.6	68.7
Lancaster	239	197	47	23.9%	24,864	96.1	18.9
Lebanon	272	261	91	34.9%	35,351	76.9	25.7

Chart continued on next page

APPENDIX B – Older Adult Abuse Reports Received This Fiscal Year (continued)

County	Rpts. of Need (RONs)	Investigated	In Need of Protective Services	% Investigated Reports Substantiated	Population Age 60+ (2016)*	Rate of RONs per 10,000	Rate of Investigations per 10,000
Lehigh	679	622	305	49.0%	81,487	83.3	37.4
Luzerne	291	229	60	26.2%	90,686	32.1	6.6
Lycoming (see Clinton)	*	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*	*
Mercer	83	58	21	36.2%	31,645	26.2	6.6
Mifflin	240	227	106	46.7%	19,636	122.2	54.0
Monroe	298	215	54	25.1%	38,513	77.4	14.0
Montgomery	909	518	181	34.9%	194,910	46.6	9.3
Montour (see Columbia)	*	*	*	*	*	*	*
Northampton	564	505	162	32.1%	75,157	75.0	21.6
Northumberland	397	281	98	34.9%	25,610	155.0	38.3
Perry	168	154	69	44.8%	11,239	149.5	61.4
Philadelphia	4,719	3,740	1,202	32.1%	286,921	164.5	41.9
Pike	231	228	144	63.2%	16,285	141.8	88.4
Potter	51	39	13	33.3%	5,162	98.8	25.2
Schuylkill	671	470	183	38.9%	38,848	172.7	47.1
Snyder (see Union)	*	*	*	*	*	*	*
Somerset	168	142	26	18.3%	21,741	77.3	12.0
Sullivan (see Tioga)	*	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*	*
Tioga	140	129	51	39.5%	42,695	32.8	11.9
Union	334	160	77	48.1%	19,841	168.3	38.8
Venango	138	102	44	43.1%	15,433	89.4	28.5
Warren (see Forest)	*	*	*	*	*	*	*
Washington	1,673	1,359	469	34.5%	103,075	162.3	45.5
Wayne	127	103	48	46.6%	15,134	83.9	31.7
Westmoreland	1,109	717	154	21.5%	104,971	105.6	14.7
Wyoming (see Luzerne)	*	*	*	*	*	*	*
York	929	788	230	29.2%	103,000	90.2	22.3
STATEWIDE TOTAL**	32,253	23,552	8,408	35.7%	3,020,085	106.8	27.8

* Based on 2016 PSU population projection

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

Report Elder Abuse

24 HOUR HOTLINE

1-800-490-8505



Protective Services Office
555 Walnut Street, 5th Floor
Harrisburg, PA 17101