



## Protective Services Office

# OLDER ADULTS PROTECTIVE SERVICES ANNUAL REPORT

### EXECUTIVE SUMMARY

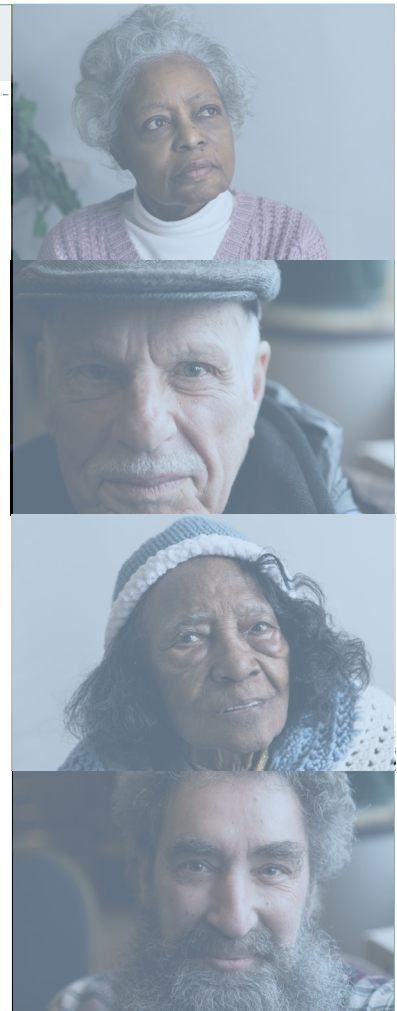
The Pennsylvania Department of Aging (PDA) is responsible for establishing and maintaining a statewide system of protective services for individuals 60 years of age and older who need them. The investigative and protective activities of Pennsylvania’s system are governed by the Act 79 of 1987, known 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 thus 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 to educate the public as to the availability of protective services and to create 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 both the federal 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 to develop and submit a protective services plan to PDA, and 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](http://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 to 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, who has reasonable cause to suspect that a recipient of care is a victim of abuse, shall 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 under the age of 60, 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. All reports of need received 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 2016-17 was 40,095 (see Appendix A, titled "Abuse Reports Received by Fiscal Year"). Of the total number of reports received, 28,633 (71.4%) 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 17.3% from fiscal year 2015-16. There were 11,462 (28.6%) reports received for individuals under age 60.

*Reports of abuse received for older adults, 60 years and older, in FY 2016-17 totaled 28,633. This represents an increase of 17.3% from last year's total reports for older adults.*

### 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 April 2014 implementation of Act 70, 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.

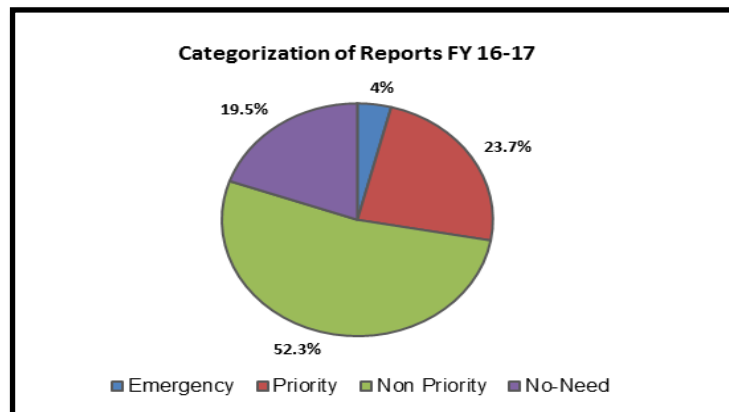
### REPORTS OF ABUSE: INTAKE, INVESTIGATION & OUTCOME

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), 71.6% (20,494) were found to



**Figure 1**

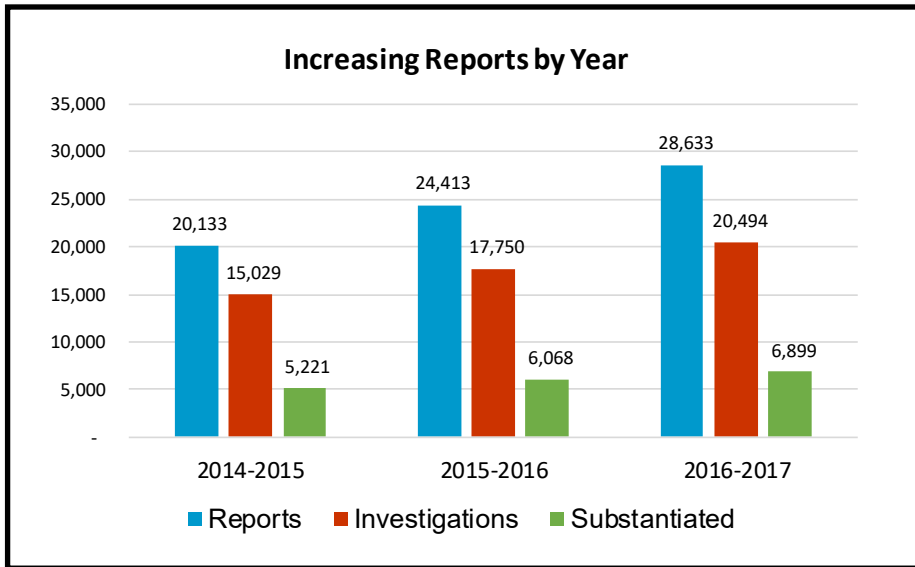


Figure 2

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

be appropriate 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 or not 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, 6,899 (33.7%) of the 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 vs. types of abuse that were substantiated. The most frequent alleged/reported type of abuse was caregiver neglect (28.7%) followed by financial exploitation (28.2%). The most frequent substantiated types of abuse continued to be those of neglect (self 38.1% and caregiver 20.9%) followed by financial exploitation (16.9%).

Reported Allegation	Percentage	Substantiated Allegation	Percentage
Caregiver Neglect	28.7%	Self-Neglect	38.1%
Financial Exploitation	28.2%	Caregiver Neglect	20.9%
Self-Neglect	25.6%	Financial Exploitation	16.9%
Emotional Abuse	18.6%	Physical Abuse	15.0%
Physical Abuse	18.5%	Emotional Abuse	14.2%
Sexual Abuse	2.3%	Type Not Specified	8.0%
Abandonment	1.0%	Sexual Abuse	1.3%

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 (31.4%). The majority were Caucasian (78.8%) and female (65.0%). It is important to recognize that many alleged victims resided in their own homes (47.0%) and were living alone (40.0%).

The data also reveals that 46.4% of substantiated perpetrators were between the ages of 30-59 and 53.3% were female. Of all perpetrators, 15.3% 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 52 counties involved in some level of task force work: 32 active task forces, 9 law enforcement collaborations, and 11 counties are in various stages of developing a 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.

Rank	By Dollars	Rank	By Claims Units Served
1	Personal Care	1	Personal Care
2	In-Home Meals	2	In-Home Meals
3	Assessments	3	Overnight Shelter/Supervision
4	Guardianship	4	Home Support
5	Overnight Shelter/Supervision	5	Assessments
6	Pest Control/Fumigation	6	Adult Daily Living Center
7	Home Support	7	Legal Assistance
8	Legal Assistance	8	Pest Control/Fumigation
9	Adult Daily Living Center	9	PS Petition to Court
10	Care Management	10	Guardianship

**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, 306 petitions were filed, of which 254 (83%) were granted by the court. Guardianship petitions were the most common (72.2%) with 95% of petitions being granted by the court. Involuntary emergency interventions accounted for the second highest number (14.7%) with 93.3% of petitions being granted by the court.

## 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.

Additional support is provided to the AAAs by conducting onsite visits and offering consultation on an as-needed basis. 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 two decades, 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 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 this fiscal year, the Institute offered 19 courses and trained a total of 717 protective services workers. In addition to the training for protective services network, legal training was offered to AAA solicitors, district attorneys, and county detectives, as well as trainings provided to older adults, banks, law enforcement, professionals, and the general public. An estimated 411 attendees received training on preventing elder abuse during this fiscal year.

The Institute also continues to work with the aging network, law enforcement agencies, and prosecutors assisting in the investigative planning, legal consultation, and hands on investigation with 9 continuing and 14 new cases, and 60 consultations. Working with the AAAs and law enforcement, 7 arrests were made. The Institute’s work in these cases helped to facilitate \$765,000 in recoveries or court ordered restitution and \$7 million in older adults assets being protected.

*The Institute’s work helped to facilitate \$765,000 in recoveries or court ordered restitution and \$7 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
2014-2015	10,294	117 (1%)
2015-2016	12,972	94 (.7%)
2016-2017	14,651	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.

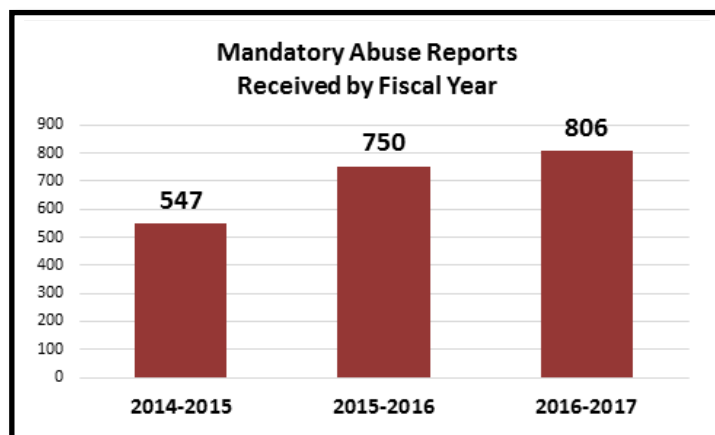
Accordingly, departments affected by this decision are currently evaluating the posted information regarding “prohibitive hires” as well as the “Interim Policy” in light of the Commonwealth Court’s decision. Please note that criminal history reports are still required for all applicants.

PDA anticipates future legislative action to remedy the constitutional deficiencies found by the courts. For more information regarding this legislative update or the court’s guidance on hiring, please visit the PDA website: [www.aging.pa.gov](http://www.aging.pa.gov).

## 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 806 mandatory abuse reports received by the department for this fiscal year, 519 (64.4%) reports alleged sexual abuse, 235 (29.2%) reports alleged serious physical injury, 39 (4.8%) reports alleged serious bodily injury and 12 (1.5%) reports were for allegations of suspicious death. 1 (0.1%) report alleged multiple abuses.



**Figure 6**

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.

## COLLABORATION HIGHLIGHTS

**National Adult Protective Services Association (NAPSA)** - PDA hosted the Annual NAPSA Conference from August 29-31, 2016, at the Lowes Hotel in Philadelphia. With a theme of "Protect, Prevent, Empower," the conference brought over 600 attendees from nearly every state in the country to Pennsylvania, providing them with the opportunity to hear from many of the nation's leading adult protective services professionals. PDA Protective Services Division staff regularly attend and present at NAPSA conferences throughout the country.

**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.

**Pennsylvania Association of Area Agencies on Aging: Protective Services (PS) and Guardianship Committee** - PDA's dedication to foster collaboration with the aging network and other stakeholders is further demonstrated by its desire to support the Pennsylvania Association of Area Agencies on Aging (P4A) PS and Guardianship Committee, which is comprised of AAA administrators, PS supervisors, and PS investigators from the 52 local AAAs that cover the commonwealth's 67 counties. During the committee's regular meetings in Harrisburg, PDA's PS staff participate in the meetings in order to receive information and feedback from the network and to respond to any pressing items or areas of concern.

## APPENDIX A – Abuse Reports Received by Fiscal Year

County	2014-2015		2015-2016		2016-2017	
	Reports (All Ages)	60+ Reports Only	Reports All Ages)	60+ Reports Only	Reports (All Ages)	60+ Reports Only
Adams	97	85	136	97	232	185
Allegheny	2,245	2,008	3,884	2,572	5,054	3,553
Armstrong	181	163	192	142	268	213
Beaver	473	413	513	391	631	479
Bedford	223	168	299	179	342	219
Berks	922	654	1,565	831	1,617	1,062
Blair	119	88	352	166	362	186
Bradford (see Tioga)	*	*	*	*	*	*
Bucks	602	534	924	709	1,161	912
Butler	366	288	484	327	691	532
Cambria	150	118	190	108	195	93
Cameron	184	144	232	162	195	134
Carbon	179	149	204	149	217	180
Centre	100	66	246	153	261	166
Chester	665	576	844	665	1,092	863
Clarion	69	60	112	78	93	66
Clearfield	388	320	582	412	602	422
Clinton	102	67	235	124	342	192
Columbia	232	209	354	236	357	234
Crawford	96	82	148	97	164	116
Cumberland	386	334	485	363	565	440
Dauphin	880	781	1,543	1,045	1,587	1,071
Delaware	913	787	1,054	882	1,183	998
Elk (see Cameron)	*	*	*	*	*	*
Erie	441	352	753	468	884	553
Fayette (see Washington)	*	*	*	*	*	*
Forest	62	49	91	38	96	50
Franklin	246	207	345	263	393	271
Fulton (see Bedford)	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*
Indiana	77	56	163	84	202	79
Jefferson	180	169	219	175	196	153
Juniata (see Mifflin)	*	*	*	*	*	*
Lackawanna	439	320	707	447	852	615
Lancaster	1,961	1762	2,420	1,944	2,479	1,928

Chart continued on next page

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

County	2014-2015		2015-2016		2016-2017	
	Reports (All Ages)	60+ Reports Only	Reports (All Ages)	60+ Reports Only	Reports (All Ages)	60+ Reports Only
Lawrence	209	195	301	251	347	284
Lebanon	89	62	301	182	296	197
Lehigh	380	302	501	323	781	527
Luzerne	143	107	288	131	375	162
Lycoming (see Clinton)	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*
Mercer	67	52	144	39	231	62
Mifflin	136	127	198	141	274	199
Monroe	176	149	284	221	383	288
Montgomery	745	663	1052	744	1251	873
Montour (see Columbia)	*	*	*	*	*	*
Northampton	236	192	267	198	519	406
Northumberland	245	223	403	256	504	342
Perry	235	223	242	216	202	161
Philadelphia	3,986	3,519	5,437	4,133	5,789	4,212
Pike	105	80	133	109	174	149
Potter	24	23	32	24	60	40
Schuylkill	473	396	568	447	697	526
Snyder (see Union)	*	*	*	*	*	*
Somerset	164	158	283	209	290	197
Sullivan (see Tioga)	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*
Tioga	78	68	166	107	228	156
Union	154	145	302	265	455	393
Venango	105	102	181	136	178	113
Warren (see Forest)	*	*	*	*	*	*
Washington	1,180	1,021	1,870	1,356	2,033	1,449
Wayne	71	58	115	78	180	127
Westmoreland	747	614	1114	813	1213	875
Wyoming (see Luzerne)	*	*	*	*	*	*
York	630	543	904	651	1145	857
<b>STATEWIDE TOTAL*</b>	<b>24,586</b>	<b>20,133</b>	<b>34,597</b>	<b>24,413</b>	<b>40,095</b>	<b>28,633</b>

\* 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 Rpts. Substantiated	Population Age 60+ (2016)*	Rate of RONs per 10,000	Rate of Investigations per 10,000
Adams	185	183	50	27.3%	27,240	67.9	18.4
Allegheny	3,553	2,220	425	19.1%	306,880	115.8	13.8
Armstrong	213	201	72	35.8%	19,229	110.8	37.4
Beaver	479	398	146	36.7%	47,052	101.8	31.0
Bedford	219	143	68	47.6%	29,923	73.2	22.7
Berks	1,062	792	206	26.0%	94,193	112.7	21.9
Blair	186	147	73	49.7%	34,186	54.4	21.4
Bradford (see Tioga)	*	*	*	*	*	*	*
Bucks	912	723	149	20.6%	154,949	58.9	9.6
Butler	532	434	148	34.1%	47,146	112.8	31.4
Cambria	93	59	20	33.9%	39,394	23.6	5.1
Cameron	134	117	53	45.3%	21,282	63.0	24.9
Carbon	180	79	7	8.9%	17,917	100.5	3.9
Centre	166	154	83	53.9%	29,822	55.7	27.8
Chester	863	397	168	42.3%	112,673	76.6	14.9
Clarion	66	54	35	64.8%	9,932	66.5	35.2
Clearfield	422	251	138	55.0%	21,644	195.0	63.8
Clinton	192	115	30	26.1%	38,766	49.5	7.7
Columbia	234	197	81	41.1%	21,662	108.0	37.4
Crawford	116	97	24	24.7%	22,882	50.7	10.5
Cumberland	440	362	115	31.8%	60,133	73.2	19.1
Dauphin	1,071	694	283	40.8%	62,125	172.4	45.6
Delaware	998	562	178	31.7%	124,652	80.1	14.3
Elk (see Cameron)	*	*	*	*	*	*	*
Erie	553	406	99	24.4%	64,932	85.2	15.2
Fayette (see Washington)	*	*	*	*	*	*	*
Forest	50	39	6	15.4%	14,132	35.4	4.2
Franklin	271	210	117	55.7%	39,092	69.3	29.9
Fulton (see Bedford)	*	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*	*
Indiana	79	66	28	42.4%	21,690	36.4	12.9
Jefferson	153	114	52	45.6%	12,106	126.4	43.0
Juniata (see Mifflin)	*	*	*	*	*	*	*
Lackawanna	615	362	124	34.3%	55,559	110.7	22.3
Lancaster	1,928	1,171	711	60.7%	125,402	153.7	56.7
Lawrence	284	211	42	19.9%	24,864	114.2	16.9
Lebanon	197	150	54	36.0%	35,351	55.7	15.3

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 Rpts. Substantiated	Population Age 60+ (2016)*	Rate of RONs per 10,000	Rate of Investigations per 10,000
Lehigh	527	467	187	40.0%	81,487	64.7	22.9
Luzerne	162	122	32	26.2%	90,686	17.9	3.5
Lycoming (see Clinton)	*	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*	*
Mercer	62	33	5	15.2%	31,645	19.6	1.6
Mifflin	199	200	107	53.5%	19,636	101.3	54.5
Monroe	288	225	65	28.9%	38,513	74.8	16.9
Montgomery	873	480	143	29.8%	194,910	44.8	7.3
Montour (see Columbia)	*	*	*	*	*	*	*
Northampton	406	329	120	36.5%	75,157	54.0	16.0
Northumberland	342	291	93	32.0%	25,610	133.5	36.3
Perry	161	126	38	30.2%	11,239	143.3	33.8
Philadelphia	4,212	3222	943	29.3%	286,921	146.8	32.9
Pike	149	158	99	62.7%	16,285	91.5	60.8
Potter	40	37	16	43.2%	5,162	77.5	31.0
Schuylkill	526	288	87	30.2%	38,848	135.4	22.4
Snyder (see Union)	*	*	*	*	*	*	*
Somerset	197	178	62	34.8%	21,741	90.6	28.5
Sullivan (see Tioga)	*	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*	*
Tioga	156	118	59	50.0%	42,695	36.5	13.8
Union	393	225	144	64.0%	19,841	198.1	72.6
Venango	113	85	17	20.0%	15,433	73.2	11.0
Warren (see Forest)	*	*	*	*	*	*	*
Washington	1,449	1,134	526	46.4%	103,075	140.6	51.0
Wayne	127	114	47	41.2%	15,134	83.9	31.1
Westmoreland	875	602	131	21.8%	104,971	83.4	12.5
Wyoming (see Luzerne)	*	*	*	*	*	*	*
York	857	767	261	34.0%	103,000	83.2	25.3
<b>STATEWIDE TOTAL**</b>	<b>28,633</b>	<b>20,494</b>	<b>6,899</b>	<b>33.7%</b>	<b>3,020,085</b>	<b>94.8</b>	<b>22.8</b>

\* 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  
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