

Commonwealth of Pennsylvania
DEPARTMENT OF AGING

The Older Adults Protective Services Annual Report



FY 2009-2010

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Table of Contents

Protective Services Annual Report Objective 3
Laws Governing Protective Services in PA 3
Who is in Need of Protective Services under OAPSA 3
What are Protective Services 4
Program Oversight 4
Partnership with Temple University 4
Elder Abuse Task Forces 4
Data (Statewide Statistics) 6
Filing a Report 7
Investigation 8
Investigation Determinations 8
Provision of Services 9
Court Actions 10
Protective Service Process Overview 11
Criminal History Background Checks 12
Mandatory Abuse Reporting 13

Charts

Chart 1: Task Force Bar Graph 5
Chart 2: Total Reports Received, Investigated and Substantiated by FY Comparison 6
Chart 3: Total Types of Reports Substantiated Graph 6
Chart 4: Categorizations of Reports Received 7
Chart 5: Investigation Outcomes 8
Chart 6: Ranking of Services Provided 9
Chart 7: Total Types of Petitions to Court 10
Chart 8: Older Adult Protective Services process Overview Flow Chart 11
Chart 9: Total Criminal History Background Checks Received Graph 12
Chart 10: Mandatory Abuse Reports Received by Reporting Source and Type 14
Chart 11: Total Mandatory Abuse Reports Received Over Last 5 Years 14

Appendices

Appendix A: Table: Frequency of Reports since FY 2007-08 15
Appendix B: Table: Reports Received since during FY 2009-10 16

Protective Services Annual Report Objective

The Older Adults Protective Services Annual Report is developed to inform the General Assembly, state government officials and the general public about the various types and frequency of abuse and neglect perpetrated on older Pennsylvanians, as well as the steps taken by the statewide aging network to prevent abuse and protect older victims. Previous annual reports are available by visiting the Department of Aging web site at www.aging.state.pa.us.

If you have any questions about this annual report or require additional information, please contact us at (717) 783-1550.

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

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

Who is in Need of Protective Services under OAPSA?

An older adult in need of protective services is defined as “an incapacitated person in the commonwealth over the age of 60 who is unable to obtain or perform services necessary to maintain physical or mental health, for whom there is no responsible caretaker and who is at imminent risk of his person or property.” In the context of OAPSA, incapacitated older adult refers to an older adult 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.

What are Protective Services?

Protective services are defined as those activities, resources or supports provided to older adults under OAPSA to detect, reduce, prevent or eliminate abuse, neglect, exploitation and abandonment.

Program Oversight

In Pennsylvania, the Department of Aging works closely with the 52 Area Agencies on Aging (AAAs) serving older adults by implementing the protective services program at the local level. Abuse reports can be made on behalf of an older adult whether the person lives in the community or in a care facility such as a nursing home, personal care home, domiciliary care home, assisted living facility or hospital. 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 with any AAA or call by calling the **statewide elder abuse hotline number at 1 (800) 490-8505**.

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

Partnership with Temple University

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

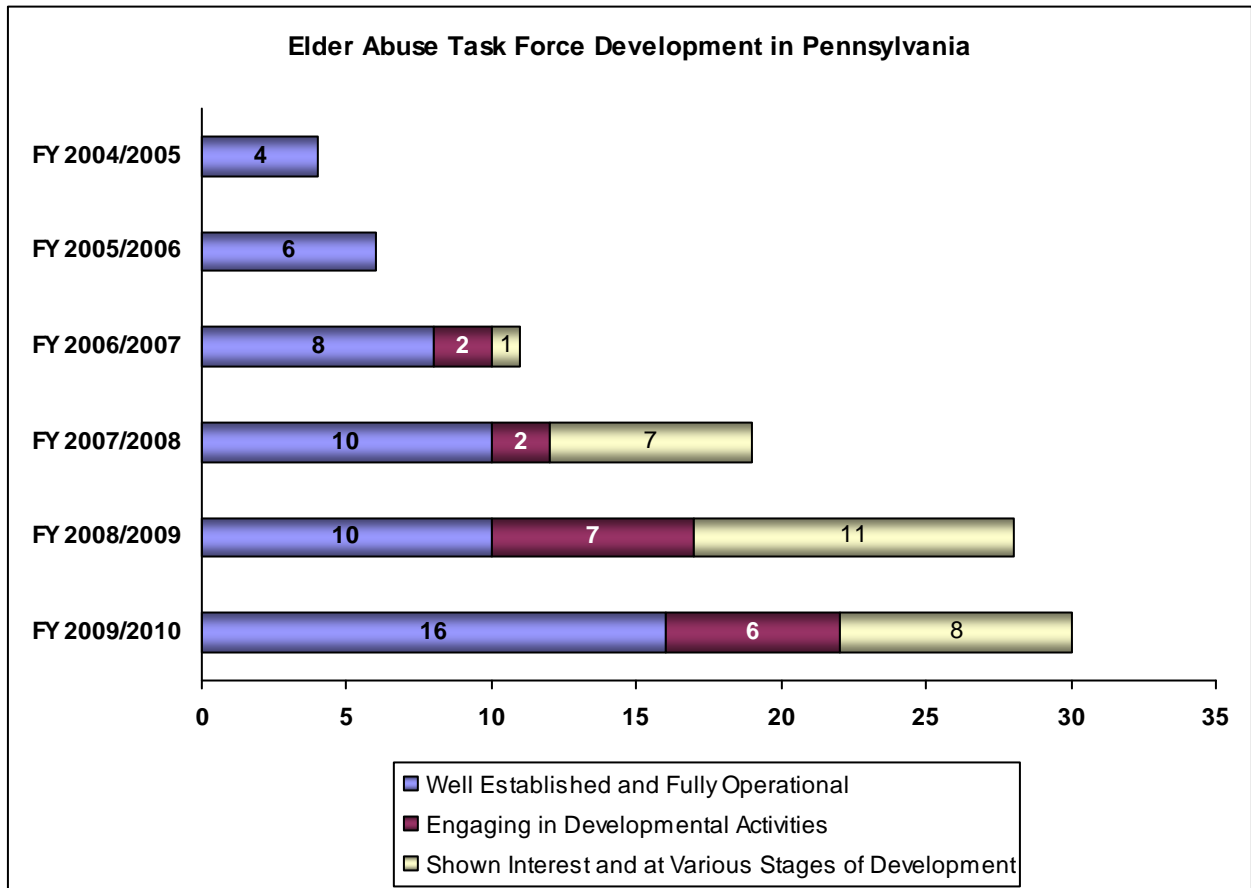
During this fiscal year, 782 protective services investigators were trained to assess, investigate, and resolve elder victimization in Pennsylvania. This represents a 64% increase in the number of investigators trained last year (476). Additionally, approximately 425 law enforcement, judicial, medical and social service professionals have been trained to identify, refer, resolve and prosecute cases of victimization.

Elder Abuse Task Forces

The purpose of elder abuse task forces is to provide protective services investigators with access to and credibility with law enforcement. Those who have been victimizing the elderly are now not just prevented from continuing with that mistreatment through protective services intervention, but also the criminal justice system, in appropriate

cases, is now actively involved in responding to what the protective services system has uncovered and effectively investigated. This is probably the single most important long term accomplishment as it ensures that community resources are available for on-going protection of the elderly.

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



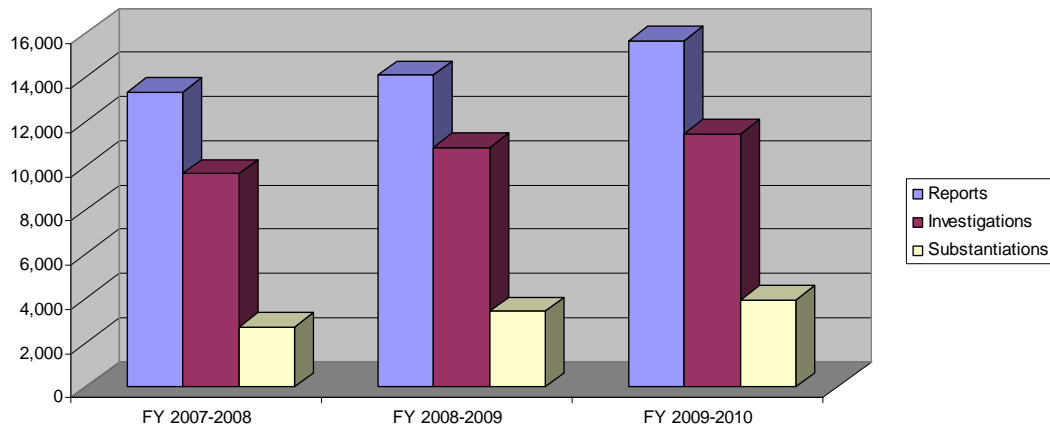
The counties with an established task force include: Bucks, Chester, Dauphin, Fayette, Huntingdon, Lehigh, Luzerne, Montgomery, Schuylkill, Washington, and Wyoming. Allegheny, Berks, Crawford, Lancaster and Bedford counties, while not operating traditional task forces, have nonetheless established effective working relationships with

law enforcement and are routinely referring cases of older adults being victimized for criminal prosecution. Local district attorneys and police departments in those counties then follow through with criminal investigation and prosecution.

Data

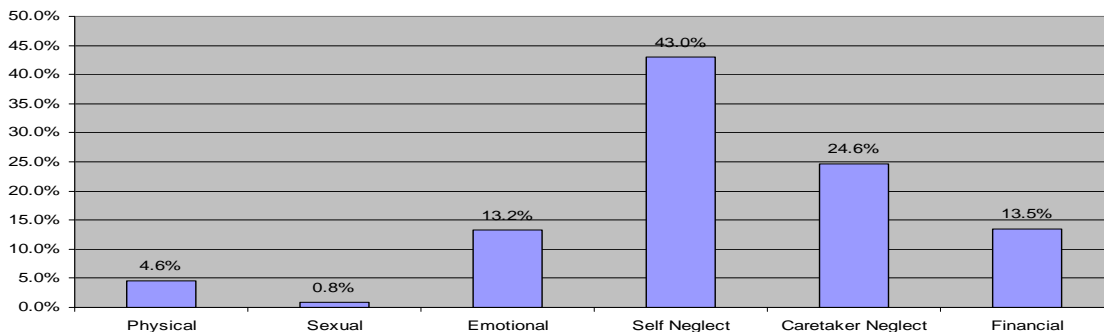
The total number of reports of need for protective services reported by the AAAs for this fiscal year totaled 15,647. Of these 15,647 reports, 73% (11,461) were determined to be appropriate for investigation. The total number of cases being investigated continues to be on the rise. This rise may be a result of increased trainings, enhanced collaboration with other state agencies and community partners, and improvements in data collection methods and agency monitoring efforts. Of the investigations conducted, 3,930 (34%) of the cases were substantiated as needing protective services (refer to **Appendix B**).

Comparison of Reports Received, Investigated and Substantiated by Fiscal Years



The most frequent reports received and substantiated continued to be those of neglect (self 43% and caregiver 25%) followed by financial exploitation and emotional abuse.

Substantiated Types of Abuse in FY 09-10



Filing Reports

There are two types of reporting under OAPSA, voluntary and mandatory reporting. Under the provisions of voluntary reporting, any person who has reasonable cause to believe that an older adult needs protective services may report that need to the local AAA or to 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.

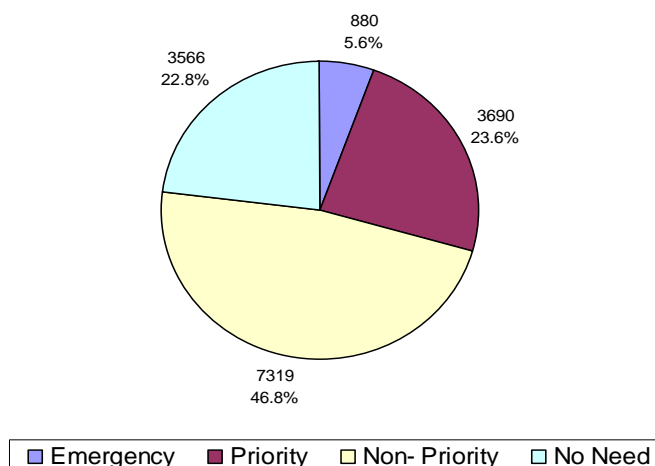
Administrators and/or employees of certain facilities are mandated reporters. Under OAPSA, administrators and/or employees are required to report any suspected abuse of a recipient of care to the AAA. If the suspected abuse involves **sexual abuse, serious physical injury, serious bodily injury or a suspicious death**, a mandatory report must also be made to law enforcement, the Department of Aging, and 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 to ensure the allegation is investigated, or the consumer receives the necessary care and services that they need. For example, these local resources may include licensing agencies, various community resources or partners, who conduct protective services for those under 60 years of age.

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

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

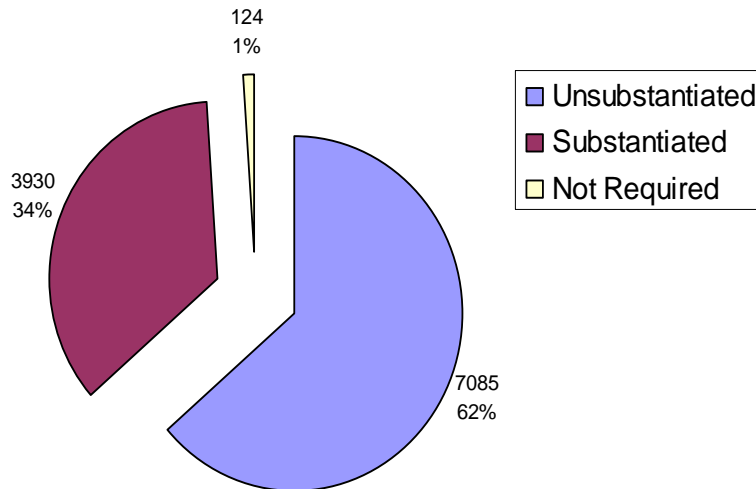
**Categorizations of Reports Received
FY 09-10**



Investigation

The purpose of an investigation is to determine if the older person (victim) named in the report of need is in need of protective services (substantiated report) or is not in need of protective services (unsubstantiated report). Of the 15,647 reports received, 11,461 (73%) were investigated by the AAAs and 3,930 (34%) of those cases were substantiated. See “**Appendix A**” which provides county-by-county data on reports and substantiation rates.

Investigation Determinations FY 09-10



Characteristics

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

Victims

Elder abuse is most concentrated among the very old. The age group most often found to need protective services (54%) is over the age of 81. Additionally, the majority of older adults found to need protective services are Caucasian (78%) and are females (66%).

Alleged Perpetrators

Our data reveals that 61% of perpetrators were 30-59 years of age. The distribution of perpetrators by sex reveals that the majority are female (62%). Pennsylvania's data is similar to national data in that the largest group of abusers is that of female caregivers.

Provision of Services

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

Rank	By Persons Served
1	Petition to Court
2	Personal Care
3	Assessment - Competency Eval
4	Guardianship - Competency Eval
5	Home Delivered meals - Lunch
6	Overnight Shelter/Supervision
7	Legal Advice/Representation to Consumer
8	Home Support - Housekeeping
9	Guardianship
10	Home Delivered Meals - Dinner
11	Transport/Medical
12	PERS - Monthly Fee
13	Home Delivered Meals - Frozen
14	Care Management - Physician Consult
15	Care Management

The department continues to participate in a federal grant project funded by the U.S. Administration on Aging that is focused on improving the delivery of legal assistance to seniors, particularly those with barriers to accessing traditional services. Working closely with SeniorLAW Center, the AAA network, Pennsylvania Bar Association, Pennsylvania Office of Attorney General, and other organizations, the department is assessing the current legal services being provided and the legal needs of older Pennsylvanians with the goal of expanding low-cost methods for delivering services and legal education to meet the greatest needs.

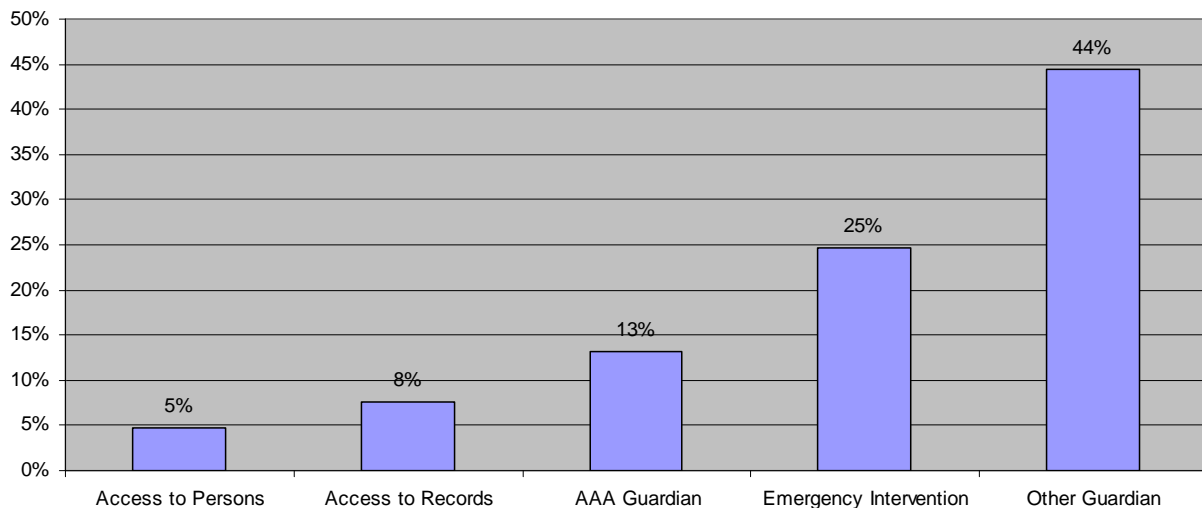
Court Actions

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

During this fiscal year, 252 petitions were filed. This represents an increase of 6% from last year. Of the 252 from this year, 185 were granted by the court and guardianship petitions were filed more than any other kind (57.5%). Involuntary emergency interventions accounted for the second highest number of petitions (25%) filed. Access to records (8%) and access to person (5%) account for the remaining petitions filed.

In the past, there was concern that AAAs would be spending excessive time in court and using emergency involuntary intervention orders to force services on competent, non-consenting adults. The data supports such fears may have been unjustified as roughly only 2% of the 15,647 reports of need received involved intervention requiring court actions.

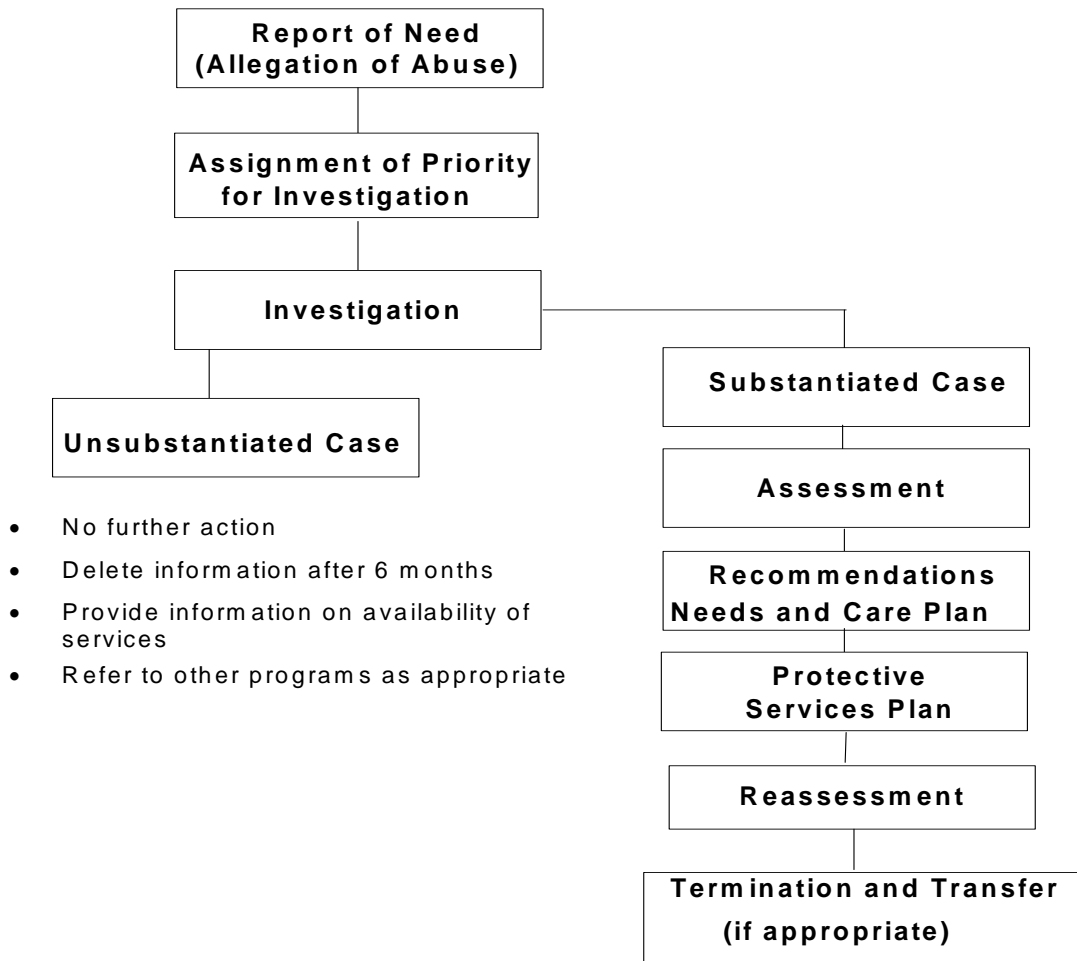
Consumer Petitions to Court FY 09-10



Process Overview

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

OLDER ADULT PROTECTIVE SERVICES CASE MANAGEMENT FLOW CHART



Amendments to the Older Adult Protective Services Act

Criminal History Background Checks, Act 169

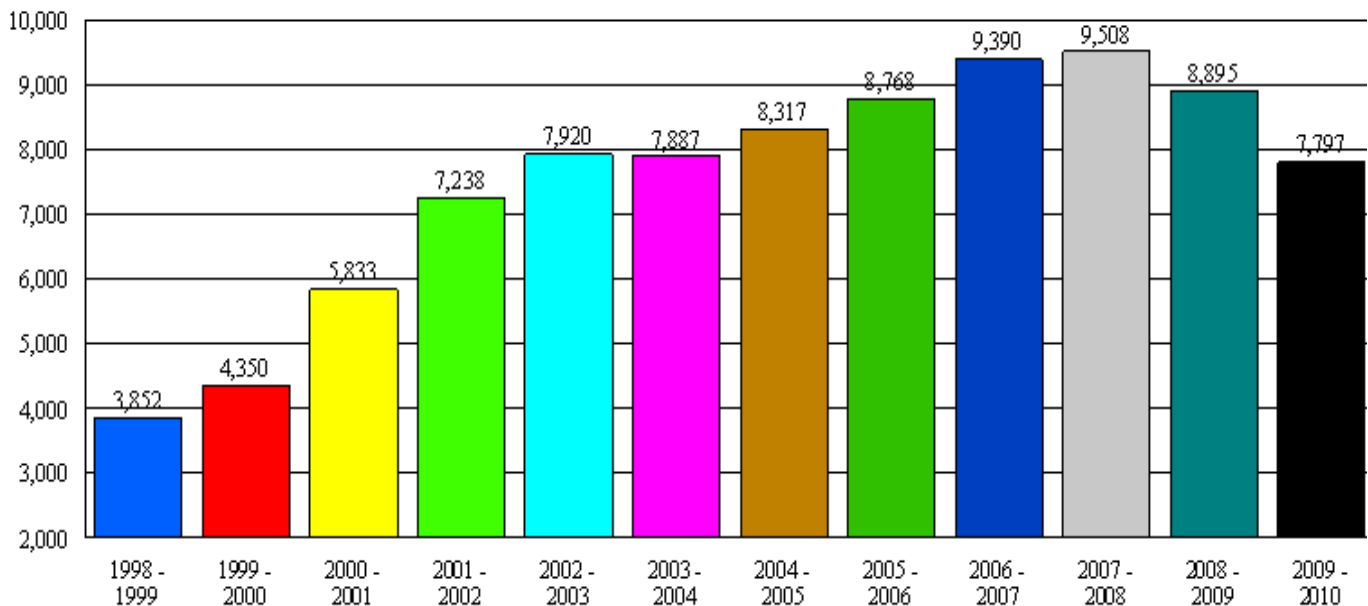
This amendment mandates that **all** employees of facilities, defined within OAPSA, are required to submit to a criminal history background check and be free of convictions for offenses designated under OAPSA. All employees must obtain a Pennsylvania state criminal history record check, and employees who have not resided within the commonwealth for the past two consecutive years must, in addition to a state criminal history record check, obtain a federal criminal history record check. The department is responsible for administering the federal criminal history background checks. The department received and processed 7,797 applications in FY 2009-10. Of these, 76 were prohibited due to having at least one criminal conviction of a prohibited offense.

To date, the department has prohibited 782 applicants from employment and clearances have been provided to 82,002 applicants. In total, 99% of all applicants have been approved for employment. The following chart shows the number of cases processed by the department since the amendment became effective in 1998.

Pennsylvania Department of Aging Criminal History Background Check Division

Annual Cases Received by Fiscal Year

Period of July 1, 1998 to June 30, 2010



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

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

The department anticipates future legislative action to address the court's decision. In the interim, the department has issued guidance to all facilities in complying with OAPSA. The policy was developed by the Chief Counsels of Aging, Health and Public Welfare and the Office of General Counsel.

Mandatory Abuse Reporting

The 1997 amendment to OAPSA provided for mandatory abuse reporting by employees and/or administrators of those facilities defined by OAPSA. The mandatory abuse reports received by the department have continued to rise from 431 cases reported during FY 2008-09 to 535 cases reported in FY 2009-10 – a 24.1% increase.

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

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

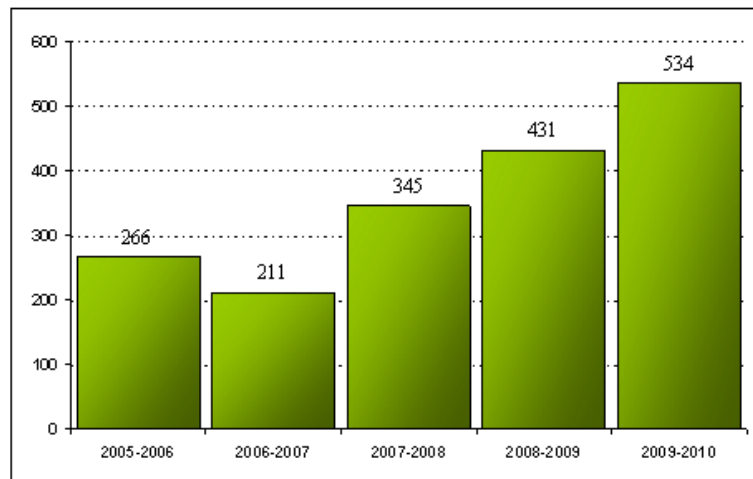
ACT 13 Reports (2009 & 2010 Comparison)

Type of Reporting Facility	Serious Bodily Injury		Serious Physical Injury		Sexual Abuse		Suspicious Death		Under Age 60		Totals		% of Total	
	08'09	09'10	08'09	09'10	08'09	09'10	08'09	09'10	08'09	09'10	08'09	09'10	08'09	09'10
ADLC	1	1	3	3	3	5	0	1	3	2	10	12	2.32	2.24
Assisted Living	0	0	0	0	0	0	0	0	0	1	0	1	0.00	0.19
CRRS	0	0	0	0	3	0	0	0	2	0	5	0	1.16	0.00
DC	0	0	0	1	3	0	0	0	0	0	3	1	0.70	0.19
FLH	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Group Home	0	1	1	1	1	1	0	0	0	0	2	3	0.46	0.56
Home Health	1	1	2	2	3	6	0	0	7	7	13	16	3.02	2.99
Hospice	0	0	1	2	0	2	0	0	0	1	1	5	0.23	0.93
Hospital State Mental	0	0	0	0	0	1	0	0	0	47	0	48	0.00	8.97
ICF/MR	0	0	0	0	1	0	0	0	0	0	1	0	0.23	0.00
LTSR	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00
Nursing Home	9	12	96	119	149	134	3	7	51	90	308	362	71.46	67.66
PCH	6	6	15	18	43	47	1	0	23	16	88	87	20.42	16.26
Total Number	17	21	118	146	206	196	4	8	86	164	431	535		
Abuse By % of Total	3.71%	3.93%	27.38%	27.29%	48.03%	36.64%	0.93%	1.50%	19.95%	30.65%			100.00%	100.00%

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

ACT 13 - Number of Reports for Last Five Fiscal Years

(from July 01, 2005 to June 30, 2010)



APPENDIX A – Frequency Report

County	2007-2008		2008-2009		2009-2010		
	Reports	Substantiated Investigations	Reports	Substantiated Investigations	Reports	Investigations	Substantiated Investigations
Adams	16	2	15	3	12	4	2
Allegheny	1,131	271	1,325	317	1,385	860	312
Armstrong	84	30	81	35	86	78	48
Beaver	397	56	394	94	401	361	182
Bedford	111	32	166	47	159	147	57
Berks	316	72	329	64	423	344	140
Blair	41	14	52	12	48	39	25
Bradford (see Tioga)	*	*	*	*	*	*	*
Bucks	163	17	268	34	310	251	52
Butler	165	12	208	11	282	141	8
Cambria	153	16	159	23	151	107	27
Cameron	60	7	51	6	86	76	24
Carbon	72	15	46	4	53	12	1
Centre	95	27	61	16	78	73	32
Chester	233	44	294	51	318	173	49
Clarion	34	16	31	16	32	26	16
Clearfield	312	65	265	37	221	127	63
Clinton	37	19	35	17	44	44	26
Columbia	215	91	185	69	181	193	93
Crawford	58	9	45	3	85	78	8
Cumberland	94	13	143	35	167	167	48
Dauphin	222	61	186	69	217	205	85
Delaware	594	164	564	168	704	397	205
Elk (see Cameron)	*	*	*	*	*	*	*
Erie	209	40	228	58	263	171	56
Fayette (see Washington)	*	*	*	*	*	*	*
Forest	33	8	28	6	85	56	14
Franklin	43	14	89	15	182	132	30
Fulton (see Bedford)	*	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*	*
Indiana	53	12	29	10	38	36	18
Jefferson	75	28	115	39	118	96	41
Juniata (see Mifflin)	*	*	*	*	*	*	*
Lackawanna	228	98	228	78	297	248	127
Lancaster	797	258	1031	413	1,119	937	472
Lancaster	797	258	1031	413	1,119	937	472
Lancaster	797	258	1031	413	1,119	937	472
Lawrence	55	3	91	15	116	60	16
Lebanon	49	13	48	9	41	32	20
Lehigh	122	24	189	39	203	179	41
Luzerne	664	187	727	157	829	331	137
Lycoming (see Clinton)	*	*	*	*	*	*	*
McKean (see Cameron)	*	*	*	*	*	*	*
Mercer	10	2	14	2	12	9	3
Mifflin	143	35	115	25	122	108	41
Monroe	65	12	78	15	66	44	11
Montgomery	483	54	622	74	882	342	92
Montour (see Columbia)	*	*	*	*	*	*	*
Northampton	81	18	85	35	99	87	25
Northumberland	94	28	106	33	118	82	30
Perry	71	8	48	1	52	31	8
Philadelphia	2,469	354	2,433	323	2,511	2,085	485
Pike	24	5	15	2	15	18	5
Potter	28	1	35	4	25	17	1
Schuylkill	273	22	293	20	275	159	28
Snyder (see Union)	*	*	*	*	*	*	*
Somerset	63	12	70	17	73	64	11
Sullivan (see Tioga)	*	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*	*
Tioga	136	37	145	47	130	111	57
Union	59	18	111	35	174	103	58
Venango	130	13	97	10	153	93	24
Warren (see Forest)	*	*	*	*	*	*	*
Washington	1,264	232	1,176	258	1,184	935	470
Wayne	38	9	24	5	29	25	12
Westmoreland	625	60	588	47	616	474	67
Wyoming (see Luzerne)	*	*	*	*	*	*	*
York	488	82	499	117	593	528	167
STATEWIDE TOTAL*	13,344	2,736	14,098	3,416	15,647	11,461	3,930

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

APPENDIX B – Abuse Reports Received in FY 2009-10

County	Number of Reports	Number of Investigations	Number of Substantiated Reports	% Investigated Reports Substantiated	2008* Population Age 60 & Older	Rate/10,000 Protective Service	Rate/10,000 Substantiated Reports
Adams	12	4	2	50.0%	19,740	6.1	1.0
Allegheny	1,385	860	312	36.3%	271,403	51.0	11.5
Armstrong	86	78	48	61.5%	16,928	50.8	28.4
Beaver	401	361	182	50.4%	41,544	96.5	43.8
Bedford	159	147	57	38.8%	24,935	63.8	22.9
Berks	423	344	140	40.7%	78,518	53.9	17.8
Blair	48	39	25	64.1%	28,786	16.7	8.7
Bradford (see Tioga)	*	*	*	*	*	*	*
Bucks	310	251	52	20.7%	122,249	25.4	4.3
Butler	282	141	8	5.7%	36,116	78.1	2.2
Cambria	151	107	27	25.2%	35,179	42.9	7.7
Cameron	86	76	24	31.6%	18,978	45.3	12.6
Carbon	53	12	1	8.3%	14,262	37.2	0.7
Centre	78	73	32	43.8%	21,993	35.5	14.6
Chester	318	173	49	28.3%	87,615	36.3	5.6
Clarion	32	26	16	61.5%	8,995	35.6	17.8
Clearfield	221	127	63	49.6%	19,368	114.1	32.5
Clinton	44	44	26	59.1%	34,062	12.9	7.6
Columbia	181	193	93	48.2%	18,286	99.0	50.9
Crawford	85	78	8	10.3%	19,527	43.5	4.1
Cumberland	167	167	48	28.7%	47,952	34.8	10.0
Dauphin	217	205	85	41.5%	49,111	44.2	17.3
Delaware	704	397	205	51.6%	106,511	66.1	19.2
Elk (see Cameron)	*	*	*	*	*	*	*
Erie	263	171	56	32.7%	54,379	48.4	10.3
Fayette (see Washington)	*	*	*	*	*	*	*
Forest	85	56	14	25.0%	11,532	73.7	12.1
Franklin	182	132	30	22.7%	31,805	57.2	9.4
Fulton (see Bedford)	*	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*	*
Indiana	38	36	18	50.0%	18,639	20.4	9.7
Jefferson	118	96	41	42.7%	10,819	109.1	37.9
Juniata (see Mifflin)	*	*	*	*	*	*	*
Lackawanna	297	248	127	51.2%	49,725	59.7	25.5
Lancaster	1,119	937	472	50.4%	98,774	113.3	47.8
Lawrence	116	60	16	26.7%	21,728	53.4	7.4
Lebanon	41	32	20	62.5%	28,368	14.5	7.1
Lehigh	203	179	41	22.9%	69,653	29.1	5.9
Luzerne	829	331	137	41.4%	80,875	102.5	16.9
Lycoming (see Clinton)	*	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*	*
Mercer	12	9	3	33.3%	27,279	4.4	1.1
Mifflin	122	108	41	38.0%	16,378	74.5	25.0
Monroe	66	44	11	25.0%	27,908	23.6	3.9
Montgomery	882	342	92	26.9%	158,801	55.5	5.8
Montour (see Columbia)	*	*	*	*	*	*	*
Northampton	99	87	25	28.7%	59,001	16.8	4.2
Northumberland	118	82	30	36.6%	22,513	52.4	13.3
Perry	52	31	8	25.8%	8,501	61.2	9.4
Philadelphia	2,511	2,085	485	23.3%	252,069	99.6	19.2
Pike	15	18	5	27.8%	11,954	12.5	4.2
Potter	25	17	1	5.9%	3,980	62.8	2.5
Schuylkill	275	159	28	17.6%	35,066	78.4	8.0
Snyder (see Union)	*	*	*	*	*	*	*
Somerset	73	64	11	17.2%	19,033	38.4	5.8
Sullivan (see Tioga)	*	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*	*
Tioga	130	111	57	51.4%	34,781	37.4	16.4
Union	174	103	58	56.3%	15,706	110.8	36.9
Venango	153	93	24	25.8%	12,734	120.2	18.8
Warren (see Forest)	*	*	*	*	*	*	*
Washington	1,184	935	470	50.3%	89,320	132.6	52.6
Wayne	29	25	12	48.0%	12,382	23.4	9.7
Westmoreland	616	474	67	14.1%	89,011	69.2	7.5
Wyoming (see Luzerne)	*	*	*	*	*	*	*
York	593	528	167	31.6%	81,917	72.4	20.4
STATEWIDE TOTAL**	15,647	11,461	3,930	34.3%	2,576,689	60.7	15.3

* Based on 2008 PSU population projection

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

Statewide Elder Abuse Hotline

1 (800) 490-8505



**555 Walnut Street, 5th Floor
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