

# The Older Adults Protective Services Annual Report



**FY 2012-2013**

**TOM CORBETT, GOVERNOR**  
**BRIAN M. DUKE, SECRETARY OF AGING**

**This page left blank.**

## Table of Contents

Executive Summary .....	3
Process Overview.....	4
Filing a Report .....	4
Reports of Abuse .....	6
Investigation .....	7
Characteristics .....	8
Provision of Services .....	9
Court Actions .....	9
Quality Management .....	10
Institute on Protective Services at Temple University, Harrisburg .....	11
Training.....	11
Elder Abuse Task Forces .....	11
Investigations and Consultations Involving Financial Exploitation Cases.....	12
Criminal History Background Checks .....	13
Mandatory Abuse Reporting .....	14
Summary.....	16
Statistics by County.....	16

## Appendices

Appendix A: Table: Frequency of Reports since FY 2009-10 .....	17
Appendix B: Table: Reports Received since during FY 2011-12 .....	18

## Executive Summary

In Pennsylvania, the Department of Aging (department) is responsible for oversight and implementation of the Older Adults Protective Services Act (OAPSA) for individuals over the age of 60. The passage of the protective services law reinforced Pennsylvania's commitment to:

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

The department works closely with 52 Area Agencies on Aging (AAAs) who implement the protective services program at the local level. The Bureau of Advocacy is responsible for monitoring and conducting compliance reviews of protective services programs and providing ongoing technical assistance to the local agencies. The department strives to improve the program by developing strong working relationships with other community agencies and care providers.

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 by calling their local AAA or by calling the **statewide elder abuse hotline number at 1 (800) 490-8505**.

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

Under OAPSA §10225.310, the department publishes an annual report on activities performed in support of older adults in need of protective services. This report was developed to inform the General Assembly, state government officials and the general public about the various types and frequency of abuse and neglect perpetrated on older Pennsylvanians, as well as the steps taken by the statewide aging network to prevent abuse and to protect older victims. Previous annual reports are available by visiting the department's website at [www.aging.state.pa.us](http://www.aging.state.pa.us).

The department provides support and guidance to local protective services programs and has responded directly to complaints, inquiries and correspondence regarding the abuse of older Pennsylvanians. It has

also continued to build and enhance relationships and collaboration with the Departments of Health, Public Welfare, Banking and Securities and victim service providers. Community outreach efforts include recognizing May as Older Americans Month, participating in World Elder Abuse Day in June, and collaborating with the State Long-Term Care Ombudsman Office as well as other community organizations. Our goal has been to identify ways to prevent and address elder abuse, while strengthening our community outreach strategies and state and local partnerships.

The department is proud of this year's accomplishments, which included on-going prosecution of criminal cases of elder abuse, annual protective services conference, annual county solicitor trainings, and other training sessions for protective services investigators and service providers. Through a contract with Temple University (Temple), the Institute on Protective Services provided statewide trainings, and helped build elder abuse task forces throughout the commonwealth. Temple also developed a study entitled "*Study of Adult Financial Exploitation (SAFE)*," which was comprised of three (3) counties with a cohort of 129 cases involving assets reported as exploited from older adults. The Pennsylvania Commission on Crime and Delinquency provided a two-year grant to pilot a program in six counties that included a certified fraud examiner who would provide support to the Area Agencies on Aging on complex cases to uncover, investigate, and prosecute within the extent of the law.

The aging network through its investigations has become more involved in the area of guardianship. Due to the complex nature of these cases, more information about the issues that surround the need for guardianship was sought. In partnership with the Center for Advocacy for the Rights and Interests of the Elderly (CARIE), a study examining existing guardianship cases and practices was conducted. The department is participating in a newly created elder law task force by the Pennsylvania Supreme Court focusing on elder abuse and the guardianship process within the judicial system.

Please visit the department's website for a more detailed description of laws, regulations governing prevention and protection from elder abuse, neglect, abandonment, and exploitation, along with the process used when an area agency on aging receives a report of abuse.

## Process Overview

The department works closely with AAAs serving older adults by implementing protective services at the local level. Abuse reports can be made on behalf of an older adult whether the person lives in the community or in a care facility such as a nursing home, personal care home, domiciliary home, assisted living facility or hospital. Reporters may remain anonymous and have legal protection against retaliation, discrimination and civil or criminal prosecution. Any person who believes that an older adult is being abused in any way may file a report 24 hours a day, seven days a week with any Area Agency on Aging or by calling the **Statewide Elder Abuse Hotline at 1 (800) 490-8505**. When it is determined that an older adult does not require protective services or does not meet the criteria outlined in OAPSA, agencies frequently make a referral to another local or community resource that may be of assistance.

## Filing Reports

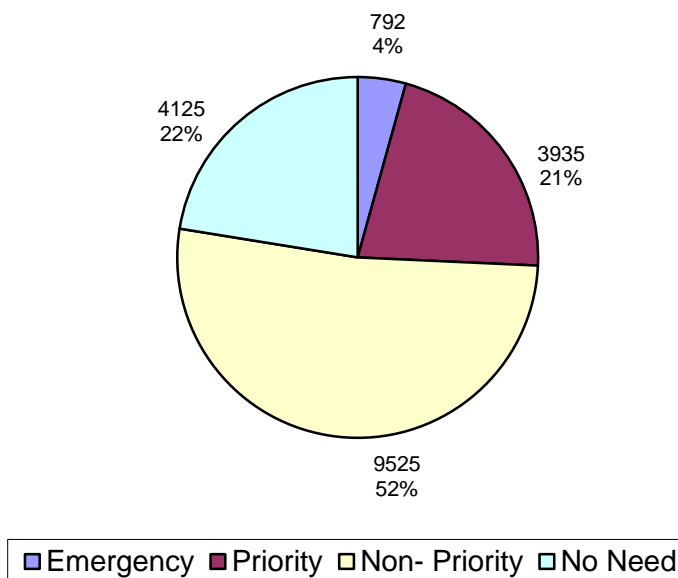
There are two types of reporting under OAPSA, voluntary and mandatory reporting. Under the provisions of voluntary reporting, any person who has reasonable cause to believe that an older adult needs protective services may report that need to the local AAA, or by calling the **statewide elder abuse hotline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

Administrators and/or employees of certain facilities are mandated reporters (*see* 6 Pa. Code §15.151). Under OAPSA, administrators and/or employees are required to report to the AAA any suspected abuse of a recipient of care. In addition, if a mandatory reporter suspects abuse involving **sexual abuse, serious physical injury, serious bodily injury** or a **suspicious death**, additional mandatory reporting is required (6 Pa. Code §15.152), and includes contacting licensing agencies, law enforcement, the department, and the local AAA.

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

In determining if the alleged victim meets the criteria for protective services, reports may be categorized as **emergency**, requiring immediate response; **priority**, requiring response no later than 24 hours; **non-priority**, requiring response no later than 72 hours; or **no need**, requiring referral for other resources

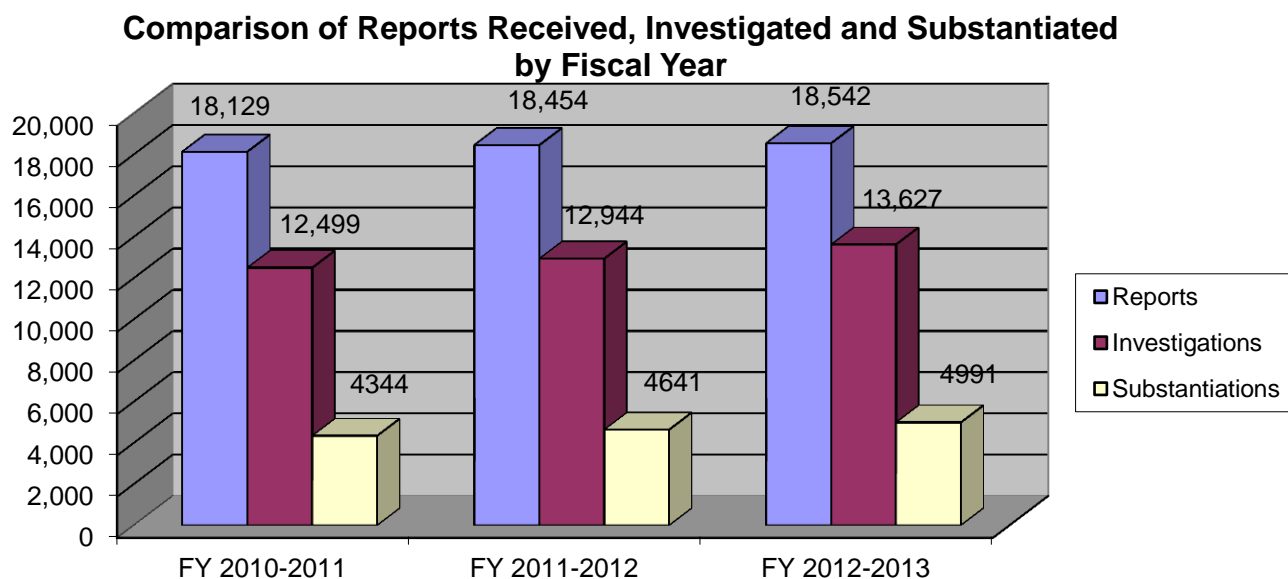
### Categorizations of Reports Received FY 12-13



## Reports of Abuse

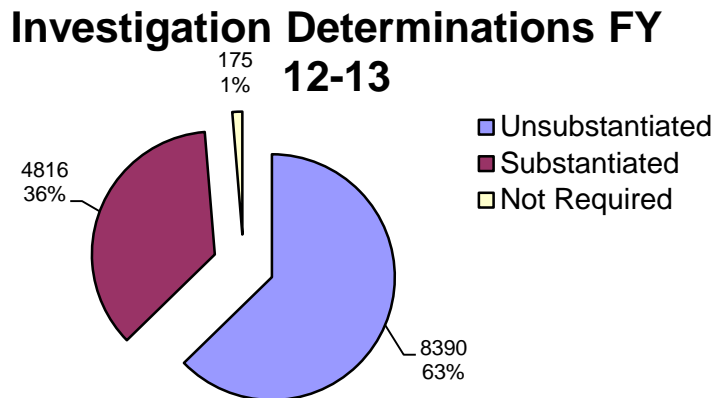
The following section provides a more comprehensive look into the types of abuse reported via the statewide reporting system.

The total number of reports of need for protective services reported by the AAAs for this fiscal year was 18,542. Of these 18,542 reports, 74% (13,627) were determined appropriate for investigation. Of the investigations conducted, 4,991 (37%) of the cases were substantiated as needing protective services. See **Appendix B, titled “Abuse Reports Received this Fiscal Year”** at the end of this report. It provides county information, reports of needs received, and number of investigations conducted by each agency. As the chart below demonstrates, the total number of cases received, investigated and substantiated continues to rise. This increase is the result of increased training, enhanced collaboration with other state agencies and community partners, and improvements in data collection methods and through the department’s monitoring of local protective services programs.

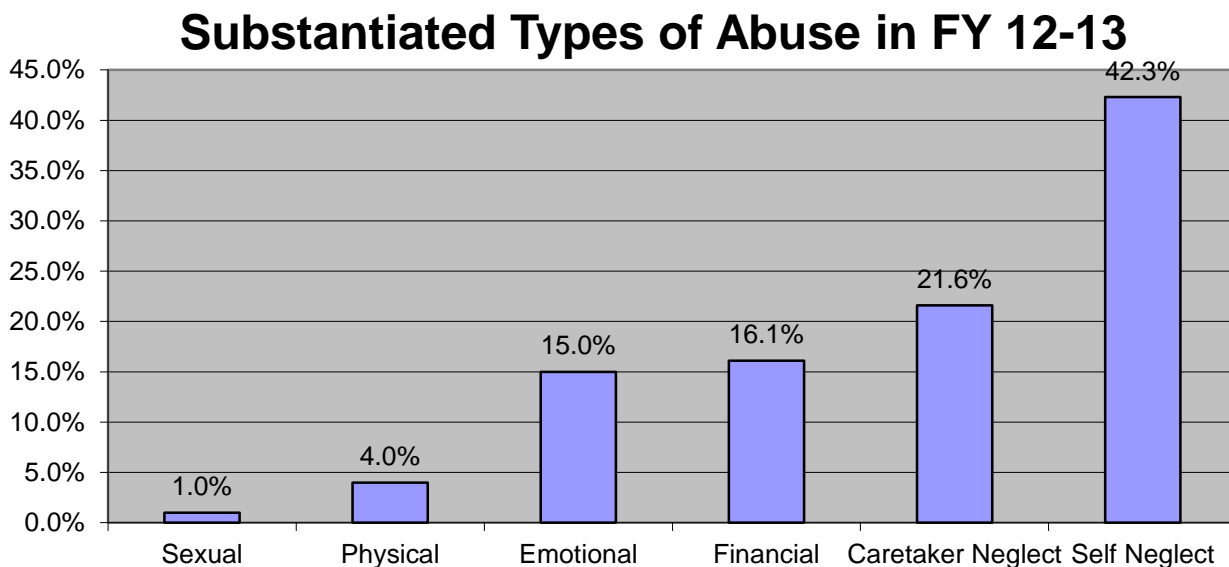


## Investigation

An investigation determines 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 18,542 reports received, 13,627 (74%) were investigated by the AAAs, and of those cases 4,991, or 37%, were substantiated. See “Appendix A, titled Frequency Report by Fiscal Year” on page 16.



The following chart provides the outcome of investigations and the types of abuse substantiated. The most frequent reports continued to be those of neglect (self 42% and caregiver 22%) followed by financial exploitation and emotional abuse.





## 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).

### Victims

In Pennsylvania, the age group most often found in need of protective services (36%) is over the age of 81. This data is consistent with national studies.<sup>1</sup> The majority are Caucasian (75.7%) and female (66%). It is important to recognize that most victims reside in their own home (45%) and are living alone (37%).

### Alleged Perpetrators

The data also reveals 51% of perpetrators were 30-59 years of age. The distribution of perpetrators by sex reveals the majority are female (53%). Pennsylvania's data is similar to national data<sup>2</sup> in that the largest group of abusers consists of family members.

---

<sup>1</sup> MetLife Mature Market Institute, *The Essentials Preventing Elder Abuse*, 2013 MetLife

<sup>2</sup> *The 2004 Survey of Adult Protective Services: Abuse of Adults 60 Years and Older*, National Committee for Prevention of Elder Abuse and the National Adult Protective Services Association prepared for the National Center on Elder Abuse, February 2006.

## Provision of Services

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

The following chart details the most frequent services provided to older adults in need of protective services as: personal care, assistance on petitioning courts in emergency cases where individuals may have had limited capacity, or when individuals had assets needing preservation (more detail under section Court Actions).

**Top 10 - Rank Order of Services Provided to Protective Services Clients**

<b>Rank</b>	<b>By Dollars</b>	<b>Rank</b>	<b>By Claims Units Served</b>
1	Personal Care	1	Personal Care
2	Home Support-Housekeeping	2	HDM-Lunch
3	Environmental Modification-Fumigation	3	Home Support-Housekeeping
4	Overnight Shelter/Supervision	4	PS Petition to Court
5	Assessment-Competency Evaluation	5	Assessment-Competency Evaluation
6	Personal Care/Weekends	6	HDM-Dinner
7	Legal Advice and Representation to Individual	7	PERS-Monthly Fee
8	Guardianship-Competency Evaluation	8	Environmental Modifications-Fumigation
9	Guardianship	9	Overnight Shelter/Supervision
10	ADC-Full Day	10	Guardianship

The department is working closely with organizations such as the SeniorLAW Center, Montgomery County Mediation Services, the aging network, Pennsylvania Bar Association, Pennsylvania Office of Attorney General, and other organizations. It will also continue to assess current legal services being provided, with a focus on delivery to seniors who face cost barriers from attaining traditional legal assistance.

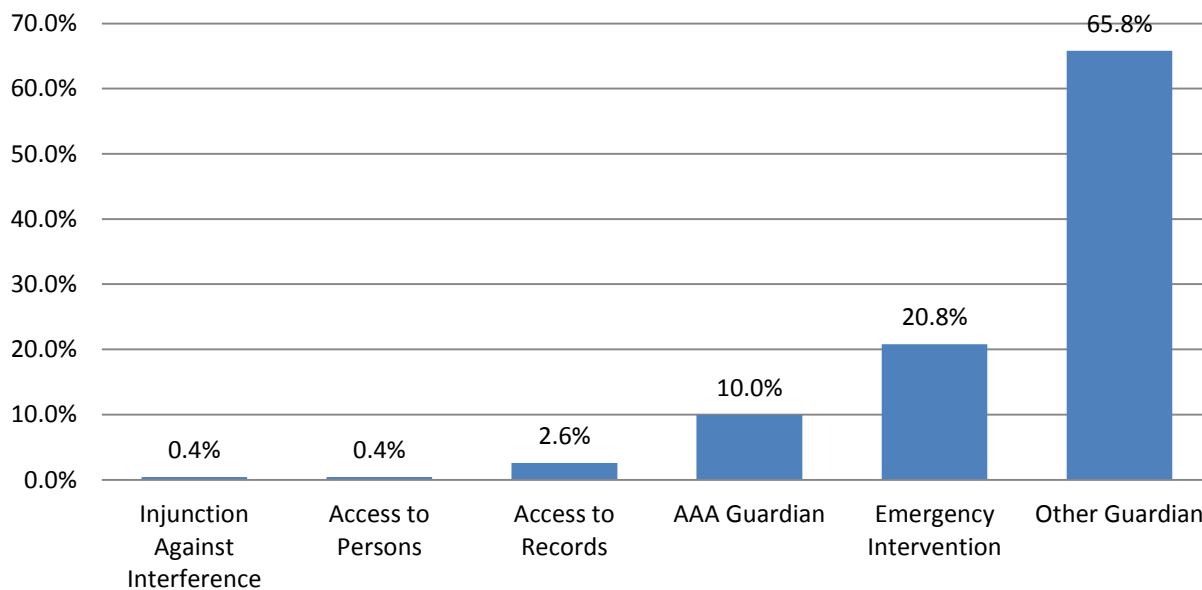
## Court Actions

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

During this fiscal year, 262 petitions were filed, an increase of 11% over last year. Of 262 petitions, 231 were granted by the court. Guardianship petitions were the most common with 76% granted. Involuntary emergency interventions accounted for the second highest number (21%). Access to records (2.3%), access to persons (0.4%), and injunction against interference (0.4%) account for the remaining petitions granted.

In the past, there was concern that AAAs would spend excessive time in court using emergency involuntary intervention orders to force services on competent, non-consenting adults. The data indicates that only one percent of the 18,542 reports of need received involved intervention requiring court actions.

### Consumer Petitions to Court FY 12-13



### Pennsylvania Department of Aging Quality Monitoring

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

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

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

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

### **Training**

During this fiscal year, 558 protective services investigators were trained to assess, investigate, and resolve elder victimization in Pennsylvania. All new investigators are provided with a 3.5 day basic training, which focuses on the basic knowledge and tools provided through the Older Adults Protective Services Act and related department regulations and policies.

In addition to the basic training, protective services investigators are required to complete annual enrichment training. Topics are chosen at the request of local protective services personnel who routinely complete abuse investigations. Topics covered during this fiscal year included financial exploitation investigations, and how to investigate complex cases involving guardianship and self-neglect. Supervisors also received trainings on how to develop quality skills as frontline investigators, and quality assurance measures for supervising elder abuse investigations.

The Institute continued training programs for other professionals who collaborate with the aging network. During this fiscal year, 1,383 district attorneys, police officers, EMS personnel, attorneys, social workers, bankers, domestic violence advocates and support personnel participated in 26 different training programs offered across the commonwealth.

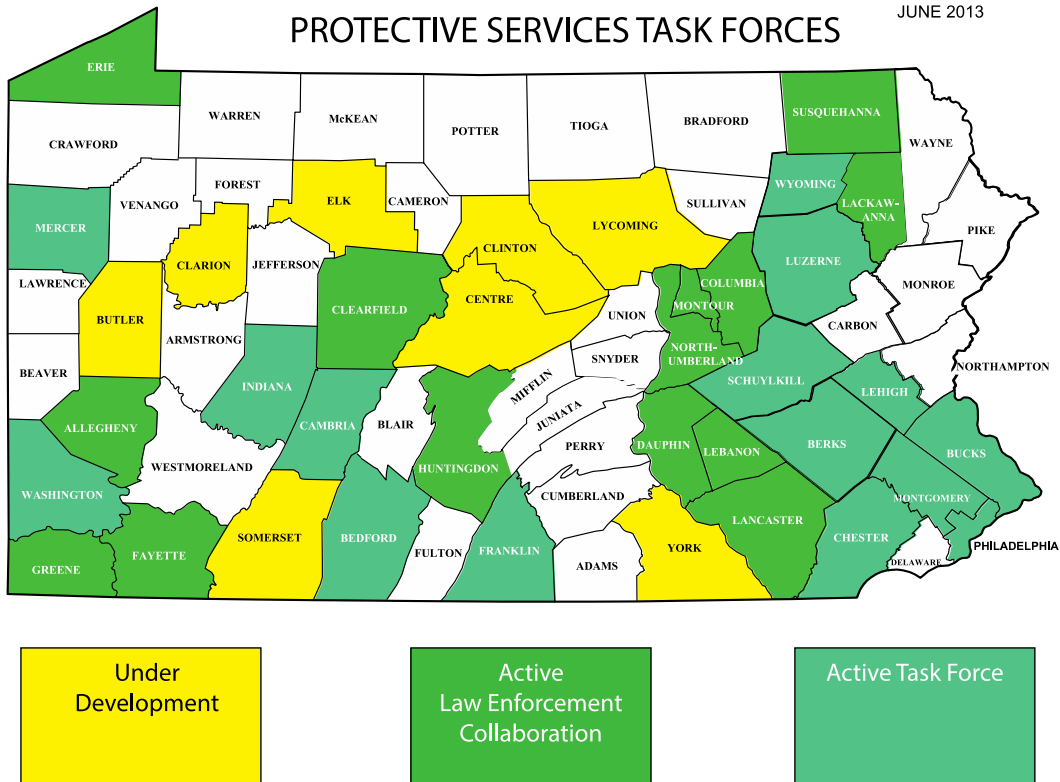
### **Elder Abuse Task Force and Law Enforcement Collaboration**

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

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

This year a task force development manual entitled "*Building a Successful Task Force for Victimized Older Adults*" was designed with a compilation of best practices and models from across the state and country to help facilitate the expansion of successful county-based, multi-disciplinary efforts to respond to the growing challenges of elder abuse.

The chart below shows counties with existing task forces and those in development.



### Investigations and Consultations Involving Financial Exploitation Cases

As financial exploitation continues to grow, the Institute added a second Certified Fraud Examiner (CFE) this year. Funding was secured through a two-year grant from the Pennsylvania Commission on Crime and Delinquency to place a CFE in Central Pennsylvania. The goal of this pilot project is to determine if having such an investigator assigned to four Area Agencies on Aging (serving six counties), would increase the number of complex financial exploitation cases uncovered, investigated and prosecuted. The six counties participating in the project are: Luzerne, Wyoming, Schuylkill, Columbia, Montour, and Northumberland.

As identified by the department in consultation with the Institute on Protective Services at Temple University, Harrisburg, the aging network worked with law enforcement agencies and prosecutors assisting in the investigative planning, legal consultation and investigation, on 143 continuing or new cases, and consultations during FY2012-13. Most cases involved theft of funds from older adults. (This is a growing trend in victimization of older adults, and the Institute spent an average of 57 hours investigating each case with an average loss to older adults of more than \$220,000 per case.) Working with the AAAs and law enforcement, eight arrests were made, three criminal convictions and one civil judgment was secured. The Institute’s work in these cases helped to facilitate \$1.5 million in recovery or court ordered restitution.

One of the many challenges of these cases is finding a balance between obtaining justice and restoring stolen assets. Incarceration is not always the best option if the defendant is to repay the victim. The resolutions in the following financial exploitation cases show the range of solutions being pursued:

**Case 1:** No prosecution. Negotiated the recovery of three annuity accounts totaling \$620,000 for the older adult and also negotiated the return of the home to a life estate. Agreement made to waive criminal prosecution in lieu of recovery.

**Case 2:** Guilty plea by defendant. Sentenced to five years intermediate punishment with five months prison with work release, five months house arrest, and \$240,000 restitution.

**Case 3:** Guilty plea by defendant. Sentenced to eight years probation, and \$98,000 in restitution. Incarceration is possible for failure to make restitution.

**Case 4:** Negotiated \$400,000.00 promissory note as part of an administrative hearing involving the Department of Aging, Area Agency on Aging and Institute.

## **Amendments to the Older Adult Protective Services Act**

### **Criminal History Background Check**

Act 169 of 1996, amended OAPSA to mandate that all prospective employees of facilities submit to criminal history background checks and be free of convictions for offenses designated under OAPSA (see page 4 for updated legislation). All prospective employees must obtain a Pennsylvania state criminal history record check, and individuals who have not resided within the commonwealth for the past two consecutive years must, in addition to state criminal history record check, obtain a federal criminal history record check. The department is responsible for administering the federal criminal history background check. The department received and processed 9,440 applications during this fiscal year, an increase from last fiscal year of 8,837. Of these, 100 individuals were prohibited from employment.

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

OAPSA was challenged by a group of individuals who had been prohibited from employment as a result of past criminal convictions. Both the Commonwealth Court and the Supreme Court found the subject provisions to be unconstitutional, although the rulings applied only to the named plaintiffs. The Commonwealth Court's decision<sup>3</sup> was issued in 2001, and the Supreme Court's in 2003.

The department anticipates future legislative action to remedy the constitutional deficiencies found by the courts. In the interim, the department has issued guidance to all facilities required to comply with OAPSA. The guidance was developed by the Chief Counsel of Aging, Health and Public Welfare and the Governor's Office of General Counsel. For more information on Criminal History Background Checks and Mandatory Abuse Reporting, please visit us at [www.aging.state.pa.us/psonline-training](http://www.aging.state.pa.us/psonline-training)

---

<sup>3</sup> 789 A.2d 376 (2001)

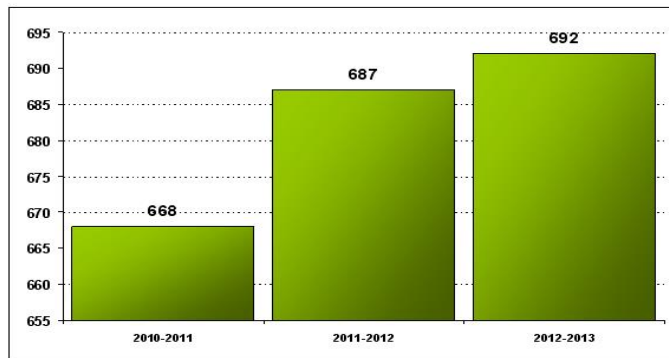
## Mandatory Abuse Reporting – Act 13 of 1997

The 1997 amendment to OAPSA provided for mandatory abuse reporting by employees and/or administrators of those facilities defined by OAPSA. The mandatory abuse reports received by the department have continued to rise from 668 cases reported during FY 2010-11 to 687 cases reported in FY 2011-12 – a 2.84 % increase.

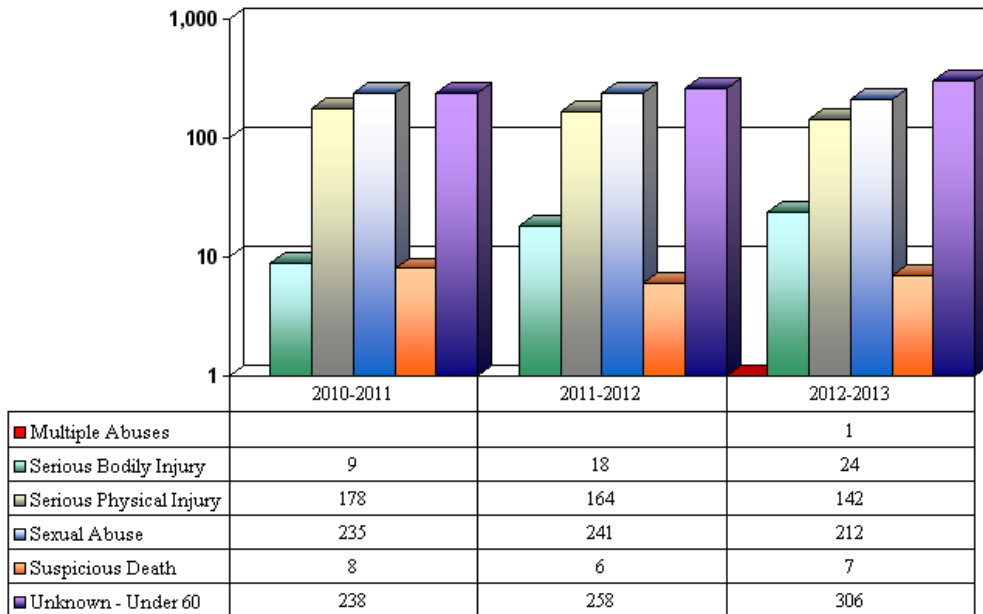
The following charts show the rising numbers of mandatory abuse reports to the department. This trend may be a result of increased training, enhanced collaboration with other state agencies and community partners, improvements in data collection methods and agency monitoring efforts. The first chart, “Act 13 Number of Reports,” shows the numbers of mandatory abuse reports received over three years; the second chart, “Act 13 – Number of Reports by Alleged Abuse by Fiscal Year,” details the number of reports received over three fiscal years and types of abuse. Note that *sexual abuse* and *serious physical injury* are the two most common types of abuse reported under OAPSA.

### ACT 13 - Number of Reports

From July 01, 2010 to June 30, 2013



## *ACT 13 - Number of Reports by Alleged Abuse by Fiscal Year*



## DEFINITIONS

**Multiple Abuses:** Reports that have more than one abuse type.

**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**

**Unknown – Under 60:** The abuse type is not one of the four serious abuses and the recipient or victim is under the age of 60.



## Summary

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

Demographically, Pennsylvania is one of the ‘oldest’ states in the nation. And while fourth in the country in percentage of individuals age 60 and older, the challenge the commonwealth faces is not only serving the needs of the current population, but also planning concurrently for the oncoming tide of aging. This supports the need to provide clearer measures on the successes of preventive activities, collaboration among organizations that include attorneys and prosecutors adept in the field of elder abuse, and community outreach to help individuals and their families live with dignity and respect. Our continued efforts to educate the public and professionals are much greater, along with the need to continue building the local elder abuse task force and multi-disciplinary teams.

Our data shows that for the past several years the most frequent types of elder abuse are self-neglect, caregiver-neglect and financial exploitation. And, while we have provided more training to the aging network, and built stronger collaboration with state and local partners to include the elder abuse task force, our goals must be to improve, secure, and maintain assets for daily living expenses and potential long-term care needs.

## Appendices

### Statistics by County

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

**Appendix B, “Abuse Reports Received this Fiscal Year,”** contains demographics and number of individuals over the age of 60 by county.

# APPENDIX A – Frequency Report by Fiscal Year

County	2010-2011		2011-2012		2012-2013	
	Reports	Substantiated Investigations	Reports	Substantiated Investigations	Reports	Substantiated Investigations
Adams	16	2	13	3	30	6
Allegheny	1,535	267	1,399	351	1,514	353
Armstrong	113	50	109	62	83	59
Beaver	404	145	400	162	395	147
Bedford	136	60	126	56	131	81
Berks	456	167	450	156	552	177
Blair	77	45	52	30	74	39
Bradford (see Tioga)	*	*	*	*	*	*
Bucks	387	52	568	71	413	76
Butler	274	23	288	89	302	99
Cambria	140	32	197	30	136	35
Cameron	256	69	191	54	208	39
Carbon	80	7	91	13	98	12
Centre	96	50	96	38	62	32
Chester	395	74	453	111	438	126
Clarion	53	26	33	21	46	31
Clearfield	265	64	291	76	309	82
Clinton	81	34	53	30	74	27
Columbia	212	73	171	61	203	71
Crawford	91	18	88	8	96	17
Cumberland	273	104	220	73	240	62
Dauphin	226	110	322	149	337	133
Delaware	866	219	927	206	1056	261
Elk (see Cameron)	*	*	*	*	*	*
Erie	320	87	282	65	286	86
Fayette (see Washington)	*	*	*	*	*	*
Forest	81	14	44	7	69	12
Franklin	176	25	182	50	221	62
Fulton (see Bedford)	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*
Indiana	49	11	40	21	39	19
Jefferson	143	58	189	84	169	68
Juniata (see Mifflin)	*	*	*	*	*	*
Lackawanna	374	164	365	138	430	104
Lancaster	1,307	584	1,497	698	1,465	692
Lawrence	135	16	116	16	27	13
Lebanon	75	20	53	20	53	16
Lehigh	271	62	337	57	263	30
Luzerne	861	192	256	70	138	47
Lycoming (see Clinton)	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*
Mercer	31	9	34	16	19	3
Mifflin	133	43	140	39	98	29
Monroe	99	13	96	23	104	26
Montgomery	936	136	1103	144	959	112
Montour (see Columbia)	*	*	*	*	*	*
Northampton	112	16	135	33	130	41
Northumberland	153	52	158	51	172	47
Perry	60	19	41	13	85	30
Philadelphia	2,871	387	2,990	604	2,924	623
Pike	45	14	83	23	76	11
Potter	34	3	15	3	26	5
Schuylkill	376	57	389	57	302	45
Snyder (see Union)	*	*	*	*	*	*
Somerset	60	5	87	25	97	23
Sullivan (see Tioga)	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*
Tioga	168	76	108	66	117	52
Union	245	86	248	62	204	66
Venango	189	51	158	34	163	59
Warren (see Forest)	*	*	*	*	*	*
Washington	1,205	138	1,297	213	1,291	325
Wayne	70	57	32	3	48	10
Westmoreland	759	62	824	102	745	125
Wyoming (see Luzerne)	*	*	*	*	*	*
York	630	207	610	203	642	202
<b>STATEWIDE TOTAL*</b>	<b>18,129</b>	<b>4,344</b>	<b>18,454</b>	<b>4,801</b>	<b>18,542</b>	<b>4,991</b>

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

## APPENDIX B – Abuse Reports Received this Fiscal Year

County	Rpts. of Need (RONs)	Investigated	In Need of Protective Services	% Investigated Rpts. Substantiated	Population Age 60+ (2013)*	Rate of RONs per 10,000	Rate of Investigations per 10,000
Adams	30	20	6	30.0%	24,033	12.5	2.5
Allegheny	1,514	1103	353	32.0%	286,725	52.8	12.3
Armstrong	83	96	59	61.5%	18,171	45.7	32.5
Beaver	395	344	147	42.7%	44,140	89.5	33.3
Bedford	131	134	81	60.4%	27,712	47.3	29.2
Berks	552	478	177	37.0%	86,928	63.5	20.4
Blair	74	68	39	57.4%	32,195	23.0	12.1
Bradford (see Tioga)	*	*	*	*	*	*	*
Bucks	413	351	76	21.7%	137,938	29.9	5.5
Butler	302	254	99	39.0%	41,539	72.7	23.8
Cambria	136	100	35	35.0%	37,468	36.3	9.3
Cameron	208	121	39	32.2%	20,222	102.9	19.3
Carbon	98	50	12	24.0%	16,592	59.1	7.2
Centre	62	63	32	50.8%	25,836	24.0	12.4
Chester	438	244	126	51.6%	99,087	44.2	12.7
Clarion	46	46	31	67.4%	9,232	49.8	33.6
Clearfield	309	191	82	42.9%	20,112	153.6	40.8
Clinton	74	67	27	40.3%	36,092	20.5	7.5
Columbia	203	167	71	42.5%	19,973	101.6	35.5
Crawford	96	83	17	20.5%	21,394	44.9	7.9
Cumberland	240	219	62	28.3%	53,974	44.5	11.5
Dauphin	337	273	133	48.7%	56,135	60.0	23.7
Delaware	1056	680	261	38.4%	114,163	92.5	22.9
Elk (see Cameron)	*	*	*	*	*	*	*
Erie	286	223	86	38.6%	59,307	48.2	14.5
Fayette (see Washington)	*	*	*	*	*	*	*
Forest	69	43	12	27.9%	13,226	52.2	9.1
Franklin	221	162	62	38.3%	35,361	62.5	17.5
Fulton (see Bedford)	*	*	*	*	*	*	*
Greene (see Washington)	*	*	*	*	*	*	*
Huntingdon (see Bedford)	*	*	*	*	*	*	*
Indiana	39	39	19	48.7%	19,926	19.6	9.5
Jefferson	169	117	68	58.1%	11,337	149.1	60.0
Juniata (see Mifflin)	*	*	*	*	*	*	*
Lackawanna	430	313	104	33.2%	53,209	80.8	19.5
Lancaster	1,465	1217	692	56.9%	112,752	129.9	61.4
Lawrence	27	58	13	22.4%	23,556	11.5	5.5
Lebanon	53	44	16	36.4%	32,333	16.4	4.9
Lehigh	263	210	30	14.3%	74,899	35.1	4.0
Luzerne	138	140	47	33.6%	86,996	15.9	5.4
Lycoming (see Clinton)	*	*	*	*	*	*	*
Mckean (see Cameron)	*	*	*	*	*	*	*
Mercer	19	16	3	18.8%	29,577	6.4	1.0
Mifflin	98	88	29	33.0%	18,406	53.2	15.8
Monroe	104	83	26	31.3%	33,831	30.7	7.7
Montgomery	959	394	112	28.4%	175,293	54.7	6.4
Montour (see Columbia)	*	*	*	*	*	*	*
Northampton	130	117	41	35.0%	67,828	19.2	6.0
Northumberland	172	108	47	43.5%	24,375	70.6	19.3
Perry	85	48	30	62.5%	9,961	85.3	30.1
Philadelphia	2,924	2,383	623	26.1%	266,696	109.6	23.4
Pike	76	42	11	26.2%	14,606	52.0	7.5
Potter	26	21	5	23.8%	4,949	52.5	10.1
Schuylkill	302	218	45	20.6%	37,349	80.9	12.0
Snyder (see Union)	*	*	*	*	*	*	*
Somerset	97	88	23	26.1%	20,527	47.3	11.2
Sullivan (see Tioga)	*	*	*	*	*	*	*
Susquehanna (see Tioga)	*	*	*	*	*	*	*
Tioga	117	72	52	72.2%	39,997	29.3	13.0
Union	204	99	66	66.7%	18,194	112.1	36.3
Venango	163	159	59	37.1%	14,191	114.9	41.6
Warren (see Forest)	*	*	*	*	*	*	*
Washington	1,291	760	325	42.8%	96,325	134.0	33.7
Wayne	48	33	10	30.3%	14,194	33.8	7.0
Westmoreland	745	487	125	25.7%	97,851	76.1	12.8
Wyoming (see Luzerne)	*	*	*	*	*	*	*
York	642	537	202	37.6%	92,490	69.4	21.8
<b>STATEWIDE TOTAL**</b>	<b>18,542</b>	<b>13,627</b>	<b>4,991</b>	<b>36.6%</b>	<b>2,829,203</b>	<b>65.5</b>	<b>17.6</b>

\* Based on 2013 PSU population projection

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



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

**[www.aging.state.pa.us](http://www.aging.state.pa.us)**