

2022-23 Annual Report Adult Protective Services

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Introduction

The Adult Protective Services (APS) Act (35 P.S. §10210.101—10210.704), also known as Act 70 of 2010, (Act of October 7, 2010, P.L. 484, No. 70) requires the Department of Human Services (Department) to prepare an annual report to the Senate Health and Human Services Committee and the House Health and House Human Services Committees on the program and services performed by APS.

Act 70 provides for a uniform statewide system of protective services for adults with disabilities between 18 years of age and 59 years of age. The Department administers the program to provide the consistent and timely investigation of allegations of abuse, neglect, exploitation, or abandonment of adults with disabilities; the prevention of abuse, neglect, exploitation, or abandonment of adults with disabilities and, when necessary, the provision of services to adults with disabilities who are found to be victims of abuse.

Act 70 affirms an individual's right to dignity and person-centered values in the provision of protective services. Act 70 states that "adults have the right to receive services in the most integrated settings and in the manner least restrictive of individual liberties." Furthermore, "adults have the right to make choices, subject to the laws and regulations of this Commonwealth, regarding their lifestyles, relationships, bodies and health, even when those choices present risks to themselves or their property."

The Department selected a third-party agency, Liberty Healthcare Corporation (Liberty), through a competitive bidding process, to implement the program statewide on April 1, 2015. Liberty remains the current contractor who receives allegations of abuse, neglect, exploitation, or abandonment that are referred by a statewide hotline operated and maintained by the Pennsylvania Department of Aging (PDA) through the Area Agencies on Aging (AAA).

Although the Commonwealth has had protective services systems in place to address the needs of children and older adults, prior to the enactment of Act 70, the Commonwealth lacked the ability to provide for the detection, prevention, reduction and elimination of abuse, neglect, exploitation, and abandonment for adults who lack the ability to protect themselves and are at imminent risk of abuse, neglect, exploitation or abandonment. The APS program serves as the bridge between the child and older adult protective services programs.

Reporting Number of Reports by County

There are two types of reporting under APS, voluntary and mandatory. Both types of reporters have legal protection against retaliation, discrimination and civil or criminal prosecution under the law. Under the provisions of voluntary reporting, any person who has reasonable cause to suspect that an adult with a physical or mental impairment 18 years of age or older but under 60 years of age is a victim of abuse may call the statewide Protective Services Hotline number at (800) 490-8505. Voluntary reporters may choose to remain anonymous.

The total number of reports of abuse, neglect, exploitation or abandonment received by APS for state fiscal year (SFY) 2022-2023 was 19,913, for an average of 1,659 reports per month. Table 1 outlines the reports received by county while Chart 1 provides a heat map for the counties where the reports were received

Table 1 – NUMBER OF REPORTS BY COUNTY, SFY 2022-2023

(**Numbers less than 15 have been suppressed to protect confidentiality of individuals)

COUNTY	TOTAL REPORTS	%	COUNTY	TOTAL REPORTS	%
Adams	79	0.40%	Lackawanna	445	2.23%
Allegheny	2,023	10.16%	Lancaster	746	3.75%
Armstrong	107	0.54%	Lawrence	123	0.62%
Beaver	337	1.69%	Lebanon	247	1.24%
Bedford	53	0.27%	Lehigh	537	2.70%
Berks	716	3.60%	Luzerne	477	2.40%
Blair	301	1.51%	Lycoming	226	1.13%
Bradford	75	0.38%	McKean	190	0.95%
Bucks	638	3.20%	Mercer	223	1.12%
Butler	216	1.08%	Mifflin	121	0.61%
Cambria	376	1.89%	Monroe	173	0.87%
Cameron	**	**	Montgomery	774	3.89%
Carbon	105	0.53%	Montour	50	0.25%
Centre	118	0.59%	Northampton	371	1.86%
Chester	410	2.06%	Northumberland	224	1.12%
Clarion	77	0.39%	Perry	45	0.23%
Clearfield	165	0.83%	Philadelphia	2,710	13.61%
Clinton	37	0.19%	Pike	73	0.37%
Columbia	107	0.54%	Potter	**	**
Crawford	135	0.68%	Schuylkill	244	1.23%
Cumberland	295	1.48%	Snyder	288	1.45%
Dauphin	760	3.82%	Somerset	94	0.47%
Delaware	597	3.00%	Sullivan	**	**
Elk	46	0.23%	Susquehanna	23	0.12%

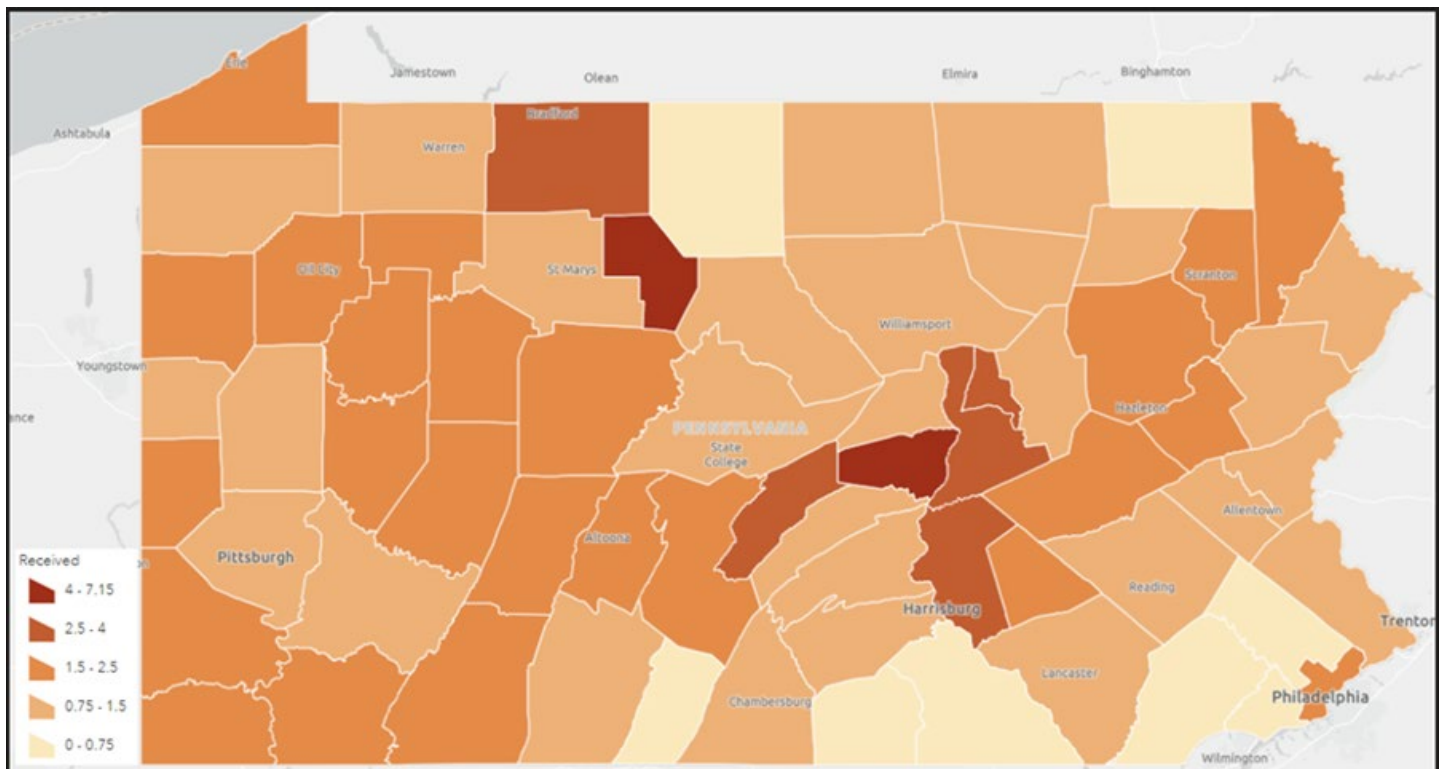
Erie	804	4.04%	Tioga	54	0.27%
Fayette	289	1.45%	Union	33	0.17%
Forest	**	**	Venango	124	0.62%
Franklin	304	1.53%	Warren	71	0.36%
Fulton	**	**	Washington	334	1.68%
Greene	90	0.45%	Wayne	74	0.37%
Huntingdon	85	0.43%	Westmoreland	569	2.86%
Indiana	164	0.82%	Wyoming	47	0.24%
Jefferson	111	0.56%	York	463	2.33%
Juniata	33	0.17%	Out of State	47	0.24

A mandatory reporter is defined as, “an organization or group of people that uses public funds and is paid, in part, to provide care and support to adults in a licensed or unlicensed setting.” A mandatory reporter is required to

make an immediate oral report to the Protective Services Hotline at (800) 490-8505 followed up within 48 hours with a written report to Liberty. In addition, if the allegation involves sexual abuse, serious injury, serious bodily injury or suspicious death, the mandatory reporters must also immediately make an oral report to local law enforcement and to the Department at (717) 265-7887, followed up within 48 hours with a written report to law enforcement.

Chart 1: HEAT MAP REPORTS BY COUNTY, SFY 2022-2023

(Rate/1000 based on county population)



Categorization

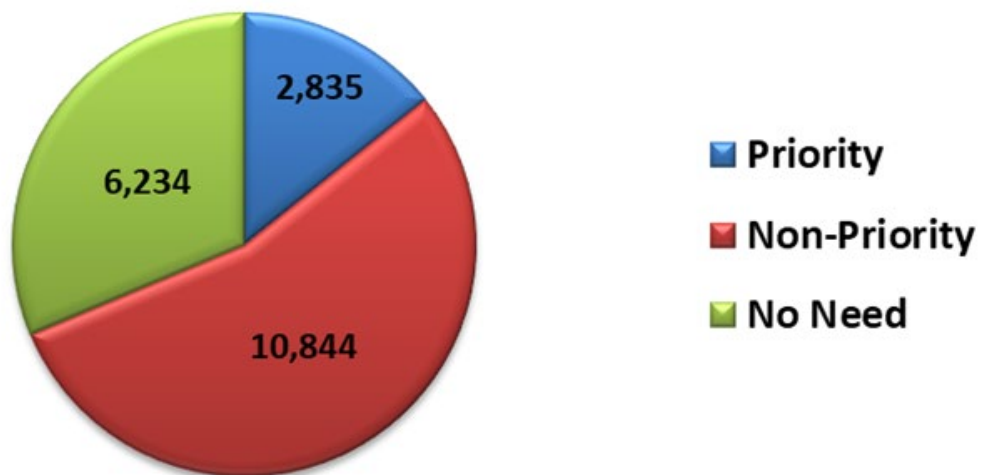
Report Categorization	Description	Agency Response Time
Priority	A report placed in this category will require immediate attention because specific details in the report indicate the possibility that the adult reported to need protective services is at imminent risk of death or serious injury or serious bodily injury.	Investigation must be initiated within 24 hours, including a face-to-face with the adult.
Non-Priority	A report is placed in this category when it does not appropriately fall within the priority category and, therefore, does not require immediate attention by the agency.	Investigation must be initiated within 72 hours, including a face-to-face with the adult.
No Need for Investigation	A report is placed in this category when the person reported to be in need of protective services meets either of the following criteria: <ul style="list-style-type: none"> ➤ Has the capacity to perform or obtain, without help, services necessary to maintain physical or mental health; or ➤ Is not at imminent risk or danger to his/her person or property. 	Not Applicable

All reports placed in the No Need for Investigation category are reviewed by a Liberty supervisor and all steps necessary are taken to confirm or reject the categorization. If the Liberty supervisor confirms the screening categorization, Liberty can offer to make appropriate referrals to other entities. The Department concurrently reviews all reports placed in the No Need for Investigation category and if the Department agrees with Liberty's determination, the case will then be closed. If either the Liberty supervisor or the Department rejects the No Need categorization, the report is placed in either the Priority or Non-Priority category and an investigation is initiated within the required timeframes. A report cannot be placed in the No Need category if the adult is temporarily relocated to a safe environment and will return to the original abusive situation or to a new location which has not been determined to be safe.

Of the 19,913 reports received in SFY 2022-23, 2,835 (14%) were classified as Priority, 10,844 (54%) were categorized as Non-Priority and 6,234 (31%) were classified as No Need for Investigation. Since only Priority and Non-Priority reports are investigated, of the total number of reports received, 17,078 (86%) were determined appropriate for investigation in SFY 2022-2023.

Chart 2 shows categorizations of reports received during the state fiscal year. For all reports categorized as Priority or Non-Priority, an investigation is conducted to determine if the adult (victim) named in the report needs protective services, which is considered a substantiated report, or is not in need of protective services, which is considered an unsubstantiated report.

Chart 2: CATEGORIZATIONS OF REPORTS RECEIVED
SFY 2022-2023



Investigations

Table 2 - INVESTIGATIONS BY COUNTY, SFY 2022-2023

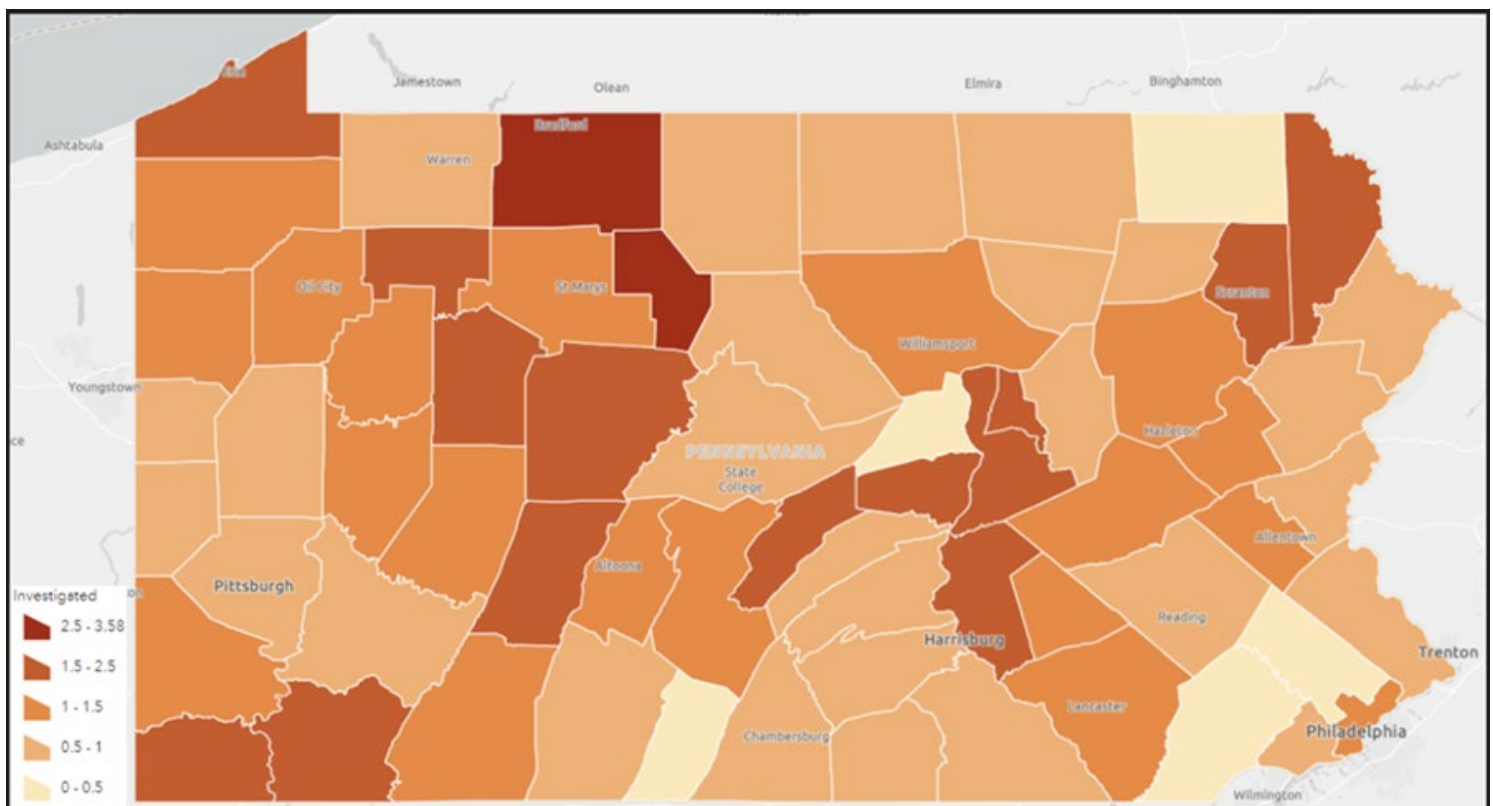
(**Numbers less than 15 have been suppressed to protect confidentiality of individuals)

COUNTY	TOTAL REPORTS	%	COUNTY	TOTAL REPORTS	%
Adams	71	0.52%	Lackawanna	334	2.44%
Allegheny	1,349	9.68%	Lancaster	557	4.07%
Armstrong	76	0.56%	Lawrence	104	0.76%
Beaver	189	1.38%	Lebanon	184	1.35%
Bedford	34	0.25%	Lehigh	350	2.56%
Berks	429	3.14%	Luzerne	278	2.03%
Blair	213	1.56%	Lycoming	162	1.18%
Bradford	53	0.39%	McKean	123	0.90%
Bucks	401	2.93%	Mercer	126	0.92%
Butler	161	1.18%	Mifflin	85	0.62%
Cambria	226	1.65%	Monroe	140	1.02%
Cameron	**	**	Montgomery	466	3.41%
Carbon	76	0.56%	Montour	32	0.23%
Centre	74	0.54%	Northampton	291	2.13%
Chester	281	2.05%	Northumberland	132	0.96%
Clarion	58	0.42%	Perry	30	0.22%
Clearfield	135	0.99%	Philadelphia	2,052	15.00%
Clinton	26	0.19%	Pike	57	0.42%
Columbia	77	0.56%	Potter	**	**
Crawford	101	0.74%	Schuylkill	187	1.37%
Cumberland	220	1.61%	Snyder	41	0.30%
Dauphin	521	3.81%	Somerset	74	0.54%
Delaware	403	2.95%	Sullivan	**	**
Elk	38	0.28%	Susquehanna	20	0.15%
Erie	579	4.23%	Tioga	48	0.35%
Fayette	235	1.72%	Union	25	0.18%
Forest	**	**	Venango	87	0.64%
Franklin	220	1.61%	Warren	42	0.31%

Fulton	**	**	Washington	246	1.80%
Greene	65	0.48%	Wayne	54	0.39%
Huntingdon	59	0.43%	Westmoreland	352	2.57%
Indiana	113	0.83%	Wyoming	20	0.15%
Jefferson	69	0.50%	York	376	2.75%
Juniata	20	0.15%	Out of State	**	**

Chart 3: HEAT MAP INVESTIGATIONS BY COUNTY, SFY 2022-2023

(Rate/1000 based on county population)



Reports, Investigations, and Substantiated Reports

Chart 4: NUMBER OF REPORTS, INVESTIGATIONS AND SUBSTANTIATED REPORTS SFY 2022-2023

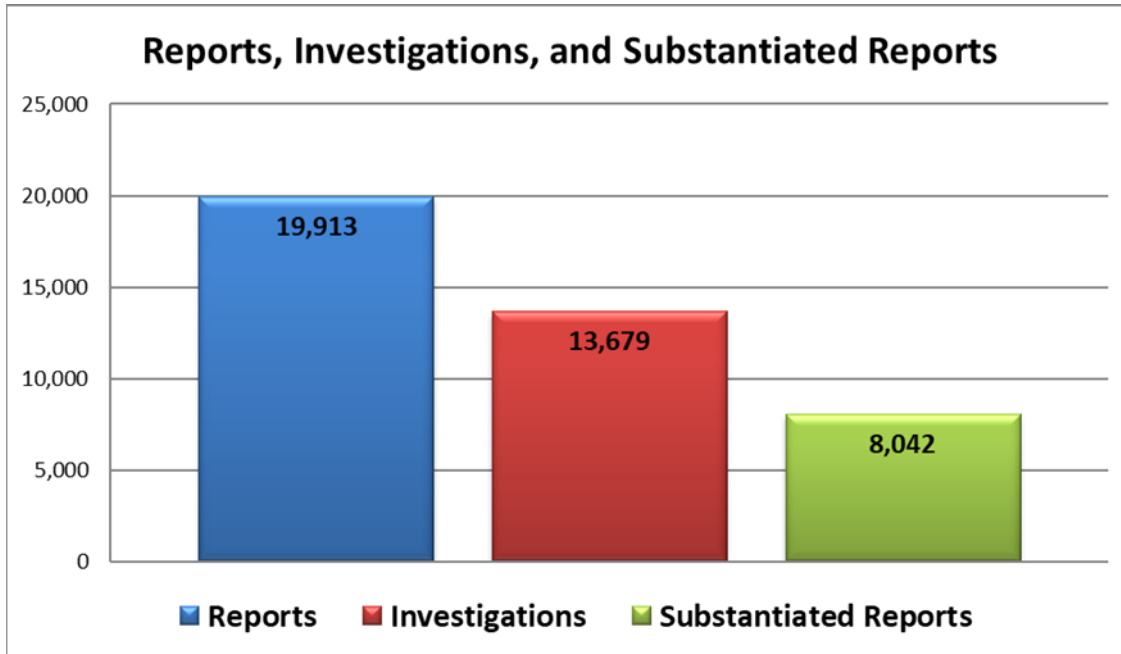


Table 3 - SUBSTANTIATED ALLEGATIONS FOR INVESTIGATED CASES SFY 2022-2023

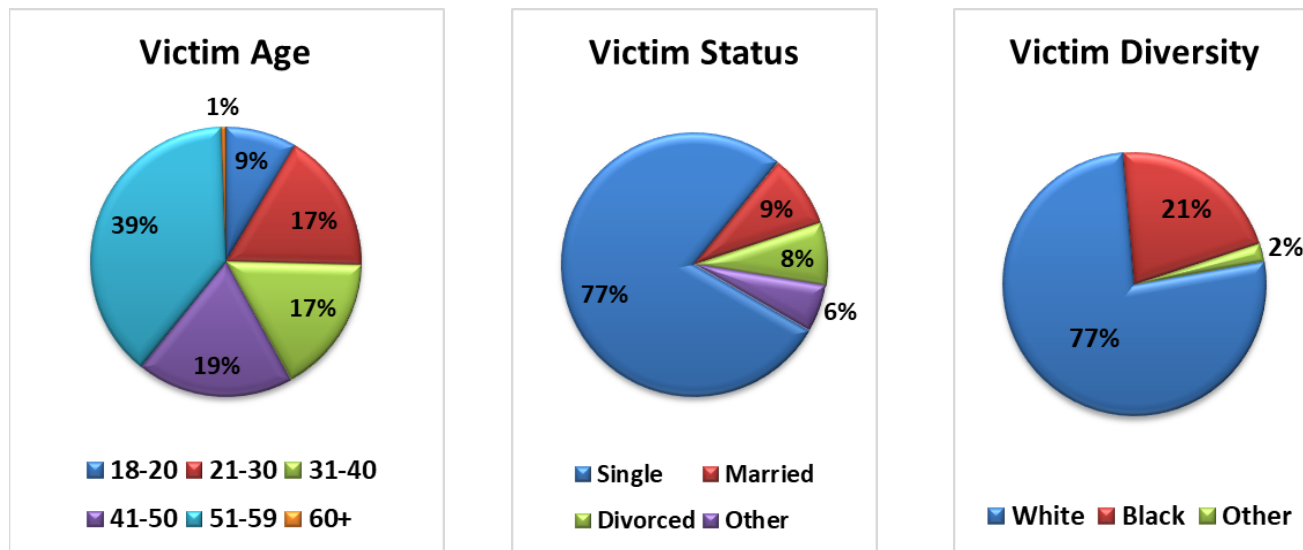
Table 3 displays the types of abuse that were substantiated. The most frequent reports were for neglect (self-neglect 38.3% and caregiver neglect 21.9%) followed by emotional abuse (16.6%).

Substantiated Allegation	Count (Percentage)
Self-Neglect (SN)	4,044 (38.3%)
Caregiver Neglect (CN)	2,316 (21.9%)
Emotional Abuse (EA)	1,758 (16.6%)
Physical Abuse (PA)	1,120 (10.6%)
Financial Exploitation (FE)	1,050 (9.9%)
Sexual Abuse (SA)	274 (2.6%)

Victims and Alleged Perpetrators

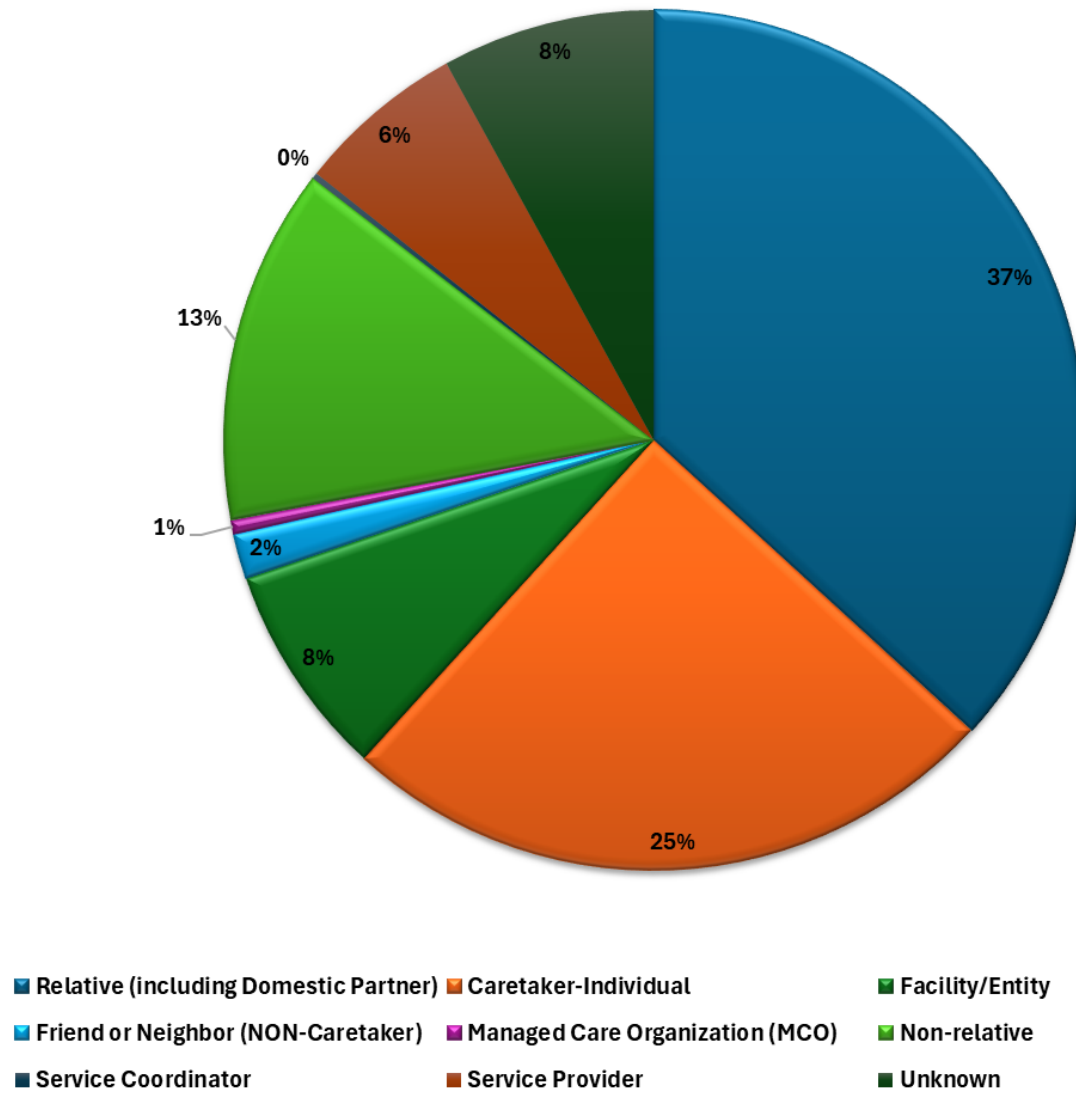
Throughout the course of a protective services investigation, information is gathered concerning the characteristics of an individual (victim) reported to need protective services and the alleged abuser (alleged perpetrator). Tracking this data is important, as it will help inform public outreach efforts.

The age group most often found in need of protective services is between 51 and 59 years of age (39%). The majority are Caucasian (77%) and female (54%). It is important to recognize that many victims are single (77%), reside in their own home or apartment (70%) and live alone or without a roommate (33%).

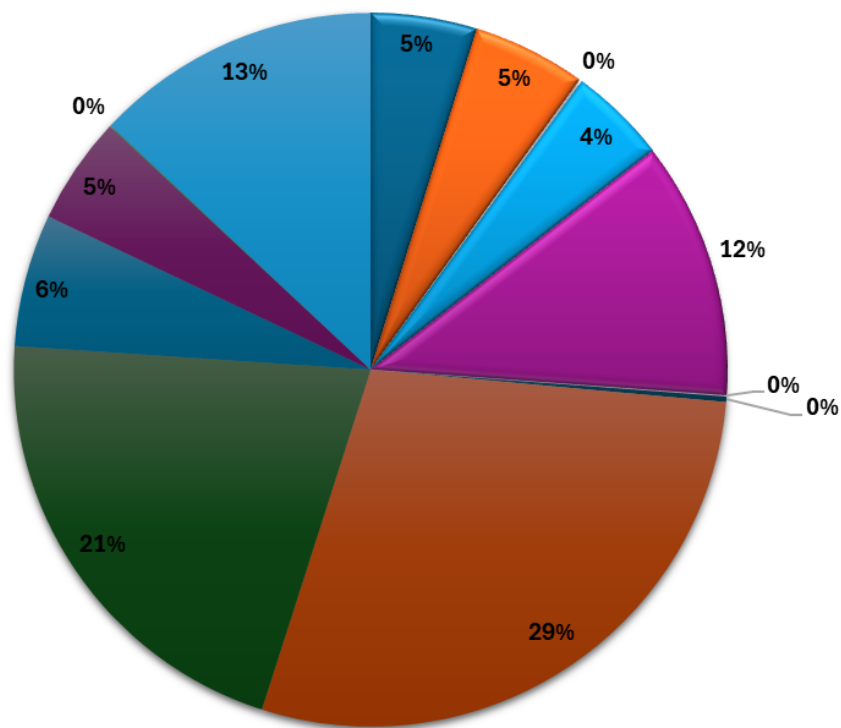


Unlike the Older Adult Protective Services Act (OAPSA), the Act 70 does not provide for designation of a perpetrator. However, the data that was collected reveals the type of relationship the alleged perpetrator has to the alleged victim. 37% of the alleged perpetrators are relatives, including domestic partners.

Alleged Perpetrator Relationship



Alleged Perpetrator Relationship - Relatives Breakout



- Brother
- Daughter
- Daughter-in-Law
- Domestic Partner
- Father
- Granddaughter
- Grandson
- Mother
- Other Relative (explain in Notes; e.g. Step-relationships)
- Sister
- Son
- Son-in-Law
- Spouse/Intimate Partner

Provision of Services

Once a case is determined to be substantiated and services are necessary to reduce or eliminate the identified risk, services are offered timely. After exhausting available steps to provide necessary services through existing agency resources, utilization of other providers and the coordination of public and private entitlements and resources, Liberty may purchase protective services on a time-limited basis.

The Temporary Protective Services Costs (TPSC) during the state fiscal year totaled \$3,358,1693.73. Guardianship Fees accounted for the largest cost of TPSC. This includes ongoing fees associated with maintaining a guardian for an adult if the adult does not have access to independent funding for this service. Other costs included: legal fees/expenses, respite, home health/personal care services, and capacity evaluation and testimony. The following chart details the most frequent services provided to adults:

Chart 5: TEMPORARY PROTECTIVE SERVICE COSTS (TPSC) – TOP 10 SFY 2022-2023

Rank	Protective Service	Amount (Percentage)
1	Guardianship Fees	\$1,167,130.97(35%)
2	Legal Fees/Expenses	\$958,734.79(29%)
3	Home Health/Personal Care Services	\$480,150.57(14%)
4	Respite	\$341,269.91(10%)
5	Capacity Evaluation and Testimony	\$149,284.20(4%)
6	Temporary Lodging	\$131,652.95(4%)
7	Cleaning Services	\$37,135.45(1%)
8	Transportation	\$36,778.22(1%)
9	Rent	\$28,715.39(1%)
10	Home Modification/Repair	\$9,336.87(0%)

About the Report

This report is produced and distributed pursuant to 35 P.S. §10210.101--10210.704.

Contact Adult Protective Services for questions on this report:

Bureau of Human Services Licensing
Adult Protective Service Division
555 Walnut Street, 6th Floor
Forum Place
Harrisburg, PA 17101
717-783-3670
<mailto:RA-PWAPSQuestions@pa.gov>

To report suspected abuse of an adult living with a disability between the ages of 18 and 59, contact the Protective Services Statewide Helpline: **1-877-490-8505**