

# 2023-24 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.

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 did not have a mechanism 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.

Act 70 provides for a uniform statewide system of protective services for adults with disabilities between 18 and 59 years of age. Act 70 also affirms an individual’s right to dignity and person-centered values in the provision of protective services. The Act 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 administers the program to provide consistent and timely reporting and 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. These responsibilities are performed by a third-party agency, Liberty Healthcare Corporation, who was selected by the Department through a competitive bidding process and implemented the statewide program on April 1, 2015.

Liberty remains the current contractor who receives and investigates referrals of abuse, neglect, exploitation, or abandonment allegations from a statewide hotline operated and maintained by the Pennsylvania Department of Aging (PDA) through the Area Agencies on Aging (AAA).

## 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 between the ages of 18 and 59 with a physical or mental impairment is a victim of abuse may call the statewide Protective Services Hotline number at (800) 490-8505. Voluntary reporters may choose to remain anonymous.

A mandatory reporter is defined as, an employee or an administrator of a facility who has reasonable cause to suspect that a recipient is a victim of abuse or neglect shall immediately make an oral report to an agency. For the purposes of mandatory reporting a facility is defined as an assisted living facility, domiciliary care home, home health care agency, intermediate care facility, long-term care nursing facility, residential treatment facility, and an organization or group of people that use public funds and is paid, in part, to provide care and support to adults in a licensed or unlicensed facility.

The total number of reports of abuse, neglect, exploitation or abandonment received by APS for state fiscal year (SFY) 2023-2024 was 21,829, for an average of 1,819 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 2023-24**

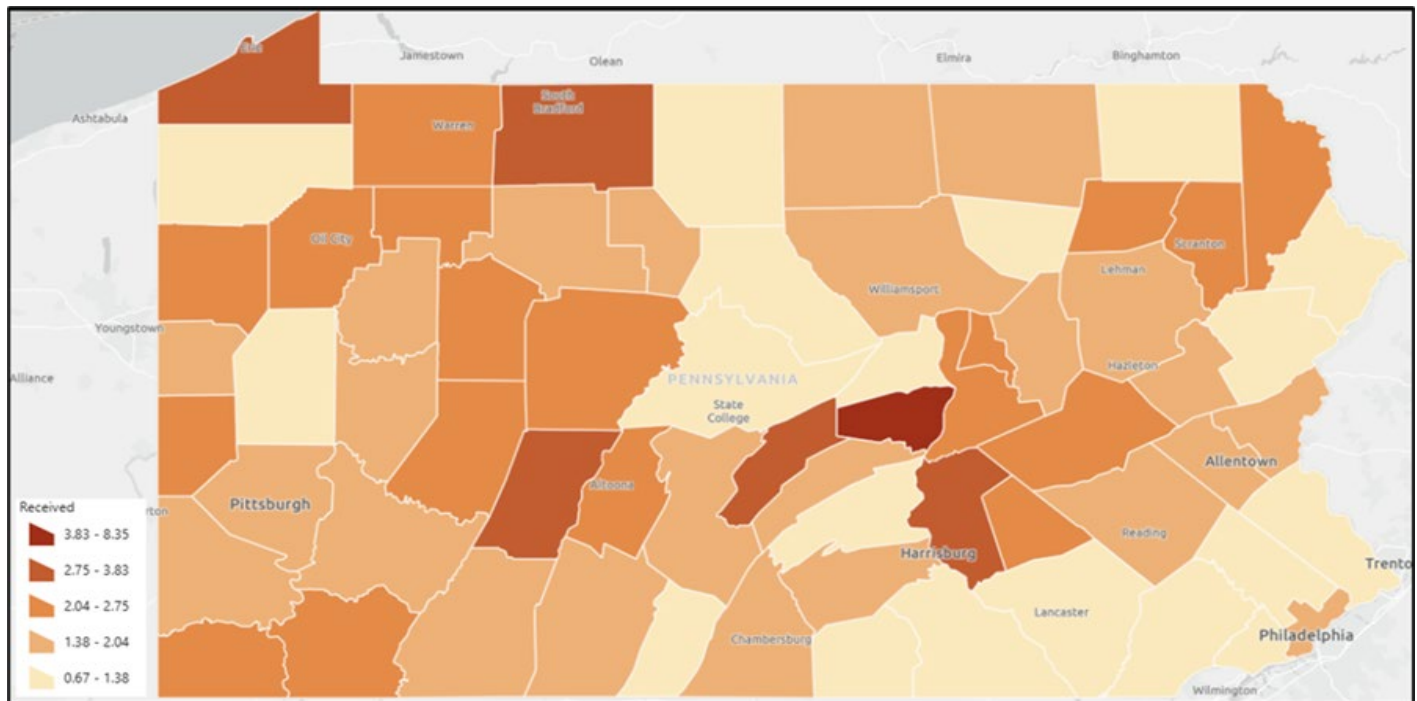
(\*\*Numbers less than 15 have been suppressed to protect the confidentiality of individuals)

COUNTY	TOTAL REPORTS	%	COUNTY	TOTAL REPORTS	%
Adams	102	0.47%	Lackawanna	485	2.22%
Allegheny	2,306	10.56%	Lancaster	739	3.39%
Armstrong	132	0.60%	Lawrence	162	0.74%
Beaver	387	1.77%	Lebanon	302	1.38%
Bedford	84	0.38%	Lehigh	661	3.03%
Berks	733	3.36%	Luzerne	568	2.60%
Blair	283	1.30%	Lycoming	222	1.02%
Bradford	107	0.49%	McKean	150	0.69%
Bucks	589	2.70%	Mercer	240	1.10%
Butler	247	1.13%	Mifflin	139	0.64%
Cambria	374	1.71%	Monroe	199	0.91%
Cameron	**	**	Montgomery	913	4.18%
Carbon	126	0.58%	Montour	47	0.22%
Centre	137	0.63%	Northampton	455	2.08%
Chester	359	1.64%	Northumberland	224	1.03%
Clarion	69	0.32%	Perry	53	0.24%
Clearfield	159	0.73%	Philadelphia	3,024	13.85%
Clinton	47	0.22%	Pike	66	0.30%

Columbia	128	0.59%	Potter	**	**
Crawford	115	0.53%	Schuylkill	308	1.41%
Cumberland	360	1.65%	Snyder	335	1.53%
Dauphin	823	3.77%	Somerset	122	0.56%
Delaware	643	2.95%	Sullivan	**	**
Elk	54	0.25%	Susquehanna	42	0.19%
Erie	823	3.77%	Tioga	70	0.32%
Fayette	348	1.59%	Union	29	0.13%
Forest	**	**	Venango	117	0.54%
Franklin	251	1.15%	Warren	84	0.38%
Fulton	15	0.07%	Washington	372	1.70%
Greene	79	0.36%	Wayne	102	0.47%
Huntingdon	69	0.32%	Westmoreland	653	2.99%
Indiana	191	0.87%	Wyoming	63	0.29%
Jefferson	114	0.52%	York	536	2.46%
Juniata	42	0.19%	Out of State	**	**

Chart 1: HEAT MAP REPORTS BY COUNTY, SFY 2023-24

(Rate/1000 based on county population)



## Categorization

Report Categorization	Description	Agency Response Time
<b>Priority</b>	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 meeting with the adult.
<b>Non-Priority</b>	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 meeting with the adult.
<b>No Need for Investigation</b>	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"> <li>➤ Has the capacity to perform or obtain, without help, services necessary to maintain physical or mental health; or</li> <li>➤ Is not at imminent risk or danger to their person or property.</li> </ul>	Not Applicable

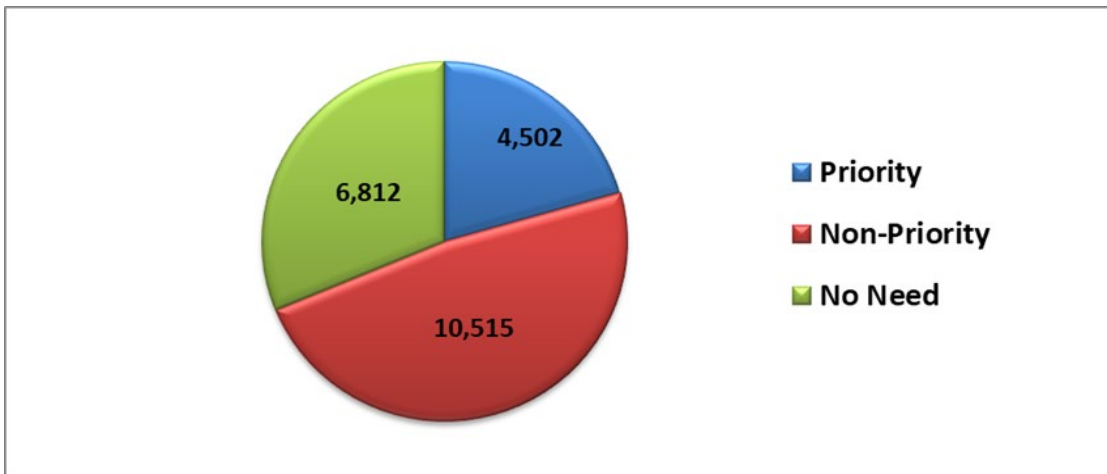
All reports placed in the No Need for Investigation category are reviewed by a Liberty supervisor and all steps necessary are taken to confirm or reject the categorization. If the Liberty supervisor confirms the screening categorization, Liberty can offer to make appropriate referrals to other entities. 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 21,829 reports received in SFY 2023-24, 4,502 (21%) were classified as Priority, 10,515 (48%) were categorized as Non-Priority and 6,812 (31%) were classified as No Need for Investigation. Since only Priority and Non-Priority reports are investigated, of the total number of reports received, 15,017 (68.8%) were determined appropriate for investigation in SFY 2023-2024.

Chart 2 shows the categorization 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: CATEGORIZATION OF REPORTS RECEIVED SFY 2023-24



## Investigations

Table 2 - INVESTIGATIONS BY COUNTY, SFY 2023-24

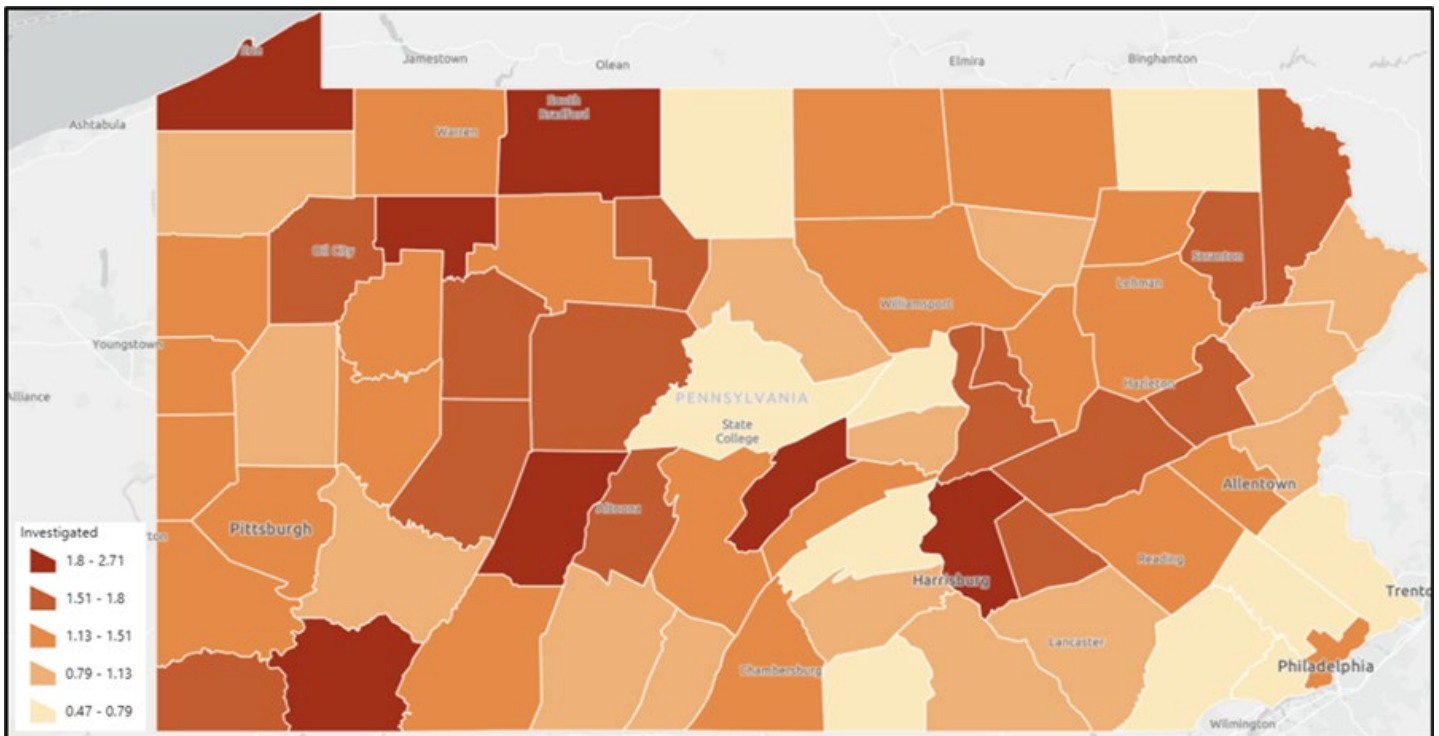
(\*\*Numbers less than 15 have been suppressed to protect confidentiality of individuals)

COUNTY	TOTAL REPORTS	%	COUNTY	TOTAL REPORTS	%
Adams	79	0.53%	Lackawanna	334	2.44%
Allegheny	1,504	10.02%	Lancaster	557	4.07%
Armstrong	83	0.55%	Lawrence	128	0.85%
Beaver	233	1.55%	Lebanon	217	1.45%
Bedford	52	0.35%	Lehigh	443	2.95%
Berks	489	3.26%	Luzerne	365	2.43%
Blair	208	1.39%	Lycoming	157	1.05%
Bradford	85	0.57%	McKean	106	0.71%
Bucks	405	2.70%	Mercer	150	1.00%
Butler	168	1.12%	Mifflin	98	0.65%
Cambria	256	1.70%	Monroe	147	0.98%
Cameron	**	**	Montgomery	597	3.98%
Carbon	104	0.69%	Montour	28	0.19%
Centre	85	0.57%	Northampton	329	2.19%
Chester	244	1.62%	Northumberland	148	0.99%
Clarion	56	0.37%	Perry	36	0.24%
Clearfield	121	0.81%	Philadelphia	2,267	15.10%
Clinton	37	0.25%	Pike	53	0.35%
Columbia	93	0.62%	Potter	**	**
Crawford	89	0.59%	Schuylkill	237	1.58%
Cumberland	258	1.72%	Snyder	34	0.23%
Dauphin	562	3.74%	Somerset	91	0.61%
Delaware	433	2.88%	Sullivan	**	**
Elk	45	0.30%	Susquehanna	31	0.21%
Erie	540	3.60%	Tioga	59	0.39%

Fayette	278	1.85%	Union	19	0.13%
Forest	**	**	Venango	85	0.57%
Franklin	189	1.26%	Warren	51	0.34%
Fulton	**	**	Washington	265	1.76%
Greene	61	0.41%	Wayne	82	0.55%
Huntingdon	59	0.39%	Westmoreland	393	2.62%
Indiana	139	0.93%	Wyoming	36	0.24%
Jefferson	72	0.48%	York	384	2.56%
Juniata	31	0.21	Out of State	**	**

Chart 3: HEAT MAP INVESTIGATIONS BY COUNTY, SFY 2023-24

(Rate/1000 based on county population)



## Reports, Investigations, and Substantiated Reports

Chart 4: NUMBER OF REPORTS, INVESTIGATIONS, AND SUBSTANTIATED REPORTS SFY 2023-24

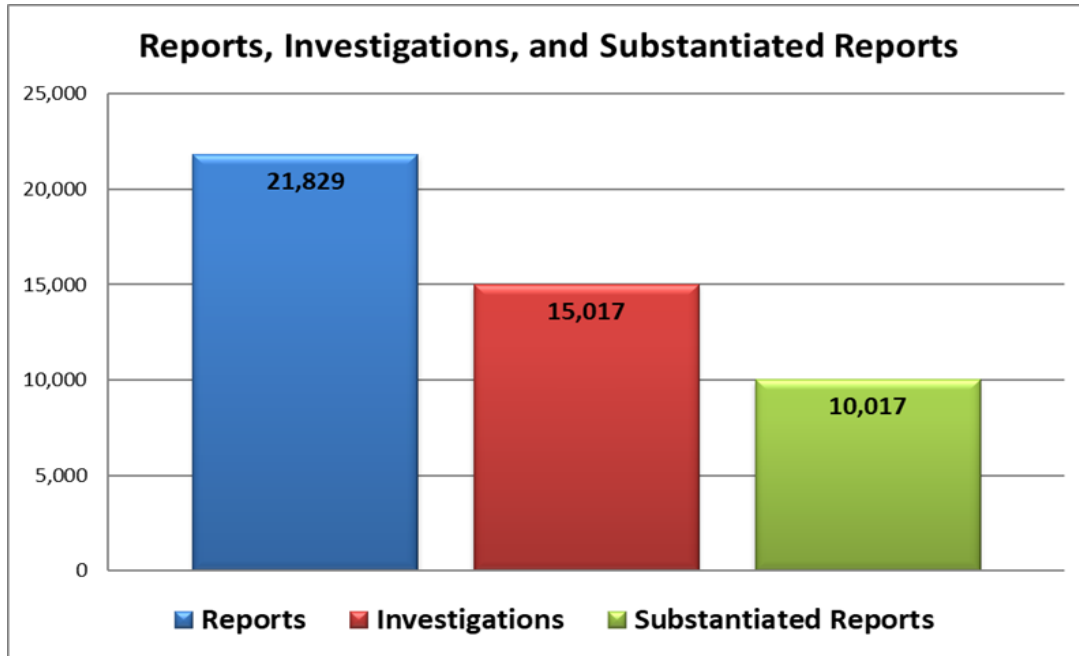


Table 3 - SUBSTANTIATED ALLEGATIONS FOR INVESTIGATED CASES SFY 2023-24

Table 3 displays the types of allegations that were substantiated. The most frequent reports were for neglect (self-neglect 39.1% and caregiver neglect 20.6%) followed by emotional abuse (17.2%).

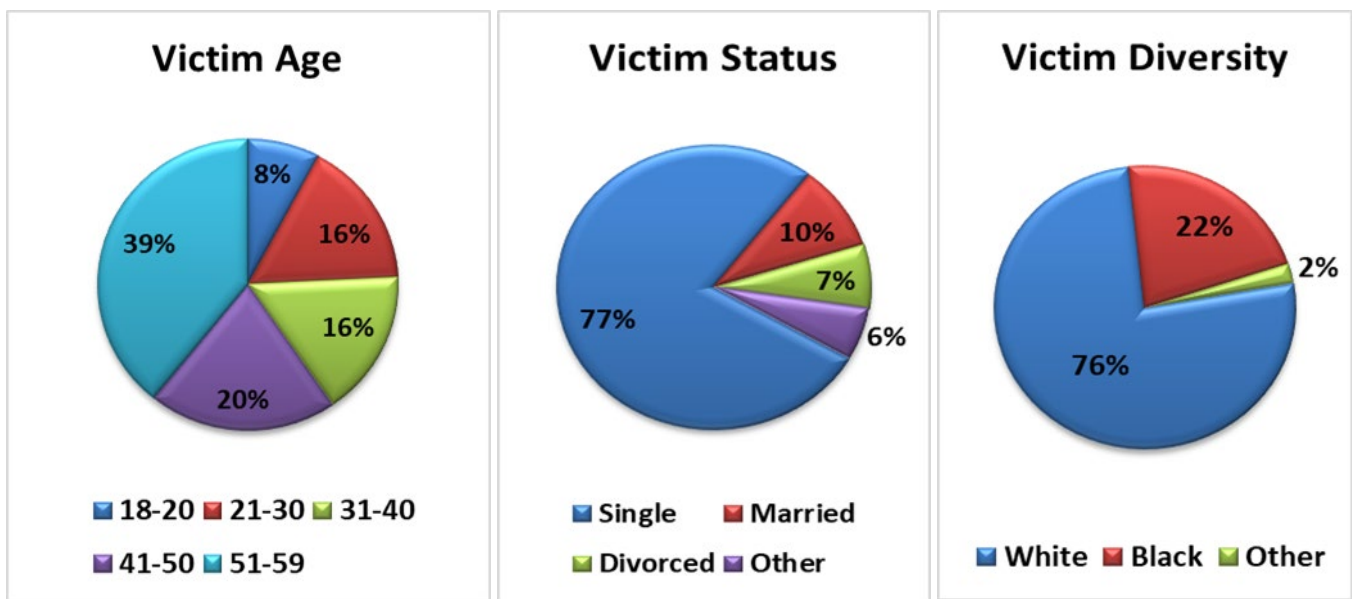
Substantiated Allegation	Count (Percentage)
Self-Neglect	5,856 (39.1%)
Caregiver Neglect	3,083 (20.6%)
Emotional Abuse	2,573 (17.2%)
Physical Abuse	1,485 (9.9%)
Financial Exploitation	1,423 (9.5%)
Sexual Abuse	255 (1.7%)
Abandonment	188 (1.3%)
Sexual Harassment	116 (0.8%)

*Note: Definitions of the above abuse types are established under the Pennsylvania Adult Protective Services Act (35 P.S. §§ 10210.101--10210.704). For detailed descriptions of each abuse type, refer to Act 70, Section 102 ("Definitions").*

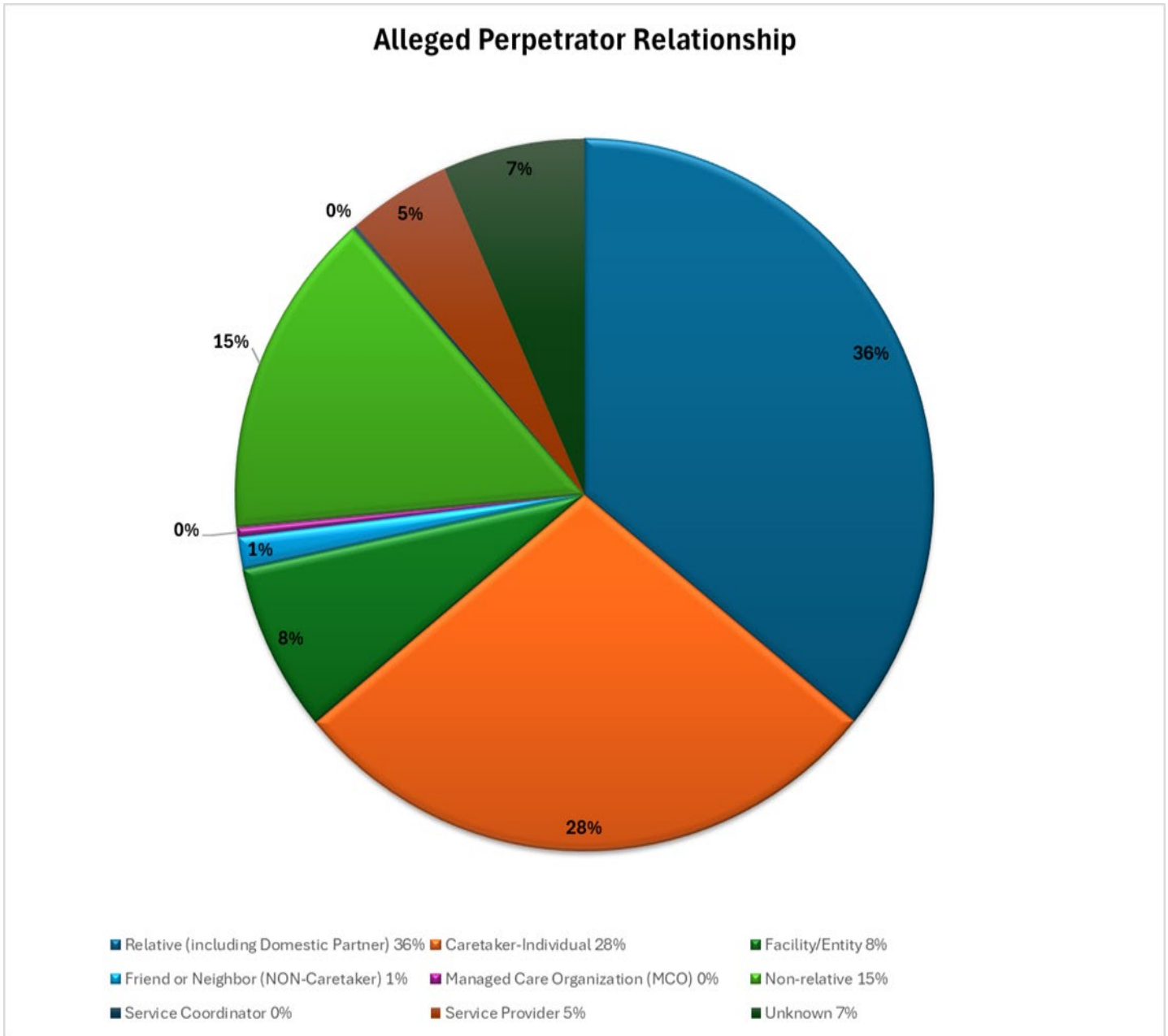
## Victims and Alleged Perpetrators

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.

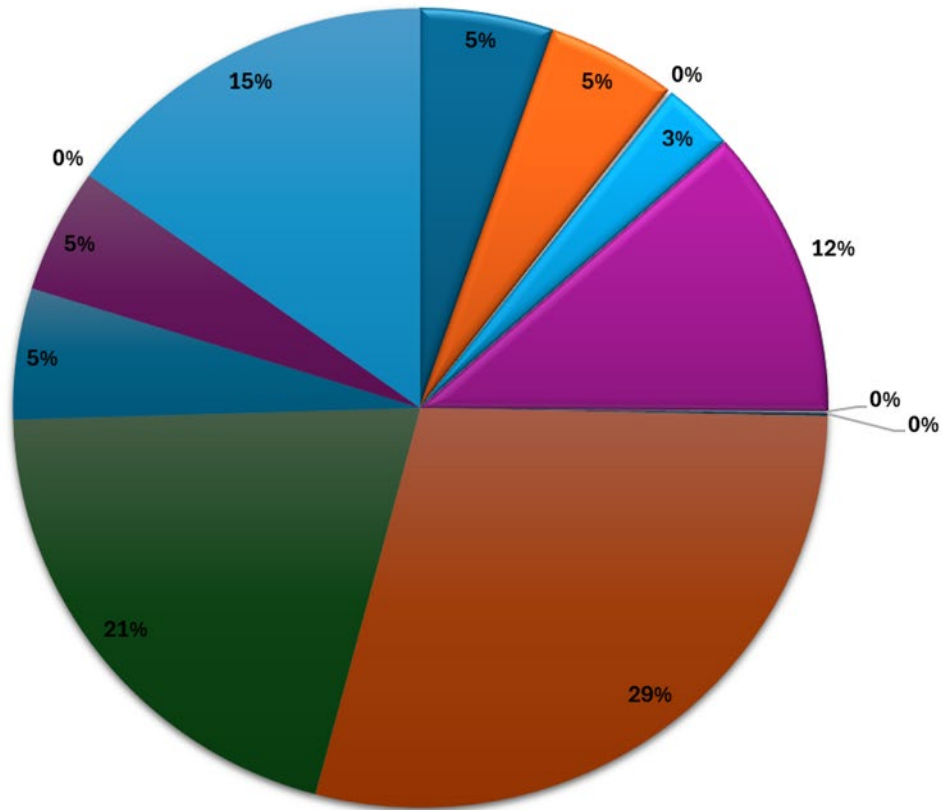
The age group most often found in need of protective services is between 51 and 59 years of age (39%). The majority are Caucasian (76%) and female (53%). It is important to recognize that many victims are single (77%), reside in their own home or apartment (38%) and live alone or without a roommate (31%).



Unlike the Older Adult Protective Services Act (OAPSA), Act 70 does not provide for the designation of a perpetrator. However, the data that was collected reveals the type of relationship between the alleged perpetrator and the alleged victim. 36% of the alleged perpetrators are relatives, including domestic partners.



### Alleged Perpetrator Relationship - Relatives Breakout



- Brother 5%
- Daughter 5%
- Daughter-in-Law 0%
- Domestic Partner 3%
- Father 12%
- Granddaughter 0%
- Grandson 0%
- Mother 29%
- Other Relative 20%
- Sister 5%
- Son 5%
- Son-in-Law 0%
- Spouse/Intimate Partner 15%

## 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 \$4,124,966.59. Respite 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, guardianship, home health/personal care services, and capacity evaluation and testimony. The following chart details the most frequent services provided to adults:

**Chart 5: TOP 10 TEMPORARY PROTECTIVE SERVICE COSTS (TPSC) – SFY 2023-2024**

Rank	Protective Service	Amount
1	Respite	\$1,275,993.41
2	Guardianship	\$1,161,528.80
3	Home Health/Personal Care Services	\$685,051.51
4	Legal Services	\$572,303.03
5	Temporary Lodging	\$154,848.34
6	Capacity Evaluation and Testimony	\$92,598.95
7	Cleaning Services	\$49,268.24
8	Rent	\$31,543.64
9	Utilities	\$23,903.63
10	Transportation	\$22,428.25

## 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 Services 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**