



## What types of problems are addressed?

Here are the types of reports made to PCA's Older Adult Protective Services program.

Self Neglect.....	37%
Caregiver Neglect.....	26%
Financial Exploitation .....	21%
Emotional Abuse .....	20%
Physical Abuse.....	14%
Abandonment .....	1%
All Other Types .....	8%

(Data based on unduplicated client count of 2,300 older persons served during Fiscal Year 2004-2005, PCA's Older Adult Protective Services department.)

Abuse of the elderly is one of the most under-recognized and under-reported social problems in the United States.



Philadelphia Corporation for Aging (PCA), a private, non-profit Area Agency on Aging, was established in 1973 to coordinate social services for Philadelphians who are older or who have disabilities and to assist them in achieving optimum levels of health, independence, and productivity. One of the region's largest non-profit organizations, PCA is funded in part by the federal Older Americans Act, Medical Assistance, and the Pennsylvania Lottery, all channeled through the Pennsylvania Department of Aging.

Guided by its Board of Directors and an Advisory Council, PCA employs more than 650 people and contracts with over 100 community organizations and service providers to deliver a variety of services to more than 100,000 older Philadelphians and people with disabilities each year.



PHILADELPHIA CORPORATION FOR AGING™

642 North Broad Street  
Philadelphia, PA 19130-3409

Administration: 215-765-9000 • Fax: 215-765-9066

PCA Helpline: 215-765-9040

215-765-9041 (for hearing impaired)

[www.pcaCares.org](http://www.pcaCares.org)

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Photos by Bruce Stromberg

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# OLDER ADULT PROTECTIVE SERVICES



## For older adults at risk



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*Enriching lives, preserving dignity.™*



## What are Older Adult Protective Services?

Older Adult Protective Services are those activities, resources, and supports provided to older adults to detect, prevent, reduce or eliminate the following:

- Self-neglect
- Neglect by a caregiver
- Physical, sexual, or psychological abuse
- Financial exploitation - misuse of money, resources, or personal property
- Abandonment



## What help is available?

In accordance with Pennsylvania's Older Adults Protective Services Act of 1987, protective services are available to older adults through Area Agencies on Aging such as Philadelphia Corporation for Aging (PCA). Trained social workers are available 24 hours a day to provide:

- Intake
- Investigation
- Assessment
- Care planning
- Crisis resolution

## Who is eligible for Older Adult Protective Services?

Protective services are available to those older adults with all of the following characteristics:

- Age 60 or older
- Resident of Philadelphia
- Without a responsible caregiver
- At imminent risk of danger to self or property
- Unable to perform essential tasks or obtain services necessary to maintain physical or mental health

Older adults who do not meet these characteristics are referred to other social services within PCA or to other relevant agencies when appropriate.



## How are reports made?

To get help for an older adult who needs protective services, call the PCA Helpline at 215-765-9040. An Older Adult Protective Services investigator is available 24 hours a day.

This telephone number can be used by elderly in need, their neighbors, or those in contact with elderly through work, church, business, etc. Collect calls will be accepted. Reports can be made anonymously and confidentiality is maintained in all cases.