

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.



Philadelphia Corporation for Aging (PCA) is the first place where older Philadelphians and adults with disabilities can turn for information and services to help maintain or improve the quality of their lives.

Established in 1973, PCA is a private, non-profit, nationally-recognized Area Agency on Aging. PCA contracts with more than 200 community organizations to deliver services aimed at helping older Philadelphians and adults with disabilities achieve their maximum levels of health, independence and productivity. Through its work, PCA touches the lives of more than 100,000 individuals each year.

One of the region's largest non-profit organizations, PCA is funded primarily through the Older Americans Act, Medical Assistance and the Pennsylvania Lottery, through the Pennsylvania Department of Aging.



PHILADELPHIA CORPORATION FOR AGING

Enriching lives, preserving dignity.™

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)

Toll free 888-482-9060 (outside Philadelphia)

www.pcaCares.org

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OLDER ADULT PROTECTIVE SERVICES

For Older Adults at Risk



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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.

WHAT TYPES OF PROBLEMS ARE ADDRESSED?

Below are the types of reports made to PCA's Older Adult Protective Services program:

Self Neglect.....	27%
Financial Exploitation.....	25%
Caregiver Neglect.....	17%
Emotional Abuse.....	15%
Physical Abuse.....	12%
Abandonment.....	1%
All Other Types.....	3%

Data above is based on unduplicated client count of 2,254 older persons served during Fiscal Year 2009-2010 by 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.

