

# Adult Protective Services



- The Adult Protective Services (APS) Law (Act 70 of 2010) was enacted to provide protective services to adults between 18 and 59 years of age who have a physical or mental impairment that substantially limits one or more major life activities
- Funding first provided during state fiscal year 2012-13
- Act 70 is the bridge between CPSL and OAPSA and mirrors OAPSA in many ways

# To Report Abuse



## Child Protective Services

- For individuals under 18 years of age
- Contact ChildLine at 1-800-932-0313

## Adult Protective Services (APS)

- For individuals 18 years of age or older but under 60 years of age
- Contact Protective Services Hotline at 1-800-490-8505

## Older Adult Protective Services (OAPSA)

- For individuals 60 years of age and older
- Contact Protective Services Hotline at 1-800-490-8505

- Prior to April 1, 2015, there was a Memorandum of Understanding (MOU) between the Department of Human Services (DHS) and the Pennsylvania Department of Aging (PDA) to provide interim APS coverage prior to completion of the competitive bidding process
- Effective April 1, 2015, Liberty Healthcare Corporation (Liberty) is the statewide contracted provider of protective services

- Adults have the right to make choices, subject to the laws and regulations of the Commonwealth, regarding their lifestyles, relationships, bodies and health, even when those choices present risks to themselves or their property.
- Adults have the right to refuse an assessment.
- Adults have the right to refuse some or all protective services.
- Where there is clear and convincing evidence that, if protective services are not provided, the adult is at imminent risk of death, serious injury or serious bodily injury, the agency may petition the court for an emergency order to provide the necessary services.

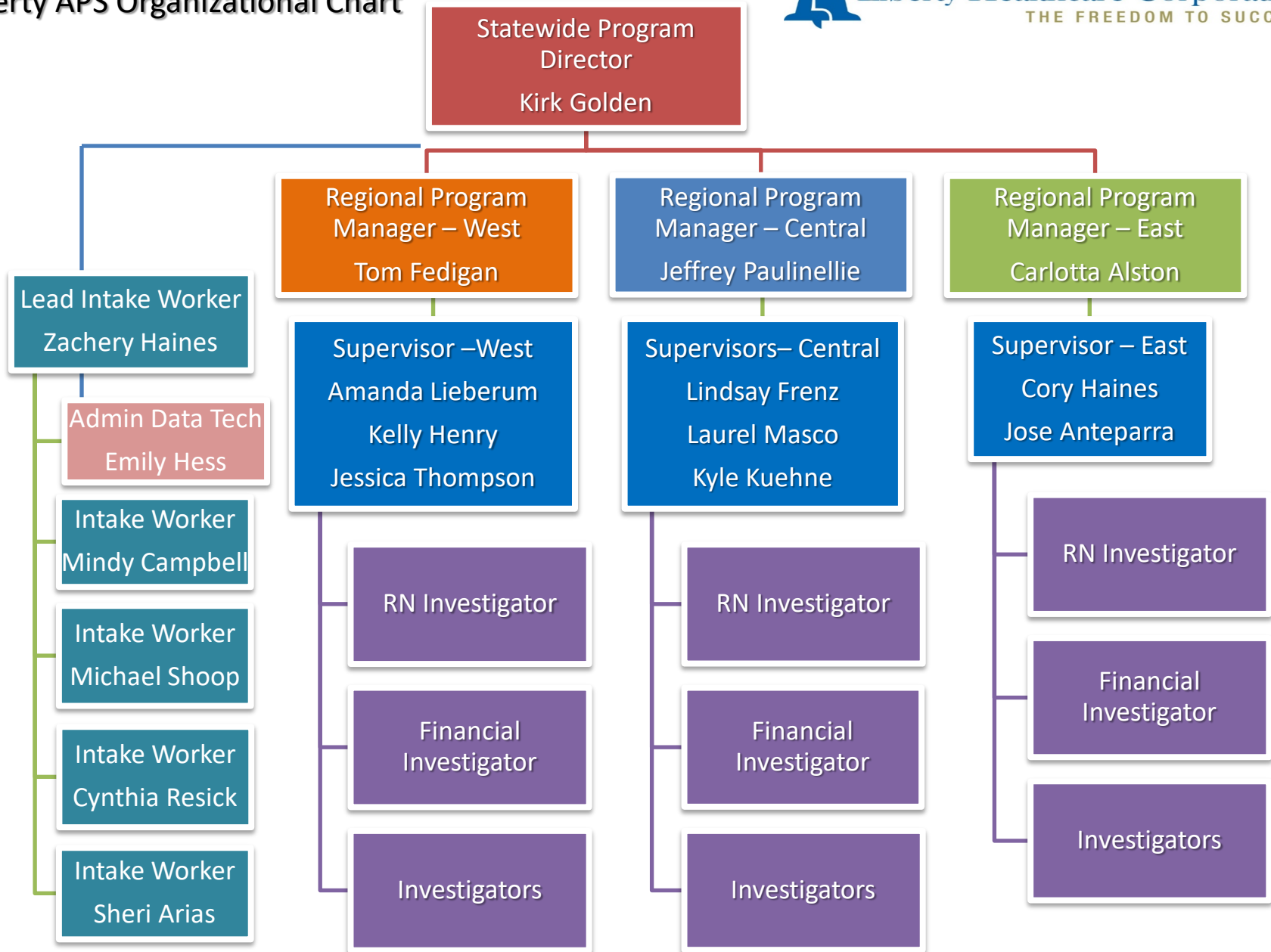
## **What is the APS Agency (Liberty Healthcare Corporation) required to do?**

- Investigate allegations
- Determine if individual is at imminent risk and if protective services are necessary
- Cooperatively develop a service plan
- Provide protective services to adults who voluntarily consent
- Provide services in the least restrictive environment and the most integrated setting
- Provide Guardianship as needed

# Liberty APS Organizational Chart



Liberty Healthcare Corporation  
THE FREEDOM TO SUCCEED™



# APS Regions

West

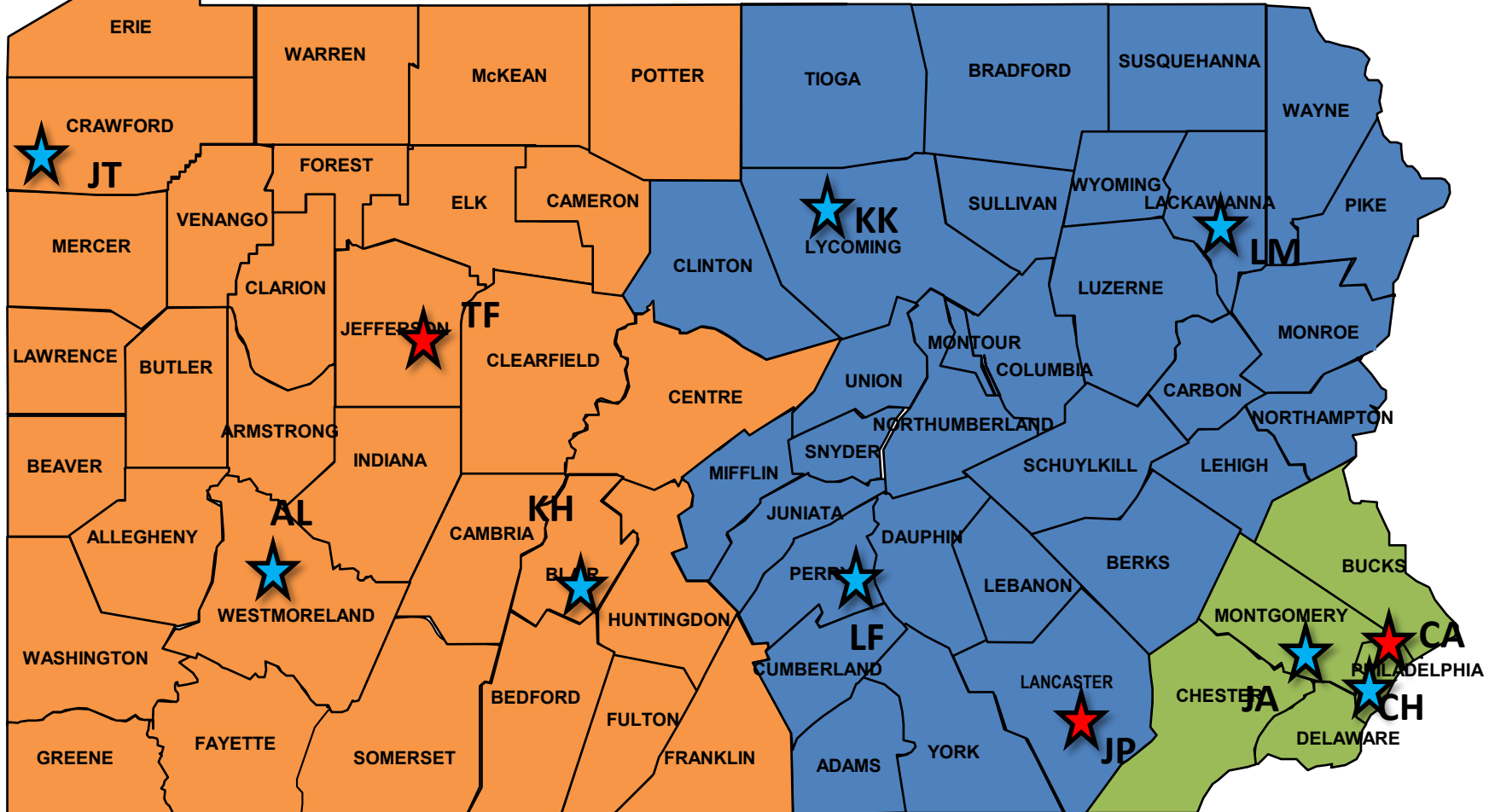
★ Tom Fedigan ★ Kelly Henry ★ Amanda Lieberum ★ Jessica Thomson

Central

★ Jeff Paulinellie ★ Kyle Kuehne ★ Lindsay Frenz ★ Laurel Masco

East

★ Carlotta Alston ★ Cory Haines ★ Jose Anteparra



# APS Investigators



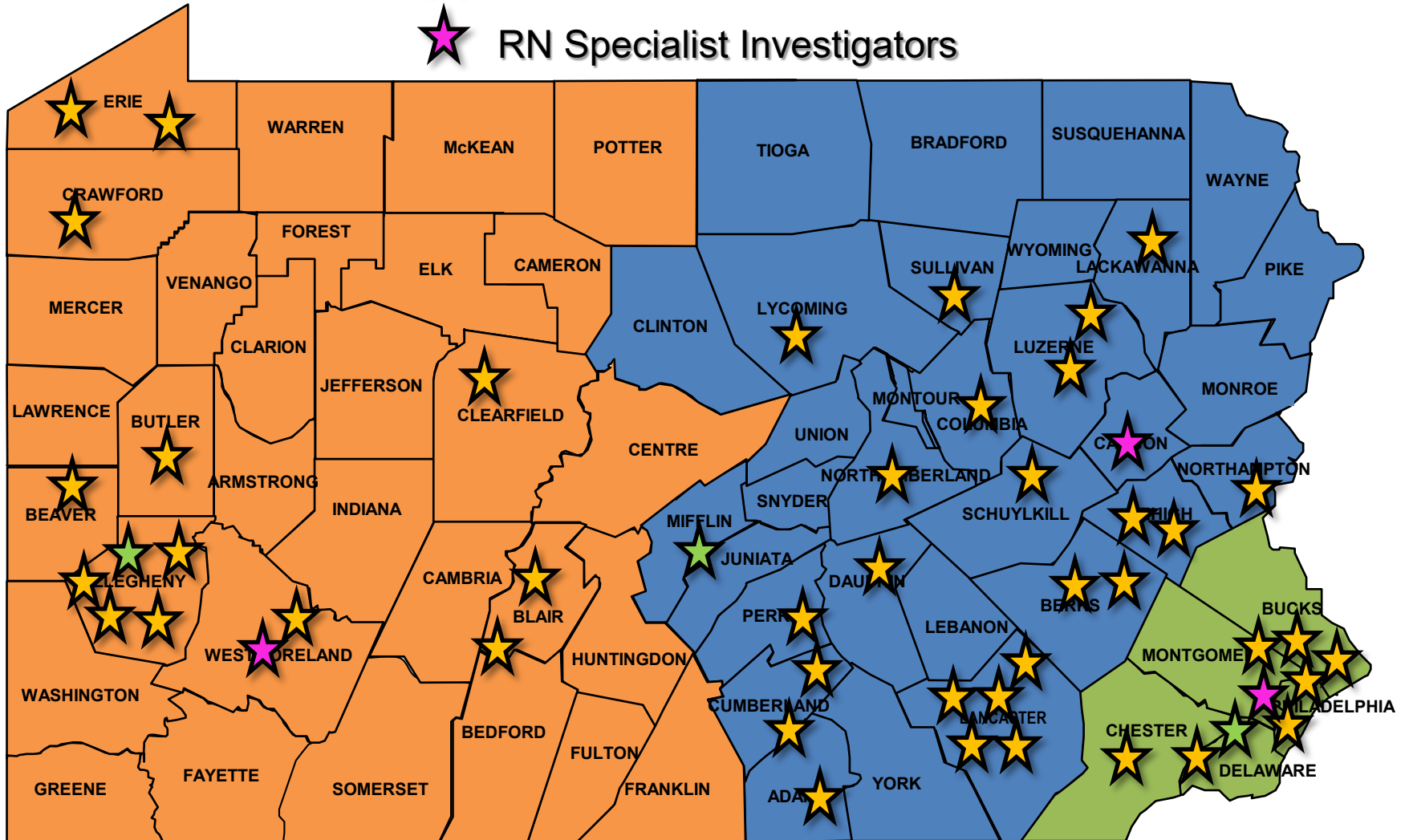
Investigators



Financial Specialist Investigators



RN Specialist Investigators



# Liberty Healthcare APS Statewide Contacts



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**Liberty Emergency After Hours Number : (888) 243-6561**

**Statewide Program Director**

**Kirk Golden**

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(717) 562-1774

# Who is eligible to receive protective services?

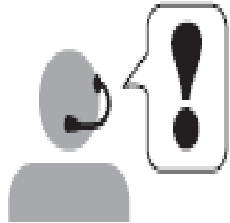
- A resident of the Commonwealth
- An adult between 18 and 59 years of age with a physical or mental impairment that **substantially limits one or more major life activities**
- An adult who needs the assistance of another person to obtain protective services in order to prevent imminent risk to person or property

# APS Process



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Call the Statewide Protective Services Hotline (1-800-490-8505) to report an allegation of suspected abuse, neglect, exploitation or abandonment of an individual between 18 and 59 years of age with a physical or mental impairment



Mandated Reporters must also contact **law enforcement and DHS** for cases of suspicious death, serious injury, serious bodily injury or sexual abuse.



Protective Services Hotline is answered by local Area Agency on Aging (AAA) who completes a Report of Need (RON) and documents the report in the Social Assistance Management System (SAMS)

# APS Process



The AAA notifies Liberty Intake staff via email that a RON is in SAMS.

Liberty Intake staff notify all appropriate licensing agencies of the Report of Need



Liberty Intake Staff evaluate information in the RON to determine if individual meets eligibility criteria and classify the case as either "Priority, Non-priority, or No Need"

Cases determined to be "No Need" will be reviewed by an APS Supervisor and DHS and may be referred for other services. Program Offices are also notified of all No Needs.

# APS Process



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All cases classified as “Priority” or “Non-priority” are assigned to an APS caseworker for investigation. Investigations must be initiated within 24 hours for “Priority” cases and within 72 hours for “Non-priority” cases.



APS Caseworker initiates investigation within required timeframes, assesses risk, determines if individual is at imminent risk, and mitigates risk if necessary, by providing protective services.



# APS Process



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If case is substantiated, APS may provide or arrange for protective services intended to ensure the adult's immediate safety and well-being.



Protective services provided must be in the least restrictive and in the most integrated setting.

**An adult can only receive protective services voluntarily. Protective services may not be provided to an adult who refuses consent or who, having previously consented, withdraws the consent, unless the services are ordered by a court.**

# Report of Need Categorization



- Priority: Priority reports 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**. The investigation shall be initiated immediately for a priority report.
- Non-priority: A non-priority report does not appropriately fall within the priority category and, therefore, does not require immediate attention by the agency. These investigations must be initiated within 72 hours.

# Report of Need Categorization



- No need for protective services: A report shall be placed in this category when the person reported to be in need of protective services meets either of the following criteria:
  - (a) **has the capacity to perform or obtain, without help, services necessary to maintain physical or mental health**
  - (b) **is not at imminent risk or danger to his person or property**

- **Mandatory Reporters**

Assisted Living Facility

Home Health Care Agency

Nursing Facility

Personal Care Home

Domiciliary Care Home

ICF

Older Adult Daily Living Center

Residential Treatment Facility

**\*\*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**

- Mandatory Reporting Webinar – DHS Website
- Voluntary Reporters

# Reporting Guidelines



- DHS' intention is not to discourage appropriate reporting, but rather to encourage providers to exercise judgement and discretion in deciding what is and is not reportable, by using these guidelines, and contacting APS for help/guidance, if needed
- Evaluate all incidents in terms of the statutory definitions in the APS law, in order to determine whether or not a specific incident is reportable
- When deciding whether or not to report abuse that occurred years ago, determine if there is continued contact between victim and alleged abuser, and the nature, frequency, and extent of continued contact

# Reporting “Do’s” and “Don’t’s”



- Call 911 **immediately** for any life-threatening emergencies, prior to calling APS
- Call crisis intervention for any mental health emergencies requiring immediate attention
- Follow up with your supervisor or administrator to ensure that APS has been contacted—reporting upward does not end your reporting responsibility
- Do **not** wait to call APS pending completion of the certified investigation—call immediately if you have “reasonable cause” to suspect abuse, neglect, etc.

- Liberty data for Reports of Need (RON) received and investigated between August 2016 and August 2018
- Home and Community-Based Information System (HCSIS) data

# “What” and “Why”



The information presented here tells us what is happening, but does not tell us why it is happening.

There many reasons why things might happen.

We can't use this data to tell us why things are happening the way they are.

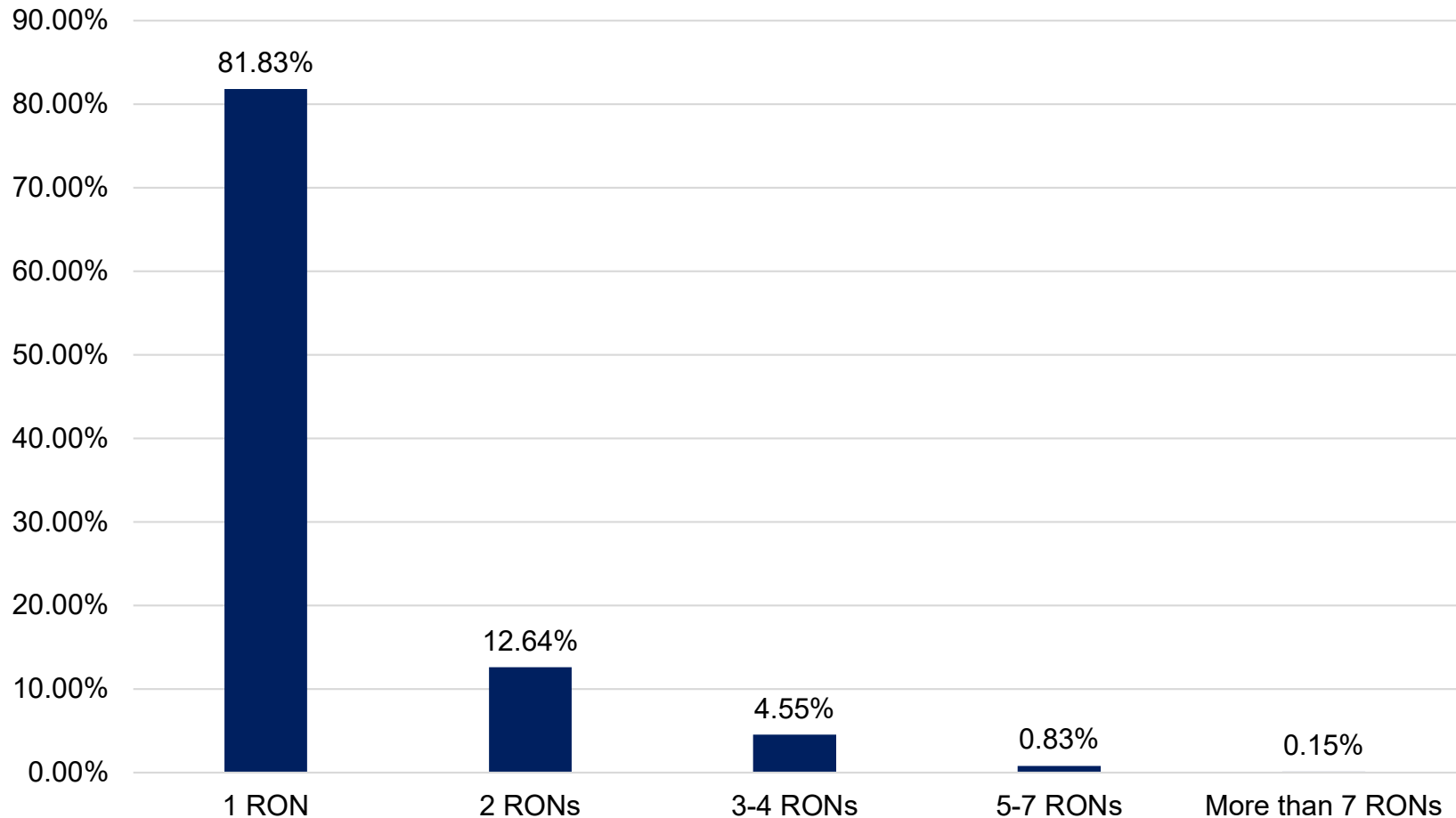
- Between 8/1/16 and 8/31/18, there were 15,057 RONS received and investigated.
- The RONS were for 11,746 people, because some people had more than one RON.

The next slide shows the percent of people who had one RON or multiple RONS for all RONS received.

# Percent of People with One or More RONS



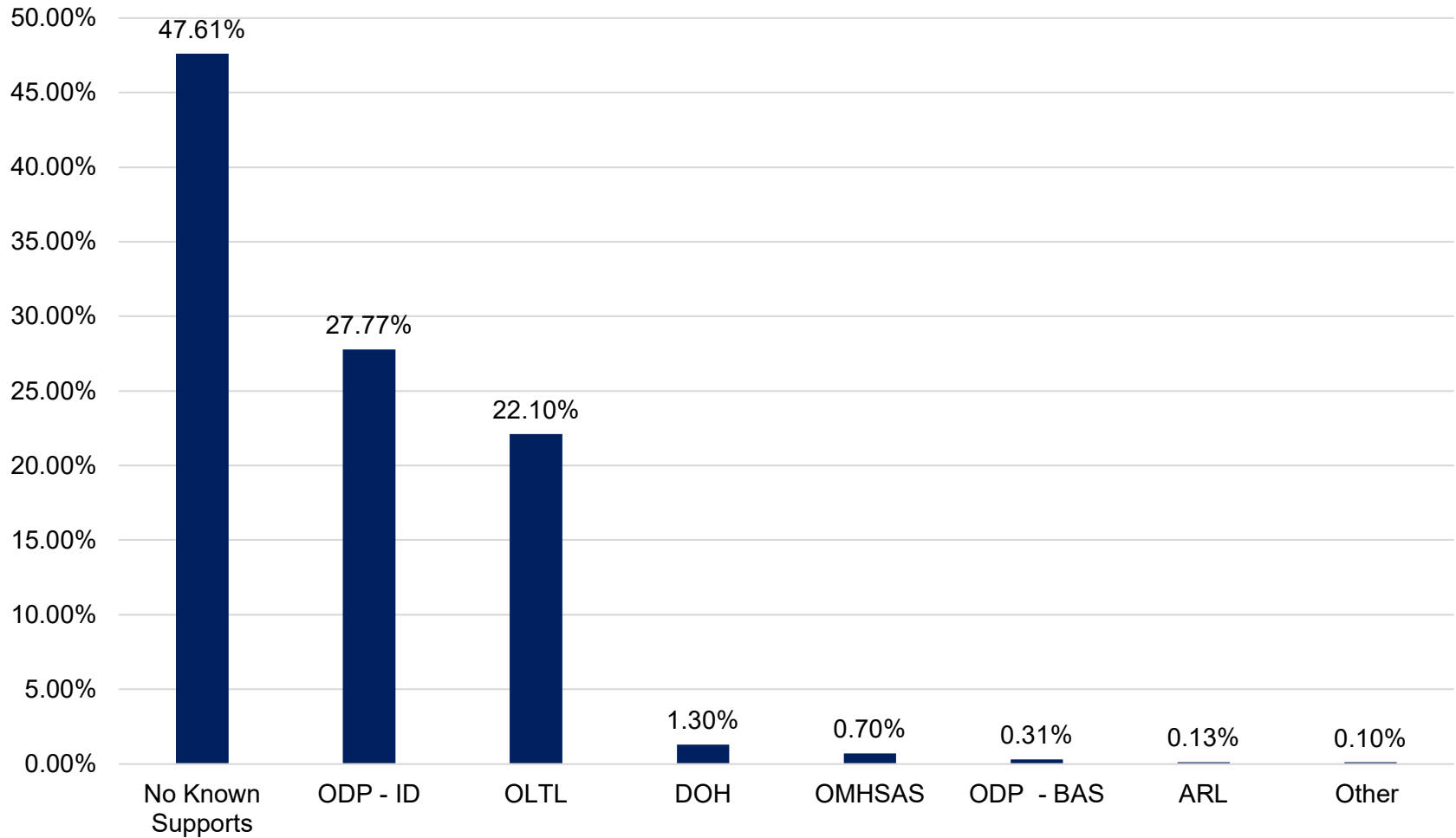
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# Formal Supports at RON Intake



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# HOW TO REPORT

# 1-800-490-8505

www.dhs.pa.gov



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Search DHS

Go

## Community HealthChoices

Serving more Pennsylvanians in the community



f Facebook

t Twitter

YouTube



Report Abuse



Apply for Benefits



Find Facilities



Review Data



Enter Newsroom



Contact Us

### TOP ISSUES



### PRIORITIES



### MOST VIEWED





Apply for Benefits  
Newsroom  
Data

Facebook Twitter YouTube

Citizens Report Abuse

## Report Abuse

### CHILD ABUSE:

To report child abuse call **1-800-932-0313**. Mandated reporters can [report online](#).

[Learn more](#) about protecting Pennsylvania's children from abuse and neglect.

### ELDER ABUSE & ADULTS WITH DISABILITIES ABUSE:

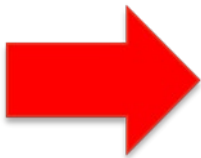
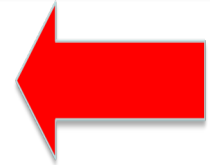
To report abuse of elderly individuals or adults with disabilities call the Protective Services Hotline: **1-800-490-8505**.

[Learn more](#) about reporting elder abuse and abuse of adults with disabilities.

[Report Fraud and Abuse Flyer](#)

#### Related Topics

[Adult Protective Services](#)





## Adult Protective Services

### SUSPECT ELDER ABUSE OR ABUSE OF AN ADULT WITH A DISABILITY?

**CALL: 1-800-490-8505**

In 2010, the Adult Protective Services (APS) Law, [Act 70 of 2010](#), was enacted to provide protective services to adults between 18 and 59 years of age who have a physical or mental impairment that substantially limits one or more major life activities. The APS Law establishes a program of protective services in order to detect, prevent, reduce and eliminate abuse, neglect, exploitation and abandonment of adults in need.

A report can be made on behalf of the adult whether they live in their home or in a care facility such as a nursing facility, group home, hospital, etc. Reporters may remain anonymous and have legal protection from retaliation, discrimination, and civil and criminal prosecution. The statewide Protective Services hotline is available 24 hours a day.

#### Related Topics

No related topics were found.



**1-800-490-8505**

**The hotline is to be used for reports only.** Questions should be directed to the APS Division at [RA-PWAPSQuestions@pa.gov](mailto:RA-PWAPSQuestions@pa.gov) or call **717-736-7116**.

**Common Signs of Abuse May Include:**

- Bruises or Broken Bones
- Weight Loss
- Memory Loss
- Personality Changes
- Social Isolation
- Changes in Banking Habits
- Giving Away Assets such as money, property, etc.

**Webinar and Training Opportunities. Click below for registration information**

- [Adult Protective Services Webinar Opportunities](#)

**NEW**

**Information for Mandatory Reporters:**

- [Who is a Mandatory Reporter?](#)
- [Mandatory Reporter Informational Guidance](#)
- [Act 70 Mandatory Reporter Form](#)
- [Mandatory Reporter Form Instructions](#)
- [Webinar for Mandatory Reporters](#)
- [Mandatory Reporter Webinar PowerPoint](#)
- [Report of Need \(RON\) completed by the Area Agency on Aging \(AAA\)](#)

**Updated**

If you have questions about the APS program, please see our [Frequently Asked Questions \(FAQ\)](#).

If you have questions about the APS Law, mandatory reporting or protective services, please contact the Adult Protective Services Division at the Department of Human Services via email:

[RA-PWAPSQuestions@pa.gov](mailto:RA-PWAPSQuestions@pa.gov) or call **717-736-7116**.

- Questions or requests for additional information regarding the Adult Protective Services program can be sent to the following email address:

[RA-PWAPSQuestions@pa.gov](mailto:RA-PWAPSQuestions@pa.gov)

- If you do not have access to email, please call:  
**717-736-7116**