

# Preventing and Responding to Elder Abuse: Resources List

## Link to View Previously Recorded Town Halls

<https://www.pacourts.us/judicial-administration/court-programs/office-of-elder-justice-in-the-courts>

## Elder Abuse Reporting & Investigation

**Pennsylvania Department of Banking and Securities:** Regulates financial services and works to ensure consumers and businesses are well-informed about the marketplace.

- **CONSUMERS:** For questions or concerns regarding financial transactions, contact the Consumer Services Office at 1-800-PA-BANKS or go to [www.dobs.pa.gov](http://www.dobs.pa.gov)
- **PROFESSIONALS:** For training on how to identify potential abuse or financial exploitation and how to help an older client, email [informed@pa.gov](mailto:informed@pa.gov) for a free SeniorSafe presentation.

**Pennsylvania Department of Human Services, Adult Protective Services (APS):** Responsible for oversight and implementation of the Adult Protective Services Act (Act 70) for individuals ages 18-59 living with disabilities. The passage of the APS law ensured protections for every age group in PA. APS can be reached by calling 1-800-490-8505. <https://www.dhs.pa.gov>

**Pennsylvania Elder Abuse Hotline:** A 24 hour hotline where abuse reports can be made on behalf of an older adult whether the person lives in their home or in a care facility such as a nursing facility, personal care home, hospital, etc. The reporters may remain anonymous and have legal protection from retaliation, discrimination and civil or criminal prosecution. Hotline number – 1-800-490-8505.

**Pennsylvania Office of Attorney General (OAG):** Enforces the law and defends the interests of the Commonwealth and its diverse citizens by:

- Ensuring fair and impartial administration of justice for all Pennsylvanians;
- Advocating for fair and equitable treatment of all consumers;
- Providing leadership in preventing and controlling crime committed against Pennsylvanians;
- Pursuing just punishment without fear or favor for those guilty of unlawful behavior; and
- Protecting Older Pennsylvanians with its Senior Protection Unit and Medicaid Fraud Control Section/Neglect & Abuse Team.

The OAG's Senior Assistance Helpline can be reached by calling 1-866-623-2137 (toll-free) between the hours of 8:30 a.m. - 5:00 p.m. Monday through Friday.

<https://www.attorneygeneral.gov/protect-yourself/seniors/>

## Support Services

**Administration for Community Living (ACL):** Maximizes the independence, well-being, and health of older adults, people with disabilities, and their families and caregivers by promoting the ability to make daily choices most adults make without a second thought. <https://acl.gov/>

**Center for Advocacy for the Rights and Interests of the Elderly (CARIE):** CARIE LINE is a free telephone and online one-on-one service that assists older adults and their caregivers with identifying and accessing needed services and supports, including those involved with guardianships. CARIE LINE advocates offer options counseling, information, advocacy and education to help elders and caregivers identify and access resources on any issue an elder may be facing. The CARIE LINE is operational Monday through Friday, 9:00 am to 5:00 pm and can be reached by calling 1-800-356-3606. <https://www.carie.org/>

**Pennsylvania Commission on Crime and Delinquency:** Helps crime victims transcend their trauma by funding victim service agencies that work directly with victims, provides financial help to victims through the Victims Compensation Assistance Program (VCAP), and collaborates with criminal justice and allied professionals that advocate and respond to the needs of victims. The ACL can be reached by calling 202-401-4634. <https://www.pccd.pa.gov/Victim-Services/Pages/default.aspx>

**Pennsylvania Department of Aging, Older Adult Protective Services:** Provides access to services necessary to protect the health, safety and welfare of older adults who lack the capacity to protect themselves and who are at imminent risk of abuse, neglect, exploitation or abandonment. Adult Protective Services can be reached by calling 1-800-490-8505. <https://www.aging.pa.gov>

**Pennsylvania Office of Victim Advocate (OVA):** Provides victims of crime with notifications, support, and advocacy services through community based victim service programs and county district attorney offices. OVA can be reached by calling 1-800-563-6399. <https://www.ova.pa.gov/Pages/default.aspx>

## Legal Services

**Community Legal Services of Philadelphia (CLS):** Provides free civil legal assistance to low-income Philadelphia residents. CLS provides a full range of legal services, from individual representation to administrative advocacy to class action litigation, as well as community education and social work. CLS can be reached by calling 215-981-3700 or 215-227-2400. <https://clsphila.org/>

**Neighborhood Legal Services (NLS):** Provides free legal services for those who are low-income and vulnerable in Allegheny, Beaver, Butler, and Lawrence Counties. NLS can be reached by calling 412-255-6700. <https://www.nlsa.us/>

**Pennsylvania Bar Association's Lawyer Referral Service (LRS):** Refers callers to lawyers in counties that do not have a referral service of their own. This service covers 45 of the 67 counties in Pennsylvania. There is no charge for contacting LRS. By using this service, the participating attorney agrees to grant referral service clients an initial consultation of up to one half-hour for a fee of \$30. LRS operates Monday through Friday, 8 a.m. to 4:30 p.m., and can be reached by calling 800-692-7375 (for in-Pa. callers only) or 717-238-6807. <https://www.pabar.org/site/For-the-Public/Find-a-Lawyer>

**Pennsylvania Bar Association's Pro Bono Legal Assistance Program:** Provides free legal services assistance. To request assistance, call the Pennsylvania Bar Association's Lawyers Pro Bono Hotline at 800-932-0311. <https://www.pabar.org/site/Probono-Services>

**Pennsylvania's Legal Aid Network (PLAN):** Provides civil legal assistance to qualified low-income individuals and families. PLAN is comprised of nine regional legal aid programs that provide legal assistance to eligible clients in every county, and six specialized legal aid programs that provide legal services in specialized areas of the law or to special groups of eligible clients. Requests for services can be made to (800) 322-7572 or 717.236.9486. <https://palegalaid.net/explore-your-issue-palawhelporg>

**SeniorLAW Center:** A free and confidential telephone service staffed by attorneys that provides legal information, advice and referrals to senior citizens (60 years and older) throughout the state, including on guardianship matters. The statewide number is 1-877-PA SR LAW (1-877-727-7529) or 215-988-1242. <https://seniorlawcenter.org>  
<https://seniorlawcenter.org/projects/victim-services/>

## Educational Resources

**AARP:** Empowers people to choose how they live as they age. Services include providing health and financial tools, volunteering opportunities, travel and restaurant discounts, advocacy, and much more. The AARP can be contacted by calling 1-888-OUR-AARP (1-888-687-2277). <https://www.aarp.org/>

**Consumer Financial Protection Bureau (CFPB):** Helps consumer finance markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives. Free educational materials on money management (*Money Smart for Older Adults* and more), managing someone else's money, and other financial topics are available to download. The CFPB can be reached by calling 855-411-2372. <https://www.consumerfinance.gov/>

**National Adult Protective Services Association (NAPSA):** Is a national non-profit 501 (c) (3) organization with members in all fifty states. Formed in 1989, the goal of NAPSA is to provide Adult Protective Services (APS) programs a forum for sharing information, solving problems, and improving the quality of services for victims of elder and vulnerable adult mistreatment. NAPSA can be reached by calling 202-370-6292. <https://www.napsa-now.org>

**National Center on Elder Abuse (NCEA):** Provides the latest information regarding research, training, best practices, news and resources on elder abuse, neglect and exploitation to professionals and the public. The NCEA can be reached by calling 1-855-500-3537. <https://ncea.acl.gov>

**National Institute on Aging (NIA):** Leads a broad scientific effort to understand the nature of aging and to extend the healthy, active years of life. NIA is the primary Federal agency supporting and conducting Alzheimer's disease research. The NIA can be reached by calling 1-800-222-2225. <https://www.nia.nih.gov/health/elder-abuse>

**National Institute of Justice (NIJ):** Is the research, development and evaluation agency of the U.S. Department of Justice. It is dedicated to improving knowledge and understanding of crime and justice issues through science. NIJ provides objective and independent knowledge and tools to inform the decision-making of the criminal and juvenile justice communities to reduce crime and advance justice, particularly at the state and local levels. The NIJ can be reached by calling 202-307-2942. <https://nij.ojp.gov/topics/articles/financial-exploitation-elderly>

**Office of Elder Justice in the Courts (OEJC):** Educates judges, court staff, attorneys, guardians, the public, and others about the warning signs of elder abuse, and how to respond to suspected elder abuse. The OEJC also promotes best practices that address elder abuse and neglect, as well as guardianship and access to justice in the Commonwealth's courts. In addition to education and best practices, the OEJC actively fosters collaboration with other elder justice entities and branches of government to enhance elder Pennsylvanians' ability to fully participate in legal proceedings. The OEJC can be reached by calling 717-231-3300. <http://www.pacourts.us/judicial-administration/court-programs/office-of-elder-justice-in-the-courts>

**Pennsylvania Coalition on Domestic Violence (PCADV):** Is a statewide collaborative membership organization committed to ending intimate partner violence and all forms of violence against women. National helpline: 1-800-799-SAFE (7233). <https://www.pcadv.org/>

## Protection from Abuse (PFA)

Protection orders are rules for the person hurting or threatening the victim. Filing a protection order, also known as a protection from abuse order or PFA, with PA Courts can help protect the victim and the victim's family. If the abuser breaks these rules the person can be punished and the police can make an arrest.

In Pennsylvania, filing the paperwork for a protection order is done at the local courthouse or through the magisterial district judge outside of regular court hours -- at no charge. Courthouse staff can also help with interpreter services for those people who have trouble speaking, hearing or understanding English. Additional information on PFAs and downloadable forms can be found at <https://www.pacourts.us/learn/protection-orders>

Contact information for Pennsylvania County Courts can be found at:

<https://www.pacourts.us/courts/courts-of-common-pleas/individual-county-courts>

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**Pennsylvania Domestic Violence Programs List:** Provides contact information for organizations providing domestic violence services. <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program/>

**Pennsylvania's Legal Aid Network (PLAN):** Provides civil legal assistance to qualified low-income individuals and families. PLAN is comprised of nine regional legal aid programs that provide legal assistance to eligible clients in every county, and six specialized legal aid programs that provide legal services in specialized areas of the law or to special groups of eligible clients. Requests for services can be made to (800) 322-7572 or 717.236.9486. <https://palegalaid.net/explore-your-issue-palawhelporg>

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## Law Enforcement

**Pennsylvania District Attorneys Association:** Provides the contact information for the District Attorney in each county in the state. The association can be reached by calling 717-238-5416.

<https://www.pdaa.org/da-directory/>

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**The United States Department of Justice:** Together with its federal, state, local and tribal partners, the Department of Justice is committed to combatting all forms of elder abuse and financial exploitation through enforcement actions, training and resources, research, victim services, and public awareness.

<https://www.justice.gov/elderjustice>