

What Will Services Cost?

PSA services are free to all adults in need of them, regardless of income.

Who Should Refer?

Referrals from professionals, community agencies or other concerned persons are essential to assure that vulnerable adults are protected. Abused or neglected adults are often reluctant to seek help for themselves. Unless others call, they will remain at risk. Social Services Law provides immunity from civil liability to persons who, in good faith, make a referral concerning an adult whom they believe may need protective services.

Who Should I Call?

Call your local Department of Social Services and ask for Protective Services for Adults.

Sticker with local # here

...or call

800.342.3009
(Press Option 6)

(Monday-Friday, 8:30 a.m. – 5:00 p.m.)
to obtain your local county number

New York State Office of Children & Family Services

Capital View Office Park
52 Washington Street
Rensselaer, New York 12144

Visit our website at:
www.ocfs.state.ny.us

For child and adult safety, foster care,
and adoption information, call:
800.345.KIDS (5437)

To report child abuse and
maltreatment, call:
800.342.3720

For information on the Abandoned
Infant Protection Act, call:
866.505.SAFE (7233)

For the phone number of your county
adult services office, call:
800.342.3009 (Press Option 6)

*"...promoting the well-being and safety
of our children, families,
and communities. ..."*



State of New York

Pursuant to the Americans with Disabilities Act, the New York State Office of Children and Family Services will make this material available in large print or on audiotape upon request.

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**New York State
Office of
Children & Family
Services**

Protecting Adults:



A Community Responsibility

PSA
Protective Services for Adults

What Is PSA?

Protective services for adults (PSA) is a system of services for persons 18 or older who, because of a mental or physical impairment, are at risk of harm or are unable to meet their own needs and have no one to assist them responsibly.

How Are Services Provided?

In New York State, local social services departments have the primary responsibility to provide services to impaired adults who may be abused, neglected or exploited and are living in the community. PSA relies heavily on the resources and services of the community, such as health and mental health services, programs for the aged, law enforcement, legal agencies and the courts.

How Does PSA Help?

PSA can provide services directly or arrange for help from community agencies to reduce the risk a person faces. PSA cannot usually provide services to a client who refuses them since adults have a right to make their own decisions. However, if a person is at risk and unable to understand the potential harm and consequences, PSA will intervene. A mental health assessment and court intervention are usually required for involuntary services.

How Can We Work Together?

These are examples of how PSA and community agencies work together:

- ◆ A hospital discharge planner and PSA caseworker meet to coordinate services for a patient who is returning to the community.
- ◆ As a result of a court order, a police officer accompanies a PSA caseworker to the home of a person who appears at risk, but is refusing access.
- ◆ A PSA caseworker arranges for a home care agency to provide health services to a frail elderly client so the person can remain at home and avoid nursing home placement.
- ◆ Following a petition filed by PSA, a Supreme Court judge considers ordering a guardianship for a client who is being financially exploited and neglected by the family.
- ◆ PSA refers a client to a community program, which provides Meals on Wheels and socialization activities.
- ◆ As part of a PSA intervention, a mental health professional assesses a client's capacity to understand risks and the consequences of his or her decisions.

What Services Are Available?

Here are some of the services PSA can provide:

- ◆ Investigation of requests for help
- ◆ A home visit to identify needs and arrange for services, medical care or other resources in the community.
- ◆ Counseling for the person and the family.

- ◆ Money management services.
- ◆ Referral to legal services.
- ◆ Assistance in finding adequate living arrangements.
- ◆ Services to obtain a guardian.
- ◆ Homemaker and housekeeper / chore services in certain cases.
- ◆ Assistance in obtaining entitlements and other general benefits and services.

An Actual Case...

Mrs. F., a 48-year-old woman, was found living in an abandoned automobile on a city street during a winter cold wave. Her clothing was inadequate and she was in immediate danger of death due to hypothermia. Mrs. F. was resistant to offers of emergency shelter. Since there was no indication that she understood the seriousness of her situation and she was at serious risk, she was taken to the hospital by the police.

At the hospital, an emergency room nurse called the local Department of Social Services and reported the situation to PSA, Mrs. F. decided to accept placement in an adult home following her release from the hospital.

