



Protection Services

The Protection Services are aimed at preventing the elderly and adults with physical disabilities from being victims of abuse in its various forms, which include: negligence, physical abuse, sexual abuse, abandonment, exploitation, financial exploitation, and self-neglect.

The service is an expression of the government's interest in protecting helpless citizens who depend on other people to perform some or all the activities of daily living. This service is offered both in-home and at adult care facilities.

Population Served

Adults with physical disabilities who are 18 to 59 years old, as well as the elderly (aged 60 or older) who have a limited ability to care for themselves, have limited mobility, have difficulty making day-to-day decisions independently, and who are incapable of protecting themselves.

Services Offered

- Investigation and evaluation of the need for services
- Service Plan Development
- Case management to coordinate services to be provided by other agencies
- Provision of supportive or supplementary services such as Home Care Aides, Substitute Care, Multi-Service Centers for the Elderly, and emergency housing coordination, among others
- Coordination of economic assistance, such as the Nutrition Assistance Program (PAN, for its Spanish acronym), TANF, Social Security, pensions, or any other financial assistance for which participants are eligible
- Collaboration in procuring medical services
- Collaboration in naming a Legal Guardian when deemed necessary

How to Refer Someone

You may contact the Special Investigations Unit through their Emergency Hotline at:

787-749-1333 or 1-800-981-8333

You can also visit or call the nearest Local Office or Integrated Services Center of the Department of Family, or call the Adult Services Program at (787) 625-4900.



INFORMATION

Aguadilla
787-891-5570
Arecibo
787-816-3330
Bayamón
787-269-2222
Caguas
787-747-0202
Carolina
787-762-3070
Guayama
787-864-4373
Humacao
787-852-6464
Mayagüez
787-832-8050
Ponce
787-848-4520
San Juan
787-724-8585

Counseling Hotline

787-977-8022 • 1-888-359-7777

306 Lila Mayoral Building
Hato Rey, Puerto Rico
PO Box 194090
San Juan, Puerto Rico 00619-4090
Phone 787-625-4900



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GOBIERNO DE PUERTO RICO
Departamento de la Familia
Administración de Familias y Niños

