

Protective Services for the Elderly (PSE)

Description:

Protective Services for the Elderly is administered by the Division of Social Work Services within the Connecticut Department of Social Services. It is designed to safeguard people age 60 and older from physical, mental, and emotional abuse, neglect, abandonment and/or financial abuse and exploitation. The Department's Social Workers devise a plan of care aimed at enhancing an elder's safety while preserving the person's right of self-determination. Staff may help the person to remain in the living situation he or she prefers, safeguard legal rights, prevent bodily harm or injury, determine service needs and then mobilize resources to provide necessary services.

The Social Work Case Plan involves a thorough assessment of the person and his or her situation; and may include crisis intervention, arranging for and coordinating services such as, adult day care, companion, counseling, homemaker, home health care, home delivered meals, long term care or, if necessary, emergency placement.

In extreme cases, the Department of Social Services can seek court authorization to provide services to a person who appears to "lack the capacity" to give consent to reasonable and necessary services to assure personal safety. Similarly, the Department may apply to the Probate Court for the appointment of a Conservator whose role is to make decisions on behalf of an incompetent person.

Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- Must be a Connecticut resident
- Must be age 60 or older and meet the statutory criteria of being abused, abandoned, exploited or neglected.
- There are no income requirements.

Service Areas:

Statewide

Program Year:

July 1 – June 30

Contact Information:

To report cases of suspected abuse, neglect or exploitation directly to the Department of Social Services Protective Services for the Elderly contact the intake telephone numbers that are listed below by region. Protective Services can also be accessed by contacting the DSS Regional Office found in [Appendix H](#) or by calling:

Telephone: 888-385-4225, during regular business hours.
For emergencies after hours call: 2-1-1.

Department of Social Services Protective Services for the Elderly intake telephone numbers by region:

North Region:

Hartford
3580 Main Street
Hartford, CT 06120
Telephone: 860-723-1003

New Britain Sub-Office
270 Lafayette Street
New Britain, CT 06053
Telephone: 860-612-3565

Manchester Sub-Office
699 East Middle Turnpike
Manchester, CT 06040
Telephone: 860-647-5914

Willimantic Sub-Office
676 Main Street
Willimantic, CT 06226
Telephone: 860-465-3550

South Region:

New Haven
194 Bassett Street
New Haven, CT 06511
Telephone: 203-974-8029

Middletown
117 Main Street Extension
Middletown, CT 06457
Telephone: 860-704-3046

Norwich

Uncas on Thames
401 West Thames Street, Suite 102
Norwich, CT 06360
Telephone: 860-886-0521

West Region:

Bridgeport
925 Housatonic Avenue
Bridgeport, CT 06606
Telephone: 203-551-2881

Danbury Sub-Office
342 Main Street
Danbury, CT 06810
Telephone: 203-597-4141

Stamford Sub-Office
1642 Bedford Street
Stamford, CT 06905
Telephone: 203-251-9392

Waterbury
249 Thomaston Avenue
Waterbury, CT 06702
Telephone: 203-597-4141

Torrington Sub-Office
62 Commercial Boulevard
Torrington, CT 06790
Telephone: 860-496-6950

Related Information:

N/A