

Multi-Service Centers for the Elderly

At these centers, the older adults receive a series of services throughout the day that are aimed at improving their quality of life, helping them socialize, and preventing them from becoming isolated. The Multi-Service Centers for the Elderly (CAMPEA, for its Spanish acronym) operate with an average enrollment of 100 participants.

A fourth of the people served by the Centers receive services at their homes from personnel who provide nutrition, health, and social services, as well as service coordination, counseling, and more.

Institutional Abuse Protection Services

This service is aimed at preventing abuse towards this demographic group and investigating reports of abuse or negligence at adult care facilities that are licensed or certified by the Agency.

For more information, you may call or visit the nearest Local Office or Integrated Services Center of the Department of the Family, or you may contact the Adult Services Program at (787) 625-4900.

Department of the Family Regional Offices

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

Adult Services Program



Adult Services Program

The Adult Services Program of the Auxiliary Administration of Services for the Elderly and Adults with Disabilities of the Department of the Family's Families and Children Administration (ADFAN, for its Spanish acronym), was created in 1972, and its goal was to offer social services in the areas of social protection, counseling, and substitute care, among others.

Legal Basis for the Program

Act No. 171 of June 30, 1968, as amended, known as the "Social Services Department Organic Law." Said law establishes that the Department must provide social programs and services that focus on rehabilitation with the continuing effort of individuals, families, and the community. In addition, Reorganization Plan No. 1 of July 28, 1995, which renames and reorganizes the Social Services Department as the Department of Family Affairs.

The Program's Mission

Is to improve the quality of life of the elderly, adults with physical disabilities, and their families by providing a continuum of community services that minimize the social issues affecting them, prevents their situation from deteriorating, prevents them from becoming isolated, and protects those who are victims of abuse.

Population Served:

- The elderly (people who are 60 of age or older)
- Adults with physical disabilities (ages 18 to 59)
- Beneficiaries of the Temporary Assistance for Needy Families (TANF) programs in the elderly and adults with disabilities categories

Services Offered by the Adult Services Program:

Information and Referment

The program is aimed at providing information and referrals to existing community resources for the elderly and adults with physical disabilities who request this type of aid.

Orientation and Counseling

Individual, group, and community support is offered through case management interventions and by providing family counseling in order to address problems that make it difficult for participants to achieve their wellbeing.

Protection Services

These are social services designed to prevent the elderly and adults with disabilities from being victims of abuse, negligence, exploitation, and other types of abuse.

Substitute Care Service

This service is offered at adult care facilities licensed or certified by the Agency and is available to the elderly and adults with disabilities who cannot care for themselves, who are in a situation that poses a serious risk to their safety or wellbeing, and who have no family members who can care for them. Care is offered 24 hours a day.

Home Care Aide Service

Personal care and home management is offered on a temporary basis for the elderly and adults with physical disabilities who do not have family members or people close to them who can help them keep their homes in good condition and functioning properly. This is not offered at hospitals or institutions.

