



AGING PROGRAM DIRECTIVE

APD# 19-29-01	
Issuance Date: November 8, 2019	Effective Date: January 1, 2020
Program Area: Other – Veterans Registry	Disposition: Note Well and File for Reference
Origin: Department of Aging – Policy Office	Contact: Policy Office – (717) 783-1550

Subject Department of Military and Veterans Affairs (DMVA) Veterans Registry Enrollment and Reporting Policy and Procedures

To Pennsylvania Department of Aging
Area Agencies on Aging
Pennsylvania Association of Area Agencies on Aging
Pennsylvania Council on Aging
PA Aging and Disability Resource Centers – PA Link
Senior Community Services Employment Program Sub-Grantees

From 
Robert Torres
Secretary

Purpose The purpose of this Aging Program Directive (APD) is to transmit the policy on enrolling veterans in the DMVA Veterans Registry to the Area Agencies on Aging (AAA) and applicable Opt-Out reporting requirements.

Background Act 69 of 2017 established the requirement for all state agencies to collaborate with the DMVA to identify and assist veterans with registration into the Veterans Registry. The registry was created to provide veterans living in Pennsylvania with information on state, federal, and local programs, benefits and services to which they may be entitled. The Act also established reporting requirements for state agencies.

Directives

Beginning with the effective date of this APD, AAAs and affiliated partners that work with the programs and services listed below are required to ask consumers with whom they meet face-to-face, on an individual basis, for the provision of program and service eligibility, information, or referral to other agencies, if they have ever served in the Armed Forces, and if so, offer assistance in enrolling them in the PA Veterans Registry.

This directive applies to the following programs and services:

- OPTIONS
- Caregiver Support Program
- Domiciliary Care
- Senior Community Centers/Congregate Meals
- Senior Community Service Employment Program
- PA Aging and Disability Resource Centers – PA Link/Person Centered Counseling
- PACE Program

During the initial contact for all new consumers, or at the next reassessment or recurring activity for existing consumers, the AAA representative or affiliated partner shall ask the individual:

1. “Have you served in the U.S. Armed Forces?”
 - a. If Yes: “Thank you for your service!” Proceed to #2.
 - b. If No: No further action required.
2. “Have you heard about or had the opportunity to register with the PA Veterans Registry?”
 - a. If Yes: no further action required.
 - b. If No: proceed to #3
3. “This registry is a simple way for the DMVA to provide you with important information related to your veteran status, and will in no way impact your ability to receive state or federal services through any department. May I help you complete the online registration now?” (A paper sign-up form is also available.)
 - a. If Yes: Assist veteran with online registration at this website: <https://register.dmva.pa.gov/> (Select **PA Department of Aging** in the drop-down menu for “Select an Agency” prior to submitting).
 - b. If No: Ask, “Are you sure? Registration is quick and easy, or I can provide you with a paper registration form if you would like.”

AAAs and affiliated partners are encouraged to assist veterans with registering online; however, using or providing the approved paper enrollment form is acceptable. A copy of the paper registration form is

attached to this APD with “Department of Aging” pre-populated in the referring agency field.

If the paper enrollment form is used and given to the AAA or affiliated partner to submit on the veteran’s behalf, the enrollment can be completed by:

- Entering the information on the enrollment form into the online registration link (preferred), or
- Scanning and emailing the form to ra-mvva-reg-enroll@pa.gov, or
- Mailing the completed form to:

Department of Military and Veterans Affairs
ATTN: Veterans Registry
Bldg. S-0-47 Fort Indiantown Gap
Anville, PA 17003

In some instances, the veteran may choose to take the paper enrollment form with them to enroll later, rather than complete the enrollment with the AAA or affiliated partner representative. This is considered assisting the veteran with enrollment in the registry.

Reporting:

No reporting is required by the AAAs or the Department for those veterans who enroll online, enroll via the paper form, or who take the paper enrollment form with them. Nor is reporting required for those veterans who state they either enrolled before or are aware of the Veterans Registry. By utilizing the online registration or paper enrollment form, DMVA will be able to obtain enrollment data within their system.

However, AAAs and affiliated partners who provide the above-mentioned programs and services are required to report on the number of veterans who “Opt-Out” and choose not to enroll in the registry. This “Opt-Out” reporting shall be completed by all entities on at least a monthly basis. The DMVA has created the following web page to be used for Opt-Out reporting:

<https://expressforms.pa.gov/apps/pa/dmva/veteran-registry-opt-out>

On the Veteran Registry Opt-Out webpage, select the PA Department of Aging from the drop-down list and enter the number of veterans who chose not to be included in the registry for that month, or since the prior Opt-Out Report.

It is recommended that AAAs and affiliated partners develop a local procedure to ensure accurate information on veterans who “Opt-Out” is reported to the DMVA. AAAs may choose to report this information one

time on the last day of the month, or multiple times such as daily or weekly, as long as the information reported is for the current month. In addition, reporting can be done by one person at the AAA or affiliated partner, or multiple staff who report only on the veterans they interact with.

For more information on the DMVA Veteran Registry, please contact the DMVA at ra-mvva-reg-enroll@pa.gov or the PA Department of Aging, Policy Office.

Attachments

Act 69 of 2017
Veteran Registry Paper Enrollment Form