

PENNSYLVANIA DEPARTMENT OF AGING



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*PA Link to Aging and Disability Resources
Overview*

August 29, 2019

ADRC VS PA LINK

Aging and Disability Resource Center (ADRC)
(Federal)

=

PA LINK
(State)

=

PA Link to Aging and Disability Resources

ADRC/PA LINK DEFINITION

- According to 42 USCS 3002 [Title 42. The Public Health and Welfare; Chapter 35. Programs For Older Americans; Declaration of Objectives and Definitions], the term "Aging and Disability Resource Center" means "an entity established by a State as part of the State system of long-term care, to provide a coordinated system for providing--
 - (A) comprehensive information on the full range of available public and private long-term care programs, options, service providers, and resources within a community, including information on the availability of integrated long-term care;
 - (B) personal counseling to assist individuals in assessing their existing or anticipated long-term care needs, and developing and implementing a plan for long-term care designed to meet their specific needs and circumstances; and
 - (C) consumers access to the range of publicly-supported long-term care programs for which consumers may be eligible, by serving as a convenient point of entry for such programs."

ADRC/PA LINK

- Aging and Disability Resource Centers (ADRCs) are nationwide
- ADRC federal initiative supports state efforts in better coordinating and integrating their existing access functions to create a new interface between participants and the long-term care system
- States developed local community centers that make it easier for older adults and individuals with disabilities to learn about and quickly access the long-term services and supports that best meet their needs.

NO WRONG DOOR

- ADRCs are an important part of the federal No Wrong Door (NWD) system model
- NWD is a collaboration between the Administration for Community Living (ACL), the Centers for Medicare & Medicaid Services (CMS) and the Veterans Health Administration
- The NWD initiative supports states working to streamline access to long-term services and supports for older adults, people with disabilities and their families.

No Wrong Door Concept



ADRCs = PA Link

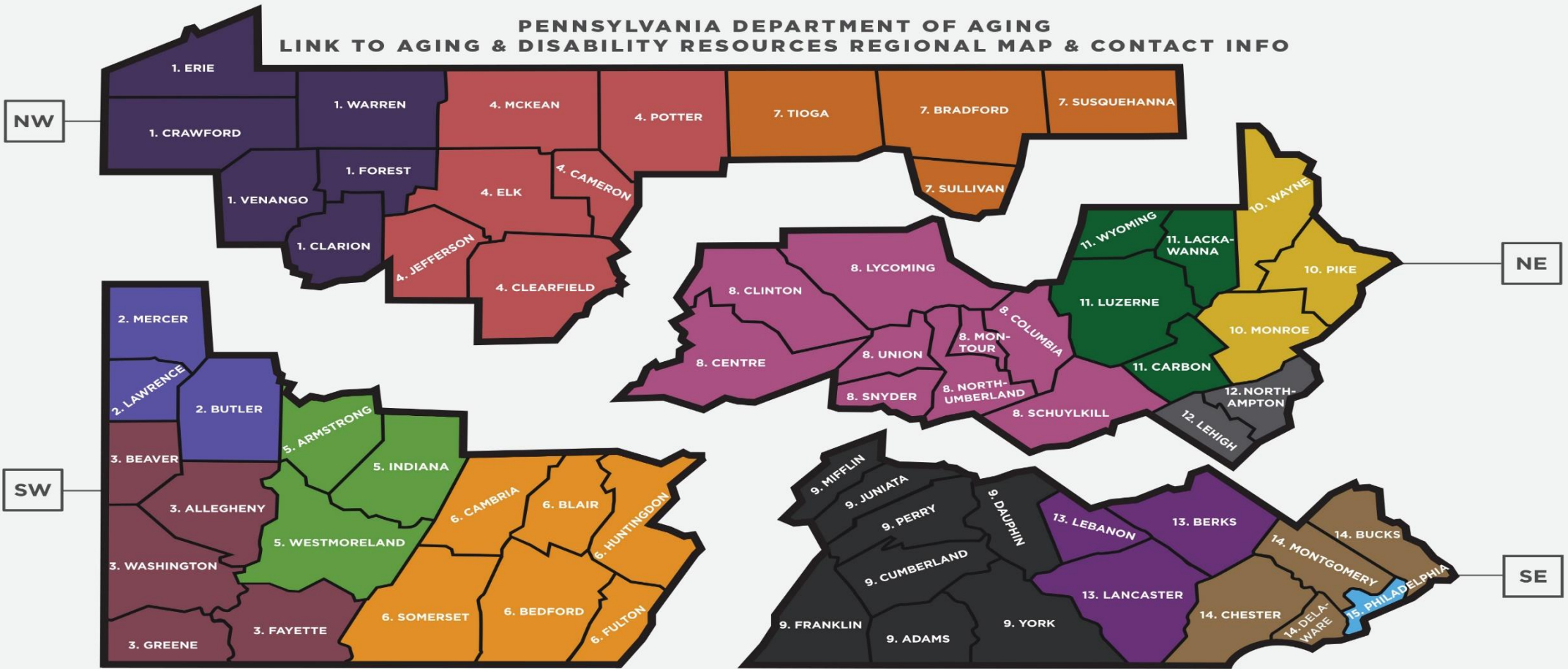
ADRC and NWD

- The ADRC vision grew out of best practice innovations known as “No Wrong Door” (NWD) and “Single Points of Entry” programs, where people of all ages could turn for objective information and one-on-one assistance on their options. This effort help states make better use of taxpayer dollars by streamlining access to community services and supports (both publicly and privately funded) and diverting individuals from more costly forms of care, including institutional care and unnecessary hospital re-admissions.
- These systems are a key component in transforming states’ access systems to long-term services and support programs.

WHAT IS PA LINK?

- Cross-age, cross-system network of partner agencies collaborating to serve individuals who need long-term services and supports
- Network approach in Pennsylvania
 - PA Link = 15 service areas
 - (2 bricks and mortar locations, 13 virtual)
 - Each Service Area has
 - Lead Coordinator
 - Oversight Committee w/ Fiscal Management
 - Partner network

**PENNSYLVANIA DEPARTMENT OF AGING
LINK TO AGING & DISABILITY RESOURCES REGIONAL MAP & CONTACT INFO**



**LINK TO AGING & DISABILITY
RESOURCES REGIONAL
COORDINATORS**

PROJECT MANAGER

NW NORTHWEST REGION
SERVICE AREAS 1, 4, 7
SAMANTHA COSSMAN
C-SCOSSMAN@PA.GOV | 717-743-4745

SW SOUTHWEST REGION
SERVICE AREAS 2, 3, 5, 6
DAWN BROWN
C-DAWBROWN@PA.GOV | 717-480-8055

NE NORTHEAST REGION
SERVICE AREAS 8, 10, 11, 12
VALORIE HINKLE
C-VHINKLE@PA.GOV | 717-614-0043

SE SOUTHEAST REGION
SERVICE AREAS 9, 13, 14, 15
AMANDA BLACK
C-AMBLACK@PA.GOV | 717-756-0376

PATRICK LALLY
C-PLALLY@PA.GOV | 717-783-4502



PA LINK MISSION STATEMENT

Improve access to long-term services and supports for individuals, their loved ones and caregivers, regardless of age, income, or ability, through an integrated network of partner agencies committed to expanding the use of community based solutions, promoting person-centered decision making and enhancing the quality of services.

PA LINK FUNCTIONS

- address the frustrations many older adults, people with disabilities, and family members experience when trying to learn about and access long-term services and supports by streamlining access.
- raise visibility about the full range of available options
- provide objective information, advice, counseling and assistance
- empower people to make informed decisions about their long-term services and supports
- help people access public and private programs
- provide unbiased, reliable information and counseling to people with all levels of income.

PA LINK RESPONSIBILITIES

- Provide information, referral and assistance to individuals needing either public or private resources, professionals seeking assistance on behalf of their clients and individuals planning for their future long-term care needs.
- Serve as the entry point to publicly administered long-term supports including those funded under Medicaid, the Older Americans Act and state funded programs.
- Support consumer-friendly entry points into long-term care at the community level.

PA LINK/ADRC

Provides information on all aspects of life related to aging or living with a disability

Audience and eligibility:

- individuals over the age of 60 and their family members
- individuals of any age with a disability and their family members
- providers of the individuals above
- no income requirement

PA LINK BENEFITS

- Person-centered approach
- Minimize duplicative efforts by participant and provider
- Streamline access- **One call to connect to information and resources – PA Link Call Center: #1-800-753-8827**
- No Wrong Door approach to help people connect to information and resources
- Facilitates best utilization of assets and resources
- Addresses individuals holistically
- Creates safety net

PA LINK PROGRAM COMPONENTS

- Information + Referral/Assistance
- Person-Centered Counseling (PCC)
- Benefits Counseling and Application Assistance
- Partnership Development / Trainings / Cross Trainings
- Community Outreach and Education
- Person-Centered Transition Support
- Quality Assurance

INFORMATION, REFERRAL AND ASSISTANCE

- Provides available resources and helps individual connect to those resources
- May identify a need for additional assistance, such as Person Centered Counseling
- “No Wrong Door” access ensures that linkages to appropriate services and programs are provided with minimal confusion to the individual
- Collection of data proves vital for programming, grant preparation, funding and service system improvements

PERSON-CENTERED COUNSELING (PCC)

- Personal interview designed to inform and help participant navigate the vast array of long-term services and support (LTSS) options available.
- Based on an individual's needs, preferences, values, and strengths; focuses on their prioritized goals
- Offered in every county by trained individuals, mostly employed by AAAs, Centers for Independent Living (CILs), and other established Supports Coordination agencies.
- Must have at least 2 LTSS needs and want to participate.

BENEFITS COUNSELING AND APPLICATION ASSISTANCE

- Gain awareness and understanding of available benefits
- Connect to services and supports
- Streamline access to public programs
- Help individual understand private pay options

PARTNERSHIP DEVELOPMENT / TRAININGS

- Opportunity to build and strengthen network and share ideas, best practices and contact information
- Conduct trainings on aging and disability related topics
- Increase knowledge and skill sets

COMMUNITY OUTREACH AND EDUCATION

- Increase awareness of PA Link partner services via local events and venues
- Identify and address topics important to individuals, families, or caregivers

PERSON CENTERED TRANSITION SUPPORT

- Care Transitions
- Youth Transition
- Reintegration for military
- Transitions between systems, programs, settings and life stages

PA LINK PARTNERS INCLUDE....

- Area Agencies on Aging
- Centers for Independent Living
- Human Service Providers
- Disability Providers
- Healthcare Providers
- Community Action Agencies
- Transportation and Housing Providers
- Civic Groups
- Veterans organizations
- Other collaborative stakeholder groups



PA Link Call Center

1-800-753-8827