

PENNSYLVANIA DEPARTMENT OF AGING



AGING.PA.GOV

*PA Link to Aging and Disability Resources*



## PA Link Mission Statement

The mission of the PA Link to Aging and Disability Resources is to 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.

# What is PA Link?

Cross-age, cross-system network of partner agencies collaborating to serve individuals who need long-term services and supports

- ADRCs are nationwide; ADRC in Pennsylvania is called PA Link
- Overseen by PDA
  - Aging and Disability Resource Office
- Networked approach in Pennsylvania
  - 1 PA Link with 15 service areas
    - Lead Coordinator
    - Oversight Committee
    - Partner network

# How does PA Link help?

- Person-centered approach
- Minimize duplicative efforts by consumer and provider
- Streamline access
- Facilitate best utilization of assets and resources
- Address individuals holistically
- Create safety nets

No Wrong Door approach to help people connect to information and resources

# Program Requirements

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

# Person-Centered Counseling (PCC)

- Launched in 2012.
- Provided by over 100 individuals across the state, mostly employed by AAAs, Centers for Independent Living (CILs), and other established Supports Coordination agencies and disability providers.
- Saw a 54% increase from 2015 to 2016.
- One of the core criteria of a fully functional Aging and Disability Resource Center (ADRC) program.

# Person-Centered Counseling (PCC)

- Serves people with disabilities and older adults.
- There is no income requirement.
- Must have at least 2 LTSS needs and want to participate.
- Is a service between I & R and Case Management/ Supports Coordination.
- Fills a gap for those who may be on waiting lists, are not eligible for or have been denied services, do not know where to start, have experienced a life-changing event, want to plan ahead, etc.

# Person-Centered Counseling (PCC)

- Focuses on:
  - Personal interview
  - Overview of Resources
  - Supporting the decision-support process
  - Development of an Action Plan
  - Follow up
- Designed to help consumers navigate the vast array of LTSS options available.
- Based on an individual's needs, preferences, values, and strengths; focuses on their prioritized goals.



# Person-Centered Counseling (PCC)

- Can assist with individuals who need help navigating through waiver enrollment.
- Connects people to public and private resources while they wait to get connected to more long-term supports.
- Referrals typically go to a Person-Centered Counselor directly, through someone in their organization, or through the PA Link Call Center (1-800-753-8827).

# Aging and Disability Resource Office

## **Southeast Region**

Amanda Black

[c-amblack@pa.gov](mailto:c-amblack@pa.gov)

717-756-0376

Service Areas 9, 13, 14, 15

## **Northeast Region**

Valorie Hinkle

[c-vhinkle@pa.gov](mailto:c-vhinkle@pa.gov)

717-614-0043

Service Areas 8, 10, 11, 12

## **Southwest Region**

Dawn Brown

[c-dawbrown@pa.gov](mailto:c-dawbrown@pa.gov)

717-480-8055

Service Areas 2, 3, 5, 6

## **Northwest Region**

Samantha Cossman

[c-scossman@pa.gov](mailto:c-scossman@pa.gov)

717-743-4745

Service Areas 1, 4, 7

## **Project Manager**

Faith Haeussler

[c-fhaeussl@pa.gov](mailto:c-fhaeussl@pa.gov)

717-736-9402

