

PENNSYLVANIA DEPARTMENT OF AGING



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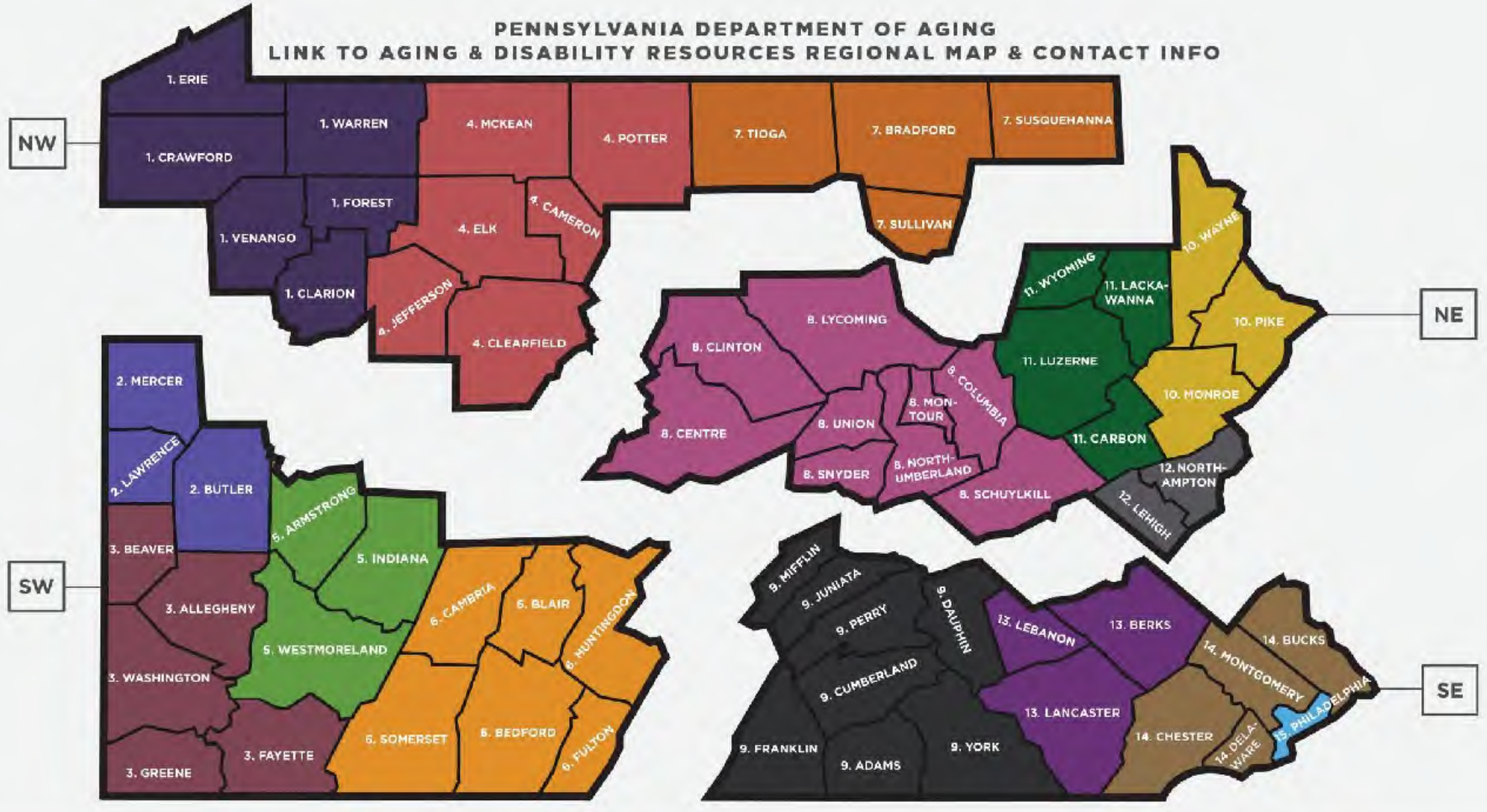
PA Link to Aging and Disability Resources

What is PA Link?

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

- Aging and Disability Resource Centers (ADRCs) are nationwide
- ADRC in Pennsylvania is called PA Link
- Networked approach in Pennsylvania (2 bricks-and-mortar locations)
 - 1 PA Link with 15 service areas
 - 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 MANAGERS

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

FAITH HAEUSSLER
C-FHAEUSSL@PA.GOV | 717-736-9402

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



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.

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

One call to connect to information and resources – PA Link Call Center: #1-800-753-8827

Program Components

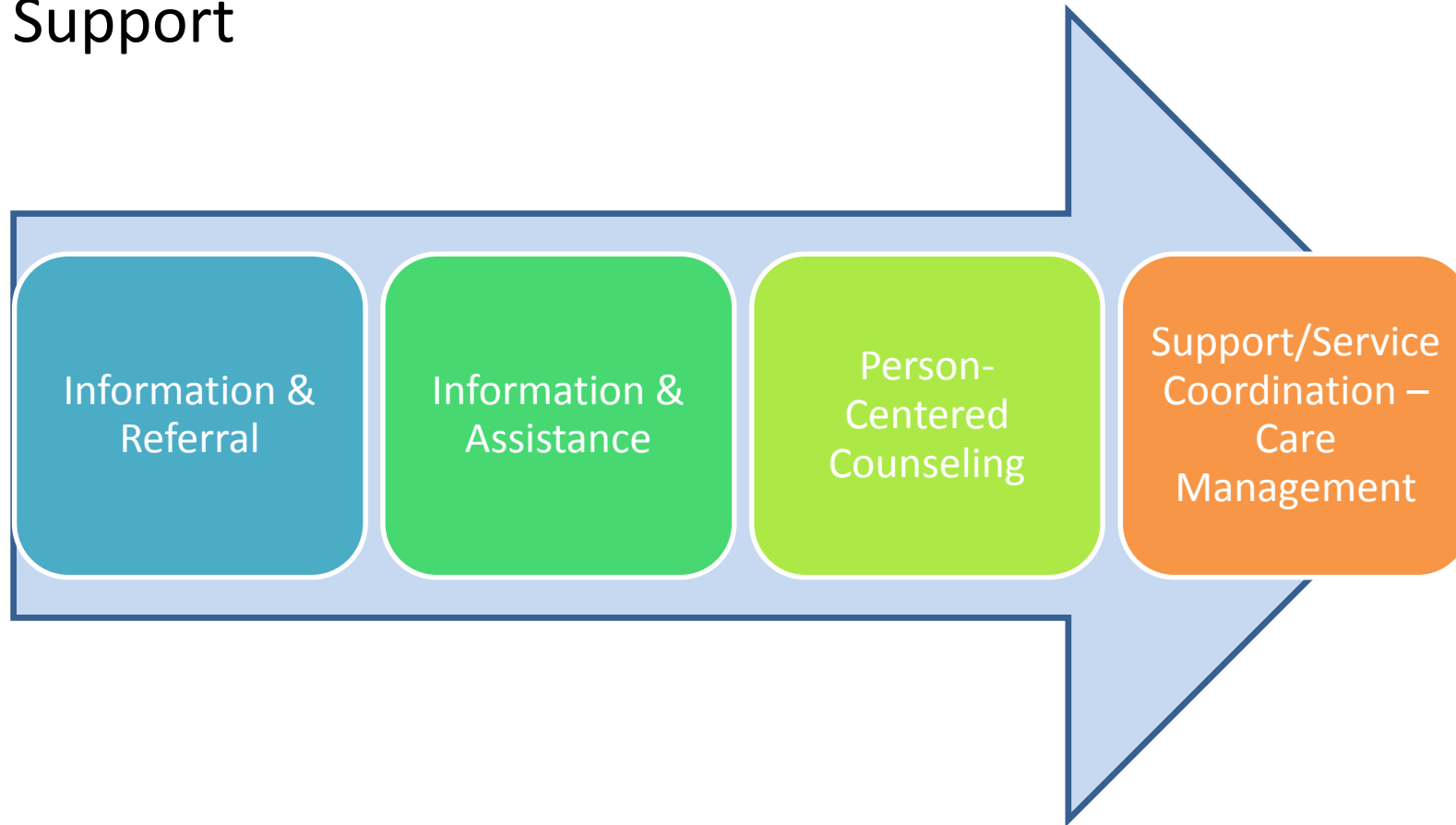
- Person-Centered Counseling (PCC)
- Information + Referral/Assistance
- Benefits Counseling and Application Assistance
- Partnership Development / Trainings / Cross Trainings
- Community Outreach and Education
- Person-Centered Transition Support
- Quality Assurance

Person-Centered Counseling (PCC)

- Launched in 2012.
- Offered in every county by trained individuals, mostly employed by AAAs, Centers for Independent Living (CILs), and other established Supports Coordination agencies.
- Serves several thousand people with disabilities and older adults each year.
- One of the core criteria of a fully functional Aging and Disability Resource Center program.

What Is Person-Centered Counseling?

- Person-Centered Counseling on a Continuum of Support

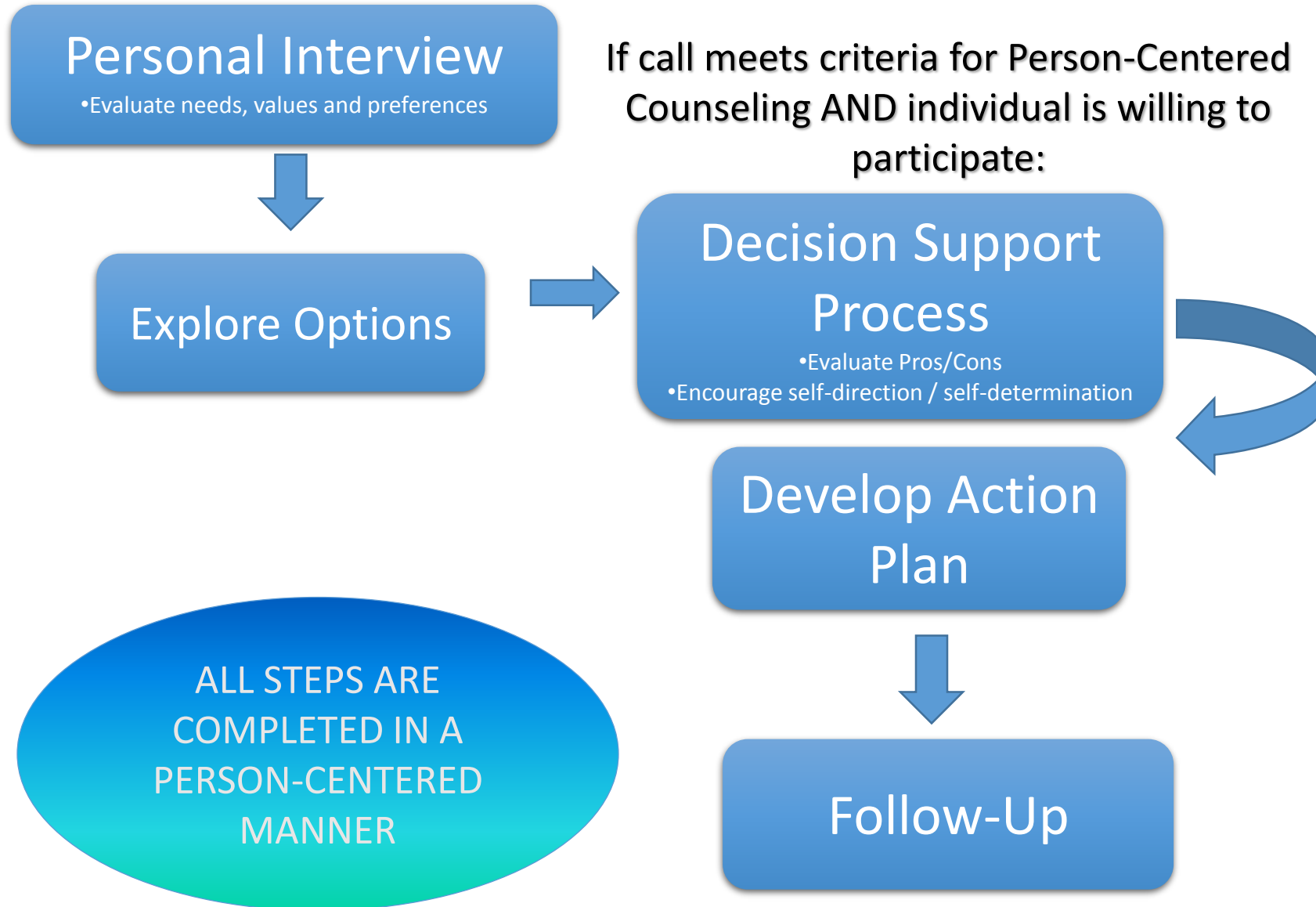


Person-Centered Counseling (PCC)

- 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).

Person-Centered Counseling (PCC)

- Available resources and help connecting to those resources
- May identify a need for additional assistance, such as Person Centered Counseling
- “No Wrong Door” access ensuring that linkages to appropriate services and programs are provided with minimal confusion to the individual
- Collection of data can prove vital for programming, grant preparation and service system improvements

Person-Centered Counseling (PCC)

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

Person-Centered Counseling (PCC)

Transition Support, Care Transitions

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

Partnership Development / Trainings

- Opportunity for staff to network, share ideas, best practices, and contact information
- Trainings are usually free of charge or low-cost
- Increase knowledge and skill sets of agency staff
- Examples of training topics: abuse, protective services, Alzheimer's Disease, APPRISE services, disaster and emergency preparedness, disability issues, end of life planning, housing, substance abuse issues, transition services, Veterans services and more

Community Outreach and Education

- Increase awareness of PA Link partner services
- Activities may include: partner newsletters; attendance at health fairs or expos; programming at senior centers or drop-in centers; advertising via various media sources
- Address topics important to individuals, families, or caregivers. Examples include:
 - caregiver stress and caregiver support
 - how to access services
 - living wills, trusts, power of attorney

Who can become a PA Link partner?

- Organizations, agencies, groups or individuals with a vested interest in the health, welfare, personal choice, and independence of:
 - Persons age 60+
 - Individuals of any age living with any type of disability
 - Persons experiencing substance use or behavioral health concerns
 - Veterans
 - Youth with special needs
 - Caregivers and family members of these populations
 - All income levels/payer types

Why become a PA Link Partner?

- Increase knowledge of local resources
- Streamline referral processes
- Reduce duplication and promote teamwork
- Improve consumer/patient outcomes
- Improve care transitions → reduce hospital readmissions
- Access networking, training and education for staff
- Provide input on knowledge and service gaps
- Collaborate on complicated cases
- Focus on person-centeredness
- Help individuals “tell their story once”
- Streamline eligibility for public programs
- Explore private resources and informal supports
- Increase home and community based solutions

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 groups
- and many more!

Aging and Disability Resources Office

Southeast Region

Amanda Black

c-amblack@pa.gov

717-756-0376

Service Areas 9, 13, 14, 15

Northeast Region

Valorie Hinkle

c-vhinkle@pa.gov

717-614-0043

Service Areas 8, 10, 11, 12

Southwest Region

Dawn Brown

c-dawbrown@pa.gov

717-480-8055

Service Areas 2, 3, 5, 6

Northwest Region

Samantha Cossman

c-scossman@pa.gov

717-743-4745

Service Areas 1, 4, 7

Project Manager

Faith Haeussler

c-fhaeussl@pa.gov

717-736-9402

Project Manager

Patrick Lally

c-plally@pa.gov

717-783-4502

PA Link Call Center

1-800-753-8827

Q & A

A hand holding a piece of white chalk is shown in the bottom right corner of the image, positioned as if about to write the letter 'A' on a blackboard. The letters 'Q' and '&' are already written on the board in white chalk.



PENNSYLVANIA
Link™
TO AGING AND DISABILITY RESOURCES