

Aging Program Directive (APD)

APD #26-21-01

Issuance Date: June 11, 2026

Effective Date: July 1, 2026

Program Area: AAA Program Administration **Disposition:** Rescinds APD #18-01-05

Origin: Aging and Disability Resource Office **Contact:** carelink@pa.gov

Subject: **Transitional Aging Program Directive Pennsylvania Link to Aging and Disability Resources (PA Link)**

To: Executive Staff
Department of Health and Human Services
Area Agencies on Aging
PA Association of Area Agencies on Aging
Office of Long-Term Living
PA Council on Aging
Comptroller

From:



Jason Kavulich
Secretary

Purpose: The purpose of this directive is to provide transitional guidance for Pennsylvania Link to Aging and Disability Resources (PA Link) partners while PDA completes a comprehensive modernization and refresh of the PA Link network, operations, branding, and service delivery model. This directive establishes interim expectations intended to:

- Promote statewide consistency
- Strengthen person-centered practices
- Improve public understanding of PA Link services
- Enhance coordination across aging, disability, and community systems

- Support equitable and accessible information and referral services

Background:

Pennsylvania Link to Aging and Disability Resources serves as Pennsylvania’s statewide network for information, referral, and person-centered support for individuals seeking long-term supports and services, community resources, and related services. As community needs, service delivery systems, and consumer expectations continue to evolve, PDA is undertaking a statewide refresh initiative to modernize PA Link operations and staff roles, service areas, messaging, partnerships, and customer experience. Pending completion of the refresh initiative and issuance of updated long-term guidance, PDA is issuing this transitional directive to establish interim expectations for PA Link entities statewide. The PA Link Refresh Plan can be found here [PA Link Refresh Plan 2026](#).

Directives:

PA Link activities to be conducted during this transition period are to include:

A. Person-Centered Counseling (PCC)

Services should reflect the goals, preferences, strengths, culture, and communication needs of the individual. PA Link entities providing PCC services shall:

Continue PCC activities in accordance with existing federal and state requirements including data entry in SAMS for reimbursement

Incorporate informed decision-making principles

Document individual goals and preferences

Support conflict-free options counseling practices

Process and requirements for Person-Centered Counseling are outlined in APD# 18-01-06. PDA may issue supplemental PCC guidance during the transition period.

B. Information, Referral, and Assistance (I+R/A)

I+R/A services should connect individuals to appropriate community services and programs in an easy- to-understand manner. PA Link entities providing I+R/A shall:

- Follow internal policies and procedures regarding I+R/A
- Provide I+R/A without bias to any program, service, or agency
- Provide I+R/A to anyone regardless of where they enter the network, their age, income, or ability

- Ensure timely and accurate entry of information in SAMS, if applicable
- C. Benefits Counseling
Benefits counseling helps individuals gain awareness and understanding of the benefits that are available to them to support independence.
- D. Application Assistance
Application assistance helps individuals access public programs and private pay resources as effectively as possible by preparing and submitting applications and following up on the status of the application on their behalf.
- E. Person-Centered Transition Support
Person-centered transition support addresses issues experienced by individuals moving between life stages or settings in accordance with their preferences, needs, and values.
- F. MIPPA Priority 3
Activities funded by MIPPA Priority 3 consists of outreach and education to low-income beneficiaries to help Medicare beneficiaries apply for Low Income Subsidy (LIS)/Extra Help and education about Medicare preventative benefits.
- G. PA Link Call Center
Current call center operations will continue during this transitional period.
- H. Network Engagement
Monthly webinars, lead coordinator calls, PCC connections meetings and other no-cost methods of network engagement are to continue.

PA Link activities to be minimized during this transition period include:

- A. Oversight Committee Meetings
Oversight committee meetings should be paused until further guidance is issued. Oversight committees will transition to an advisory role with details and instructions issued through the Refresh APD
- B. Partnership Development
Existing partnerships should be maintained; broadening the type and increasing the number of local partners should be paused until further guidance is issued through the Refresh APD.
- C. Training
Education provided to professionals and agency staff to promote resource knowledge, increase skill sets, and improve

customer service should be maintained to ensure high quality of services. Education opportunities should be approved by the ADRO prior to scheduling. New topics, new course development, and funded training opportunities should be paused until further guidance is issued through the Refresh APD.

D. Community Outreach and Education

Minimal paid activities involving outreach and education to the general public should be conducted until further guidance is issued through the Refresh APD.

E. Special Projects

Special projects involving collaboration between partners should be paused until further guidance is issued through the Refresh APD.

F. Onboarding New Staff

Lead Coordinator staff vacancies should not be filled until further guidance is issued through the Refresh APD.

Title XIX funding allocations, program requirements, and reporting requirements for activities and expenditures are outlined in **APD #26-01-03**. PDA may issue Title XIX funding guidance updates through additional APDs during this transition period.

PA Link Refresh Proposed Timeline:

April – July 2026	Hire ARDO Director Establish and convene Leadership Council Establish and convene PCC APD workgroup Develop messaging plan Issue transitional APD
August – December 2026	Reorganize and enhance ARDO Call Center Enhance website Develop Volunteer Recruitment Campaign
January 2027	Develop Refresh APD
April 2027	Communicate Refresh APD Changes
July 2027	Issue Refresh APD