



Aging Program Directive (APD)

APD#: 24-24-01

Issuance Date: October 17, 2024

Effective Date: December 1, 2024

Program Area: Protective Services

Disposition: Rescinds Chapter VII

Origin: Bureau of Protective Services

Contact: Bureau of Protective Services

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SUBJECT: ISSUANCE OF REVISED AGING SERVICE POLICY AND PROCEDURE MANUAL –
CHAPTER VII: PROTECTIVE SERVICES

TO: Pennsylvania Department of Aging
Area Agencies on Aging
Pennsylvania Association of Area Agencies on Aging Office of Long-Term Living
Pennsylvania Council on Aging

FROM: _____
Jason Kavulich
Secretary

PURPOSE: The purpose of this Aging Program Directive (APD) is to provide notification of rescinding and replacing the current Chapter VII: Protective Services of the Aging Service Policy and Procedure Manual. This is also replacing all previously released PDA, Older Adult Protective Service APDs and ATABS. The revised Protective Services Chapter provides comprehensive guidance for Area Agencies on Aging to meet the needs of vulnerable older adults effectively and ethically.

This document will undergo annual reviews to address service gaps and adapt to federal regulations.

BACKGROUND: The Pennsylvania Department of Aging previously provided the Area Agencies on Aging with programmatic information and procedural guidance for older adult protective services through the issuance of Chapter VII: Protective Services of the Aging Service Policy and Procedure Manual. New key enhancements to Chapter VII are as follows:

- Improved Structure: The chapter has been reorganized for better logical flow, with ongoing updates planned.
- New Supervision Policy: A Supervision Policy has been added under Documentation Standards and Timeframes.
- Technical Assistance Requests: The PDA Bureau of Protective Services (BPS) will manage technical assistance requests, moving away from individual PDA Aging Services Specialists.
- Consumer Rights: The Consumer Rights section has been revised, and a new Consumer Rights form will be available for AAAs.
- Conflict of Interest Notifications: PDA BPS will no longer be notified of every conflict-of-interest case closure.
- Clarified Guidelines: Guidelines have been clarified regarding calls to collect demographic and risk information prior to confirming Report of Need (RON) categorization.
- Care Plan Journals: All care plan journals are now required to be signed and dated.
- 30-day service extension - The Department will no longer require AAAs to notify their PDA prior to the expiration of services. However, the justification for the extension of services shall be documented (updated within the Termination of Protective Services section).
- Change in Childline procedures (Within intake section)- No longer inputting RONS for under 18 individuals.
- Change in Out of State RON procedures. (Within Another Planning and Service Area section)- (No longer taking out of state RONS).
- AAAs' medical staff/contractors can be utilized as consultants for non-complex medical situations.

DIRECTIVES: Refer to the Aging Services Policy and Procedure Manual Chapter VII: Protective Services.