



AGING PROGRAM DIRECTIVE

APD# 19-29-01	
Issuance Date: November 8, 2019	Effective Date: January 1, 2020
Program Area: Other – Veterans Registry	Disposition: Note Well and File for Reference
Origin: Department of Aging – Policy Office	Contact: Policy Office – (717) 783-1550

Subject Department of Military and Veterans Affairs (DMVA) Veterans Registry Enrollment and Reporting Policy and Procedures

To Pennsylvania Department of Aging
Area Agencies on Aging
Pennsylvania Association of Area Agencies on Aging
Pennsylvania Council on Aging
PA Aging and Disability Resource Centers – PA Link
Senior Community Services Employment Program Sub-Grantees

From 
Robert Torres
Secretary

Purpose The purpose of this Aging Program Directive (APD) is to transmit the policy on enrolling veterans in the DMVA Veterans Registry to the Area Agencies on Aging (AAA) and applicable Opt-Out reporting requirements.

Background Act 69 of 2017 established the requirement for all state agencies to collaborate with the DMVA to identify and assist veterans with registration into the Veterans Registry. The registry was created to provide veterans living in Pennsylvania with information on state, federal, and local programs, benefits and services to which they may be entitled. The Act also established reporting requirements for state agencies.

Directives

Beginning with the effective date of this APD, AAAs and affiliated partners that work with the programs and services listed below are required to ask consumers with whom they meet face-to-face, on an individual basis, for the provision of program and service eligibility, information, or referral to other agencies, if they have ever served in the Armed Forces, and if so, offer assistance in enrolling them in the PA Veterans Registry.

This directive applies to the following programs and services:

- OPTIONS
- Caregiver Support Program
- Domiciliary Care
- Senior Community Centers/Congregate Meals
- Senior Community Service Employment Program
- PA Aging and Disability Resource Centers – PA Link/Person Centered Counseling
- PACE Program

During the initial contact for all new consumers, or at the next reassessment or recurring activity for existing consumers, the AAA representative or affiliated partner shall ask the individual:

1. “Have you served in the U.S. Armed Forces?”
 - a. If Yes: “Thank you for your service!” Proceed to #2.
 - b. If No: No further action required.
2. “Have you heard about or had the opportunity to register with the PA Veterans Registry?”
 - a. If Yes: no further action required.
 - b. If No: proceed to #3
3. “This registry is a simple way for the DMVA to provide you with important information related to your veteran status, and will in no way impact your ability to receive state or federal services through any department. May I help you complete the online registration now?” (A paper sign-up form is also available.)
 - a. If Yes: Assist veteran with online registration at this website: <https://register.dmva.pa.gov/> (Select **PA Department of Aging** in the drop-down menu for “Select an Agency” prior to submitting).
 - b. If No: Ask, “Are you sure? Registration is quick and easy, or I can provide you with a paper registration form if you would like.”

AAAs and affiliated partners are encouraged to assist veterans with registering online; however, using or providing the approved paper enrollment form is acceptable. A copy of the paper registration form is

attached to this APD with “Department of Aging” pre-populated in the referring agency field.

If the paper enrollment form is used and given to the AAA or affiliated partner to submit on the veteran’s behalf, the enrollment can be completed by:

- Entering the information on the enrollment form into the online registration link (preferred), or
- Scanning and emailing the form to ra-mvva-reg-enroll@pa.gov, or
- Mailing the completed form to:

Department of Military and Veterans Affairs
ATTN: Veterans Registry
Bldg. S-0-47 Fort Indiantown Gap
Anville, PA 17003

In some instances, the veteran may choose to take the paper enrollment form with them to enroll later, rather than complete the enrollment with the AAA or affiliated partner representative. This is considered assisting the veteran with enrollment in the registry.

Reporting:

No reporting is required by the AAAs or the Department for those veterans who enroll online, enroll via the paper form, or who take the paper enrollment form with them. Nor is reporting required for those veterans who state they either enrolled before or are aware of the Veterans Registry. By utilizing the online registration or paper enrollment form, DMVA will be able to obtain enrollment data within their system.

However, AAAs and affiliated partners who provide the above-mentioned programs and services are required to report on the number of veterans who “Opt-Out” and choose not to enroll in the registry. This “Opt-Out” reporting shall be completed by all entities on at least a monthly basis. The DMVA has created the following web page to be used for Opt-Out reporting:

<https://expressforms.pa.gov/apps/pa/dmva/veteran-registry-opt-out>

On the Veteran Registry Opt-Out webpage, select the PA Department of Aging from the drop-down list and enter the number of veterans who chose not to be included in the registry for that month, or since the prior Opt-Out Report.

It is recommended that AAAs and affiliated partners develop a local procedure to ensure accurate information on veterans who “Opt-Out” is reported to the DMVA. AAAs may choose to report this information one

time on the last day of the month, or multiple times such as daily or weekly, as long as the information reported is for the current month. In addition, reporting can be done by one person at the AAA or affiliated partner, or multiple staff who report only on the veterans they interact with.

For more information on the DMVA Veteran Registry, please contact the DMVA at ra-mvva-reg-enroll@pa.gov or the PA Department of Aging, Policy Office.

Attachments

Act 69 of 2017
Veteran Registry Paper Enrollment Form

HB 1231

AN ACT

Amending Title 51 (Military Affairs) of the Pennsylvania Consolidated Statutes, in Department of Military and Veterans Affairs, providing for veterans registry.

The General Assembly of the Commonwealth of Pennsylvania hereby enacts as follows:

Section 1. Title 51 of the Pennsylvania Consolidated Statutes is amended by adding a section to read:

§ 712. Veterans registry.

(a) Establishment of veterans registry.--The department shall establish a registry of veterans residing in this Commonwealth in order to provide information on Federal, State and local government benefits, programs and services available to veterans and to link veterans with resources that can provide assistance. Upon registration, if permission is granted by the registrant, the registrant's information shall be shared with county directors of veterans affairs and other State agencies.

(b) Coordination with State agencies.--The department shall coordinate with other State agencies that have contact with veterans to establish a paper and an online registry form to enable State agencies to assist the department in registering veterans who wish to be included in the registry.

(c) Duties of department.--The department shall provide access to a paper and an online registry form which contain a statement indicating the purpose for the registry. The forms shall be developed to obtain the following information relating to the veteran:

(1) Personal information, including title, first, middle and last name.

(2) Age, gender, address and county of residence.

(3) Ten-digit phone number and e-mail address.

(4) Declaration of military service.

(5) Benefit and program information requests for various benefits and programs for which veterans may be eligible.

(6) A signed statement, or, for online applicants, a box that is checked, indicating that the veteran grants permission for the department to store and share the veteran's information with the county director of veterans affairs for the county indicated and with other State agencies to ensure that the Commonwealth provides the veteran assistance in receiving earned benefits.

(7) The State agency which assisted the veteran.

(d) Duties of State agencies.--State agencies under subsection (b) shall:

(1) Utilize the paper or online registry form to develop a mechanism to identify veterans the agency serves for the purpose of expanding the registry.

(2) For each veteran who wishes to be included in the registry, provide assistance in filling out the paper or online registry form for the department to add the veteran to the registry.

(3) Submit a registrant's paper registry form to the department within 30 days from the date the veteran opts into the registry.

(e) Use of information.--Information collected under this section may not be sold or used for commercial purposes or used for purposes not specified under this section. Information collected under this section for the registry shall be exempt from being disclosed under the act of February 14, 2008 (P.L.6, No.3), known as the Right-to-Know Law.

(f) Report.--By January 1, 2018, and each January 1 thereafter, the department shall submit to the chairperson and minority chairperson of the Veterans Affairs and Emergency Preparedness Committee of the Senate and the chairperson and minority chairperson of the Veterans Affairs and Emergency Preparedness Committee of the House of Representatives a report on the registry which shall include:

(1) The total number of veterans registered with the department annually.

(2) The number of registrants received by each State agency.

(3) The number of veterans who choose not to be included in the registry annually from each State agency.

(4) Outreach expenses incurred by the department.

(g) Guidelines.--The Adjutant General may adopt and promulgate guidelines necessary to carry out the provisions of this section.

Section 2. This act shall take effect in 60 days.

APPROVED--The 22nd day of December, A.D. 2017.

TOM WOLF



Pennsylvania Veterans Registry

This application allows veterans, family members and people who work with veterans to connect with DMVA to request information related to the valuable state benefits, programs and services offered.

Please complete online (register.dmva.pa.gov) or provide your information below and mail to the Department of Military and Veterans Affairs, ATTN: Veterans Registry, Bldg. 0-47 Fort Indiantown Gap, Annville, PA 17003.

Name (First, Middle, Last): _____

Street Address: _____

Street Address 2: _____

City: _____ State: _____ Zip Code: _____

County: _____ Phone Number: _____

Email: _____ Agency Referring Veteran: _____

Have you served in the armed forces of the United States? Yes No

Do you have a copy of your DD214 or discharge document? Yes No (please attach a copy if yes)

Sex: Male Female No Preference Age (Optional) _____

Would like to know more about Benefits, Services or Programs pertaining to:

- Compensation/Pension Claims
- DD214
- Disabled Veterans Real Estate Tax Exemption
- Veterans Temporary Assistance
- Blind Veterans Pension
- Educational Gratuity
- Amputee and Paralyzed Veterans Pension
- Persian Gulf Conflict Veterans Bonus
- State Veterans Homes
- PA Veterans Trust Fund
- Honoring Our Veterans License Plate / Driver's License and ID Card Veterans Designation
- Military Family Relief Assistance Program
- County Directors of Veterans Affairs
- PA Veterans Memorial

Check this box if you'd like to receive ongoing communications from DMVA, including newsletters, breaking news, and other updates.

By checking this box, you are granting permission for DMVA to share your information with the county director of veterans' affairs for the county you indicated on this registry (if you live in Pennsylvania) and/or other Commonwealth of Pennsylvania agencies to ensure Pennsylvania provides you with all the programs and services you have earned.

____ Initial if you are **NOT** granting permission for DMVA to share your information with the county director of veterans' affairs for the county you indicated on this registry (if you live in Pennsylvania) and/or other Commonwealth of Pennsylvania agencies to ensure Pennsylvania provides you with all the programs and services you have earned.

Veteran's Signature: _____

Print Name: _____ Date: _____