

Chair: Rasheedah Haynes
Co-Chair: Jasmine Moore
Scribe: Kathleen Shiomos
Date: Tuesday, March 26, 2024

Location: 1929 W 9th St. Chester, PA 19013
Location (virtual): [zoom info](#)
Time: 11:00am-1:00pm

1. Call to Order

Jasmine Moore, Community Outreach Representative, called the meeting to order at 10:35 am.

2. Welcome and Introductions

Jasmine welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Southeast zone. The in-person group introduced themselves followed by those online.

Jasmine welcomed the group and reviewed the agenda and presenters. This meeting is being held in-person and virtually. The level setting was completed including a reminder not to share Personal Health Information (PHI) during the meeting. The group was reminded the members that they can contact Nicole, Jasmine, Nguyen, and Ally with any personal service-related questions, and they will help to connect them to their Service Coordinator.

3. Health Education & Outreach Activities

Health Education & Outreach Updates – Jasmine Moore Keystone First Outreach Representative presented on the following:

- Participant Newsletter – March 2024
- Outreach Team Activities
 - 4/5/24 – Senior Gala – Hilton City Avenue
 - 4/10/24 – Senior Law Center Gala 2024 – The Lucy, Philadelphia
 - 5/9/24 – Chester County Senior Picnic – Springton Manor Farm, Glenmore PA Breakfast
- Chester Wellness Center – 1929 W 9th Street, Chester PA 19013
 - 4/5/24 - Painting for the Health of it. 4:30 PM – Zumba Class – 9:30 AM
 - 4/6/24 – Zumba Class – 9:30 AM
 - 4/13/24 – Yoga Class – 9:30 AM
 - 5/2/24 – Share Foods Produce Give-Away – 10:00 AM
- Mobile Wellness and Opportunity Center
 - 4/9/24 – Health & Education Screening Event - Barclay Square Shopping Center
 - 5/14/24 – Dream Smiles Dental Screening Event Service – Upland, PA
 - 5/16/24 - Health & Education Screening Event – Snyder Place
- Resources
 - Center for Independent Living of Bucks County – 215-781-5070
 - Center for Independent Living Freedom Valley Disability Enablement Inc – 610-353-6640
<https://freedomvalleyenablement.org>
 - Center For independent Living of Philadelphia County: Liberty Resources - 215-634-2000

Feedback: N/A



4. Empowering Health & Wellness in the Home Through Good Nutrition

Cindy Celi, Stacey Silver, and Brian Petkoff of Mom's Meals presented on the following:

- March is Nutrition Awareness Month
- Life's Essential 8
 - Behaviors: 1. Eat better, 2. Be more active, 3. Quit tobacco, 4. Get healthy sleep
 - Health Factors: 5. Manage weight, 6. Control cholesterol, 7. Manage blood sugar 8. Manage blood pressure.
- Staying Nourished on a budget
 - Learn to cooking, food prep and meal planning skills; use a grocery list
 - Shop sales and seasonally when purchasing foods
 - Utilize community resources such as SNAP, WIC, and Food Banks
- Contact Information
 - Cindy Ceil – cindy.ceil@momsmeals.com
 - Stacey Silver – Stacey.silver@momsmeals.com
 - Bryan Petkoff – Bryan.Petkoff@momsmeals.com
- Resources
 - <https://www.heart.org/en/>
 - <https://www.eatright.org/>

5. Resources from our Community Partners

Statewide Coalition of Centers for Independent Living (CIL) Overview – Catherine Bogdanski presented on the following.

What are Centers for Independent Living?

- Consumer controlled community based, cross-disability, non-residential, non-profit agencies operated by people with disabilities, providing independent living services.
- Provide peer support, information and referral services, individual and system advocacy, Independent Living skills training and transition.
- Southeast PA CILS
 - Bucks County Center for Independent Living (BC CIL) - Bucks
 - Liberty Resources Inc (LRI) – Chester, Montgomery, Delaware, and Philadelphia

Feedback:

- Let us make demos to promote the service – cooking demos.
- Importance of CILs and Liberty Resources – grateful they advocate for those with disabilities to help make living in-home accessible, navigating disabilities and all the help they provide.
- Disability is a minority that a person can move in/out of at any time.
- Does KFCHC have any plans to allow same day rides for participants? Many programs in the county do not provide transportation and having same day rides would be extremely helpful. Will connect participant with additional resources.
- List of all CILS across the country - <https://www.ilru.org/projects/cil-net/cil-center-and-association-directory>
- Contact Information – Catherine – Catherinebogdanski@lvcil.org or 610-770-9781 ext. 172.



6. CHC Programs & Updates

Lionel Waritay -Employment Services presented on the following:

- HCBS Waiver Spotlight: LTSS Benefit Guide
- The LTSS Benefits Guide with the 32 Benefits will be sent out to the group.
- Goals include:
 - Support the Participant to live and work successfully in home and community-based settings.
 - Help enable the Participant to integrate more fully into the community.
 - Help ensure the health, welfare, and safety of the Participant.
- Employment Services
 - Benefits counseling
 - Inform and answer questions regarding employment.
 - Provide individualized assessment and information regarding available work incentives.
 - Career assessment
 - Help identify career options based on interests and strengths
 - Employment skills development
 - Provide learning, work experiences, and develop strengths and skills.
 - Job finding - individualized service help to gain competitive integrated employment.
 - Competitive integrate employment – full/part time work at minimum wage or higher with wages and benefits similar to those without disabilities performing the same work and allows participants to fully integrate with co-workers without disabilities.
 - Job coaching – provides ongoing support to learn a new job and maintain a job

Feedback: N/A

7. Quality – Home and Community -Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Results-

TK Dana- Manager Quality Management presented on the following:

- SE 3.7% response rate
- Measure that did not meet 86% Performance
 - Global – Overall recommendation for Service Coordinator
 - Composite - Choosing Services that Matter to You
 - Composite – Transportation of Medical Appointments
 - Composite – Planning your Time and Activities
- Accomplishments – From 2022 to 2023 AmeriHealth Caritas PA CHC and Keystone First CHC improved eight out of 15 measures and exceeded the 86% threshold established by OLTL.
- Opportunities for Improvements
 - Dental Care, How to Apply for SNPA Benefits
 - Person-Centered Service Plan
 - Choosing services that Matter to You
 - Awareness of Housing Rights
 - Ability to get appointments for counseling or mental health treatment and transportation to Medical Appointment
- Interventions



- Establish internal multidisciplinary CAHPS Action Work group
- Collaborate with Service Coordination and Community Outreach teams to provide tools and resources to advise participants of available alternatives for care.
- Develop and implement monthly Dental Committee.

Feedback:

- As part of the data collection, were service coordinators or any other groups questions on their perspective of the services offered? No, this survey is specifically for participants. It is a national survey and is very structured.
- There are other factors that effect results, especially with the Service Coordinators, there could be things implements such as peer to peer support that could make them more effective. There are many things that could be done to help the SCs to become more effective. There are many good Service Coordinators out there and want to make sure that is recognized.
- This survey can be taken by the participant and/or their caregiver as it is lengthy. Fighting an up-hill battle with response rates.
- As related to transportation, there has been deficiency, SEPTA Key card issues, MTM issues. If you have a physical impairment, it makes it difficult to receive quality service.
- OLTMLTSS meetings - seems like they want MCOs to cut participant hours. The MCOs talk about number of hours cut, cutting hours is not good for participants.

8. Health Equity Goals-Anne Dodd- Health Equity & Quality Analyst

- Due to time constraints this was not presented but the information is being sent out to the group.
- Goals
 - Help Participants control high blood pressure with a special focus on those who are from Black/African American and Hispanic communities.
 - Help Participants with Diabetes control their Hemoglobin A1c levels, with a special focus on those who are from Black/African American and Hispanic communities.
 - Culturally & Linguistically Appropriate Services/Culturally Responsive Care Goals
 - Encourage Participants to report their Race, Ethnicity, and Language (REL) data to the Health Plan.
 - Give providers a toolkit so they can help Participants control their high blood pressure, with a special focus on those who are from Black/African American and Hispanic communities.
 - Create a Health Equity Council for Service Coordinators and Participants. The goal of this group will be to talk about ways to educate Participants on the importance of controlling blood pressure.
 - Create a process for Service Coordinators to do quarterly outreach to identified Participants who need help controlling their high blood pressure.

Feedback: N/A

9. Open Forum

The 2024 PAC meetings will be held in person and zoom. This is being piloted in the SE during this quarters. Resources that we share or are requested during the PAC meetings will be sent to the group after the meeting. They will also be on the Keystone First Community HealthChoices website under the Community tab. <https://www.keystonefirstchc.com/community/pac.aspx>



Nicole encouraged any meeting attendees with specific questions related to the presented topics or any concerns they may have, to bring them up at this time. The post PAC survey will be sent out along with the meeting materials.

10. Next Meeting

Jasmine announced that the 2024 second quarter PAC meeting for the Southeast zone will be held in person June 25, 2024. There is still the option to participate via zoom. We will follow up with mail, phone calls and email.

11. Meeting Adjourned

Rasheedah adjourned the meeting at 1:03 pm.