



Keystone First Community HealthChoices (CHC) Participant Advisory Committee (PAC) Minutes

Chair: Jenn Rogers

Date: Wednesday, June 30, 2021

Co-Chair: Maritza Padua

Time: 11:00am-12:00pm

Scribe: Kathleen Shiomos

Agenda Item	Owner(s)	Discussion	Action Steps
Call to Order	Jenn Rogers	Jenn Rogers, Director LTSS Management & Quality, and Committee Chair, called the meeting to order at 11:05 am.	N/A
Welcome and Introductions	Jenn Rogers	Jenn Rogers welcomed the group to the Keystone First Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions of committee members followed.	N/A
Review and Feedback			
New Meeting Minute Process	Maritza Padua	Maritza Padua, Community Outreach Program Manager, outlined the new process for meeting minutes and approvals. The Committee will no longer be required to approve meeting minutes. Moving forward meeting minutes will be posted on the plan’s website https://keystonefirstchc.com/community/pac.aspx , and shared with the Office of Long Term Living within 30 days of the meeting. Maritza encouraged meeting attendees to visit the plan’s website to review the minutes, or to connect with her at mpadua@keystonefirstpa.com or by calling 484-496-7623 if they want a hardcopy mailed to their home.	N/A
New Business/Updates CAHPS Open Projects (Quality)	Danielle Bruette	Danielle Bruette, Director, LTSS Quality Management, discussed the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey results that were presented at the June Managed Long-Term Services and Supports Subcommittee meeting. She highlighted projects underway such as: <ul style="list-style-type: none"> Offering training to our SC’s that will assist Participants in establishing goals and obtaining services. 	N/A



		<ul style="list-style-type: none"> • Developing a data feed that will inform Service Coordinators of missed PAS visits and working with Provider Network Management to educate our agencies on those missed visits and when to inform us. Also building in a survey tool to remind Participants to inform us when services are not being provided. • Providing more education and materials on our dental care program. • Updating a transportation grid to outline available resources. • Assisting Participants in being active in the community and with Friends. <p>Christine asked questions regarding HCBS CAHPS survey including whether it is an ongoing survey and what the projections are for 2021.</p> <ul style="list-style-type: none"> • Danielle confirmed that the HCBS CAHPS survey is administered annually, and the projections for 2021 are for slightly increased response rate following COVID year 2020. 	
<p>New Business: BH/Employment/Housing Corner (Collaborative Services)</p>	<p>Sara Reitenauer</p>	<p>Sara Reitenauer, Manager LTSS Collaborative Services, shared the plan’s recent efforts to add a Collaborative Services “Corner” on the website where the plan’s Participants can find important information and resources related to behavioral health, employment, and housing services (such as: eviction process, utility programs, homeownership, and budgeting), as well as the plan’s proprietary programs and services. Resources include:</p> <ul style="list-style-type: none"> • LTSS Employment services to assist HCBS participants with Benefits Counseling, Career Assessments, Employment Skills Development, Job Finding and Job Coaching. The plan will be mailing flyers out to Participants to provide further education on these services and on how to access services. • Housing resources to assist in knowledge of tenant rights, eviction steps, LiHeap and other utility programs. <p>Annette inquired about outreach process.</p>	<p>N/A</p>



		<ul style="list-style-type: none"> Sara explained that the SC team is trained in the referral process for housing services as well as outreach and engagement events. Christine advised the group of an 8 week Housing Assistance Program. 	
New Business: MLTSS Sub Committee Meeting Updates (LTSS Program Management)	Jenn Rogers	<p>Jenn Rogers, (Director, LTSS Program Management and Quality) outlined the purpose of the MLTSS subcommittee and reminded the committee that they are welcome to join the call if interested. She then shared the key themes from the recent listening sessions which included:</p> <ul style="list-style-type: none"> Service Coordination: Service Coordinator turnover, difficulty contacting Service Coordinator and/or Managed Care Organization (MCO), and training and knowledge gaps Person-Centered Service Plans: Service reductions, challenges with home modifications, pest eradication, etc. Appeal Process Challenges Direct Care Workforce: training, retention, Personal Protective Equipment 	
New Business: Heard in the Community	Maritza Padua	<p>Maritza discussed the Department of Agriculture’s Community Food Box Program. A Flyer will be emailed before close of business today. This program will feature nutritious food staples for low income seniors including items like beans, oats, juice, and canned fruits/vegetables.</p>	<p>Maritza will email the flyer out to committee members</p>
Open Forum	All	<p>Annette asked questions regarding transportation and whether interventions are in place to address difficulties such as not getting to appointments on time.</p> <ul style="list-style-type: none"> Information was given regarding SEPTA’s Consumer Advisory Committee. Jenn Rogers to provide membership information. Members discussed the availability of drivers for CCT paratransit services. MTM is troubleshooting current issues with bus passes/cards 	<p>Jenn Rogers to provide membership information.</p>
Adjourn	Maritza Padua	<p>Meeting was adjourned at 11:58am</p>	<p>N/A</p>