



Thursday, September 14, 2023, 10:30am

Hybrid Meeting: Keystone First Wellness & Opportunity Center, zoom enabled.

Meeting Chair: Rasheedah Haynes

Co-Chair: Jasmine Moore

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Jasmine Moore, Community Outreach Representative, called the meeting to order at 10:40am.

2. Welcome and Introductions

Jasmine welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Southeast zone and performed the meeting level set including a reminder not to share Personal Health Information (PHI) during the meetings was completed. The group was reminded that they can contact Nicole, Jasmine, Ally, and Leigh Ann with any personal service-related questions, and they will help to connect them to their Service Coordinator.

Rasheedah Haynes, Manager of Service Coordination, welcomed the group and reviewed the agenda and presenters.

3. CHC Programs & Updates/Participant Directed Services

Rasheedah provided an overview of participant directed services and the self-directed model of care.

- Service Coordination role in Self-Direct Model of Care.
 - Service Coordinator (SC) meets with Participant and completes the Comprehensive Need Assessment. This information is used by SC and Participant to review the eligible benefits to create the Person-Centered Service Plan (PSCP). When reviewing the Personal Assistance Services (PAS) the SC educates the Participant on agency and self-directed models of care.
 - When reviewing PAS services, the SC informs the Participant there are benefits to the self-directed plan including:
 - being able to self-direct the employment of their Direct Care Worker (DCW),
 - having greater influence and freedom over the development of their schedule and service delivery
 - already has a caregiver that they want to formally hire as a DCW.
 - Participant self-directed services is being discussed at all Participant Advisory Committee meetings in September 2023.
 - There will be an article on Participant Self-directed services in the Participant Newsletter.

What is the turn-around time for services once assessment is completed? The turn-around time is different depending on the services. If you chose self-directed, you and your direct care worker must register with Tempus and go through their set up process. It will take a few weeks to complete depending on how quickly the paperwork is completed.



Usually after meeting the Participant receives a letter stating that the meeting has taken place. It would help if the letter asking for help was sent several weeks prior to the meeting so the participant can coordinate having others present during the meeting rather than speak to them after. This information will be taken back to leadership and reviewed.

When the SC does the assessment, they develop a Plan of Care (POC). Does the POC get submitted to HHA Exchange? The POC does not get submitted into HHA Exchange only the authorizations and schedules are submitted to HHA Exchange. Once the POC is completed it is mailed to the patient.

How would the agency receive the POC? The agency does not receive a POC from KFCH; however, the participant can request a copy of the POC be sent to the agency.

Action Items: Rasheedah to take question of Participant letters back to leadership to discuss.

4. CHC Programs & Updates/Senior Law Center Partnership

Kathleen Mullin, Dir LTSS Housing Initiatives and Christian Pliskov from the Senior Law Center presented program information on the Senior Law Center Partnership, a new program for Participants over the age of 60. The goal of the program is to increase access to legal services with housing insecurities and improving ability for Participants to live more stably in the community with the help of legal services. The program partnership includes a dedicated staff to address ACP CHC Participant's needs.

To qualify, Participants must be:

- Enrolled in PA *Community HealthChoices* – with AmeriHealth Caritas OR Keystone First CHC.
- Over the age of 60 years old (born in the year 1963 or earlier).
- Nursing Facility Clinically Eligible (NFCE) or Nursing Facility Ineligible (NFI).
- Current resident of the Commonwealth of Pennsylvania, and either a renter or homeowner.

Program services include:

- Education: Understanding tenant-landlord rights, lease/mortgage obligations, notices, etc.
- Limited representation: Representing client with third parties, in relation to their housing matter (i.e., landlord, housing agency, etc.)
- Advocacy: Improve poor conditions, increase access seek relief from agency on taxes, utilities, etc.
- Referrals: to appropriate legal agencies (in-person representation) or other resources.

Can you help with anyone under 60? If you are under 60 call the hotline; they can provide you with a referral to other services that can help.

Is there an income lime for someone over 60? No, there is no income limit.

If a person is having difficulty getting up the steps they are renting is there some type of notification to be sent to the landlord to let them know about home modifications that are no-cost for the landlord? Yes, this is something Senior Law can help with. Please call the helpline to discuss the situation and how to proceed.

Action Items: N/A



5. Health Education & Outreach Activities/Creating Simple and Healthy Meals

Cindy Celi, Manager Healthcare Partnerships, presented information on creating simple and healthy meals. Cindy shared two videos that Mom's Meals recently produced to increase awareness and promote health and well-being in the home.

Video Links:

Grain breakfast bowl – <https://youtu.be/RFF3bS5qDcw> [youtu.be]

Steamy zucchini – <https://youtu.be/bhSSMPVBdIQ> [youtu.be]

Resources:

- Cindy Ceil – cindy.ceil@momsmeals.com
- <https://www.eatright.org/>
- www.momsmeals.com/PA
- <https://www.fns.usda.gov>
- USDA National Hunger Hotline 1-856-348-6479

Action Items: N/A

6. Health Education and Outreach Updates

Jasmine Moore presented the health education and outreach updates for the Community Outreach Team.

- Outreach Team Activities
 - 9/16/23 – Tilden School Campus – 6601 Elmwood Avenue Philadelphia
 - 9/20/23 – Family Service Assoc of Bucks County – 4 Cornerstone Drive Langhorne
 - 9/22/23 - Trinity Evangelical Lutheran Church
 - 10/7/23 – Simpson House – 2101 Belmont Ave Philadelphia
 - 10/12 Upper Bucks County Technical School – 3115 Ridge Road, Perkasie
 - 10/14/23 – Passi Senior Center – 6926 Old York Road, Philadelphia
- Member communications
 - Participant Newsletter Fall 2023
- Chester Wellness Center – 1929 W 9th Street, Chester PA 19013
 - 9/20/23 – Zumba Class – 6:30 PM
 - 10/5/23 – Share Foods Produce Give-A-Way – 10:00 am
 - 10/12/23 – Accessible Work! Support for Individuals with Disabilities
 - 11/9/23 – Inclusive Work! Don't let Your Record Hold You Back from Your Next Job!
- Mobile Wellness and Opportunity Center
 - 10/9/23 – Praise is the Cure – 1001 Chelton Ave Philadelphia
 - 10/21 – The South District Health Fair – 2114 S 71st Street Philadelphia
 - 10:00 am – Show Up! Workplace Etiquette and Professionalism

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

Action Items: N/A

7. Resources from our Community Partners/Energy Assistance

Percy Rosales provided information on available Energy Assistance Programs in Southeast Pennsylvania. PECO Customer Assistance Program- Percentage of income Payment Plan (CAP-PIPP)

- Provides affordable fixed monthly bill.
- Pay percentage of total household income
- May be eligible for forgiveness of past due balance.
- Requirements – income guidelines, do not have to be on public assistance.
- Contact PECO CAP at 800-774-7040 or <https://www.peco.com/my-account/customer-support/assistance-programs/cap-rate>

Low Income Household Energy Assistance Program (LIHEAP)

- Program Dates – 11/1/2023-4/5/2024
- Helps low income pay heating bills.
- Grants
 - cash grants – helps families pay heating bills, range from \$300-\$1000, and are based on household size, income, and fuel type.
 - crisis grant – emergency situations such as broken equipment, lack of fuel, losing heat, etc. This benefit can be accessed more than once during the season until maximum benefit is reached.
- Apply online at www.compass.state.pa.us or download or request paper application at www.dhs.pa.gov or your County Assistance Office
- Requirements – income guidelines, do not have to be on public assistance.
- Contact LIHEAP Toll-free hotline at 1-866-857-7095

Low-Income Reduction Program (LIURP)

- Helps save money by reducing the amount of electricity and natural gas being used.
- Request the program and PECO will send energy expert for an assessment to identify and address conservations and weatherization issues to help improve efficiency.
- Contact LIURP at 800-675-0222 or <https://www.peco.com/my-account/customer-support/assistance-programs/liurp>

Matching Energy Assistance Fund (MEAF)

- Provides bill payment assistance to those who have had their service terminated or are in danger of termination.
- Funded by contributions from donors, PECO matches all donations.
- Anyone can donate.
- Contact Philadelphia - 215-972-5170, Suburbs – 800-403-6806 or <https://www.peco.com/SiteCollectionDocuments/MEAF%20Form.pdf>



Participant was sent information saying her funds were running out. Percy explained that the funds do not run out. Some people report receiving scam letters from someone pretending to be PECO. Percy will connect with Participant through Nicole to review.

Action Items: N/A

8. Resources from our Community Partners/Carbon Monoxide Safety

Stephanie Hasanali, the Environmental Public Health Tracking Program Director presented information on the dangers of Carbon Monoxide and methods for staying safe.

Did you find that the carbon monoxide levels went up during the pandemic? We have not seen the numbers for 2021-2022 yet. It does make sense that they may have gone up.

Action Items: N/A

9. Open Forum

Jasmine discussed the post PAC survey will be sent out along with the meeting materials.

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. It is currently undergoing some updates but there are many resources on the site.

<https://www.keystonefirstchc.com/community/index.aspx>

There were no PAC member questions or topics presented during this time.

Action Items: N/A

10. Next Meeting

Jasmine announced that the fourth quarter PAC meeting for the Southeast zone will be held on Thursday, December 7, 2023. We will follow up with mail, phone calls and email. If you know anyone participant or provider that would like to join, please contact us.

11. Meeting Adjourned

Jasmine adjourned the meeting at 12:03 pm after all inquiries from the member were answered.