

Tuesday, March 5, 2024, 11:00 am
Virtual Meeting (Zoom)
Location (in-person): 1432 Wilkins Rd Erie, PA 16505

Chair: Ally Hindman
Co-Chair: Lori Delmonaco
Scribe: Kathleen Shiomos

1. Call to Order

Ally Hindman, Community Outreach Representative, called the meeting to order at 11:05am.

2. Welcome and Introductions

Ally welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Northwest zone and made introductions.

The group was reminded the members that they can contact Lori and Ally with any personal service-related questions, and they will help to connect them to their Service Coordinator.

Lori Delmonaco, Manager of Service Coordination welcomed the group and reviewed the agenda and presenters.

Meeting attendees introduced themselves and provided updates and information related to community events, initiatives, and provider updates.

Action Items: N/A

3. Health Education and Outreach Updates & Redetermination Reminder

Ally Hindman presented the health education and outreach updates for the Community Outreach Team. Ally presented the following:

- Community Outreach team activities
- Member Communications' mailing and web updates
- Opportunities to get involved in activities in the community.

Nicole Ragab, Manager of Community Outreach, provided an update on the unwinding of the Public Health Emergency (PHE), including the following action items:

- Participants should make sure their address and phone numbers are up to date with the Department of Human Services. They can update their information in the following ways:
 - Online via www.dhs.pa.gov/COMPASS
 - Through COMPASS mobile App: myCOMPASS PA
 - By phone at 1-877-395-8930 or in-person at the County Assistance Office.



- Participants should sign up for email and/or text alerts to be sure they are receiving the most up to date information. Participants can sign up for text alerts: www.dhs.pa.gov/TEXT and eNotices: www.dhs.pa.gov/COMPASS.
- Finally, Participants should complete their annual renewal forms in timely manner. Participants can complete their annual renewal forms in the following ways:
 - Online at www.dhs.pa.gov/COMPASS
 - Via mail o In-person at the County Assistance Office
 - Or via phone at 1-866-550-4355

Feedback:

A PAC member asked the following question after we discussed the upcoming Work-Ready Resource Fair. “Will there be career fairs throughout the state?” Ally replied, “We will be hosting participant engagement events throughout the state during the year. Once we plan those events, we will get that information to our PAC members.”

Action Items: N/A

4. CHC Programs & Updates/Empowering Health & Wellness in Home through Good Nutrition

Stacy Silver, Manager Healthcare Partnerships, Mom’s Meals, presented information on empowering health and wellness in the home through good nutrition.

Stacy presented the following:

- Life’s Essential 8
 - Health behaviors: Eating better, being more active, obtaining from tobacco, and getting healthy sleep.
 - Health factors: Managing weight, controlling cholesterol, managing blood sugar and blood pressure.
- Staying Nourished on a budget
- Community Support options for healthy nutrition
- Healthy snacking tips

Resources:

- Cindy Ceil – cindy.ceil@momsmeals.com
- Stacey Silver – stacey.silver@momsmeals.com
- <https://www.heart.org/en/>
- <https://www.eatright.org/>

Action Items: N/A

5. Resources from our Community Partners/ Statewide Coalition of Centers for Independent Living (CIL) Overview

Catherine Bogdanski, Statewide Coalition Project Coordinator, Statewide Coalition of Centers for Independent Living (CIL) presented information on CILs in Pennsylvania.



Catherine presented the following information:

- 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.
- Northwest PA Centers for Independent Living
 - Center for Independent Living South Central Pennsylvania (CIL SCPA) serving the following counties: Bedford, Blair, Cambria, Indiana, and Somerset
 - Disability Options Network (DON) serving the following counties: Allegheny, Armstrong, Beaver, Butler, Lawrence, and Westmoreland
 - Voices for Independence (VIF)/ Transitional Paths to Independent Living (TRPIL) serving the following counties: Fayette, Greene, Washington

Action Items: N/A

6. CHC Programs & Updates/ HCBS Waiver Spotlight: LTSS Benefit Guide & Employment Services

Nicole began the presentation by explaining that PAC meetings moving forward will include a HCBS “Waiver Spotlight”, which will highlight the 32 different LTSS/CHC benefits that are available to our Participants. In-person attendees received a copy of the benefits guide; the virtual audience will be provided copies as well.

Jennifer Ford-Bey, Manager LTSS Collaborative Services, presented information on LTSS benefits involving employment services including Benefits counseling, career assessments, employment skill development, job coaching and job finding.

Jennifer presented the following information:

- Employment Services are designed to support the Participant to live and work successfully in home and community-based settings, helping enable the Participant to integrate more fully into the community, and helping ensure the health, welfare, and safety of the Participant.
- Employment Services
 - Benefits counseling: informing and answering questions regarding employment and provides individualized assessment and information regarding available work incentives.
 - Career Assessment: helps identify career options based on interests and strengths.
 - Employment skills development: Provides learning and work experiences and develops 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 like 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.

Action Items: N/A



7. CHC Programs & Updates/ Quality- HCBS CAHPS Results

Marci Kramer, Director of Quality Management, provided information on the Home and Community -Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS).

Marci presented the following information:

- 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 included: 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 appointments.
- Interventions include Establishing internal multidisciplinary CAHPS Action work group, collaborating with service coordination and community outreach teams to provide tools and resources to advise participants of available alternatives for care, and the development and implementation of monthly Dental Committee meetings.

Action Items: N/A

8. CHC Programs & Updates/ 2024 Healthy Equity Goals

Anne Dodd, Health Equity & Quality Analyst presented the Healthy Equity Goals for 2024.

Anne Presented the following information:

- 2024 Health Equity Goals include:
 - 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 include:
 - Encourage Participants to report their Race, Ethnicity, and Language (REL) data to the Health Plan.
 - Give providers a toolkit to 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 with the goal to discuss 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.

Action Items: N/A

9. Open Forum

Ally 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.

Feedback:

A PAC member suggested that we create a form that people can take to hospital with them when they attend that outlines medication and emergency numbers. Ally will take feedback to service coordination team during post-PAC meeting to see if there is a way to implement that suggestion.



Action Items: N/A

10. Next Meeting

Ally announced that the second quarter PAC meeting for the Northwest zone will be held on, June 18, 2024.

11. Meeting Adjourned

Ally adjourned the meeting at 12:50 p.m.