

Thursday, March 7th, 2024, 11:00am

Virtual Meeting ([ZOOM info](#))

In-Person Location: 20 W Broad St Hazelton, PA 18201 (AmeriHealth Wellness and Opportunity Center)

Meeting Chair: Lori Delmonaco

Co-Chair: Nguyen Nguyen

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Nicole Ragab, Community Relations Representative called the meeting to order at 11:05 am.

2. Welcome and Introductions

Nguyen Nguyen, Community Relations Representative welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Northeast zone. The in-person group introduced themselves followed by those on-line. Lori Delmonaco welcomed the group and reviewed the agenda and presenters.

Action items: N/A

3. PAC Member Updates/Discussion

This is a hybrid meeting with options to join 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, Leigh Ann, Nguyen and Ally with any personal service-related questions, and they will help to connect them to their Service Coordinator (SC).

Action items: N/A

4. Health Education & Outreach/Updates & Redetermination Reminder

Nguyen presented the health education and outreach updates in the Northeast zone for the Community Outreach Team. The following was presented:

- Participant Newsletter March 2024
- Activities in Your Community:
 - Hazelton Wellness Center – 20 West Broad Street, Hazelton, PA 18201
 - 3/7- Participant Advisory Committee
 - Every Monday in March – Zumba with Angie
 - 3/14 – Diabetes Prevention by Weinberg FB & CEO
 - Mobile Wellness Unit
 - Link to Mobile Wellness Unit Calendar
https://www.amerihealthcaritaspa.com/community/mobile-wellness-center.aspx#start_date=2024-03-01
 - 3/30/24 Building Outreach Opportunities Spring Festival – Bradford PA
 - Community Resources
 - *Roads to Freedom CIL*, <https://www.facebook.com/RTFCIL>
24 East Third Street Williamsport, PA 17701



Northeast Participant Advisory Committee (PAC)

- *Anthracite Region CIL*, <https://anthracitecil.org/contact-arcil/>
8 West Broad St. Suite 228 Hazleton, PA 18201

Redetermination Reminder – Nicole Ragab presented the following to the group:

- Make sure address and phone are up to date via online www.dhs.pa.ove/COMPASS, mobile App: myCOMPASS PA, phone at 1-877-395-8930 or in person at County Assistance Office
- Sign up for alerts – at www.dhs.pa.gov/TEXT or eNotices at www.dhs.pa.gov/COMPASS
- Complete Renewal forms in timely manner at online www.dhs.pa.ove/COMPASS, on paper on in person at the County Assistance Office or via phone at 1-866-550-4355

Action items: N/A

5. Health Education & Outreach/ 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/>

Feedback

Participant RK asked, “Can you send out weekly recipes that are simple and easy for the audience to prepare to provide more variety for their diets?”

- Brian and Cindy responded that they would take this feedback and try to implement the suggestions for the future.

Action items: N/A

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

Catherine Bogdanski, Statewide Coalition Project Coordinator presented information on the Pennsylvania CILs.

- What are Centers for Independent Living?



Northeast Participant Advisory Committee (PAC)

- CILs are consumer controlled, community based, cross-disability, non-residential, non-profit agencies operated by people with disabilities, providing independent living services. (CILs are required to be staffed by >50% of people with disabilities).
- Provide peer support, information and referral services, individual and system advocacy, independent living skills training/transition.
- Northeast Region CILS
 - Anthracite CIL (AR CIL) -Serves Carbon, Schuylkill, and parts of Luzerne counties
 - Center for Independent Living of Central Pennsylvania (CIL CP) – Serves Juniata and Mifflin counties
 - MyCIL or Northeast PA Center for Independent Living (NEPA) –Serves Bradford, Columbia, Lackawanna, Luzerne, Monroe, Pike, Sullivan, Susquehanna, Wayne, and Wyoming counties
 - Road to Freedom CIL or CIL of North Central PA (RTF CIL)- Serves Centre, Clinton, Lycoming, Montour, Northumberland, Snyder, Tioga, and Union counties

Action items: N/A

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

Nicole started 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.

Lionel Waritay, Coordinator of Employment LTSS Services presented more on the employment services:

- Goals of Employment Services 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.
 - Provides individualized assessment and information regarding available work incentives.
 - Career Assessment
 - Help identify career options based on interests and strengths
 - Employment Skills Development
 - Provide learning and work experiences to 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. 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



8. CHC Programs & Updates/Quality—HCBS CAHPS Results

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

- NE - 4.1% 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 you 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 SNAP 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

Action items: N/A

9. CHC Programs & Updates/2024 Health Equity Goals

Anne Dodd, Health Equity & Quality Analyst presented on the 2024 Health Equity and Culturally and Linguistically Appropriate Services (CLAS) goals.

- 2024 Health Equity 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 to help Participants control their high blood pressure, with 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



10. Open Forum

The 2024 PAC meetings will be held in-person and ZOOM. 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 AmeriHealth Caritas Community HealthChoices website under the Community tab. It is currently undergoing some updates but there are many resources on the site. <https://www.amerihealthcaritaschc.com/community/index.aspx>

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.

Action items: N/A

11. Next Meeting

Ally announced that the 2024 second quarter PAC meeting for the Northeast zone will be held on June 6th, 2024. We will follow up with mail, phone calls and email.

Action items: N/A

12. Meeting Adjourned

Nicole adjourned the virtual meeting at 1:00 pm. At the in-person meeting, Participant BN was able to connect with his SC's supervisor, who was also at the meeting. In-person meeting adjourned at 1:25pm.

Action items: N/A