

Thursday, March 12<sup>th</sup>, 2024, 11:00am

Virtual Meeting ([ZOOM info](#))

In-Person Location: 600 Penn St, FL 3 Reading, PA 19602 (AmeriHealth Wellness and Opportunity Center)

*Meeting Chair: Carrie Wilcox*

*Co-Chair: Nguyen Nguyen*

*Meeting Scribe: Kathleen Shiomos*

## 1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 11:01 pm.

## 2. Welcome and Introductions

Nguyen Nguyen, Community Relations Representative welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Lehigh Capital zone. The in-person group introduced themselves followed by those on-line. PAC Member Updates/Discussion.

**Action items: N/A**

## 3. PAC Member Updates/Discussion

Carrie Wilcox welcomed the group and reviewed the agenda and presenters. 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.

**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
- Outreach Team Activities
  - 3/13 Capital Area Coalition on Homeless (CACH) – Harrisburg, PA
  - 3/15 – Dauphin County Community Support Group (CSP) – Harrisburg, PA
  - 5/6 - Lancaster Senior Games – Lancaster PA
  - 5/8 – 50+ Senior Expo – Lancaster PA
- Activities in Your Community:
  - Center for Independent Living of Central Pennsylvania <https://cilcp.org> 3211 North Front Street, Suite 100 Harrisburg, PA 17110
  - Center For Independent Living Opportunities, <https://cilopportunities.org> 127 W Market St Ste 100 York, PA 17401
  - Lehigh Valley Center for Independent Living, <https://lvcil.org> 713 North 13th Street Allentown, PA 18102



- Reading Wellness Center – 600 Penn Street, Reading PA 19601
  - 3/13 at 1:00 pm – Adult Dental Health Presentation
  - 3/14 at 1:00 pm - Diabetes Management Presentation
  - 3/15 at 12:30 pm – Smoking Cessation Presentation
  - 3/22 at 10:00 pm – Stop the Bleed of Fall Prevention
- Mobile Wellness Unit
  - 3/22 at 10:00 am – 25 ways to Wellness at the Hispanic Center of Lehigh Valley
  - <https://www.amerhealthcaritaspa.com/community/mobile-wellness-center.aspx>

*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](http://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](http://www.dhs.pa.gov/TEXT) or eNotices at [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS)
- Complete Renewal forms in timely manner at online [www.dhs.pa.ove/COMPASS](http://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](mailto:cindy.ceil@momsmeals.com)
  - Stacey Silver – [Stacey.silver@momsmeals.com](mailto:Stacey.silver@momsmeals.com)
  - Bryan Petkoff – [Bryan.Petkoff@momsmeals.com](mailto:Bryan.Petkoff@momsmeals.com)
- Resources
  - <https://www.heart.org/en/>
  - <https://www.eatright.org/>

### Feedback

*Participant GG asked, “Have you eaten any of the meals from Moms Meals or any of the other meal providers? Are you able to get probiotics form these meals?”*

- Brian Petkoff of Mom’s Meals responded that he has indeed eaten many of the home delivered meals that Mom’s Meals provide. He noted that each meal is made with balanced nutrition in mind. He noted that he will talk with any participants off-line regarding their personal needs/concerns.



Participant GG expressed that, “I need probiotics – many with complex medical conditions need high nutrition meals and I do not have access to these meals or foods.”

- Nguyen noted that SNAP benefits can be used to buy foods with pro- and pre-biotics. She offered to connect Participant GG to their SC to have a conversation about their dietary needs.

**Action items: N/A**

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

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

- What are Centers for Independent Living?
  - 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.
- Lehigh Capital CILs:
  - *Abilities in Motion (AIM)* – Berks
  - *Center for Independent Living Opportunities (CILO)* – Adams, Franklin, and York
  - *Center for Independent Living Central Pennsylvania (CILCP)* – Cumberland, Dauphin, and Perry
  - *Center for Independent Living South Central Pennsylvania (CIL SCPA)* – Fulton and Huntingdon
  - *Disability Empowerment center (DEC)*— Lancaster and Lebanon
  - *Lehigh Valley Center for Independent Living (LVCIL)* – Lehigh and Northampton
- 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](mailto:Catherinebogdanski@lvcil.org) or 610-770-9781 ext. 172

**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.

Jennifer Ford Bey, Manager of Collaborative 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.

#### Feedback

*A provider asked, “When talking about employment and HCBS are they monitoring or measuring those using HCBS to work, are they measuring the success. Using HCBS providers in the workplace?”*

- Jennifer explained, “There is an OPS report that measures each of the five employment benefits but not being tracked is if the participant is using other HCBS services while employed. “

#### Action items: N/A

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

Marci Kramer, Director of Quality Management

- LC - 3.1% 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



## Feedback

*A Provider asked, "If you did not meet the 86% what are the actual numbers?"*

- Marci noted that she will work with Nicole present the numbers at the following meeting and distribute the data to the group.

*Nursing Facility Participant Rep OF asked, "What does that mean...the question on the survey...I am aware of my Housing/Eviction/Foreclosure rights?"*

- Marci explained that every participant has housing rights. In the face of housing instability, the survey question asks if a participant understands/knows about the rights they have when they are facing eviction or foreclosure.

*A Provider asked, "Does the survey ask if a participant is free to go to work or has someone providing services to the participant?"*

- Marci responded that the survey does not go into this level of detail.

**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.

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

Nguyen 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

Nicole announced that the 2024 second quarter PAC meeting for the Lehigh Capital zone will be held in person June 11<sup>th</sup>, 2024, at the Reading Wellness Center. There will be the option to participate via zoom. We will follow up with mail, phone calls and email.

**Action items: N/A**

## 12. Meeting Adjourned

Nicole adjourned the virtual meeting at 1:05 pm after all inquiries from the member were answered. At the in-person meeting, Nursing Facility Participant Rep OF was able to connect to Nursing Facility SC Supervisor, Laurie to get answers to his specific questions regarding his wife's nursing facility transition. In-person meeting adjourned at 1:29pm

**Action items: N/A**