

Tuesday, 17, June and 11 am – 1 pm
Location (in-person): Community Engagement Center
622 North Homewood Ave, Pittsburgh, PA 15208
Location (virtual): [zoom info](#)

Chair: Nicole Burton
Co-Chair: Ally Hindman
Scribe: Kathleen Shiomos

1. Call to Order

Ally Hindman, Community Relations Representative for AmeriHealth Caritas Pennsylvania (ACP), called the second quarter Participant Advisory Committee (PAC) meeting for the SW zone to order at 11:05 am.

2. Welcome, Introductions, and Updates

Ally Hindman introduced the Community Outreach team for ACP CHC.

Meeting attendees introduced themselves either in person, virtually, or in the Zoom chat.

Ally Hindman completed the level setting for the meeting and reviewed the meeting agenda.

3. Health Education & Outreach Updates

Ally Hindman, Community Relations Representative, reviewed the health education and outreach updates for the NW, including:

- Last quarter's Community Outreach team activities
- Partners in the Community
- Upcoming Community Outreach team activities
- Activities in your Community
- Mobile Wellness & Opportunity Center information and calendar of events
- Participant Communications
- Participant Handbook

Resources:

- <https://www.amerihealthcaritaschc.com/participants/eng/health-wellness/newsletter.aspx>
- <https://www.amerihealthcaritaschc.com/participants/eng/participant-handbook.aspx>

Feedback: N/A

Next Steps: N/A



4. CHC Programs and Updates: 2024 Consumer Assessment of Healthcare Providers & Systems (CAHPS) Interventions

Marci, Director of Quality Management provided an overview of the CAHPS Survey and reviewed the 2024 survey intervention plans to address areas of improvement indicated by the 2024 CAHPS survey results.

The HCBS CAHPS Survey is a telephone only survey developed for measuring experience with the Medicaid HCBS delivered by providers, including Service Coordinators.

Feedback: *A Participant asked how they would identify themselves if they called for the survey.* Marci answered that the name of the vendor is Press Ganey and that it will come up as just a local number when they call Participants.

Next Steps: N/A

5. CHC Programs and Updates: SeniorLAW Center Partnership

Robert, Housing Program Manager, and Christian from SeniorLAW Center provided an overview of the SeniorLAW Center partnership benefitting ACP CHC Participants who are 60 and over. The goal of the program is to increase access to legal services for those with housing insecurities and improve the 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.

If you are a Homeowner, SeniorLAW Center can help if:

- You are at risk of losing your home because of mortgage/tax foreclosure risk, property tangled titles, deed transfers, or real estate and inheritance tax issues.
- You have unsafe housing or repair needs like home contractor fraud, property damage you are unable to repair on your own, or you are issued code violations by your local jurisdiction.
- You are experiencing utility issues like unlawful disconnection, dispute with agency over bills or repairs, or you've experienced a shutoff.

Resources:

- SeniorLAW Center Helpline: 1-833-546-3707 (TTY 711)
- <https://www.seniorlawcenter.org>

Feedback: N/A

Next Steps: N/A

6. Resources from our Community Partners: The Impact of Alzheimer's & Dementia in Our Community

Janey Cink from the Alzheimer's Association presented information on the impact of Alzheimer's & Dementia in our community. The mission of the Alzheimer's Association is to lead the way to end Alzheimer's and all other dementia by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support.

Janey Cink reviewed the following information:

- Populations at higher risk for Alzheimer's disease



- The impact of Alzheimer's disease on families
- The 10 warning signs of the disease
- The importance of early detection
- The current state of Alzheimer's and dementia treatments
- Suggestions for ways to take charge of your brain health

Resources:

- Alzheimer's Association 24/7 Helpline – 800-272-3900
- Free education and support – <https://www.alz.org>

Feedback: *A Participant asked how someone can get Alzheimer's?* Janey replied that there are many aspects that can lead to Alzheimer's and Dementia including family history, age, health, and lifestyle.

The Participant followed up by asking how we can help prevent Alzheimer's. Janey replied that a healthy diet is one way as well as brain health. Healthy habits may lower the risk and/or slow decline.

Next Steps: N/A

7. HCBS Waiver Services Spotlight: Pennsylvania Adult Day Services Association (PADSA) – Benefits of Adult Day Services

Vlada Rubarkh, from PADSA presented information on the benefits of Adult Day services. Adult Day Services are community-based centers designed to assist in meeting the complex medical, physical, social, and emotional needs of people with multiple functional limitations. Services are provided through an individualized care plan that integrates therapeutic, social, nursing, nutritional, and rehabilitative services. Centers are licensed by the PA Department of Aging and/or PA Department of Human Services and inspected annually. Participants interested in utilizing Adult Day Services should speak to their Service Coordinator.

Resources

- <https://www.padsa.org>
- <https://www.aging.pa.gov>

Feedback: N/A

8. Open Forum

Ally Hindman 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.

Ally extended a thank you to everyone who has participated in today's meeting and encouraged attendees to join the next meeting.

Feedback:

Participant was unable to obtain transportation to a medical appointment.

We will reach out to the Service Coordinator to help assist in obtaining transportation.



Next Steps: Ally Hindman followed up with the Service Coordination team to connect with the Participant and assist.

9. Next Meeting

The third quarter PAC meeting for the SW zone will be held on September 16, 2025. Ally Hindman will follow up with mail, phone calls and email reminders.

Today's attendees will receive a post-PAC follow-up email with the resources from today's meeting and a feedback survey. They are encouraged to complete the survey and return it to the Community Outreach team.

10. Meeting Adjourned

Ally Hindman adjourned the meeting at 12:43 pm after all inquiries from the Participants were addressed.