

Thursday, December 2nd, 2025, 11:00 am
Virtual Meeting (Zoom)
Location (in-person): 1432 Wilkins Rd Erie, PA 16505
Location (virtual): [zoom info](#)

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

1.Call to Order

Ally Hindman, Community Relations Representative for AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (CHC) called the fourth quarter Participant Advisory Committee (PAC) meeting for the Northwest Zone to order at 11:03am.

2.Welcome, Introductions, and Updates

Ally introduced the Community Outreach team as well as Tracy Brekke, Manager of Long-Term Services and Supports (LTSS) for ACP CHC'S Northwest Zone.

Nguyen Nguyen, Manager of Community Outreach introduced herself as the manager.

Meeting attendees introduced themselves either in person, virtually, or in the Zoom chat. Ally also introduced a satellite meeting that was taking place at LECOM Village Square (Erie).

Allison Hindman, Community Relations Representative, completed the level setting for the meeting and reviewed the meeting agenda.

3.Health Education & Outreach Activities

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

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

Resources:

- <https://www.amerihealthcaritaspa.com/community/mobile-wellness-center.aspx>
- <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: Winter Blues Signs and Symptoms of Seasonal Affective Disorder

Jennifer Ford-Bey, Manager of Collaborative Services presented information on Winter Blues – Signs and Symptoms of Seasonal Affective Disorder (SAD)

- Seasonal Affective Disorder (SAD) is a type of depression that comes and goes with the seasons and symptoms that last 4-5 months.
 - Symptoms include depression in a recurrent seasonal pattern, oversleeping, overeating, irritability, guilt, loss of pleasure in hobbies, fatigue, social withdrawal, etc.
 - Winter SAD should not be confused with Holiday Blues. Holiday Blues focuses on stress during a certain time of year or date which causes feelings of sadness or anxiety.
 - Diagnosis – symptoms of winter or summer pattern SAD, episodes occur during specified season for at least two consecutive years, depressive episodes are more frequent than at other times of the year.
 - Treatment – includes light therapy, Psychotherapy, Antidepressant medication and vitamin D.
 - Talk to your healthcare provider about the benefits and risks of treatment options

Resources:

- www.nami.org
- <https://www.nimh.nih.gov/health/topics/depression>
- <https://www.nimh.nih.gov/health/publications/tips-for-talking-with-your-health-care-provider>
- <https://www.nimh.nih.gov/health/publications/seasonal-affective-disorder>
- <https://www.nimh.nih.gov/health/trials>
- <https://www.warmline.org/>

Feedback: A PAC member asked if this information will be sent out following the PAC meeting.

Next Steps: Ally will send all presentations out following the meeting.

5. CHC Programs and Updates: Health Equity 2024 Program Evaluation

Jasmine Moore, Health Equity & Quality Analyst Health Equity (HE) presented on the 2024 Health Equity Program.

- The Health Equity and Culturally and Linguistically Appropriate Services (CLAS) CLAS program ACPA CHC establishes a planned approach to promote culturally responsive care and services to improve Health Care Disparities, Community Involvement, Provider of Network Cultural Responsiveness, and Assessment of Language Services.
- 2024 Goal include:
 - Improve CBP HEDIS rates for Black/African American Populations – partially met
 - Improve Hemoglobin A1c Control for Patients with Diabetes – partially met
 - Improve Participant self-reported Race Ethnicity and Language (REL) data - goal was met
 - Create a Service Coordination (SC) CBP Health Equity Council for African American/Black Participants – partially met



- Implement process for SCs to perform quarterly CBP care gap outreach – partially met

Feedback: N/A

Next Steps: N/A

6. CHC Programs and Updates: Quality- Flu Shot and Screening Reminders

Marci Kramer, Director of Quality Management, provided an overview of flu shot and breast cancer screening reminders. The presentation emphasized importance of screenings and how to make the visit as accessible as possible.

- Flu Shot
 - The Centers for Disease control and Prevention (CDC) recommend everyone over the age of 6 months receive the vaccine.
 - To prevent spreading germs, wash hands often, cough into the crook of your arm, do not touch your eyes, nose, or mouth
 - You can receive your flu shot or nasal flu vaccine from your doctor or a participating pharmacy. Speak with your doctor to make sure it is right for your situation
- Breast Cancer
 - Most common cancer in women
 - CDC recommends if you are ages of 40-49 talk to doctor about when you should receive screening and if you are age 50-74 you should have a screening mammogram every two years.
 - Women with disabilities - Let scheduling know you have specific needs. Talk with your doctor about your concerns.
 - Resources - CDC website <https://www.cdc.gov/right-to-know/php/campaign/index.html>

Feedback: N/A

Next Steps: N/A

7. Resources from our Community Partners: “Love Letters” for Cancer Screening

Jessica DiStefano from Genentech presented on their Love Letters for Cancer Screenings.

- Love Letters is a community screening campaign to address inequities and increase screening rates among Black and Hispanic women.
 - Covid disproportionately affects women of color.
 - In a national survey of adults with cancer during the COVID-19 pandemic, Black and Latinx respondents had 3 times the odds, compared to white respondents, of experiencing modifications in their cancer care and extensive cancer treatment delays
 - Black and Latina women have disproportionately low insurance coverage and personal barriers to healthcare
- Love Letters is a community cancer screening campaign directed towards Black and Latina women to address inequities and increase screening.
 - Created “by the community for the community” that uses letters from Black and Latina real people to loved ones lost to cancer or survivors
 - Latina and Black artists created original portraits in memory to in honor of the women the letter is addressing
 - Real stories create culturally relevant connections and break through barriers that may prevent screenings



- Interact with love letter – scan the QR code on the letter, poster, or other materials that will take you to cancer screening website, guidelines, and where you can get screening.

Resources:

- Love Letters Campaign video - <https://www.youtube.com/watch?v=RA5YEZ7luxU>
- <https://www.cancerscreenweek.org/resources.html#additional-screening-resources>
- <https://www.cancerscreenweek.org/resources.html>

Feedback: N/A

Next Steps: N/A

8. Open Forum

Ally encouraged any meeting attendees with specific questions related to the topics presented 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. 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>

Lisa Babo offered some information about Community Care Behavioral Health, if someone needs services please contact us via phone or check our website at <https://www.ccbh.com/Questions/Comments>

Feedback:

A PAC Member asked if AmeriHealth PA CHC does have an asthma program for our participants. The Service Coordination team was able to follow up with information regarding that

<https://www.amerihealthcaritaschc.com/participants/programs/care-coordination/asthma>

Next Steps: N/A

9. Next Meeting

Ally announced that 2026 first quarter PAC meeting for the Northwest zone will be held on March 3, 2026. We will follow up with mail, phone calls and email.

10. Meeting Adjourned

Ally adjourned the meeting at 12:15 pm.

**Internal Attendance (In-person= P, Virtual = V)**

Method of Participation	Internal Staff	Title
P	Nguyen N.	Manager, Community Outreach
V	Ally H.	Community Relations Rep
P	Fiorella S. T.	Community Relations Rep
V	Yolanda S.	Community Relations Rep
V	Nicole B.	Co-Chair/Manager SC
P	Donald A.	Service Coordinator
V	Jasmine M.	Health Equity/Quality Analyst
V	Marci K.	Director of Quality Management
V	Jennifer F.B.	Manager of BH/Collaborative Services
V	Bernadette J.	Service Coordinator
V	Deborah M.	Service Coordinator
V	Delia S.	Regulatory Affairs
V	Jennifer C.	Service Coordinator Supervisor
P	Kayla W.	Service Coordinator
V	Lea S.	Housing Coordinator
V	Melanie W.	BH Coordinator
V	Robert M.	Housing Program Manager
V	Shirelyanne W.	



External Attendance (In-person= P, Virtual = V, Member not present= M)

Method of Participation	Name	Title
P	JS	NF Participant
V	JD, AW	Genentech
M	JH	LTSS Provider
M	SW	PH, BH, DH Provider
M	SE	PH, BH, DH Provider
M	KM	LTSS Provider
M	NM	LTSS Participant
M	HK	LTSS Participant
M	LB	BH Provider
V	CB,RK,MS	OLTL
V	CC,KD	LTSS Provider
P	DK	NF Participant
P	DB	NF Participant
P	CL	NF Participant
P	LT	DH Provider
V	LF	LTSS Participant
V	LC	Community Organization
M	AO	Family Caregiver
M	SG	DCW