



Tuesday March 25th, 2025
Virtual Meeting (Zoom)
Location (in-person): 1929 W. 9th Street Chester, Pa
Location (virtual): [zoom info](#)

Chair: Selena Johnson
Co-Chair: Jasmine Moore
Scribe: Kathleen Shiomos

1. Call to Order

Nicole Ragab, Community Outreach Manager for Keystone First (KF) CHC called the first quarter Participant Advisory Committee (PAC) meeting for the Southeast zone to order at 11:02am.

2. Welcome, Introductions, and Updates

Nicole welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Southeast zone. Nicole welcomed the group and reviewed the agenda and presenters. This is an in-person and virtual meeting. Nicole and Selena Johnson are with the group at the Keystone First Wellness Center and Jasmine is in-person from the Aventura Prospect Nursing Facility.

Nicole performed the level set including a reminder not to share Personal Health Information (PHI) during the meeting. The group was reminded that they can contact Nicole, Jasmine, Ally, Nguyen, and Fiorella with any personal service-related questions, and they will help to connect them to their Service Coordinator. Selena reviewed the agenda for the meeting.

3. Health Education & Outreach Activities

Jasmine, Community Relations Representative reviewed the health education and outreach updates for the Southeast, 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
- Mobile Wellness & Opportunity Center information and calendar of events
- Participant Communications
- Participant Handbook

Resources:

- <https://www.amerhealthcaritaspa.com/community/wellness-center-hazleton.aspx>
- <https://www.amerhealthcaritaspa.com/community/mobile-wellness-center.aspx>
- <https://www.amerhealthcaritaschc.com/participants/eng/health-wellness/newsletter.aspx>
- <https://www.amerhealthcaritaschc.com/participants/eng/participant-handbook.aspx>

Feedback:

Southeast Zone Participant Advisory Committee (PAC)

PAC members asked questions about the mobile wellness unit and the accessibility of the vehicle such as the location, languages of the staff, and technology offered.

Nicole explained that the Mobile Wellness Unit information can be found on the Plan website:

<https://keystonefirstpa.com/community/index.aspx>.

Next Steps: The event calendar and the slides from the presentation will be sent out after the meeting to all attendees.

4. CHC Programs and Updates - Collaborative Services Overview and 2024 Review

Jennifer, Manager of Collaborative Services, provided an overview of the Collaborative Services department including 2024 accomplishments and 2025 goals. The Collaborative Services department includes the following:

- Behavioral Health
- Employment
- Housing
- Nursing Home Transition

Feedback: N/A

Next Steps: N/A

5. CHC Programs and Updates - 2024 Consumer Assessment of Healthcare Providers & Systems (CAHPS) Survey Results

Marci, Director of Quality Management provided an overview of the CAHPS Survey and reviewed the 2024 survey results, including planned interventions. 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 PAC member raised a concern about having the survey completed by phone due to an influx of scam calls. Another PAC member asked if there were questions on the survey related to transportation concerns.*

Next Steps: Marci explained that the survey is only available telephonically, and that decision is made at the federal level and cannot be changed by the health plan. Marci explained that the feedback collected today would be passed on to the state.

6. Resources from our Community Partners - Air Quality and Your Health

Michelle from the Pennsylvania Department of Health Division of Environmental Health Epidemiology presented information on the effects of air quality on your health which included information on outdoor versus indoor air quality, the health effects of air pollution, who is most at risk, the main sources of air pollution in Pennsylvania, and what people can do to stay safe from air pollution.

Resources:

- <https://www.airnow.gov/>

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- <https://www.epa.gov/sciencematters/do-it-yourself-air-cleaners-making-cleaner-air-more-accessible>
- [American Lung Association: Clean Air - https://www.lung.org/clean-air](https://www.lung.org/clean-air)
- [EPA: AirNow & Air Quality Index \(AQI\)](#)
- [EPA: Guide to Indoor Air Quality](#)
- [PA DOH: Air Quality Factsheet](#)
- [PA DOH: Air Quality Index Training](#)
- [PA DOH: Air Quality Resources for Schools](#)

Feedback:

PAC members appreciated the information on air quality and how the environment affects them and their families. They also appreciated being given quality tips on how they can improve air quality in their own homes on a budget.

PAC members discussed construction, utility/power plants, refineries, and dumping being an issue in many residential areas and causing pests and health concerns in children and the elderly population.

Michelle agreed and confirmed that there are other environmental air quality concerns in addition to what was covered in the presentation.

Next Steps: Michelle shared her contact information (dehe@pa.gov, c-mbotyriu@pa.gov) and offered the following additional resources after the conclusion of the meeting:

Resources:

- [Pennsylvania Department of Health Air Quality Fact Sheet](#)
- <https://www.pa.gov/agencies/health/programs/environmental-health.html>
- [Purple's air quality monitoring system](#)

7. HCBS Waiver Services Spotlight - Chore Services

Jennifer, Manager of Collaborative Services provided an overview of the newest Home and Community Based Services (HCBS) waiver service, chore services. Chore Services include heavy household chores which are needed to maintain the use of the home or provide a clean and safe environment. The services may be approved only when an unclean or cluttered living space impedes service delivery or increases the chances of injury from hazards. For individuals with hoarding disorders, these services are intended to be utilized with behavioral health services. The Participant must be actively engaged in behavioral health services or have been referred for a behavioral health consultation before Chore Services can be provided.

Feedback:

A PAC member expressed that this is a great service, especially for those individually that have challenges with hoarding and asked for more information as to how it can be accessed.

Jennifer stated that the service would be made available through Service Coordinator assessments for up to 40 hours a year per participant.

Next Steps: N/A

8. HCBS Waiver Services Spotlight - “Your Long-Term Services and Supports (LTSS) Benefits” Webpage Review

Nicole, Manager of Community Outreach Programs reviewed the “Your Benefits” portion of the KFCHC website. The “View your Long-Term Services and Supports” portion of the website has been added to provide additional information to those interested in learning about Long-Term Services and Supports, including Home and Community-Based Services.

Resources

- <https://www.amerihhealthcaritaschc.com/participants/eng/benefits/ltss.aspx>

Feedback: N/A

Next Steps: N/A

9. HCBS Waiver Services Spotlight - Participant Directed Services Video

Lauren, DCW Workforce Program Manager reviewed KF CHC’s plans to develop a participant-directed services video that will be shown to Participants as an educational tool. The video is currently in the development stage, but the plan is paying particular attention to the length of the video and making sure the video is available in multiple languages and with closed captioning. Lauren asked for feedback and recommendations on accessibility, format, and scope of the video.

Feedback:

A PAC member asked what language the video will be translated in.

Nicole explained that the video would be produced in English, would be available with subtitles, and would be translated at the request of the Participant into other requested languages.

Next Steps: N/A

10. Open Forum

Jasmine 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.

Nicole extended a thank you to everyone who participated in today’s meeting and encouraged attendees to join the next meeting.

Feedback: N/A

Next Steps: N/A

11. Next Meeting

The second quarter PAC meeting for the Southeast Zone will be held on June 24, 2025. Jasmine will follow up with mail, phone calls and email reminders.

Southeast Zone Participant Advisory Committee (PAC)

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

12. Meeting Adjourned

Nicole adjourned the meeting at 12:40PM after all inquiries from the Participants were addressed.