

Thursday, September 7, 2023, 3:00pm  
Virtual Meeting (Zoom)

*Meeting Chair: Lori Delmonaco*

*Co-Chair: Leigh Ann Wiedlich*

*Meeting Scribe: Nicole Ragab*

## 1. Call to Order

Nicole Ragab, Manager of Community Outreach, called the meeting to order at 3:05pm.

## 2. Welcome and Introductions

Nicole Ragab welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Northeast zone.

Leigh Ann completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. The group was reminded that they can contact Nicole, Ally, Jasmine, and Leigh Ann with any personal service-related questions, and they will help to connect them to their Service Coordinator.

Lori Delmonaco, Manager of Service Coordination, welcomed the group and reviewed the agenda and presenters.

## 3. CHC Programs & Updates/Participant Directed Services

Lori Delmonaco provided an overview of participant directed services and the self-directed model of care.

- The Service Coordination role in Self-Direct Model of Care:
  - Service Coordinator (SC) meets with Participant and completes the Comprehensive Need Assessment. This information is used by SC and Participant to review the eligible benefits to create the Person-Centered Service Plan (PSCP). When reviewing the Personal Assistance Services (PAS) the SC educates the Participant on agency and self-directed models of care.
  - When reviewing PAS services, the SC informs the Participant there are benefits to the self-directed plan including:
    - Being able to self-direct the employment of their Direct Care Worker (DCW),
    - Having greater influence and freedom over the development of their schedule and service delivery
    - Already has a caregiver that they want to formally hire as a DCW.
- Participant self-directed services is being discussed at all Participant Advisory Committee meetings in September 2023.
- There will be an article on Participant Self-directed services in the Participant Newsletter.

A PAC member requested a copy of the PowerPoint presentation. Nicole explained that it will be forwarded once internal authorization has been provided.



**Action Items: Nicole sent a copy of the Participant Self-Directed Services PowerPoint to the PAC Member.**

#### 4. CHC Programs & Updates/Quality Updates – Adult and HCBS CAHPS Survey

TK Dana, Manager Quality Management, presented information on the Adult and Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Surveys. The HCBS CAHPS survey occurs August through October and Press Ganey does 150 random telephone surveys. Question topics include SNAP Benefits, Dental Health, Composite measures include communication, transportation, personal safety, and planning activities. The state requested questions regarding Employment and mental health.

- 2022 What we did well: rating of specialist, personal doctor, and how well doctors communicate were all above the 85 percentiles.
- 2022 What we need to work on: getting needed care (50<sup>th</sup> percentile), rating of health plan (48<sup>th</sup> percentile), and customer service (10<sup>th</sup> percentile).

**Action items: N/A**

#### 5. CHC Programs & Updates/ 2022 HEDIS Disparity Report

Anne Dodd, Health Equity & Quality Analyst, presented the 2022 HEDIS Disparity Report.

The report assesses and provides analysis of AmeriHealth Caritas Pennsylvania Community HealthChoices (ACP CHC) Healthcare Effectiveness Data and Information Set (HEDIS)<sup>®</sup> results detailed by Participant's race, ethnicity, and language to identify and develop strategies to eliminate health disparities.

The following topics were presented:

- ACP CHC Measures
- Key Drivers of results (Disparities)
- Barriers Identified
- Opportunities for Improvements

**Action Items: N/A**

#### 6. CHC Programs & Updates/ Senior Law Center Partnership

Jennifer Ford-Bey, Manager LTSS Behavioral Health/Collaborative Services, presented program information on the Senior Law Center Partnership, a new program for Participants over the age of 60. The goal of the program is to increase access to legal services with housing insecurities and improving 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.

To qualify, Participants must be:

- Enrolled in PA *Community HealthChoices* – with AmeriHealth Caritas OR Keystone First CHC.
- Over the age of 60 years old (born in the year 1963 or earlier).
- Nursing Facility Clinically Eligible (NFCE) or Nursing Facility Ineligible (NFI).



- Current resident of the Commonwealth of Pennsylvania, and either a renter or homeowner.

Program services include:

- Education: Understanding tenant-landlord rights, lease/mortgage obligations, notices, etc.
- Limited representation: Representing client with third parties, in relation to their housing matter (i.e., landlord, housing agency, etc.)
- Advocacy: Improve poor conditions, increase access seek relief from agency on taxes, utilities, etc.
- Referrals: to appropriate legal agencies (in-person representation) or other resources.

**Action items: N/A**

## 7. Health Education & Outreach Activities/Creating Simple and Healthy Meals

Cindy Celi, Manager Healthcare Partnerships, presented information on creating simple and healthy meals. Cindy shared two videos that Mom's Meals recently produced to increase awareness and promote health and well-being in the home.

Video Links:

Grain breakfast bowl – <https://youtu.be/RFF3bS5qDcw> [youtu.be]

Steamy zucchini – <https://youtu.be/bhSSMPVBdIQ> [youtu.be]

Resources:

- Cindy Ceil – [cindy.ceil@momsmeals.com](mailto:cindy.ceil@momsmeals.com)
- <https://www.eatright.org/>
- [www.momsmeals.com/PA](http://www.momsmeals.com/PA)
- <https://www.fns.usda.gov>
- USDA National Hunger Hotline 1-856-348-6479

**Action Items: N/A**

## 8. Health Education and Outreach Updates

Leigh Ann Wiedlich presented the health education and outreach updates for the Community Outreach Team. Leigh Ann presented the following:

- Community Outreach team activities
- Member Communications' mailing and web updates
- Opportunities to get involved in activities in the community.

**Action Items: N/A**

## 9. Health Education & Outreach Updates/ PHE Unwinding & Redetermination

Nicole Ragab, Manager of Community Outreach, provided an update on the unwinding of the Public Health Emergency (PHE), including the following action items:

- Participants should make sure their address and phone numbers are up to date with the Department of Human Services. They can update their information in the following ways:



- Online via [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS)
  - Through COMPASS mobile App: myCOMPASS PA
  - By phone at 1-877-395-8930
  - or in-person at the County Assistance Office.
- Participants should sign up for email and/or text alerts to be sure they are receiving the most up to date information. Participants can sign up for text alerts: [www.dhs.pa.gov/TEXT](http://www.dhs.pa.gov/TEXT) and eNotices: [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS).
  - Finally, Participants should complete their annual renewal forms in a timely manner. Participants can complete their annual renewal forms in the following ways:
    - Online at [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS)
    - Via mail
    - In-person at the County Assistance Office
    - Or via phone at 1-866-550-4355

A PAC member commented that he had been on the COMPASS website many times and had difficulty updating his information. Nicole provided member with the appropriate phone number (1-877-395-8930).

**Action Items: Nicole communicated Participant concern to OLTL, and a workaround was provided to the Participant via their Service Coordinator.**

## 10. Resources from our Community Partners/LIHEAP

Leigh Ann Wiedlich, Community Relations Representative, presented program information on the Low-Income Household Energy Assistance Program (LIHEAP) including information about the grants, qualifications, and the LIHEAP Crisis program. Leigh Ann also discussed how to apply for these benefits and the guidelines around the income limits for qualification.

Resources:

- Statewide Toll-Free LIHEAP Hotline: 1-866-857-7095
- Luzerne County: Commission on Economic Opportunity 1-800-822-0359
- Wyoming County: Commission on Economic Opportunity 1-800-836-4090
- <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

**Action Items: N/A**

## 11. Resources from our Community Partners/Carbon Monoxide Safety

Susan Wood, from the Environmental Public Health Tracking Program, presented information on the dangers of Carbon Monoxide and methods for staying safe.

**Action Items: N/A**



## 12. Open Forum

Nicole 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.

A PAC member spoke about the Governor's 10-year plan. Member commented that agencies should provide greater compensation to their DCW staff to attract new associates.

Another PAC member agreed that agencies should pay DCW staff a competitive wage and benefits. Member stated it is difficult to get quality homecare when agency staff could get greater compensation at big-box stores. He shared that the agency staff strongly advocate on the behalf of their clients despite state budget items not being passed.

**Action Items: N/A**

## 13. Next Meeting

Leigh Ann announced that the fourth quarter PAC meeting for the Northeast zone will be held on Thursday, December 7, 2023.

## 14. Meeting Adjourned

Nicole adjourned the meeting at 4:40pm.