

Thursday, December 7, 2023, 10:30 am
Virtual Meeting (Zoom)

Meeting Chair: Ally Hindman

Co-Chair: Lori Delmonaco

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Ally Hindman, Community Relations Representative, called the meeting to order at 10:35am.

2. Welcome and Introductions

Ally welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Northwest zone and made introductions.

Ally completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. The group was reminded the members that they can contact Nicole, Jasmine, and Ally 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.

Action Items: N/A

3. Get to know us: Service Coordinator Introduction

Jennifer Croyle (Supervisor Service Coordination for the NW), Hannah DiStefano (Service Coordinator NW PA) and Lori Delmonaco provided information why they got into service coordination roles and their background in service coordination and human services.

4. CHC Programs & Updates/ Quality- Flu Vaccine and Screening Reminder

TK Dana, Manager of Quality Management provided updates on the flu vaccine and breast cancer screening reminders.

- Flu Shot
 - CHC recommends everyone over the age of 6 months receive the vaccine as well as speaking to your physician to make sure it is right for you.
 - Vaccines can be found your doctor's office or pharmacy.
- Breast Cancer
 - Breast cancer is the 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 ages 50-74 CDC recommend screenings mammogram every two years.
 - If a participant has disabilities or if a screening may be challenging- TK recommended scheduling know you have specific needs. Talk with your doctor about your concerns.



- Resources for presentation - CDC website:
<https://www.cdc.gov/ncbddd/disabilityandhealth/righttoknow/>

Action items: N/A

5. CHC Programs & Updates/ 2022 Program Evaluation

Anne Dodd, Health Equity & Quality Analyst presented the 2022 Program Evaluation everyone has a fair and just opportunity to be as healthy as possible and each individual experiences the world differently, requiring support in different ways.

- HECLAS – Health Equity Culturally and Linguistically Appropriate Services program establishes a planned approach to promote culturally responsive care and services to improve the following:
 - Health Care Disparities
 - Provider of Network Cultural Responsiveness
 - Community Involvement
 - Assessment of Language Services
- HEDIS Performance Measures by Race, Ethnicity, and Language (REL)
 - ACP CHC uses Healthcare Effectiveness Data and Information Set (HEDIS) to evaluate health measures by Race, Ethnicity, Language and Gender to determine if disparities between populations exist.
 - Different cultural groups may experience difficulty receiving services because of their ethnic customs, comprehending the need for services, or may not know certain benefits exists.
 - The measures reviewed are Controlling Blood Pressure, Diabetes measures and Adults’ Access to Preventive/Ambulatory Health Services.
 - Interventions are developed to address needs from the information collected the previous year and analyze the impact.

Feedback:

A PAC Member who utilizes both agency and self-directed models asked, “Is there have many requests for sign language?” Ann Dodd replied “Yes, and there are also services for the blind to transcribe “materials in braille.” PAC Member then asked, “What if there is an emergency?” Ann replied that she will confirm the information and update and provided information the information on language services and that can be requested by contacting member services at 1-888-991-7200 (TTY 1-888-987-5704).

Action Items: N/A

6. Health Education & Outreach Activities

Ally Hindman presented the health education and outreach updates for the Community Outreach Team. Ally 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



7. Health Education & Outreach Updates/ PHE Unwinding & Redetermination

Ally Hindman 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
 - 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 and eNotices: www.dhs.pa.gov/COMPASS.
- Finally, Participants should complete their annual renewal forms in timely manner. Participants can complete their annual renewal forms in the following ways:
 - Online at www.dhs.pa.gov/COMPASS
 - Via mail
 - In-person at the County Assistance Office
 - Or via phone at 1-866-550-4355

Action Items: N/A

8. Health Education & Outreach Updates/ 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:

- Overnight Oats - <https://www.youtube.com/watch?v=0wD52DorYuE>
- Southwestern Style loaded baked potato - [Heart friendly & low sodium loaded baked potato - YouTube](#)

Resources:

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

Action Items: N/A



9. Resources from our Community Partners/ Department of Health- Stay safe from Radon

Susan Wood, Environmental Public Health Tracking Program Outreach Coordinator presented information on the dangers of Radon and methods for staying safe.

Resources:

- <https://www.dep.pa.gov/Business/RadiationProtection/RadonDivision/Certification/Pages/ServicesDirectory.aspx>
- <https://www.cdc.gov/radon/index.html>
- <https://www.epa.gov/radon>
- <https://www.dep.pa.gov/Business/RadiationProtection/RadonDivision/Pages/Radon-in-the-home.aspx>
- <https://www.lung.org/clean-air/indoor-air/indoor-air-pollutants/radon>
- https://files.dep.state.pa.us/water/bsdw/DrinkingWaterManagement/PrivateWaterWells/zAccredited_Laboratories.pdf

Feedback:

A Pac Member asked, “What if a person does not have the resources for a test?” Susan replied with the following resources:

- American Lung Association may be able to provide testing. <https://www.lung.org/clean-air/indoor-air/indoor-air-pollutants/radon>
- The DEP has some resources and will help anyone with levels over 100.

Action Items: N/A

10. Resources from our Community Partners/LIHEAP

Ally Hindman presented program information on the Low-Income Household Energy Assistance Program (LIHEAP) including information about the grants, qualifications, and the LIHEAP Crisis program. Nicole 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. Open Forum

Ally 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. Ally also announced that the meetings will have an in-person option in 2024.



A PAC Member stated that, “Having a 10:30 meeting may be difficult for in-person meetings for people with disabilities due to transportation and travel time.” The community outreach department stated, “We were going look into moving the meeting back to 11:00 am but we can look at the time and possibly move this to an afternoon meeting.”

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. It is currently undergoing some updates but there are many resources on the site.

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

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Action Items: N/A

12. Next Meeting

Ally announced that the fourth quarter PAC meeting for the Northwest zone will be held on Thursday, March 5, 2024.

13. Meeting Adjourned

Ally adjourned the meeting at 12:07 p.m.