

Tuesday, June 16, 2026, 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 first quarter Participant Advisory Committee (PAC) meeting for the Northwest Zone to order at 11:05 am.

2. Welcome and Introductions

Ally introduced the Community Outreach team 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.

Nguyen 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: Participant announced Disability Pride PA celebrations are Erie on 7/7/26, Washington on 7/14/26, Pittsburgh on 9/26.

Next Steps: N/A



4. CHC Programs and Updates: HCBS CAHPS Survey Results and Improvement Plan

Marci Kramer, Director of Quality Management, presented an overview of the 2025 HCBS CAHPS Survey Results and Improvement Plan.

Key highlights included:

- Ten of the sixteen core survey measures exceeded the 86% goal.
- AmeriHealth Caritas continues to review complaints, surveys, and other data to identify opportunities for improvement.
- Ongoing training is being provided for all Service Coordinators.
- Updated talking points and monthly participant check-ins have been implemented.
- Weekly meetings are being held with MTM transportation providers.
- Additional Housing Coordinators have been added to support Participants.
- A partnership has been established with SeniorLAW Center.
- A dental texting campaign was launched to encourage annual dental visits.
- Behavioral Health Coordinators identify providers who offer services in multiple languages.

Feedback: A discussion occurred regarding the "Always Go into the Community" measure, which continues to score lower across all Managed Care Organizations. An Ad Hoc PAC meeting is being planned later this summer to discuss this topic further.

Next Steps: N/A

5. Resources from our Community Partners- Achieva Family Trust – Benefits Counseling

Matt Bailey from Achieva Family Trust presented information regarding Benefits Counseling services. Benefits Counseling helps individuals with disabilities understand how employment, increased wages, promotions, and work incentives may impact government benefits.

Benefits reviewed included:

- Supplemental Security Income (SSI)
- Social Security Disability Insurance (SSDI)
- Childhood Disability Benefit (CDB)
- Veterans Benefits
- Medical Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- HUD Housing
- Waiver Services

Feedback: N/A

Next Steps: N/A

6. HCBS Waiver Services Spotlight: Participant Directed Services

Lauren, Direct Care Workforce Program Manager, presented a Participant-Directed Services video.

Key points included:



- The English version of the video was played during the meeting.
- English and Spanish versions will be available on the Keystone First CHC website later this year.
- Additional translations will be available in Arabic, Haitian Creole, Russian, Nepali, and Mandarin Chinese.

Feedback: N/A

Next Steps: N/A

7. HCBS Waiver Services Spotlight: Carallel Caregiver Support Program

Suzy, Customer Success Specialist, presented Information regarding the Carallel Caregiver Support Program.

The program provides support for family caregivers of AmeriHealth Caritas Pennsylvania CHC LTSS Participants, including:

- One-on-one personalized coaching
- 24/7 companion app access
- Virtual support groups
- Educational webinars on caregiving topics

How to Receive Help:

- Call 1-877-870-5225
- Sign up through the Carallel caregiver portal.
- Participate in caregiver support groups and educational opportunities.

Feedback: PAC members discussed employment opportunities for young people with disabilities living in the community. They were informed that career counseling is a covered benefit and that referrals can be made to organizations such as OVR. Employment support may also help Participants pursue volunteer opportunities.

AmeriHealth Caritas' Employment Team can assist Participants with:

- Benefits counseling
- Career assessment
- Employment skills development
- Job finding
- Job coaching

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>

Feedback: N/A

Next Steps: N/A

9. Next Meeting

Ally announced that 2026 third quarter PAC meeting for the Northwest zone will be held on September 1, 2026. We will follow up with mail, phone calls, and email.

10. Meeting Adjourned

Ally adjourned the meeting at 12:47 pm.

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

Method of Participation	Name	Title
V	Nguyen N	Manager, Community Outreach
P	Ally H.	Community Relations Rep
V	Fiorella S. T.	Community Relations Rep
V	Yolanda S.	Community Relations Rep
V	Yasmine B	Community Relations Rep
P	Kayla W.	Service Coordinator
V	Marci K.	Director of Quality Management
V	Lauren C.	DCW Workforce Program Manager,
V	Robert M.	Housing Program Manager
V	Lea S.	Housing Coordinator
P	Jennifer C.	Service Coordination Supervisor
P	Debra M.	Service Coordinator Supervisor
P	Tim N	Service Coordinator
P	Haley M	Service Coordinator
	Melissa L	Service Coordinator

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

Method of Participation	Name	Title
P	JS	NF Participant
P	HP	NF Participant
P	MB	NF Participant
V	TM	LTSS Provider
P	JH	LTSS Provider
M	SW	PH, BH, DH Provider
M	MB	PH, BH, DH Provider
M	KM	LTSS Provider
M	NM	LTSS Participant
M	HK	LTSS Participant
M	LB	BH Provider
V	JW	Participant
P	AE	NF Participant
P	TP	NF Participant