

Tuesday, September 15, 2026, 11:00 am  
Virtual Meeting (Zoom)  
Location (in-person): 622 N Homewood Ave Pittsburgh, PA 15208  
Location (virtual): [zoom info](#)

*Chair: Ally Hindman*  
*Co-Chair: Nicole Burton*  
*Scribe: Fiorella Salas Toledo*

## 1. Call to Order

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

## 2. Welcome, Introductions, and Updates

Ally introduced the Community Outreach team as well as Nicole Burton, Manager of Long-Term Services and Supports (LTSS) for Southwest Zone and welcomed everyone to the meeting.

Meeting attendees introduced themselves either in person, virtually, or in the Zoom chat. Ally also introduced satellite meetings that were taking place at Twin Lakes Nursing and Rehabilitation.

Nguyen Nguyen, Community Outreach Manager, completed the level setting for the meeting and Ally, reviewed the meeting agenda.

### **Feedback:**

*Lori B., PAC Provider Member from Integrity HealthCare PA introduced herself and shared information about her organization and available services.*

*Lisa T., another PAC Provider Member from Link the Valley, introduced herself and discussed dental health services available in the community.*

*Kayla, a PAC Provider Member from the Health Department, shared information about the Community Health Assessment Survey. The 10-15 minute survey will help identify community priorities and guide funding, programs, and resources over the next five years. Survey materials and information will be shared with Service Coordinators and included in post-PAC communications to encourage participation.*

**Next Steps: N/A**

## 3. Health Education & Outreach Updates

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



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

**Feedback: N/A**

**Next Steps: N/A**

#### 4. CHC Programs & Update: Exercises to Help Lower Your Risk of Falling

Ally, Community Relations Representative, did an interactive presentation on different fall prevention exercises that Participants may do to lower their risks of falls. Ally gave the disclaimer that all Participants should consult with their doctor before beginning any new type of exercise. Below are the exercises Ally demonstrated for the group.

- **Exercises for People Who Can Stand Without Support**
  - **Sit-to-Stand Exercise**
    - Sit in a chair with feet flat on the floor
    - Move to the front of the chair and lean forward
    - Slowly stand up, then sit back down
    - Start with 5 repetitions and gradually work up to 15 repetitions as strength improves
  - **Weight Shifts**
    - Stand with feet hip-width apart
    - Shift weight to one side while lifting the opposite foot slightly off the floor
    - Hold the position as long as possible, up to 30 seconds
    - Repeat on the other side
    - Use a wall or countertop for support if needed
- **Seated Exercises**
  - **Knee Extensions**
    - Sit upright in a chair
    - Straighten one leg and raise the foot off the floor
    - Hold briefly, then lower
    - Repeat 5 times per leg
    - As strength improves, increase the hold to 10 counts or add light ankle weights
  - **Pillow Squeezes**
    - Sit upright with a pillow between your thighs
    - Squeeze the pillow using your inner thigh muscles
    - Hold for a count of 3, then relax
    - Repeat 5 times.

**Feedback:**

*Nguyen, Manager of Community Outreach noted that September is Fall Prevention Month, and encouraged Participants to check in with the Community Outreach team for more fall prevention resources.*

**Next Steps: N/A**



## 5. Home and Community Based Services (HCBS) Waiver Services Spotlight: Teleservices

Robert Malone, CHC Housing Program Manager, presented on Teleservices, as waiver services that HCBS Participants have access to receiving virtually in the CHC program.

There are 5 waiver services that are available to utilize in-person or via Teleservice.

- **Nutritional Counseling**
  - Connects the Participant to a Registered Dietician or Certified Nutrition Specialist to review all needs/preferences and provide guidance on nutritional needs.
- **Benefits Counseling**
  - This service is for Participants who are interested in employment but might be nervous about entering the workforce due to fear of losing benefits. Benefits Counseling provides Participants with the opportunity to sit with a benefits counselor, and review employment areas of interests, current income, how many hours a Participant can be employed and still be able to keep their services.
- **Cognitive Rehabilitation Therapy**
  - This service is designed to improve a Participant's cognitive functioning which can include attention, memory, language, or executive functions. It includes consultation, ongoing counseling, coaching/cueing, & training staff and/or family.
- **Behavior Therapy Services**
  - This is not a traditional Behavioral Health service, like those covered by our BH Managed Care Organization (MCO) Partners, but this rather focuses on behavior itself.
  - This service aims to improve functioning and independence with the goal of promoting inclusion in the community. It includes the development of a behavioral support plan, and training to family and/or staff.
- **Counseling Services**
  - This is also not a traditional Behavioral Health service, like those covered by our BH Managed Care Organization (MCO) Partners. Instead, it focuses is on resolving social conflicts and family issues to improve a Participant's personal relationships, communication, and positive support networks.
  - While may include family members, it is on behalf of the Participant and focuses on their needs.
- **Three Points to note with Teleservices**
  - A Participant can move from Teleservice to receiving the service in-person at any time; no new assessment would be needed.
  - Requests for services to be provided via this method can only be made by the Participant, meaning a Provider cannot request to provide the service via teleservice.
  - Participants should be aware of the Privacy Practices when utilizing these services. Utilizing online services has its own set of privacy practices the Providers will go over.



**Feedback:**

*A PAC Participant Member asked whether telehealth services would be available during the day, evening, or overnight hours. Rob explained that service availability would be determined by the individual provider. Nguyen encouraged Participants to discuss scheduling preferences with their Service Coordinator to help identify options that best meet their needs.*

**Next Steps: N/A**

## 6. 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.

Nguyen, Community Outreach Manager, extended a thank you to everyone who participated in today's meeting and encouraged attendees to join the next meeting.

**Feedback:**

*A PAC Participant Member shared that transportation continues to be a primary concern for Participants. One Participant shared ongoing issues with missed rides, lack of communication from transportation providers, and vehicles that were not appropriate for wheelchair use. Nguyen and Ally will share these concerns with Nicole Burton for follow-up with MTM.*

*The PAC Participant Member emphasized the importance of reliable transportation to support community involvement and independence.*

*Lisa T. from Link the Valley also discussed transportation challenges faced by individuals needing medical appointments and other services, particularly in rural communities. Opportunities for collaboration and transportation support resources were discussed, and Ally will follow up with Lisa regarding potential partnership opportunities.*

**Next Steps:** Follow up with Participant to share resources and concerns.

## 7. Next Meeting

The fourth quarter PAC meeting for the SW Zone will be held on Tuesday, December 15, 2026. Ally will follow up with mail, phone calls and email reminders.

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.

**Feedback: N/A**

**Next Steps: N/A**

## 8. Meeting Adjourned

Ally adjourned the meeting at 12:15 pm after all inquiries from the Participants were addressed.



**Feedback: N/A**

**Next Steps: N/A**

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

| Method of Participation | Name           | Title                          |
|-------------------------|----------------|--------------------------------|
| P                       | 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                       | Jasmin Botero  | Community Relations Rep        |
| V                       | Nicole B.      | Co-chair/Manager SC            |
| V                       | Hollie O.      | Service Coordinator Supervisor |
| V                       | Robert M.      | Housing Program Manager        |
| V                       | Lea S.         | Housing Coordinator            |
| V                       | Ashlee VD      | Behavioral Health Coordinator  |
| V                       | Kim D.         | Service Coordinator            |
| V                       | Colleen CM     | Service Coordinator Supervisor |

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

| Method of Participation | Name | Title               |
|-------------------------|------|---------------------|
| P                       | BJ   | Participant         |
| V                       | TM   | LTSS Provider       |
| V                       | LT   | LTSS Provider       |
| M                       | SW   | PH, BH, DH Provider |
| M                       | SE   | PH, BH, DH Provider |
| M                       | KM   | LTSS Provider       |
| V                       | MR   | LTSS Participant    |
| M                       | HK   | LTSS Participant    |
| M                       | LB   | BH Provider         |
| V                       | DP   | Community Partner   |
| V                       | CN   | NF Participant      |
| V                       | JG   | NF Participant      |
| V                       | WM   | NF Participant      |
| M                       | JC   | NF Participant      |
| M                       | SN   | NF Participant      |
| V                       | JB   | Community Partner   |
| V                       | LS   | Community Partner   |
| V                       | AK   | OLTL                |
| V                       | BS   | OLTL                |
| V                       | RK   | OLTL                |