



Tuesday, June 24th, 2025, 11:00 am
Virtual Meeting (Zoom)
Location (in-person): 1929 W 9th St. Chester, PA 19013
Location (virtual): [zoom info](#)

Chair: Yolanda Sample
Co-Chair: Selena Johnson
Scribe: Kathleen Shiomos

1. Call to Order

Yolanda, Community Relations Representative for Keystone First (KF) CHC called the second quarter Participant Advisory Committee (PAC) meeting for the Southeast zone to order at 11:02 am.

2. Welcome and Introductions

Yolanda, Community Relations Representative welcomed the group to the Participant Advisory Committee (PAC) and introduced herself as the new Community Relations Representative for the Southeast Zone. She also introduced the Community Outreach team that was present (Fiorella Salas Toledo- Community Relations Representative for the Northeast Zone and Nguyen Nguyen- Community Relations Representative for the Lehigh Capitol Zone.

Yolanda completed the level setting which included a reminder not to share Personal Health Information (PHI) during the meeting. The group was also informed that Participants can contact the Community Relations Representatives with any personal service-related questions, and they will help connect them to the appropriate Service Coordinator. Introductions were made by those in-person as well as virtually, and Selena reviewed the agenda with the group. Fiorella, Community Relations Representative, was responsible for running the technical portion of the meeting for those attending virtually. Yolanda also informed that there were Service Coordinators attending virtually with Participants from Liberty Pointe Nursing Facility in Doylestown, PA and Pottstown Skilled Nursing Facility in Pottstown, PA.

3. Health Education & Outreach Activities

Health Education & Outreach Updates – Yolanda, Community Relations Representative reviewed the health education and outreach updates for the Southeast zone, including:

- Outreach Team Activities
 - Driving Hunger Away During Ramadan (Sponsored by Senator Sharif Street and Philabundance)
 - Disability Resource Fair (Sponsored by State Representative Tim Brennan)- New Hope, PA
 - Third Annual Resource Day in the Community- Philadelphia, PA
 - Oldies But Goodies Spring Fling at Wilson Park- Philadelphia, PA
 - Disability Pride Philadelphia- Philadelphia, PA
 - 21st Annual Sugar Cane Festival- Philadelphia, PA



- Upcoming Outreach Team Activities
 - 6/25/25 – Vet Fest 2025 – Philadelphia City Hall
 - 7/25/25 – Pet Fair Philadelphia PA
 - 8/16/25 – Darby Summer Block Bash – Darby PA
 - 8/23/25 – Veteran’s Picnic – Philadelphia
 - 9/20/25 – Senior Prom – PHMC Philadelphia PA
- Chester Wellness Center – 1929 W 9th Street, Chester PA 19013
- Mobile Wellness and Opportunity Center - <https://www.keystonefirstpa.com/community/mobile-wellness-center.aspx>
- Participant Newsletter – 2025 <https://www.keystonefirstchc.com/Participants/eng/health-wellness/newsletter.aspx>
- Participant Handbook can be accessed online at <https://www.keystonefirstchc.com/Participants/eng/Participant-handbook.aspx>
- Resources
 - Center for Independent Living of Bucks County – 215-781-5070 - <https://buckscil.org/>
 - Center For independent Living of Philadelphia County: Liberty Resources - 215-634-2000 - <https://libertyresources.org/>
 - Disability Pride PA – opened an office in Liberty Resources space. <https://www.disabilitypridepa.org/>

Feedback:

A PAC Provider member asked if Liberty Resources in Chester County as well as Philadelphia and Delaware counties.

Liberty Resources is a Center for Independent Living serving individuals with disabilities in Philadelphia, Montgomery, Chester and Delaware counties.

Another PAC Provider member Does the Wellness Center accept donations?

Yes, there are many opportunities for donations at the Wellness Center. Community Relations will provide the group with information on the various events.

A PAC Provider member where can we find an event calendar?

We do not keep a centralized calendar due to continuous changes. The slides will be distributed, the Wellness Center and Mobile Wellness Unit Calendars are on the website, and we will send out the links.

They followed up by asking, does that mean accessing these slides is the only way to know what events you will do?

Additionally, you have access to the team, so if you contact us, we will let you know about the events we will be attending. We also do mailings for the events we are hosting and attending.



Next Steps: N/A

4. CHC Programs & Updates- 2024 Consumer Assessment of Healthcare Providers & Systems (CAHPS) Interventions

Marci, Director of Quality Management, provided an overview of the CAHPS Survey and reviewed the 2024 survey intervention plans to address areas of improvement indicated by the 2024 CAHPS survey results.

The HCBS CAHPS Survey is a telephone survey developed for measuring experience with the Medicaid HCBS delivered by providers, including Service Coordinators.

Feedback:

A PAC Participant member asked for additional information regarding “Chore Services” which was mentioned at a previous meeting.

This service is still being rolled out, and Service Coordinators will get additional training on it in the near future.

A PAC Participant members relayed issues with their transportation provider, noting that because they use a wheelchair, they often are not secure within the vehicles. They inquired if there is a section on the survey to relay such information

Marci responded that the survey does not look at those types of issues with transportation, but a complaint should be filed with the transportation company.

A PAC Participant member asked if there is concerned about funding cuts from this Administration impacting the HCBS network and the services provided?

Community Relations Rep responded that we will continue to monitor, and communicate changes as they come on a day to day basis.

A PAC Provider member expressed that most people with disabilities do not have a typical day. Most of your needs and hours are based on this discussion. Maybe ask, do you have a typical day? If not, ask, “tell me how your week goes?” This will give a better idea of how you use your services. Different levels of disabilities have different needs that may be daily or weekly, etc.

This is great feedback, and we will provide this information to the Service Coordination team.

Next Steps:

Relay all concerns and questions to the Service Coordination Team for appropriate follow-up.



5. CHC Programs and Updates: SeniorLAW Center Partnership

Robert Malone, KF CHC Housing Program Manager, and Jonathan Lopez of the SeniorLAW Center provided an overview of the SeniorLAW Center partnership benefiting KF CHC Participants who are 60 and over. 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 dedicated staff members to address KF CHC Participant's needs. If you are a Homeowner, SeniorLAW Center can help if:

- You are at risk of losing your home because of mortgage/tax foreclosure risk, property tangled titles, deed transfers, or real estate and inheritance tax issues.
- You have unsafe housing or repair needs like home contractor fraud, property damage you are unable to repair on your own, or you are issued code violations by your local jurisdiction.
- You are experiencing utility issues like unlawful disconnection, dispute with an agency over bills or repairs, or you've experienced a shutoff.
- **Resources:**
 - SeniorLAW Center Helpline: 1-833-546-3707 (TTY 711)
<https://www.SeniorLAWcenter.org>

Feedback:

Jonathan can be contacted at jlopez@SeniorLAWcenter.org

A PAC Participant member asked why there is not a program to assist permanently disabled homeowners facing housing issues?

Robert noted that there definitely should be an expansion of programs to help all those in CHC. Unfortunately, there is no support for this at the moment. SeniorLAW is looking into partnerships to help those with disabilities. PA Health Law is a great resource for the elderly and disabled.

A PAC Participant asked about the timeframe for a response to their call.

Robert noted that SeniorLAW has dedicated staff that only work with KF CHC which makes the turnaround fast. Typically, it takes about a week or so from the call to the meeting.

*SeniorLAW Center flyers were in the room for those in-person to take with them and will be emailed to the group.

Next Steps: N/A

6. Resources from our Community Partners: The Impact of Alzheimer's Disease and Dementia in Our Community

Katie from the Alzheimer's Association presented information on the impact of Alzheimer's & Dementia on our community. The mission of the Alzheimer's association is to lead the way to end Alzheimer's and all other



dementia by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support.

Katie reviewed the following information:

- Populations at higher risk for Alzheimer's disease
- The impact of Alzheimer's disease on families
- The 10 warning signs of the disease
- The importance of early detection
- The current state of Alzheimer's and dementia treatments
- Suggestions for ways to take charge of your brain health

- **Resources**
 - Alzheimer's 24/7 Helpline 800-272-3900
 - Free education and support – <https://www.alz.org>

Feedback:

A PAC Participant asked how someone gets Alzheimer's.

Katie responded that there are many aspects that can lead to Alzheimer's and Dementia including family history, age, health, and lifestyle.

A PAC Participant asked what helps prevent Alzheimer's?

Katie responded that a healthy diet is one way to help. Healthy habits may also lower the risk and/or slow decline.

Next Steps: N/A

7. HCBS Waiver Services Spotlight: Pennsylvania Adult Day Services Association (PADSA) – Benefits of Adult Day Services

Leslie, Executive Director from PADSA presented information on the benefits of Adult Day services. Adult Day Services are community-based centers designed to assist in meeting the complex medical, physical, social, and emotional needs of people with multiple functional limitations. Services are provided through an individualized care plan that integrates therapeutic, social, nursing, nutritional, and rehabilitative services. Centers are licensed by the PA Department of Aging and/or PA Department of Human Services and inspected annually. Participants interested in utilizing Adult Day Services should speak to their Service Coordinator.

Resources

- <https://www.padsa.org>
- <https://www.aging.pa.gov>

Feedback:



A PAC Provider member asked what happens if a Participant needs a respite worker but one is not available, is an adult day center available in that instance?

Leslie noted that Adult Day centers do not provide overnight care, but they are able to come during the day and do homecare at night. They also have relationships with facilities that can help with placing someone if they need a facility. Consumer resources about Adult Day Services – including a list of ways to introduce the idea of Adult Day will be sent to the group.

Next Steps: N/A

8. Open Forum

Yolanda encouraged any meeting attendees with specific questions related to the presentations or any concerns they may have, to bring them up at this time. She also extended a thank you to everyone who has participated in today's meeting and encouraged attendees to join the next meeting.

Feedback:

A PAC Participant member asked if there a list of services that the Keystone First CHC plan offers that Participants can look at?

Community Relations Rep noted that leadership is working on some projects to address this issue. In the meantime, we do have a road map of benefits and services document that we can get out to you that has a general overview of the different services available.

Attendees were encouraged to share upcoming events or resources. Resources that we share or are requested during PAC meetings will be sent to the group after the meeting. They will also be on the Keystone First Community HealthChoices website under the Community tab.

<https://www.keystonefirstchc.com/community/pac.aspx>.

The post PAC survey will be sent out along with the meeting materials.

9. Next Meeting

The third quarter PAC meeting for the Southeast Zone will be held on Tuesday, September 24th. Yolanda 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.

10. Meeting Adjourned

Yolanda adjourned the meeting at 1:13 pm after all inquiries from the Participants were addressed.