



Tuesday, December 18, 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 Sample, Community Relations Representative for Keystone First Community HealthChoices (CHC) called the meeting to order at 11:05 am.

2. Welcome and Introductions

Yolanda introduced the Community Outreach team as well as Selena Johnson, Manager of Long-Term Services and Supports (LTSS) for Keystone First CHC'S Southeast Zone.

Meeting attendees introduced themselves either in person, virtually, or in the Zoom chat. Fiorella also introduced a satellite meeting that was taking place at Pine View Healthcare and Rehabilitation Center (Broomall, PA).

Yolanda completed the level setting for the meeting. She and Selena reviewed the meeting agenda.

3. Health Education & Outreach Activities

Yolanda, Community Relations Representative reviewed the health education and outreach updates for the Southeast, 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:

- 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>

Feedback: N/A

Next Steps: N/A

4.CHC Programs & Updates: Quality- Winter Blues Signs and Symptoms of Seasonal Affective Disorder

Jennifer Ford-Bey, Manager of Collaborative Services presented information on Winter Blues – Signs and Symptoms of Seasonal Affective Disorder (SAD)

- Seasonal Affective Disorder (SAD):
 - A type of depression that comes and goes with the seasons.
 - Symptoms last 4-5 months and include oversleeping, overeating, irritability, guilt, loss of pleasure in hobbies, fatigue and social withdrawal.
 - Treatment includes light therapy, psychotherapy, antidepressant medication, and vitamin D.
 - Treatment options and the associated risks should be discussed with your healthcare provider.
- Resources:
 - www.nami.org
 - <https://www.nimh.nih.gov/health/topics/depression>
 - <https://www.nimh.nih.gov/health/publications/tips-for-talking-with-your-health-care-provider>
 - <https://www.nimh.nih.gov/health/publications/seasonal-affective-disorder>
 - <https://www.nimh.nih.gov/health/trials>
 - <https://www.warmline.org/>

Feedback:

A Participant commented that if they take a nap, when they wake up the lack of light disorients them, and they are unsure what day it is. Service Coordination will reach out to the Participant to discuss specific needs.

Next Steps: Yolanda will provide the flyer with this information to those in the room and will be sent to the virtual group as well.

5.CHC Programs and Updates: Health Equity 2024 Program Evaluation

Jasmine Moore, Health Equity and Quality Analyst presented information regarding the 2024 Health Equity program.

- The Health Equity and Culturally and Linguistically Appropriate Services (CLAS) program:
 - Keystone First CHC established a planned approach to promote culturally responsive care and services to improve Health Care Disparities, Community Involvement, Provider of Network Cultural Responsiveness and Assessment of Language Services.
- Keystone First CHC 2024 Goals and ratings were as follows:



- Improve CBP HEDIS rates for Black/African American Populations – partially met
- Improve Hemoglobin A1c Control for Patients with Diabetes – partially met
- Improve Participant self-reported Race Ethnicity and Language (REL) data - goal was met
- Create a Service Coordination (SC) CBP Health Equity Council for African American/Black Participants – partially met
- Implement process for Service Coordinators to perform quarterly CBP care gap outreach – partially met
- HEDIS Performance Measure by Race, Ethnicity and Language (REL):
 - Throughout the year, Keystone First CHC looks at certain health conditions and health care activities to ensure it is delivering the best care to our participants. This is done with HEDIS measurements that look at this information by REL to measure the health CAHPS Report.

Feedback:

A PAC Member asked what type of people are you describing when you say African American and Black? What group of people do you consider in the Black group? Jasmine M. replied that people with dark skin that are not African American for example someone from a Caribbean Island would be considered Black.

Another PAC Member asked if the presenter noticed a difference, or can you make a distinction from African American and those classified as Black in the numbers in the medical challenges? Jasmine noted that this is something they can further look into in the future.

Next Steps: Yolanda will send all presentations out following the meeting.

6. CHC Programs and Updates: Quality – Flu Shot and Screening Reminders

Shirleyanne Wharton Coordinator, Quality Improvement, Keystone First CHC discussed the benefits of flu shots and breast cancer screenings.

- Flu Shot
 - It is recommended everyone over the age of 6 months receive the vaccine.
 - You can receive your flu shot or nasal flu vaccine from your doctor or a participating pharmacy. Speak with your doctor to make sure it is right for your situation.
- Breast Cancer
 - CDC recommends if you are ages 40-49, talk to doctor about when you should receive screening. If you are ages 50-74, you should have a screening mammogram every two years.
 - Women with disabilities should let the scheduler know you have specific needs. Talk with your doctor about your concerns.
- Resources
 - <https://www.cdc.gov/right-to-know/php/campaign/index.html>
 - <https://www.cdc.gov/flu/vaccines/index.html>



Feedback:

A PAC Member asked why has the direction changed from having a mammogram once a year to every two years? Shirleyanne W. replied that we follow the recommendations from the CDC. Two years is the current recommendation. If there is an issue, usually your insurance will cover the service, but you must confirm with your healthcare provider.

A PAC Member asked what if you have a lump under your armpit? Would that be an issue related to breast cancer? Shirleyanne W. recommended checking with your doctor immediately so they can determine if you need a screening.

Next Steps: Yolanda will send all presentations out following the meeting.

7. Resources from our Community Partners: “Love Letters” for Cancer Screening

Jessica DiStefano from Genentech presented information on the Love Letters for cancer campaign.

- Genentech is partnering with ACS, Optum, and Stand Up to Cancer to launch a culturally and socially sensitive screening campaign to help change the trajectory of cancer rates for Black and Latina women.
- Love Letters is a community cancer screening campaign that addresses health disparities, inequities and promotes increase screening.
 - Love Letters educational resources are designed to be placed in community settings to encourage women to learn more about getting screened.
 - Latina and Black artists created original portraits in honor of the women who are survivors or have lost their battle to breast cancer.
 - Real stories create culturally relevant connections that break through barriers that may prevent screenings.
- Resources
 - Love Letters Campaign video - <https://www.youtube.com/watch?v=RA5YEZ7luxU>
 - <https://www.cancerscreenweek.org/resources.html#additional-screening-resources>
 - <https://www.cancerscreenweek.org/resources.html>

Feedback: N/A

Next Steps: Yolanda will send all presentations out following the meeting.

8. Open Forum

Yolanda encouraged meeting attendees with questions related to the topics presented or any concerns they may have, to bring them up at this time.

A PAC Member mentioned that Wider Circle has a free chair Zumba class. The information regarding the class will be sent to the PAC members.

Nguyen Nguyen, Community Outreach Manager stated that the PAC email thread can be used to provide information about events, or community updates. Information can be sent to the PAC email at any time, and we will send it out.



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

Feedback: N/A

Next Steps: N/A

9. Next Meeting

The first quarter PAC meeting for the Southeast zone will be held on March 24, 2026. 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 12:30 pm after all inquiries from the members were answered.



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

Method of Participation	Internal Staff	Title
P	Nguyen N.	Manager, Community Outreach
V	Ally H.	Community Relations Rep
P	Fiorella S. T.	Community Relations Rep
V	Yolanda S.	Community Relations Rep
V	Selena J.	Co-Chair/Manager SC
P	Kathleen S	Scribe
V	Jasmine M.	Health Equity/Quality Analyst
V	Marci K.	Director of Quality Management
P	Nacole L.	NF Service Coordination
V	Shirleyann W.	Quality Improvement Coordinator
V	Stephanie C.	Housing Coordinator
V	Lionel W.	Employment Coordinator



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

Method of Participation	Name	Title
P	JM	LTSS Provider
P	KR	LTSS Provider
P	JD, TB	Genetech
V	AH	LTSS Participant
V	CZ	LTSS Participant
M	KG	BH Provider
M	RX	BH Provider
P	SMN	NF Participant
P	YH	NF Participant
P	LF	LTSS Participant
P	JS	NF Participant
P	MS	OLTL
M	PS	LTSS Participant
M	MD	LTSS Participant
M	AN	Family Caregiver
M	JR	LTSS Participant
P	JH	NF Participant