



Tuesday, June 23, 2026, 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 11:10 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 and welcomed everyone to the meeting. Nguyen Nguyen, Community Outreach Manager, completed the level setting for the meeting and Selena reviewed the meeting agenda.

The meeting took place virtually, and in-person at the Keystone First Wellness and Opportunity Center (Chester, PA), Penn Asian Senior Services, Inc. (Philadelphia, PA), Wesley Enhanced Nursing Facility at Penny Pack Park and Chapel Manor Nursing Facility.

The information provided was translated into Korean, Vietnamese and Mandarin at the Penn Asian Senior Services Center.

## 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 9<sup>th</sup> Street, Chester PA 19013
- <https://www.keystonefirstpa.com/community/mobile-wellness-center.aspx>
- <https://www.keystonefirstchc.com/participants/eng/health-wellness/newsletter.aspx>
- <https://www.keystonefirstchc.com/participants/eng/participant-handbook.aspx>



**Feedback:**

If a community-based partner has an event, feel free to use the Keystone First CHC PAC distribution list to send the information out to the group. Also, if anyone would like more information about an event please contact the Community Outreach Team for details.

**Next Steps:**

Going forward, a hard copy of the Health Education and Outreach Activities presentation will be provided. We will work on having the presentation translated into different languages.

## 4. CHC Programs and Updates

Marci Kramer, Director of Quality Management, provided an overview of the 2025 CHC HCBS CAHPS survey results of the core measures and KF CHC's improvement actions. The results are based on calls made from August through October each year and this presentation highlighted those results.

- The Southeast Zone had 10 of 16 core survey measures that exceeded the 86% goal.
- An HCBS CAHPS Intervention Work Group continues to develop, implement, monitor, assess, review and update the Improvement Plan.
  - There are updated talking points for Service Coordinators as well as monthly check-in with participants.
  - A weekly MTM transportation provider meeting is held.
  - The number of Housing Coordinators has been increased to support participants.
  - Continued partnership with SeniorLAW Center
  - Dental texting campaign initiated to help participants schedule their yearly visits.
  - Behavioral Health (BH) Coordinators are working to find providers from each BH-MCO who can offer services in different languages.

**Feedback:**

*A PAC Member asked, "Can you provide information for those interested in enrolling in CHC but do not want to lose their home?"* Marci stated that our resources are dedicated to our CHC participants. However, if the person contacts SeniorLAW Center they may be able to help. We will also look for information available for those not currently enrolled in CHC.

*A PAC Member asked, "Where did the 86% goal come from?"* Marci replied that the goal was established by OLTL.

*A PAC Member asked, "Is the Mandt Crisis Prevention training mandatory?"* Marci stated Yes, this training along with Zero Suicide, Motivational Interviewing and Trauma-Informed Care training courses are required training each year for Service Coordinators.

*A PAC member reported that there have been issues with KF CHC providing information to the Participants in a timely manner. It seems like the Service Coordinators are receiving the requests a few days before the deadline.* Selena directed the Participant to notify the Service Coordinator, Service Coordinator Supervisor and/or Manager if it seems that the information is not received prior to the deadline.



A Provider PAC member asked, “Is there a way the Providers can have a list of the Service Coordinators and Supervisors for Providers? Marci suggested contacting the Participant Services or Provider lines and they can supply the name. Keystone First CHC does not publish a list because it is frequently updated.

**Next Steps:**

There will be a special Ad Hoc PAC meeting held later this summer to discuss issues preventing Participants from going into the community. The meeting will be hybrid and will allow participants across the state to share information and ideas.

## 5. Resources from our Community Partners- Achieva Family Trust

Matt Bailey, Benefits Supervisor and Training Specialist, presented information on benefits counseling and the benefits of work incentive planning.

- Achieve Family Trust provides benefits counseling as part of the Work Incentive Planning, assisting people with disabilities to have a better understanding of the benefits of employment, increased wages or promotions and how it affects government benefits.
- A Benefits Counselor will help you identify applicable work incentives and navigate work activity rules.
- Benefits to Consider When Working or Planning to Work
  - Supplemental Security Income (SSI)
  - Social Security Disability Insurance (SSDI)
  - Childhood Disability Benefit (CDB)
  - Veterans Benefits (Compensation & Pension)
  - Medical Assistance
  - Supplemental Nutrition Assistance Program (SNAP)
  - HUD Housing
  - Waiver Services

**Resources:**

- Matthew Bailey, Achieva Family Trust 412-995-5000 x33 mbailey@achieva.info

**Feedback:**

A PAC member asked, “Is this a statewide program?” Matt replied that benefits counseling is statewide.

A PAC member asked, “Are you able to answer questions about PA ABLE?” Matt responded that Achieva can help with any PA ABLE questions and help with navigating the process.

**Next Steps: N/A**

## 6. Resources from our Community Partners- Carallel Caregiver Support Program

Suzanne Nelson, Customer Success Specialist, presented on the personalized guidance and digital health tool used to identify caregivers and empower them to confidently manage the twists and turns of caregiving.

- Carallel provides support for any family caregiver supporting a Keystone First CHC Long-Term Services and Supports (LTSS) Participant



- Support includes:
  - One-on-one personalized coaching
  - 24/7 companion app access to tools, resources and support
  - Virtual Support Groups
  - Webinars on caregiving topics

#### **Resources:**

- Carallel telephone help line: 1-877-870-5225
- <https://app.carallel.com/customers/14b7184f-e9aa-4a14-b4de-9fd7b67118d8/sign-up>
- Join caregiver support groups and education events <https://carallel.com/article/caregiving-conversations/>  
<https://vimeo.com/801730153>

#### **Feedback:**

*A Provide PAC member asked, "Can this presentation be translated into major Asian languages?" Yolanda will send out the information and see if it can be translated to the most popular Asian languages.*

*A PAC member asked, "Is there a way to collaborate with the providers and MCO's to make sure the participant keeps eligibility?" PAC Chair Selena Johnson replied that the service coordination team has reports that show who is coming up for renewal or may become ineligible. The Service Coordinators reach out to these participants and help work through the process. Providers can also look in the PROMISE system for eligibility dates.*

*A Provider PAC member asked, "Are you hearing that eligibility may have to be renewed every six months?" Selena Johnson stated that Keystone First CHC is waiting to hear, but conversations are taking place in the event this happens.*

*A Provider PAC member asked, "What should Providers do if a person loses eligibility? Should they continue to provide services?" Selena Johnson stated that Providers should reach out to their Provider Services representative because this is a contractual issue, and we cannot speak to it.*

#### **Next Steps:**

Outreach Manager is working with Carallel representatives on translation of materials.

#### **7. HCBS Waiver Services Spotlight- Participant Directed Services**

Lauren Cottingham, Direct Care Workforce Program Manager, introduced a video providing an overview of one of our waiver services, Participant Directed Services. These services and supports are for Participants who want to direct their services, hire their own workers, and keep a budget for their services under Services My Way.

- English and Spanish versions of the video will be available on the Keystone First CHC website later this year.
- The video will be translated into Arabic, Haitian Creole, Russian, Nepali and Chinese Mandarin later this year.



### **Feedback:**

*A Provide PAC member asked, “Will the video be translated into any other Asian language? It would be helpful to have the video translated into Korean and Chinese”. Lauren stated that other languages may be a possibility.*

*A Provider PAC member stated It seems like the MCOs are cutting hours for budget purposes and limiting family members as paid caregivers. Is there a specific correlation between hours they have and the cuts that have been made? Lauren replied that the participant hours are determined by assessment of each individual participant and the specific situation and needs. Lauren and OLTL representative also stated that per the waiver – spouses, Power of Attorney (POAs), and representative payees are not allowed to be paid caregivers. All other family members can be paid caregivers. Outreach Manager added that the program will continue to stay committed to making sure that Participants receive all medically necessary services and urge the Participant, family, etc. need to make sure all the information on the service place is correct and up to date and that all relevant information is shared during assessments.*

*A Participant PAC member suggested if a Participant knows they have an assessment coming up, to go to their doctors’ appointments prior to the assessment and have the information ready for your assessment. Lauren stated that a Participant can request a copy of their Plan of Care (POC) at any time. If your POC is updated, you should receive a copy.*

### **Next Steps: N/A**

## **8. Open Forum**

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

Yolanda extended a thank you to everyone who took part in today’s meeting and encouraged attendees to join the next meeting.

## **9. Next Meeting**

Yolanda announced that the 2026 Third Quarter PAC meeting for the Southeast zone will be held on September 22, 2026. A follow-up will be done 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 1:05 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.                           |
| V                       | Fiorella S. T. | Community Relations Rep.                           |
| P                       | Yolanda S.     | Community Relations Rep.                           |
| P                       | Selena J.      | Co-chair/Manager SC                                |
| V                       | Jasmin B.      | Community Relations Rep.                           |
| P                       | Kathleen S.    | Scribe                                             |
| V                       | Yvette T.      | Regulatory Affairs Analyst                         |
| P                       | Robert M.      | Housing Program, Mgr.                              |
| V                       | Marci K.       | Dir. Quality Management                            |
| V                       | Laurie N.      | Nursing Facility Service Coordinator               |
| V                       | Vonique H.     | Mgr. LTSS PA CHC                                   |
| V                       | Lynn S.        | Mgr LTSS PA CHC                                    |
| V                       | Lionel W.      | Employment Coordinator, LTSS                       |
| V                       | Jenaya P.      | Nursing Facility Service Coordinator               |
| V                       | Maya S.        | Mgr., Community Outreach- Keystone First           |
| V.                      | Ashley V.      | Behavioral Health Coord-CHC Collaborative Services |
| V                       | Jenna S.       | Quality Performance Team Lead                      |
| V                       | Lauren C.      | DCW Workforce Program Mgr.                         |
| V                       | Chesley R.     | Mgr LTSS PA CHC                                    |



**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   | LTSS Provider          |
| V                       | AH   | LTSS Participant       |
| V                       | CW   | LTSS Participant       |
| V                       | NL   | NF Service Coordinator |
| V                       | KG   | FQHC-BH Provider       |
| V                       | RX   | FQHC-BH Provider       |
| V                       | DM   | NF Participant         |
| V                       | MC   | NF Participant         |
| V                       | AW   | NF Participant         |
| V                       | RB   | NF Participant         |
| V                       | BC   | NF Participant         |
| V                       | DR   | NF Participant         |
| V                       | GR   | NF Participant         |
| V                       | LF   | NF Participant         |
| V                       | DJ   | NF Participant         |
| V                       | KJ   | NF Participant         |
| V                       | SP   | NF Participant         |
| V                       | LS   | NF Participant         |
| P                       | DF   | NF Participant         |
| V                       | SW   | Participant            |
| V                       | AT   | Community Partner      |
| V                       | TT   | FQHC-Medical           |
| V                       | KS   | Presenter              |
| P                       | AT-H | Presenter              |
| V                       | IJ   | Participant            |
| V                       | LC   | Participant            |
| V                       | JG   | NF Participant         |
| V                       | RC   | NF Participant         |
| V                       | NM   | NF Participant         |
| V                       | AR   | NF Participant         |
| V                       | ME   | NF Participant         |
| V                       | GH   | NF Participant         |
| V                       | CT   | NF Participant         |
| V                       | JO   | NF Participant         |
| V                       | PC   | NF Participant         |
| V                       | BD   | NF Participant         |
| P                       | CO   | Participant            |



|   |      |                |
|---|------|----------------|
| P | KL   | Participant    |
| P | LJ   | Participant    |
| P | LY   | Participant    |
| P | OO   | Participant    |
| P | OB   | Participant    |
| P | PB   | Participant    |
| P | PB-J | Participant    |
| P | PJ-J | Participant    |
| P | PJ-O | Participant    |
| P | PK   | Participant    |
| P | SH   | Participant    |
| P | YK   | Participant    |
| P | KY-S | Participant    |
| P | KO-J | Participant    |
| P | CY-H | Participant    |
| P | LS-J | Participant    |
| P | LK-M | Participant    |
| P | SM   | Participant    |
| P | LN   | Participant    |
| P | SM-Y | Participant    |
| P | HM   | Participant    |
| P | NT   | Participant    |
| P | NB   | Participant    |
| P | ND   | Participant    |
| P | NL   | Participant    |
| P | NM-T | Participant    |
| P | NN   | Participant    |
| P | NP-V | Participant    |
| P | NT-V | Participant    |
| P | NT   | Participant    |
| P | TY   | Participant    |
| P | TJ   | Participant    |
| P | TS-T | Participant    |
| P | VH   | Participant    |
| P | LJ   | Participant    |
| P | GQ   | Participant    |
| P | LZ   | Participant    |
| P | AA   | Participant    |
| P | AD   | Participant    |
| P | SC   | FQHC (Medical) |
| P | IJ   | LTSS Provider  |
| V | CK   | LTSS Provider  |
| V | CL   | LTSS Provider  |



|   |    |               |
|---|----|---------------|
| V | RK | LTSS Provider |
| P | KC | LTSS Provider |
| V | CY | LTSS Provider |
| V | MB | Presenter     |