



Tuesday, September 22, 2026, 11:00 am
Virtual Meeting (Zoom)
Location (in-person): 1929 W. 9th Street Chester, PA 19013
Location (virtual): [zoom info](#)

Chair: Yolanda Sample
Co-Chair: Selena Johnson
Scribe: Allison Hindman

1. Call to Order

Yolanda Sample, Community Relations Representative for Keystone First Community HealthChoices (CHC) called the third quarter Participant Advisory Committee (PAC) meeting for the Southeast zone to order at 11:10 am.

2. Welcome, Introductions, and Updates

Yolanda introduced the Community Outreach team as well as Selena Johnson, Manager of Long-Term Services and Supports (LTSS) for Southeast Zone and welcomed everyone to the meeting.

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), and Suburban Woods Health and Rehabilitation Center. The information provided was translated into Korean, Vietnamese and Mandarin at the Penn Asian Senior Services Center.

Meeting attendees introduced themselves either in person, virtually, or in the Zoom chat. Yolanda also introduced satellite meetings that were taking place.

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

Feedback: N/A

Next Steps: N/A

3. Health Education & Outreach Updates

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

- Photos of 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
- Mobile Wellness & Opportunity Center information and calendar of events

Southeast Participant Advisory Committee (PAC)

- Participant Communications
- Participant Handbook

Resources:

- Chester Wellness Center – 1929 W 9th 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:

Nguyen mentioned the new community bulletin board that has been established by the Community Outreach team. Service Coordinators and those with access are encouraged to share the information with our Participants.

Service Coordinator Jeremiah Huggins asked if the presentation would be sent out via email. Yolanda stated that all presentations given during the PAC meeting would be emailed.

Nguyen also invited community partners to share their upcoming events with Yolanda.

A PAC member mentioned that someone from Keystone First comes and brings resources to the Center in the Park community events from time to time.

A PAC Provider Member from NAMI, highlighted NAMIWalks, the organization's largest annual fundraising event. The event will take place in October.

Next Steps: N/A

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

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

Southeast Participant Advisory Committee (PAC)

- 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.

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.

Feedback:

A PAC Participant Member mentioned that when doing the leg extensions, if you raise your opposite arm at the same time, it will help your balance and mobility.

Nguyen mentioned that September is Fall Prevention month and advised discussing fall prevention with the Service Coordinator and/or physician.

A PAC Participant Member mentioned that when bathing and getting dressed it is best to sit down and use grabbers when necessary.

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 five 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**

Southeast Participant Advisory Committee (PAC)

- 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 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 if Teleservice requests need to go to a Service Coordinator. Nguyen stated that the request should come from the Participant not the Provider. She further explained that the Participant does not need to ask their physician, but an assessment would be needed. Selena added that at any given time, you can request a trigger assessment to add or change services.

A PAC Participant Member asked about Behavioral and Cognitive Therapies and whether the normal 2–3-hour assessment is necessary. Selena explained that this would be a new service added, and they need to make sure that assessment properly aligns with the plan of care.

A PAC Participant Member expressed their concern about a reduction in personal assistance service hours if a service was added and a new assessment completed. Selena suggested that she have a conversation with her Service Coordinator. Nguyen also reminded that PAS is based on medical necessity, and Participants will receive the support that they need.

A PAC member asked for more information about the differences between Cognitive and Behavioral Therapies. Robert said he would follow up and get the specific information to the Participant.

Southeast Participant Advisory Committee (PAC)

Next Steps:

Robert will follow up and provide additional information on the differences between Cognitive and Behavioral Therapies.

6. Open Forum

Yolanda 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 brought up a concern about notifications from Keystone First CHC, where Participants are given a set time to respond with additional information. She stated that this was difficult to do especially when it can be hard to get information from their doctor's office to meet that deadline. She also expressed her frustration with the delay of mail and indicated that the correspondences when received do not have a date stamped.

Nguyen suggested that the PAC members alert the Community Outreach team when there is a delay and we can assist with the situation on the back end. Nguyen noted that their specific concerns will be escalated with CHC leadership.

A PAC Participant Member expressed concerns regarding dental services. Nguyen responded that there is a new Director of Provider Network Management and that they are working to expand dental care for Keystone First CHC Participants. They are also looking to do dental screening events in community outreach to fill in the gaps in care.

A PAC Participant Member asked if there would be cuts in services considering the upcoming changes in healthcare. Nguyen stated that there haven't been any cuts in services at this time.

Next Steps: N/A

7. Next Meeting

The fourth quarter PAC meeting for the Southeast Zone will be held on Thursday, December 18, 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.

Feedback: N/A

Next Steps: N/A

Southeast Participant Advisory Committee (PAC)

8. Meeting Adjourned

Yolanda adjourned the meeting at 12:25pm after all inquiries from the Participants were addressed.

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.
V	Selena J.	Co-chair/Manager SC
V	Jasmin B.	Community Relations Rep.
V	Jennifer S.	Nursing Facility Service Coordinator
V	Jess W.	Director Regulatory Affairs
V	Robert M.	Housing Program, Mgr.
V	Lynn S.	Mgr LTSS PA CHC
V	Lionel W.	Employment Coordinator, LTSS
V	Maya S.	Mgr., Community Outreach- Keystone First
V	Kerri. Z	Dir Service Coord LTSS

Southeast Participant Advisory Committee (PAC)

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

Method of Participation	Attendee	Title
P	AH	LTSS Participant
V	CW	LTSS Participant
V	CY	LTSS Provider
M	KG	FQHC-BH Provider
M	RX	FQHC-BH Provider
V	SW	Participant
V	AT	Community Partner
M	TT	FQHC-Medical
V	AD	Participant
V	IJ	Participant
V	LC	Participant
V	CO	Participant
V	KL	Participant
V	LJ	Participant
V	LY	Participant
V	OO	Participant
V	OB	Participant
V	PB	Participant
V	PB-J	Participant
V	PJ-J	Participant
V	PJ-O	Participant
V	PK	Participant
V	SH	Participant
V	YK	Participant
V	KY-S	Participant
V	KO-J	Participant
V	CY-H	Participant
V	LS-J	Participant
V	LK-M	Participant
V	SM	Participant
V	LN	Participant
V	SM-Y	Participant
V	HM	Participant
V	NT	Participant
V	NB	Participant
V	ND	Participant
V	NL	Participant
V	NM-T	Participant
V	NN	Participant
V	NP-V	Participant
V	NT-V	Participant

Southeast Participant Advisory Committee (PAC)

V	NT	Participant
V	TY	Participant
V	TJ	Participant
V	TS-T	Participant
V	VH	Participant
V	LJ	Participant
V	GQ	Participant
V	LZ	Participant
V	AA	Participant
V	AD	Participant
V	SC	FQHC (Medical)
V	IJ	LTSS Provider
V	CK	LTSS Provider
V	CL	LTSS Provider
V	RK	LTSS Provider
V	KC	LTSS Provider
V	CY	LTSS Provider
V	CZ	Participant
V	AK	OLTL
V	BS	OLTL
V	RK	OLTL