

Friday, December 16, 2022, 10:30-11:30 am
Virtual Meeting (Zoom)

Meeting Chair: Nicole Ragab

Meeting Co-Chair: Rasheedah Haynes

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 10:32am.

2. Welcome and Introductions

Nicole welcomed the group to the fourth quarter Participant Advisory Committee (PAC) meeting for the Southeast zone and reviewed the agenda for the meeting. Nicole introduced Ally Hindman and Jasmine Moore, both new Community Relations Representatives, to the group. Nicole also introduced Rasheedah Haynes, Manager LTSS PA CHC and thanked her for attending the meeting to represent the Service Coordination department. Ally completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. Ally reminded the members that they can contact her with any personal service-related questions, and she will help to connect them to their Service Coordinator.

3. New Business/Updates: Quality

Erica Perry, Supervisor, Quality Management, provided Quality Department updates including a reminder about flu shots, an explanation of diabetes, information related to RSV (Respiratory syncytial virus), and some insight into helping with seasonal depression “winter blues”. See details below:

- Getting a flu shot is a safe and effective way to protect yourself and your family this flu season.

Diabetes

- According to the American Diabetes Association and Centers for Disease Control and Prevention, more than 30 million Americans, or approximately 10 percent of the nation’s population, have diabetes.
- Managing blood sugar levels within your target range has a direct correlation to all other diabetes-related conditions as well.

RSV (Respiratory syncytial virus):

- Per the CDC, RSV is a common respiratory virus that usually causes mild, cold-like symptoms. Most people recover in a week or two, but RSV can be serious, especially for infants and older adults.
- RSV infection symptoms can range anywhere from mild cold-like symptoms including runny nose, sore throat, cough, and headache. But can sometimes lead to serious conditions such as:
- RSV infection symptoms can range anywhere from mild cold-like symptoms including runny nose, sore throat, cough, and headache.



Tips for stopping the spread of germs and illness this winter:

- Protect yourself and loved ones by washing your hands often with soap and water for 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands. Avoid close contact, such as kissing, and sharing cups or eating utensils with people who have cold-like symptoms.
- Cover your mouth and nose with a tissue when coughing or sneezing. Throw the tissue in the trash afterward.
- Clean and disinfect surfaces that people frequently touch, such as doorknobs.
- If possible, stay home from work, school, and public areas when you are sick. This will help protect others from catching your illness.

Winter Blues: in the winter months and it's harder to get out and about. Jessica provided some activities that can help you overcome the Winter Blues:

- Participating in public activities and programs
- Volunteering in your community
- Staying active
- Spending time with family and friends

Feedback:

PAC Member asked if it was possible for people with diabetes to get their numbers down and no longer have diabetes? Bryan Petkoff (Mom's Meals Dietitian) offered some insight. Bryan explained that Diabetes is not reversible- but can be managed or maintained. The best way to achieve that is getting back to the fundamentals of eating and nutrition education.

4. Service Coordinator Corner: Updates and Reminders

Nicole Ragab, presented Service Coordination department updates and reminders including the following:

- The person-centered approach to participant care
- An overview of the Collaborative services and teams.
- An overview of Care Transitions
- Guidelines for participant visits in the community
- Service Coordinator safety measures

Feedback:

PAC Member had a comment around transportation. She asked if KFCHC was aware that the Medical Assistance Transportation Program (MATP) is having a problem with call-offs and some vehicles they send are not always accessible or equipped with wheelchair access and some of the subcontractors do not do door-to-door service and don't help participants into the home.



PAC Member called state representative and explained how he had issues with his transportation and mentioned that that helped fix his issues with transportation.

Nicole thanked both PAC Members for their comments and contribution to the conversation.

Action Items: Nicole communicated information related to both Participant concerns to Jessica Wilkerson, Manager Regulatory Affairs, to address OLTL inquiry.

5. New Business/Updates: Pennsylvania Association of Area Agencies on Aging-Behavioral Health Presentation

Lynn Cooper, Behavioral Health Policy Specialist for the Pennsylvania Association of Area Agencies on Aging (P4A), provided a presentation on the current state of mental and behavioral health and support for older adults in Pennsylvania. The presentation includes an overview of Pennsylvania's network of Area Agencies on Aging (AAA) and the role they play in the care of older adults. Many older adults have minimal access to mental health and substance use disorder services for a variety of reasons, including:

- Stigma
- Biases
- Denial
- Lack of knowledge/education
- Staffing shortages
- Medicare
- Limited funding
- Personal financial limitations
- Regulatory barriers

Lynn also explained that P4A is involved in the development of initiatives designed to improve and increase access to mental health and substance use disorder services in the community, designed to meet older adults where they are.

Feedback:

PAC Member thanked the presenter and commented that they volunteer weekly at local community center teaching a class to elders. PAC member asked if there are any resources for providers to identify warning signs for mental health issues/concerns?

Lynn explained, yes, P4A has a grant from PA Department of Aging and they are working in five counties to hire behavioral health coordinators that will train staff and contractors in Mental Health First Aid. Each Area Agency on Aging also has some flyers on warning signs of mental health first aid.

PAC Member thanked the presenter and commented that addressing mental health helps combat stigma. PAC Member also explained that for many people, having physical illnesses can lead to depression.

Lynn explained there are many resources for mental health through the Area Agency on Aging and they also offer a variety of services as well.



Action Items: N/A

6. Community Outreach Update: LIHEAP and Post PAC Survey

Allison Hindman presented on the Low-Income Home Energy Assistance Program (LIHEAP) . Including information about the grants, qualifications, and the LIHEAP Crisis program. Nicole also discussed how to apply for these benefits and the guidelines around the income limits for qualification.

Resources:

Statewide Toll-Free LIHEAP Hotline: 1-866-857-7095

Assistance with home heating crisis situations is available 24 hours a day through your County Assistance Office.

<https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

Nicole also informed meeting participants about the Post PAC Survey and showed the survey and asked for feedback to help improve upcoming Participant Advisory Committee (PAC) meetings.

Action Items: N/A

7. Open Forum

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

Action Items: N/A

8. Next Meeting

Nicole announced that the fourth quarter PAC meeting for the Southeast zone will be held on March 16, 2023, at 10:30 am.

9. Meeting Adjourned

Nicole adjourned the meeting at 12:05 pm after all inquiries from the member were addressed.