

Northeast Participant Advisory Committee (PAC)

Thursday, June 12th, 2025, 11 am

Virtual Meeting (Zoom)

Location (in-person): 20 W. Broad St , Hazelton, PA 18201

Location (virtual): [zoom info](#)

Chair: Fiorella Salas Toledo

Co-Chair: Lori Delmonaco

Scribe: Kathleen Shiomos

1. Call to Order

Fiorella Salas Toledo, Community Relations Representative for AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (CHC) called the second quarter Participant Advisory Committee (PAC) meeting for the Northeast zone to order at 11:03 am.

2. Welcome, Introductions, and Updates

Fiorella introduced the Community Outreach team as well as Lori Delmonaco, Manager of Long-Term Services and Supports (LTSS) for ACP CHC'S Northeast Zone.

Meeting attendees introduced themselves either in-person, virtually, or in the Zoom chat. Fiorella also introduced two satellite meetings that were taking place at Edenbrook North Skilled Nursing Facility (Williamsport, Pa) and Shamokin Housing Authority (Shamokin, Pa)

Allison Hindman, Community Relations Representative, completed the level setting for the meeting and reviewed the meeting agenda.

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella Salas Toledo (Community Relations Representative).*

3. Health Education & Outreach Updates

Fiorella, Community Relations Representative reviewed the health education and outreach updates for the Northeast, 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:

- <https://www.amerihealthcaritaspenn.com/community/wellness-center-hazleton.aspx>
- <https://www.amerihealthcaritaspenn.com/participants/eng/health-wellness/newsletter.aspx>
- <https://www.amerihealthcaritaspenn.com/participants/eng/participant-handbook.aspx>

Feedback: N/A

Next Steps: N/A

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4. CHC Programs and 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 member asked if the survey can be done in multiple calls for those who cannot do the full 30 minutes at one time. Marci responded that Participant could call the vendor, Press Ganey, to set up times for them to take the survey. Marci is unsure if the survey can be taken at a different time.

Next Steps: Fiorella will follow up with PAC members.

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5. CHC Programs and Updates: SeniorLAW Center Partnership

Robert, Housing Program Manager, and Christian from SeniorLAW Center provided an overview of the SeniorLAW Center partnership benefitting AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (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 a dedicated staff to address AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (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: A PAC member asked if this service is free. Robert responded yes; it is free to the AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (CHC) participants.

Next Steps: Fiorella provided the SeniorLAW Center flyers in the room for those in-person to take with them. For those virtually, this will be provided via email.

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

Katherine Kearney from the Alzheimer's Association presented information on the impact of Alzheimer's & Dementia in 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.

Katherine 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 Association 24/7 Helpline – 800-272-3900
- Free education and support – <https://www.alz.org>

Feedback: A PAC member asked why are Black and Hispanic people more likely to have Alzheimer's disease? Katherine explained there is no answer yet, but they are trying to figure it out.

A PAC member commented that I have never heard about protecting your head. PAC member proceeded to ask if the injury happens early in life, could it still affect or cause Alzheimer's?

Katherine responded yes; any traumatic head injury may affect Alzheimer's.

A PAC member asked about the relationship between the inability to swallow and Alzheimer's.



Katherine commented that June is Dysphagia Awareness Month. Dysphagia, or difficulty swallowing, affects 15 million adults and can often be an issue with people diagnosed with Alzheimer's Disease.

Next Steps: N/A

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

Leslie Gilman 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 member asked if they could show how to use the tool to find a Adult Day Service? Leslie mentioned she will go over the demote shown on the screen for those in the Hazelton Wellness Center.

Next Steps: Fiorella commented handouts will be provided to those in the room and will be sent to the group as well. Fiorella followed up with PAC members requesting the link: <https://www.padsa.org/provider/>.

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8. Open Forum

Fiorella 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.

Nicole 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

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella Salas Toledo (Community Relations Representative).*



9. Next Meeting

The third quarter PAC meeting for the Northeast zone will be held on September 4th, 2025. Fiorella 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.

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10. Meeting Adjourned

Fiorella adjourned the meeting at 12:39 pm after all inquiries from the Participants were addressed.