

Chair: Lori Delmonaco
Co-Chair: Fiorella Salas Toledo
Scribe: Kathleen Shiomos
Date: Thursday, September 5, 2024

Location (in-person):
20 W Broad St, Hazleton, PA 18201
Location (virtual): [zoom info](#)
Time: 11:00am-1:00pm

1. Call to Order

Fiorella Salas Toledo, Community Relations Representative called the meeting to order at 11:03 am.

2. Welcome and Introductions

Fiorella welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Northeast zone. Fiorella introduced herself, in English and Spanish, as the new Community Outreach Representative for the Northeast region. Ally Hindman welcomed the group and reviewed the agenda and presenters, followed by Fiorella's review of the agenda and presenters in Spanish.

Action items: N/A

3. PAC Member Updates/Discussion

The in-person group introduced themselves followed by those attending virtually. Fiorella completed the level setting, including a reminder not to share Personal Health Information (PHI) during the meeting. Fiorella reminded the PAC members that they can contact Nicole, Jasmine, Ally, Nguyen, and Fiorella with any personal service-related questions, and they will help to connect them to their Service Coordinator.

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella Salas Toledo.*

Action items: N/A

4. Health Education & Outreach Activities

Fiorella presented the Community Outreach Team's health education and outreach updates in English and Spanish. Fiorella presented the following:

- Participant Newsletter 2nd Edition 2024
 - Fiorella reminded the group that the Participant Newsletters will not be mailed out anymore but will be available as a digital copy. Physical copies can be made available to any Participant who requests them.
 - Link to newsletter: <https://www.amerhealthcaritaschc.com/participants/eng/health-wellness/newsletter.aspx>
- Outreach Team Activities
 - 9/13 – State Rep. Pickett's Wyoming County Senior Expo – Tunkhannock PA
 - 9/19 – State Rep Hamm and State Rep Yaw's Senior Expo 2024 – Montoursville, PA
 - 9/26 – Luzerne County Senior Expo – Kingston, PA
 - 10/10 – State Rep Ryncavage's Luzerne County Senior Expo – Nanticoke, PA
- Hazelton Wellness Center – 20 West Broad Street, Hazelton, PA 18201
 - 9/9 &10 @ 9:15 – Zumba
 - 9/17 @ 2:30 PM – Eating Healthy on a Tight Budget by Penn State Extension
 - 9/11, 18, 25 @ 1:30 pm – Yoga Flow with Lisa
 - 9/30 @1:00 PM – Grandparents Raising Grandchildren by Pathway to Recovery
- Mobile Wellness Unit Calendar
 - 9/18 - @ 12:00 PM – Health Education at Pocono Services for family and Children.



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- Community Resources
 - Roads to Freedom CIL, <https://www.facebook.com/RTFCIL>
24 East Third Street Williamsport, PA 17701
 - Anthracite Region CIL, <https://anthracitecil.org/contact-arcil/>
8 West Broad St. Suite 228 Hazleton, PA 18201
 - MyCIL Center for Independent Living, <https://www.mycil.org/>
1142 Anderson Ave, Scranton, PA 18509

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella.*

Feedback

- PAC Member asked if they would receive transportation services to events.
 - Fiorella and Nguyen stated Service Coordinator can assist with setting up transportation and if there were any specific questions, Fiorella will follow up with her after the meeting.
- PAC member asked if the events information will be provided in written format.
 - Fiorella and Nguyen explained we can print this information for him to take home today or mail all the presentations to him or whomever interested.
- PAC member asked what types of health education the outreach team provides.
 - Nguyen and Fiorella stated we provide health education on topics such as dental, physical health, diabetes, among others.
- PAC member asked if the outreach team has information regarding specific communities such as his Bhutanese/Nepali community.
 - Nguyen explained we can work with providers like him to provide and/or develop information that is more specific to his community.

**Not: this feedback was translated from Spanish to English by Fiorella, as needed.*

Action items: N/A

5. CHC Programs & Updates/Quality – Fall Prevention

TK Dana, Manager of Quality Management for CHC presented the following information on fall prevention: Falls are the adding cause of injury for adults ages 65 and older.

- Look around your home to see what objects are in your way that could potentially be a fall hazard.
- Move items or furniture out of your walkway.
- If you have rugs, remove them or make sure they have a non-slip backing so the rug will not slip.
- Stairs – keep objects off starts, make sure the stairs are well lit.
- Kitchen – for items that are on high shelves use grabbers or a stool with a handle.
- Bathrooms – make sure the floor and shower floor are not slippery. Have grab bars installed.
- Exercise regularly to make you stronger and improve balance and coordination – exercise health education sheets will be sent out to group.
- Reminder to talk to your doctor before starting exercising.
- Have your vision checked yearly and have your doctor review your medications.
- Keep emergency numbers in large print near your phone, keep your phone in your pocket so you can easily reach in case of emergency.

Resources

- Center for Disease Control and Prevention (CDC) –
- <https://www.cdc.gov/falls/about/>



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- <https://www.cdc.gov/falls/data-research/>
 - <https://www.cdc.gov/falls/data-research/facts-stats/>
- STEADI initiative - www.cdc.gov/steady or www.cdc.gov/steady/patient.html
- National Council on Aging Falls Prevention (NCOA) - www.ncoa.org/healthy-aging/falls-prevention/

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella Salas Toledo.*

Feedback: N/A

Actions items: N/A

6. CHC Programs & Updates / Participant Directed Services- Pay Rate Calculator

Laura Holman, Director of FMS Operations at HHA Exchange, and Terry Reeser from Tempus Unlimited began the presentation by sharing how to access the Pay Rate Calculator.

Tempus developed a payrate calculator which is found on the Tempus website: <https://pa.tempusunlimited.org/>. From there, the calculator can be accessed under the Forms tab and then by choosing PA CHC Pay Rate Calculator.

Terry explained the following:

- Each Common Law Employer (CLE) and their Direct Care Worker (DCW) may negotiate a DCW hourly pay rate for each service provided. The maximum DCW hourly pay rate that a DCW may be paid is subject to a maximum region bill rate for the county where the participant lives.
- The maximum region bill rate must cover DCW wages, employer taxes, and Workers' Compensation.
- This Pay Rate Calculator uses the CLE's individual State Unemployment Insurance (SUI) Rate to determine the maximum DCW hourly pay rate.
- To calculate the maximum DCW hourly pay rate, complete the dropdown boxes and click Calculate below.
- CLEs can update their DCWs' hourly pay rate by completing the DCW Rate Change Form found here: <https://pa.tempusunlimited.org/forms/>
- Terry also explained how to use the Pay Rate Calculator. If a Participant needs help accessing this tool or using it, they can contact Tempus Unlimited at: 1-844-9TEMPUS (1-844-983-6787).

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella.*

Feedback

- PAC member asked if the direct care workers can get through HHA with this model of care.
 - Terry responded that direct care workers communicate through Tempus.

**Note, this feedback was translated from English to Spanish for in-person attendees by Fiorella.*

Action items: N/A

7. CHC Programs & Updates/ HCBS Waiver Spotlight: Participant Directed Community Supports, Goods, Services, & Financial Management Services

Lauren Cottingham, DCW Workforce Program Manager, provided information on Participant Directed Community Supports, Goods, Services, & Financial Management Services. Lauren presented the following information:

- Participant-Directed Community Supports
 - The Participant-Directed Community Supports model lets Participants choose and manage their own direct care worker (DCW).
 - This also supports the Participant completing daily living tasks including:



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- Basic living skills
- Making meals and snacks
- Accessing and using transportation
- This service can only be accessed through the Services my Way Participant-directed model.
- Financial Management Services:
 - If the Participant chooses to hire their own DCW, they (or an individual that they choose to be their representative) are referred to as the Common Law Employer (CLE).
 - The CLE is responsible to hire, train and supervise the DCW.
 - The CLE must also work with the Financial Management Services (FMS) Provider.
 - All paperwork is completed before the DCW begins to work.
 - The DCW only works the number of hours that are authorized in the Participant's Person-Centered Service Plan (PCSP).
 - The DCW follows electronic visit verification (EVV) rules when submitting the time they work.
 - The DCW and the CLE use the FMS Provider's system to review and approve all time the DCW worked.
 - The FMS Provider manages issuing paychecks and maintaining tax records.
- Participant-Directed Goods and Services
 - Services, equipment, or supplies for Participants who want to direct their services and keep a budget for their services under Services My Way, so that they can be safe and independent in their homes and be part of their community.
 - This is only available through the Services My Way (budget authority) Participant-directed model.

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella Salas Toledo.*

Feedback: N/A

Actions items: N/A

8. CHC Programs & Updates/ HCBS Waiver Spotlight: Residential Habilitation, Structured Day Habilitation, Community Transition Services, and Respite

Dominique Oputa, Manager of LTSS CHC, provided information on Residential Habilitation, Structured Day Habilitation, Community Transition Services, Respite services.

Dominique presented the following information:

- Residential Rehabilitation:
 - Residential Habilitation (RES HAB) services are delivered in a Provider-owned or Provider-operated setting where the Participant lives, and must include:
 - Community integration
 - Nighttime assistance
 - Personal Assistance Services (PAS) to help with activities of daily and instrumental activities of daily living.
 - Residential Habilitation assists the Participant to get the skills they need to be as independent as possible and fully take part in community life and are individually tailored to meet the needs of the Participant as outlined in the Person-Centered Service Plan (PCSP).
- Structured Day Habilitation.
 - Structured Day Habilitation are day services in a small group setting directed to preparing a Participant to live in the community and includes, but is not limited to:



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- Supervision
 - Training
 - Support in social skills training
 - Structured Day Habilitation Services are distinguished from Adult Daily Living Services by the therapeutic nature of the program.
- Community Transition Services
 - Community Transition Services one-time expenses for Participants who move from an institution to their own home, apartment or other living arrangement.
 - This service must be specified in the Person-Centered Service Plan as needed for the Participant to integrate more fully into the community and promote the health, welfare, and safety of the Participant.
 - Community Transition Service expenses may include, but is not limited to:
 - Security deposits
 - Moving expenses
 - Some household products
- Respite
 - Respite is a short-term service to support a Participant when the unpaid caregiver is away or needs relief. Respite services can be provided for Participants:
 - In their own home, home of a relative, friend, or other family member
 - In a Medicaid certified Nursing Facility
 - In-home Respite Services cannot be provided at the same time as Home Health Aide, Personal Assistance Services or Residential Habilitation. The frequency and duration of this service are based upon the Participant's needs as identified and documented in the Person-Centered Service Plan.

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella Salas Toledo.*

Feedback: N/A

Action items: N/A

9. CHC Programs & Updates/ HCBS Waiver Spotlight: LTSS Benefit Guide/ Service Coordination

Michelle Buselli, Service Coordinator Supervisor, provided information on service coordination. Michelle presented the following information:

- Service Coordination is here to meet the Participant's needs as: Determined by the Comprehensive Needs Assessment (CNA) and outlined in the Participant's Person-Centered Service Plan (PCSP)
- Service Coordinators will assist with the following:
 - Work with the Participant to complete the CNA. The CNA serves as the basis for the service plan.
 - Use a person-centered planning approach and team process to create the PCSP to meet the needs in the least restrictive manner possible and share information about and help get needed services and supports as well as tracking the services.
 - Assisting with Complaints, Grievances, and request Fair Hearings, if Participants need and ask for help. As well as, keeping a record of preferences, strengths, and goals for the PCSP.
 - Reevaluate needs at least once every three (3) months by phone or in-person.
 - Help the Participant and their Person-Centered Planning Team (PCPT) pick providers and remind Participants to do what's needed to stay eligible for Community HealthChoices (CHC) and LTSS.
 - Look for services outside of CHC to meet Participant's needs. This includes Medicare, other health insurers, and other community resources.
- The Service Coordinator will also inform Participants of the following information:



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- Needed assessments, The PCSP process, Available LTSS, Service alternatives, including Participant-direction, Participants' rights, including rights to file a Complaint, Grievance, and request a Fair Hearing, and Participants' responsibilities in CHC.

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella Salas Toledo.*

Feedback: N/A

Action items: N/A

10. CHC Programs & Updates/ HCBS Waiver Spotlight: LTSS Benefit Guide/ Non-Medical Transportation

Nicole Ragab, Manager Community Outreach Program presented on non-medical transportation.

Nicole presented the following information:

- Medical Assistance Transportation Program (MATP)
 - Medical Assistance Transportation Program (MATP) is a special transportation service for people who receive Medical Assistance. This program is not for emergencies.
 - To get MATP services, you must register for the service by calling your county service number. A list of county service numbers can be found online at www.amerihealthcaritaschc.com
 - This service is not connected to AmeriHealth. You will need to show your Pennsylvania (PA) Electronic Benefits Transfer (EBT) ACCESS card when receiving these services.
 - MATP services phone numbers may change. Please visit <http://matp.pa.gov> for the most up-to-date phone numbers.
- Non-Medical Transportation
 - Non-medical transportation is when you need help getting to activities and services that are not for a medical reason. Here are some examples:
 - Community activities, grocery shopping, religious services, Adult Daily Living Centers, jobs and volunteering.
 - Other activities or services in the Participant's Person-Centered Service Plan (PCSP).
 - ACPA CHC Participants who are eligible for long-term services and supports (LTSS) may get additional transportation benefits for non-medical services. This does not take the place of transportation for medical services. Eligible Participants may receive:
 - mileage reimbursement for drivers or others to transport a Participant.
 - ticket or token purchases for a Participant's transportation.
 - All non-medical transportation services will need to be added to a Participant's PCSP. Non-medical transportation services will need to be authorized by AmeriHealth Caritas PA CHC. If a Participant needs assistance with transportation for non-medical service, they can contact their Service Coordinator or the Participant Services Line 1-855-235-5115 (TTY 1-855-235-5112).
- OLTL Transportation Summit will be held on Tuesday September 17th from 9:00 am to 12:00 pm. Registration link is <https://www.zoomgov.com/meeting/register/vJltcOmhrTMsEjUfw9vm38SCTILUFUI-P64#/registration> or <https://www.zoomgov.com/meeting/register/vJltcOmhrTMsEjUfw9vm38SCTILUFUI-P64#/registration>

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella Salas Toledo.*

Feedback:

- PAC Member commented she strongly encourages folks to attend the Transportation Summit being held by Office of Long-Term Living. The summit is Tuesday September 17th from 9:00 am to 12:00pm. PAC Member noted that



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attendees do not need to stay for the whole three hours. It will be a chance to talk about your experience with non-medical a transportation.

- PAC Member asked, how do you receive Respite Services is you already have services?
 - Fiorella and Nguyen stated to notify their SC who will collaborate with them to revise a plan on how respite services can be implemented for their situation.
- PAC Member asked if there would be language accessibility services for the Transportation Summit.
 - Nicole mentioned she will find out and let the group know.
- PAC Member mentioned she would like to know how to get more information on transportation.
 - Fiorella will provide more information directly to participant after the meeting.

**Note: feedback was translated from Spanish to English by Fiorella Salas Toledo as needed.*

Action items: N/A

10. 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. The post PAC survey will be sent out along with the meeting materials.

PAC member offered comments and feedback in the zoom chat throughout the presentations with the following themes:

- PAC Member commented her mother's care in the nursing facility was changed to end care without approval.
 - Ally responded we will follow up after the meeting.
- PAC Member asked about list of oil utility providers.
 - Ally provided the LIHEAP website: <https://www.pa.gov/en/services/dhs/apply-for-the-low-income-home-energy-assistance-program-liheap.html>. Fiorella will be following up after the meeting.

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella.*

Feedback: N/A

Action items: N/A

11. Next Meeting

Ally announced that the 2024 third quarter PAC meeting for the Northeast zone will be held on December 5, 2024. We will follow up with mail, phone calls and email.

**Note: this presentation was translated into Spanish for in-person attendees by Fiorella.*

Feedback: N/A

Action items: N/A

12. Meeting Adjourned

Ally adjourned the virtual meeting at 12:58 pm.

In the in-person session, PAC members were served and catered, hot lunch, and went into different breakout sessions to address specific Participant needs. Fiorella helped PAC Members answer questions regarding getting transportation. SC staff helped a PAC Member connecting the SC assigned for follow up with non-medical and medical transportation.

Feedback: N/A

Action items: N/A