



Tuesday, March 24, 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 first quarter Participant Advisory Committee (PAC) meeting for the Southeast Zone to order at 11:05 am.

2. Welcome and Introductions

Yolanda introduced the Community Outreach team including Jasmine Botero, the new Community Relations Representative for the Lehigh Capital Zone as well as Selena Johnson, Manager of Long-Term Services and Supports (LTSS) for Keystone First CHC'S Southeast Zone. Nguyen Nguyen, Community Outreach Manager, completed the level setting for the meeting and Selena reviewed the meeting agenda.

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 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: *Reminder if a Participant wants to initiate any type of Appeals, Grievances or State Fair Hearin, they can do so by contacting Participant Services 1-855-332-0729 or TTY 1-855-235-4976.*

Next Steps: N/A



4. CHC Programs and Updates- CHC HCBS CAHPS Presentation

Marci Kramer, Director of Quality Management, provided an overview of CHC HCBS CAHPS, a telephone-only survey for measuring experience with Medicaid HCBS delivered by Providers, including Service Coordinators. Calls are made from August through October each year and this presentation highlighted those results.

- The Southeast Zone had a 3.8% response rate to the survey.
- Met goal of 86% for 10 of 16 measures.
- Improved scores from 2024 – 2025 for 11 of 16 measures.
- An HCBS CAHPS Intervention Work Group has been organized to develop, implement, monitor, assess, review and update the Improvement Plan.
- Intervention Plan includes motivational interview training, teams across the plan meeting quarterly to review data and develop interventions and Service Coordinators using assessment to aid Participants in accessing needed services and activities.

Feedback: N/A

Next Steps: N/A

5. Resources from our Community Partners- Library of Accessible Media for Pennsylvanians (LAMP) Overview

Amy Thrasher Hansen, LAMP Outreach and Engagement Supervisor presented information on Library for Accessible Media for Pennsylvanians (LAMP) program.

- LAMP serves Pennsylvanians with Blindness, visual or physical disability, deaf blindness, reading disability and veterans.
- The Philadelphia location has been around since 1931.
- LAMP serves Pennsylvanians with Blindness, visual or physical disability, deaf blindness, reading disability and veterans. LAMP offers:
 - Braille and audio books, magazines, downloads, braille e-Readers, digital audio playback equipment, large print books, audio-described DVD films and more.
- Applications for LAMP Services:
 - Individual and Institutions
 - Need a certifying authority the person is disabled. The authority can be doctor, optometrist, case worker, and cannot be a family member.
 - Application can be emailed, mailed for printed from <https://mylamp.org/wp-content/uploads/2024/10/New-application-10.3.2024.pdf>

Resources:

<https://mylamp.org/>

Feedback:

A PAC Member asked, “Do you have experience working with Participants in a Nursing Facility?” Aimee responded that LAMP has both individual applications and Institutional accounts. There are multiple ways to access the benefit. There is an opportunity to have development days or lunch and learn sessions in facilities or at events. More people are eligible than they realize.



A PAC Member asked “Do you provide materials in different languages?” Aimee responded yes, especially the audio books. If you contact us, we can help you with what languages and/or try to obtain the materials in other languages.

LAMP is able come out to a facility or location and help start a book club and provide materials so everyone who wants to take part is able.

Next Steps: Selena Johnson will take this back to our Service Coordination team to connect people to this service.

6. Resources from our Community Partners- Peerstar LLC: Peer Support Overview

Kelly Anne Smith, Regional Director overviewed the PeerStar LLC. Program and highlighted some of the services they offer in 34 PA counties.

- Certified Peer Specialists (CPS) deliver personalized support services including:
 - crisis intervention, assistance with community involvement and natural support networks, individual advocacy, promoting wellness and recovery, and facilitating self-help.
- Specialty services and advanced training cover:
 - Co-occurring disorders: comprehensive training, recovery planning, advocacy, and support,
 - Certified recovery services,
 - Forensics: setting recovery goals, identifying resources, coordinating referrals,
 - Dual diagnosis: offering encouragement, improving processing speed, helping set and achieve goals,
 - Senior Living Solutions: focused support for older adults, Medicaid-funded.
- Referral Process
 - 18 years or older
 - Eligible to receive Medical Assistance Benefits
 - Have a mental health diagnosis.
 - Motivated to recover and change.

Resources:

Feedback:

A PAC Member replied that it seems like the program offers a broad variety of services that can help many people, especially those who are transitioning to new phases of life. They asked about how other service Providers would about Peerstar. Kelly Anne noted that any community member can contact her directly, Participants and Providers included. There is also a way to get connected via the Peerstar website.

Next Steps: This information will be sent out to the group.

7. HCBS Waiver Services Spotlight: Participant Directed Services

Lauren Cottingham, Direct Care Workforce Program Manager, provided 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.

- This program includes:



- Helping the Participant with basic living skills such as eating, drinking; and household chores such as shopping, laundry, and cleaning; and help with participating in community activities.
- This option allows you to hire your own direct care worker (DCW) and have more control over the care you receive.
- If the Participant-Directed Community Supports option is chosen, the Participant is known as the common law employer (CLE). The CLE must:
 - Hire, train, and schedule the DCW.
 - Complete all paperwork on time.
 - Monitor the DCW's hours.
 - Submit approved time sheets for the DCW.
- Financial Management for this service is through Tempus Unlimited Inc
 - The Participant will have help from the Financial Management Services (FMS) provider.
 - The FMS will process payroll and tax withholding, Issue paychecks and manage tax records.
 - The FMS can instruct Participants and DCW's around technology for submitting and approving shifts.

Resources:

<https://pa.tempusunlimited.org/>

<https://pa.tempusunlimited.org/resources/#resource-tabs|0>

<https://www.amerihealthcaritaschc.com/participants/participant-handbook>

Feedback:

A PAC Member asked, "Can a consumer utilize those (Services My Way) funds to provide health care, sick days, vacation for the Direct Care worker?" Lauren stated that this is not something Services My Way funds can be used for but will take it back to see if this is in the pipeline.

A PAC Member stated that last year Chore Services were brought up which addresses Participants that may have a hoarding problem. Lauren redirected the Participant back to their Service Coordinator. Outreach will also follow up to make sure Participant gets the needed information.

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.

Ken Yang, Chief Executive Officer informed that PASSi (Penn Asian Senior Services) is having an Autumn Festival in Elkins Park, PA in October.

CHC Participant Cheryl Zeisz will be teaching chair zumba – every Monday starting April 20th at 12:30. Individuals can join in-person at the Keystone First Wellness and Opportunity Center at 1929 W. 9th Street, Chester, PA or online through a link. This is a free activity. Also Friday 5:00 pm virtual class free for all participants.

Yolanda extended a thank you to everyone who participated in today's meeting and encouraged attendees to join the next meeting.



9. Next Meeting

Yolanda announced that the 2026 Second Quarter PAC meeting for the Southeast zone will be held on June 23, 2026. A 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.

10. Meeting Adjourned

Yolanda adjourned the meeting at 12:55 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
P	Jasmine B.	Community Relations Rep.
P	Kathleen S.	Scribe
V	Yvette T.	Regulatory Affairs Analyst
V	Robert M.	Housing Program, Mgr.
V	Marci K.	Dir. Quality Management
V	Lerin G.	SC Supervisor
V	Vonique H.	Mgr. LTSS PA CHC
V	Lynn S.	Mgr LTSS PA CHC
V	Lionel W.	Employment Coordinator, LTSS
V	Nacole L.	Nursing Facility Service Coordinator
V	Ashley T.	Mgr LTSS PA CHC
V.	Ashley V.	Behavioral Health Coord-CHC Collaborative Services



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
M	KG	BH Provider
M	RX	BH Provider
V	RJ	NF Participant
V	MS	NF Participant
V	CH	NF Participant
V	DD	NF Participant
V	HE	NF Participant
V	FH	NF Participant
V	JM	NF Participant
V	PM	NF Participant
V	JD	NF Participant
V	CH	NF Participant
V	RH	NF Participant
V	AS	NF Participant
P	KY	LTSS Provider
V	SW	Participant
V	AT	Community Partner
V	TT	Physical Health/Dental Provider
V	KS	Presenter
P	AT-H	Presenter
V	IJ	Participant
V	LC	Participant