

Garfield County Case Management Agency (CMA) Community Advisory Committee (CAC) Meeting Minutes

January 26, 2026
1:00 p.m.

The purpose of the Community Advisory Committee Meeting is to provide an opportunity for local and regional input regarding CMA operations, which helps us build a stronger case management system in our region.

Committee Members

Name	Lived Experience	Agency and Affiliation	Attendance (in person/virtual/absent)
Joy Benson	<input checked="" type="checkbox"/>		Virtual
Christopher Southwick	<input checked="" type="checkbox"/>		Virtual
Erin Fisher	<input type="checkbox"/>	Vintage AAA	Virtual
Consuleo Gayton	<input type="checkbox"/>	Mountain Family Health	Virtual
Tina Gonzales	<input type="checkbox"/>	Mom's Meals	Virtual
Wendy Steckler		Garfield County CMA	Virtual
Brent Basham		Garfield County CMA	Virtual
Linda Byers		Garfield County CMA	Virtual

Agenda

1. Welcome and Overview of Agenda

1:00 p.m.

2. Open Forum - Questions or Concerns

1:25 p.m.

HCPF Sustainability measures were reviewed. LTSS beneficiaries make up 5% of the Medicaid population with LTSS spending being 42% of the budget. A new care plan calculator is being used with new tasks standards embedded in the calculator. Age-appropriate guidelines also included in the calculator. Case Managers will need approval if the task standard is over the guidelines. Certain approval levels will be completed by the CMA and other higher-level requests will require HCPF approval (for over the task standard). Tina Gonzalez suggested increased collaboration with the RAE relative to sustainability measures.

- a. Across the board rate reduction of 1.5%.
- b. Community Connector (CES and CHRP waivers)-no longer available to children under the age of 5; annual cap reduction.
- c. DD Waiver-align the individual residential services and supports rate for host homes and family homes.
- d. Auto enrollment for certain youth transitions into the DD waiver will end. Applies to children on the CES and CHRP waivers. Members will still have access to the DD waiver through emergency enrollment process.
- e. Reduce churn enrollments-reduction by 50%
- f. Align member cost of care contributions under the DD waiver.

- g. Implementation of soft caps on personal care, homemaker and health maintenance. There will be an exception process for those that need services above the cap.
- h. Legally responsible person homemaker limited of 5 hours/week.
- i. Weekly cap on caregiver hours-56 hours per caregiver per member.

j. Review of Policies and Procedures

1:10 p.m.

a. Discussion of New Policies and Procedures

Policy or Procedure	Discussion Notes	Proposed Changes or Follow-up
Conflict of Interest Members	Policy addresses member choice in service providers and assures members are making the choice about their provider. If a member is not willing to decide, a randomizer tool is used and the tool selects the provider for the member. RFP process will still be used for most IDD services.	No proposed changes or follow-up discussed.
P&P 2:		

b. Policies and Procedures to be Reviewed During Next Meeting

- SGF Waitlist Policy
- FSSP

k. Review of Complaints

1:15 p.m.

a. Discussion of New Complaints

Complaint ID:	Summary of Complaint	Input from CAC Members	CMA Follow-up Actions
Multiple concerns in the same complaint	CM not responsive with request to resubmit CES application. CM change request.	CAC members had no additional input once CMA follow up to the complaint was shared.	Parent agreed to have current CM resubmit the CES application in the interest of time. A new CM will be assigned after that submission. The CES application has been resubmitted, and a new CM has been assigned.
	HIPAA concern due to the first name and non-identifying information from another member		HCPF concern reported to HCPF. HCPF privacy team reviewed information submitted and determined that no HIPAA violation had occurred. CMs are now

Complaint ID:	Summary of Complaint	Input from CAC Members	CMA Follow-up Actions
	was included in the CES application sent to a parent for signature.		required to use a blank template when completing CES (or any other template) applications.

b. Discussion of Trends in Complaints

Description of Trend	Action CMA Considering Based on Trend	Input from CAC Members	CMA Follow-up Actions
Historic complaints about CM responsiveness have decreased significantly.	CMA Supervisors work with CMs on timeliness and member responsiveness expectations. Frequent reminders to CMA team about 2 day response expectation.		

i. Wrap Up/Next Steps

1:55 pm

- Members appreciated information about Medicaid changes.
- Next Meeting: February 23, 2026 1:00 pm.