

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

June 22, 2026
1:00 pm

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	☒		Virtual
Leslie Riddel	☐	Valley View Hospital	Virtual
Ella Cupo		Mom's Meals	Virtual
Brent Basham		Garfield County DHS CMA Supervisor	Virtual
Wendy Steckler		Garfield County DHS CMA Supervisor	Virtual
Linda Byers		Garfield County DHS Program Manager	Virtual

Agenda

1. Welcome and Overview of Agenda 1:00 pm

2. Open Forum - Questions or Concerns/CMA Operations 1:30 pm

May CMA Member Count: 919 waiver, CFC, State SLS members; 79 FSSP members-998 total. 43 new assessments were completed in May

Two new case managers have both started (one today).

Two Provider fairs are planned for October. One fair will be in the afternoon in Glenwood Springs, and the other will be in the morning the following day in Edwards.

CMA member satisfaction survey being mailed today for waiver and CFC recipients. A separate survey will be mailed for FSSP members.

Legally responsible homemaker limit-7 hours/member (not per caregiver).

3. Review of Policies and Procedures 1:05 pm

a. Discussion of New Policies and Procedures

No new internal policies to share. Brent is working on amending waitlist policies for State General Fund programs-FSSP and State SLS.

HCPF is proposing new rules about conflict of interest and outreach for providers. These rules address marketing by providers, sign on bonuses and coercion. These rules have not passed yet.

4. Review of Complaints

1:15 pm

a. Discussion of New Complaints

Complaint ID:	Summary of Complaint	Input from CAC Members	CMA Follow-up Actions
	Provider reports that they are trying to reach case manager about 2 members and are not receiving a response.		Case Manager provided requested support plan and prior authorization for both members.
	Family member reports that the application for LTC for a family member was submitted in December 2025. Member was interested in CFC services until the waiver could start. This did not happen. Requesting new case manager.	Why would member's access to services take so long?	Waiver has been approved effective 6/1/26. CFC referrals made by Program Manager. Prior authorization entered for services. Case Manager has been educated on timeframes and approval of CFC services.
	Provider reports that Case Manager has not responded to requests regarding summer services for a member.		Case Manager provided requested support plan and prior authorization for summer services for the member.

5. Wrap Up/Next Steps

1:40 pm

- Next Meeting Date is July 27, 2026, 1:00 pm.