

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

2/23/26
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)
Katie Grange	<input checked="" type="checkbox"/>		Virtual
Stephanie Morley	<input checked="" type="checkbox"/>		Virtual
Erin Fisher	<input type="checkbox"/>	Vintage	Virtual
Consuelo Gayton	<input type="checkbox"/>	Mountain Family Health	Virtual
Tina Gonzalez	<input type="checkbox"/>	Mom's Meals	Virtual
Wendy Steckler		Garfield CMA	Virtual
Linda Byers		Garfield CMA	Virtual

Agenda

1. Welcome and Overview of Agenda

1:00 pm

Member introductions

Overview of CMA: In January, Garfield County CMA served 964 members (all programs). Our staff responded to 55 new referrals. Garfield CMA has 13 case management positions approved with one position vacant. The CMA had a recent case manager resignation, and one case manager will be on leave starting at the end of March.

Correction to 1/26/26 minutes: 2.b. Sustainability Measure: Community Connector age limit is 6.

2. Open Forum - Questions or Concerns

1:15 pm

Update on sustainability measures that are **paused**. This includes Community connector services for children aged 6 and under; 56-hour caregiver cap; rate alignment for individual residential services and support.

Discussion about upcoming HCPF meeting to discuss new Medicaid guidelines. Also discussed that if LTC recipients do not complete their redetermination, they risk being discontinued. Eligibility is trying to notify CMA so case managers can offer another reminder to recipients when possible.

3. Input About CMA Operations

1:10 pm

Discussed new process for approving DCSC (Direct Care Service Calculator) hours, particularly hours that are HMA and hours that are over the allowed amount. These plans require supervisory review.

a. Discussion of New Policies and Procedures

Brent Basham, CMA Supervisor, is working on waitlist policies for state general fund programs that ensure spending throughout the year so waitlisted members can be accommodated sooner. Policy will be sent to CAC members when it is finalized.

4. Review of Complaints

1:20 pm

a. Discussion of New Complaint

Compliant: Provider complained of lack of responsiveness when notified of missed CES end date.	Response: Reassessment has occurred and CM has communicated with provider.	Committee input: None
Complaint: Parent complained that CM did not respond as promised. CES application and DCSC are not complete for upcoming annual review start date.	Response: CM Supervisor and CM are working with parents to provide updated information and documents. There has been back-and-forth communication between CMA staff and family.	Committee input: Agree with CMA response that annual review process should have started sooner. Families need to understand that with all the new HCPF guidance and processes, extra time will be required.

b. Discussion of Trends in Complaints

Description of Trend	Action CMA Considering Based on Trend	Input from CAC Members	CMA Follow-up Actions
CM responsiveness	Encouraging CMs to start annual reviews earlier to allow time for additional steps for approval.	Members agree that extra time is needed and CMs should allow for this extra time.	Supervisors to assist with tracking for CMs that have a harder time managing timeframes.

5. Wrap Up/Next Steps

1:25 pm

- New Medicaid guidelines and work requirements for individuals who are not disabled. HCPF webinar tomorrow and all are welcome to attend.
- Next Meeting: March 23, 2026 @ 1:00 p.m.