

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

March 23, 2026
1 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)
Katie Grange	<input checked="" type="checkbox"/>		Virtual
Stephanie Morley	<input checked="" type="checkbox"/>		Virtual
Joy Benson	<input checked="" type="checkbox"/>		Virtual
Sara Sims	<input type="checkbox"/>	Mountain Valley Developmental Services	Virtual
Leslie Riddel	<input type="checkbox"/>	Valley View Hospital	Virtual
Consuelo Gayton		Mountain Family Health Center	Virtual
Wendy Steckler		Garfield County DHS CMA Supervisor	Virtual
Brent Basham		Garfield County DHS CMA Supervisor	Virtual
Linda Byers		Garfield County DHS CMA Program Manager	Virtual

Agenda

1. Welcome and Overview of Agenda

1 p.m.

2. Open Forum - Questions or Concerns

1:20 p.m.

HCPF Changes:

Soft caps

Caregiver caps

DCSC and age-appropriate guidelines

Discussed Garfield CMA approval process for DCSC HMA and tasks over the limit on the DCSC

Members with lived experience requested a copy of the DCSC and lists of HMA medical documentation requirements.

Members are concerned about the added work for physicians, case managers, members and families.

3. Input About CMA Operations

1:05 p.m.

In addition to topics discussed above (Garfield County DHS CMA process for DCSC approval process) an update was provided on CMA members served (833 waiver/CFC members and 73 FSSP) and CMA staffing status. One case manager will be on medical leave starting 3/27/26. One case manager has resigned-last day is 3/27/26. An additional case manager position is open.

4. Review of Policies and Procedures

1:10 p.m.

a. Discussion of New Policies and Procedures

No new policies to share. Brent is working on a waitlist policy for State General Fund Programs-FSSP and State SLS.

5. 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
	CMA not following up. Potential for member to lose benefits. Requesting new CMA.		HCPF staff member assisted with follow-up with family member about requesting new CMA. HCPF staff member also assisted CMA with appropriate steps to prevent member from losing benefits. CMA staff worked to ensure all services were approved.
	A provider reported that a case manager prevented a member from changing to their agency by telling the member it was not an option.		CMA Supervisor spoke to the Case Manager who denied preventing member choice in providers. Case Manager is aware of member choice of provider policy.
	Family member says that case manager is not authorizing enough hours to meet member needs with the new changes (loss of hours). Family member requested	Not sustainable to have to assess members 2Xs. Change breeds unhappiness.	CMA Supervisor completed a new visit with member, family member and provider agency to consider change in hours.

Complaint ID:	Summary of Complaint	Input from CAC Members	CMA Follow-up Actions
	a new assessment by another CMA staff member.		
	Family member reports that an assessment was completed by CMA over three weeks ago and the family member has been unable to reach the case manager and is not receiving follow up to communication attempts.		Program Manger requested the case manager complete the assessment in the CMA data system and communicate with the family member about next steps. This was completed by the case manager on the same day as the request.
	Family member reports that the case manager is making the family “jump through too many hoops”, not listening, calls too often, and talks too much about themselves. Requesting new case manager.		Concerns addressed with case manager. New case manager assigned.

Overall comments regarding complaints: there are always going to be complaints. Given the number of members served, the complaint numbers are relatively low. CMA staff are going to have to do what they must do to implement the changes from HCPF and not everyone is going to be happy.

6. Wrap Up/Next Steps

1:45 p.m.

- Next Meeting Date is April 27, 2026, 1 p.m.