



Department of Human Services

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March 24, 2025

Community Advisory

Committee Meeting Minutes

Microsoft Teams and In-Person-DHS Glenwood Springs Office Conference Room

Microsoft Teams

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Attendance:

Sara Sims, Mountain Valley Developmental Services

Erin Fisher, Vintage

Staff:

Brent Basham, CMA Supervisor, Garfield County Department of Human Services

Wendy Steckler, CMA Supervisor, Garfield County Department of Human Services

Linda Byers, Program Manager, Garfield County Department of Human Services

I. Welcome

II. Review of Complaints

One complaint received from a family member of a Family Support Services Program (FSSP) member related to trying to reach a CMA staff member and the timeliness of payment for an FSSP expense. The Case Manager that the member was trying to reach is no longer with the agency. A letter was mailed to all members on the caseload of that Case Manager. Regarding the FSSP expense in question, there were issues with the documentation for the FSSP expense, so the payment was delayed due to having to correct the documentation issue. The complaint was sent to an advocacy organization staff member who was out of the office when the complaint was received. When that staff member returned to the office, they forwarded the complaint to HCPF who forwarded the complaint to Garfield County CMA. By the time the complaint was received, the FSSP expense had been paid in full. Garfield County CMA FSSP policy establishes the turnaround time for FSSP expenses to be processed is one month. When there are documentation issues, that timeline is extended until corrections are made.

III. Family Support Services Program (FSSP)

Summary includes providing FSSP program information and receiving FSSP policy feedback. The FSSP program was reviewed-funding, type of services covered, CMA Most in Need assessment, and processing claims. The scoring on the Most in Need assessment (MINS) determines the funding amount within the allocation received for the year. FSSP budget is received in mid-May prior to the July 1 fiscal year start date of the CMA contract. Invoices for FSSP payments must be received by Garfield County CMA by the 15th of the month following the month the FSSP expenditure was expended. Garfield County CMA expects the turnaround for payment to be approximately one month from receipt of the invoice/receipt if all paperwork is completed correctly by the FSSP family member. Committee members discussed the type of questions asked on the MINS and wondered if there was any collection of data around income, gender, race, ethnicity. While these questions are not currently asked, the CMA is considering addressing income in a way that does not directly ask what the family income is. A suggested approach to factoring income into the MINS assessment was to ask, "are your income and resources appropriate to meet the needs of your family member with a disability given your family size?" Another approach would be to ask about disability-related bills or exceptional expenses due to having a family member with a disability. The committee discussed FSSP recipients who are also receiving waiver benefits and a consideration of this benefit being included in the MINS assessment. Garfield CMA recently trained a support staff member to assist with processing vouchers for FSSP.

IV. Policy Review

The following Policies and Procedures were reviewed: Comments on these policies are included above as a part of the FSSP program discussion. Additional comments/suggestions included adding text as a means of receiving FSSP receipts in the FSSP Receipts, Invoices, and Payment Requirements policy. The committee discussed the layout and clarity in the HCBS Waiver Program Eligibility Policy, knowing that as of July 1, 2025, waivers and services are changing so this policy will soon need to be revised.

CMA FSSP Fund Prioritization

CMA MIN Assessment

CMA FSSP Receipts, Invoices, and Payment Requirements

CMA HCBS Waiver Program Eligibility

Next meeting: **March 28, 2025, at 1:00 P.M.** This meeting will be in-person at Garfield County Department of Human Services Glenwood Springs office and virtual.