



Department of Human Services

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February 24, 2025

Community Advisory

Committee Meeting Minutes

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

Microsoft Teams

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Meeting ID: 263 851 028 280

Passcode: Lz33JY28

Dial in by phone.

[+1 720-657-1953,457434057#](#) United States, Denver

Phone conference ID: 457 434 057#

Attendance:

Joy Benson, Person with lived experience

Joyce Webb, Person with lived experience

Ana Hernandez, Person with lived experience

Sara Sims, Mountain Valley Developmental Services (not in attendance-provided policy feedback prior to meeting)

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-Introductions of members

II. Review of Complaints

One complaint received as a result of a member survey conducted by HCPF. The member reported limited resources being available to them, having unmet needs, and their case manager was not responsive and/or respectful. Wendy Steckler reached out to the member to follow up on concerns. Member discussed having difficulty finding a mental health professional that works for the member, the high cost of groceries, difficulty getting around town, wanting to be more engaged in the community, and challenges with communication. Member agreed to a new PERs system (previously threw away a PERS unit provided under HCBS) that includes companionship calls. Member also agreed to have Wendy Steckler, and the case manager will make an upcoming visit in March together. CAC members suggested connecting member with a volunteer organization in the members' community to assist the member with filling the gaps the member identified. CAC members also suggested that some of the unmet needs are outside the scope of what a waiver can provide, but it is important to identify resources for the member, so the member has options of potential resources (if available).

III. Policy Review

The following Policies and Procedures were reviewed and approved by all members.

CMA Provider Dispute Resolution

CMA Right to an Assessment

CMA Telephone Access and After-Hours Calls

CMA Two Day Response to Member and Family Communication

CMA FSSP Waiting List Management

IV. Review of HCPF proposed memo and template for Community Advisory Committee's

HCPF is asking for CMA input prior to memos being authorized and sent to CMA's. Garfield County CMA recently received a memo regarding Community Advisory Committee requirements, which included a proposed meeting template for all CACs to use. CAC members provided input for the template and that input will be sent to HCPF as a part of their review process. Input included: not needing time for each discussion item; not needing to identify what member's say by name; the possibility of CMA operations being optional; including suggestions as a part of the complaint discussion; identifying what constitutes a trend; and is there an expectations that the same exceptions will be discussed at each meeting, when nothing changes with those exceptions.

V. Presumptive Eligibility

Brent Basham shared information on this pilot project that is anticipated to start in 2026 with approximately two hundred participants. The program will allow a member to proclaim financial and functional eligibility so that temporary services can start immediately. The member would have up to 90 days to verify eligibility. If the member is determined not eligible, the member would not have to reimburse the state for services received. The criteria for eligibility for the two hundred pilot participants have not been identified yet. CAC members expressed appreciation for the potential program due to the life circumstances of potential applicants preventing applicants from being able to apply for LTC and provide all verifications within a timeframe that will allow immediate services. Participants in hospice were identified as a potential target group for presumptive eligibility.

Next meeting: **March 24, 2025, at 1:00 P.M.** This meeting will be in-person at Garfield County Department of Human Services Glenwood Springs office and virtual.