

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

July 27, 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)
Sara Sims	☐	Mountain Valley Developmental Services	Virtual
Leslie Riddel	☐	Valley View Hospital	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 1:05 pm

Discussed changing time on the 4th Monday for CAC meeting or changing the date of the meeting. With only two committee members in attendance, did not determine new time for CAC meetings. Sara is not available on Tuesdays or Wednesdays. Leslie is flexible. Erin previously said that after 2:30 on the 4th Monday will work for her. Need additional membership input before deciding on a change.

June waiver/CFC count for Garfield County DHS CMA=934. Current FSSP enrollment is 54 with the goal of serving 85 members under the FSSP program. CMA had 48 new referrals in June. 29 assessments completed.

To date, 37 out of 100 CMA member satisfaction surveys have been returned. 35 of those surveys rated their case manager and CMA highly. Two respondents did not know who their case manager is and were not familiar with the CMA.

3. Review of Policies and Procedures 1:05 pm

a. Discussion of New Policies and Procedures

Do Not Include any Protected Health Information (PHI)

No new internal policies to share.

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
	Three requests for new case manager. Two are related to case manager not being responsive. One was due to case manager is “triggering” but there is no concern from family about the case manager.	Triggering is not a complaint.	New case manager assigned for all three requests.

5. Wrap Up/Next Steps

1:20 pm

- Next Meeting Date is August 24, 2026, 1:00 pm.