

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

August 24, 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)
Joy Benson	☒		Virtual
Katie Grange	☒		Virtual
Stephanie Morley	☒		Virtual
Sara Sims	☐	Mountain Valley Developmental Services	Virtual
Ella Cupo	☐	Mom's Meals	Virtual
Wendy Steckler		Garfield County CMA	Virtual
Brent Basham		Garfield County CMA	Virtual
Linda Byers		Garfield County CMA	Virtual

Agenda

1. Welcome and Overview of Agenda

1:00 pm

2. Open Forum - Questions or Concerns

1:05 pm

Discussed changing meeting time on the 4th Monday to accommodate members who have been unable to attend due to the 1:00 pm meeting time. Committee members in attendance agreed to 11:00 am on the 4th Monday of every month as the new time for the CAC meeting.

Nurse review/Soft Caps input from committee members received. Topic was discussed due to HCPF plan to implement utilization review in the future and HCPF is requesting feedback.

Committee members expressed that the process in place currently is working, but it is cumbersome for members and families. It feels like jumping through hoops to require documentation that MDs will freely write, especially for members with complex needs. It would be helpful not to have to provide the same level of documentation annually, especially for members with chronic needs.

Nurse Assessor Process feedback: The money spent having a nurse review process could have been better spent on member services. The nurse assessor review did not consider members with complex needs who were not a fit for the nurse assessor check boxes. The process forced members into a box, with their future at risk depending on the selected box. Since case

managers could override the review results, it didn't make sense to have this process at all. The Nurse Assessor process required members and families to tell their story one more time.

The Telligen review process before nurse assessor implementation: why pay someone to do what a CMA can do? Processes are overly burdensome. Utilization review slows the process down. Not sure why this process stopped. Can the utilization reviewer have access to electronic health records, so it is not up to the member or family to produce this documentation?

3. Input About CMA Operations

1: 15 pm

CMA updates: our two new case manager hires are beginning to take on a caseload. Garfield CMA is in the process of redistributing caseloads.

Member Satisfaction Survey results: 38% return rate.

95% of respondents reported knowing who their case manager is and how to contact them. 5% of respondents reported not knowing who their case manager is and how to contact them.

95% of respondents reported that their case manager is always able to clearly explain benefits and service options to them. 5% of respondents reported that their case manager was often able to clearly explain benefits and service options.

85% of respondents said that their case manager was always able to help or refer them if they had questions. 11% said that their case manager was often able to help or refer them if they had questions.

71% of respondents said that their case manager explained how to file a complaint. 3% of respondents said that their case manager did not explain how to file a complaint. 26% did not remember if their case manager explained how to file a complaint.

86% of respondents rated their overall experience with Garfield CMA as excellent. 14% rated their overall experience with Garfield CMA as good.

Garfield County CMA July 2026 Member Count:

939 Waiver/CFC Members

57 FSSP

61 Referrals. 32 Assessments completed.

By comparison, July 2025, Garfield CMA had 870 Waiver/CFC Members; July 2024, Garfield CMA had 769 Waiver Members.

4. Review of Policies and Procedures

N/A

a. Follow-Up About Items Discussed During Previous CAC Meeting

No new policies discussed/presented.

5. Review of Complaints

N/A

a. Follow-up on Complaints Discussed During Previous CAC Meeting

No new complaints received in the last month.

b. Discussion of New Complaints

No new complaints received in the last month.

6. Wrap Up/Next Steps

1:45 pm

- Next Meeting Date and Time: September 28, 2026 at 11:00 am.