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

September 28, 2026
11:00 am

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
Stephanie Morley	☒		Virtual
Erin Fisher	☐	Vintage AAA	Virtual
Sara Sims	☐	Moutain Valley Developmental Services	Virtual
Ella Cupo	☐	Mom's Meals	Virtual
Leslie Riddel		Valley View Hospital	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 date to the 3rd Monday of each month from the 4th Monday of each month. Committee members in attendance agreed to 11:00 am on the 3rd Monday of every month as the new time for the CAC meeting.

   Upcoming Medicaid Sustainability Webinar. Linda will send the meeting link to committee members.

3. **Input About CMA Operations** 1: 15 pm

   Discussed differentiating between a formal complaint, managing expectations, and members/families wanting to make their concerns known. If appropriate, asking member, provider or family member if they want to make a formal complaint.

   Provider Fair planned for October 12th in Glenwood Springs and October 13th in Edwards. Twenty-five providers have signed up to participate.

Garfield County CMA August 2026 Member Count:

953 Waiver/CFC Members

59 FSSP

51 Referrals. 38 Assessments completed.

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. Member request for a new case manager due to member does not think the current case manager has member's best interest at heart. Another case manager requested by name. New case manager assigned as requested.

b. Family member reports that case manager is not responding to requests for follow up. Family wants to schedule annual review and IP meeting, but case manager is not responding. Supervisor is working with case manager to address responses to member inquiries.

c. Discussion of Complaint Trends

a. Complaint trends for 1st quarter of fiscal year (July-September)-4 new case manager requests. Two of those requests related to lack of responsiveness of case manager. One request related to case manager not having member's best interest at heart. One related to case manager is triggering for member (no fault of case manager). Three complaints in first quarter relate to lack of responsiveness of case manager. Supervisors are working with case managers on response time expectations and monitoring responses when lack of response is a known concern.

6. Wrap Up/Next Steps

Next meeting Date and Time: **October 19, 2026, at 11:00 am**