Rocky Mountain Human Services Case Management Agency (CMA) Community Advisory Committee (CAC) Meeting Minutes

November 12, 2025
3:30-5:30 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)
Damian Rosenberg	☐	PASCO/IDD Professional	Virtual
Ty Smith	☒		Virtual
Sam Newren	☐	Adams County Professional	Virtual
Shadia Ahmed	☒		Virtual
Romain Etor Akakpo	☒		Absent
Jose Torres-Vega	☒		Absent
Sara Bohar	☐	RTD/Transportation Professional	Virtual
Jamie Rodriguez	☐	Adams County Health Professional	Virtual

Agenda

1. **Welcome and Overview of Agenda**   3:30 PM

2. **Ice Breaker**   3:40 pm
    - If you're going to a fall potluck, what dish are you bringing?

3. **Review and approval of minutes**   3:50 pm
    - NO QUORUM- no minutes approved
    - (More council members joined later in the meeting, so quorum was eventually achieved)

4. **Bylaws/Charter**   4:00pm
    - Reviewed draft CAC charter and bylaws
    - Attendance requirements added to the charter per council's feedback
    - Chair and vice chair duties discussed and added to charter as well
        o Create the agenda before the quarterly meetings
        o Meet with one another & the CMA Director before the meetings to plan
        o Facilitate the council meetings
    - Drafts will be updated for approval at the next meeting

Do Not Include any Protected Health Information (PHI)

5. Chair/Vice Chair   4:10pm
- Council nominated and approved Ty Smith to be Chair
- Vice chair will be appointed at the next meeting

6. Complaint and Escalations dashboard   4:15pm
- RMHS data team created an escalation dashboard for the members of the CAC
- Quarterly escalation metrics broken down to more granular issues to better understand root causes
  - Main issues are lack of communication and eligibility issues
  - Lack of communication
    - RMHS integrated case manager cell phones with the Microsoft Teams app. Each case manager has one phone number now, and calls ring to both the cell phone and computer
  - Eligibility Issues
    - The case management and county data systems can be challenging to navigate and do not consistently talk to each other
    - Example: Emergency Medicaid Services (EMS) for Medicaid for long term care programs
      - Members are being approved for and long term services with EMS when they are not actually eligible with this benefit - CM's have to double check several systems to catch this issue
    - Counties and CMAs see different information in the systems, which leads to finger pointing and frustrated members/families
      - We can't fix multiple systems that don't work efficiently together, it trickles down to members' frustrations
  - The council would like to see complaint data broken down by county, if possible
- Discussed how to give members of the CAC access to this dashboard
  - Could create RMHS email addresses for each member of the CAC so they have internal access
  - Could create an external SharePoint that CAC members would have access to
  - RMHS will follow up on this before our next meeting

7. CAC member topics & Public Comment   5:00pm
- State/federal budget issues
  - RMHS has prepped our expanded management team on the proposed cuts
    - Now working to prep case managers and provider agencies as changes begin rolling out
  - CAC offered to review any communication going out to members and families through the lens of a peer

- No public comment was made