

[Insert CMA Name] Case Management Agency (CMA) Community Advisory Committee (CAC) Meeting Minutes

August 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	<input type="checkbox"/>	PASCO/IDD Professional	Virtual
Ty Smith	<input checked="" type="checkbox"/>		Virtual
Sam Newren	<input type="checkbox"/>	Adams County Professional	Virtual
Romain Etor Akakpo	<input checked="" type="checkbox"/>		Virtual
Jose Torres-Vega	<input checked="" type="checkbox"/>		Virtual
Sara Bohar	<input type="checkbox"/>	RTD/Transportation Professional	Virtual
Jamie Rodriguez	<input type="checkbox"/>	Adams County Health Professional	Virtual

Agenda

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

- 2. Ice Breaker** 3:40 pm
 - What is your favorite ice cream flavor?

- 3. Review and approval of minutes** 3:50 pm
 - CAC members unanimously voted to accept minutes from May 2025 meeting

- 4. Complaint & Escalation Process Updates** 4:00pm
 - Amy Becerra, Deputy Strategy Officer, joined to review the complaint and escalation process at RMHS
 - Complaints are our #1 indicator of the member experience
 - RMHS is working to measure the total member experience
 - We are working on an organizational view of complaints/escalations and putting together metrics for our Board of Directors
 - Our goal with the member experience is to:
 - Resolve concerns at the level closest to the case manager
 - Track to the point of resolution, though resolution might not mean that everyone is "leaving happy" as there are things both in and out of our control
 - The current complaint/escalation policy the RMHS CMA is using is a pilot for the rest of the organization
 - The policy was developed during Case Management Redesign when we needed to

implement a more streamlined process to receive and respond to complaints/escalations

- This includes hiring our Resolution Manager who:
 - Tracks and logs complaints/escalations
 - Works with the case manager to resolve when appropriate
 - Handles complaints directly when appropriate
 - Ensures each complaint is resolved
- Rules/Policy around Case Management Agency (CMA) Community Advisory Councils (CAC) indicate the CAC should review complaints monthly, looking for trends and providing support in resolving complaints
 - RMHS would like to engage the CAC most for issues that are out of our control
 - We would like to provide the CAC with a monthly dashboard of our complaints/escalations which will include a redacted log
- Feedback from CAC members:
 - Jose Torres-Vega: would like members receiving services to have the chance to reach out to members of the CAC when they have a concern or complaint.
 - Ty: shared concerns about the intake process. Also shared that he would like to give feedback on the kinds of questions we are asking members when they submit a complaint or escalation to understand their experience.
 - CAC agreed that a monthly dashboard would be beneficial. RMHS will work on setting this up before the next scheduled meeting.
 - Each CAC member would like a 1:1 overview of the dashboard once it is set up
 - The Council would also like to save space at each meeting for members to share what they are hearing in the community to compare people’s lived experience with the RMHS data

5. Complaint & Escalations Fiscal Year Review

4:30pm

- Melissa Emery, Director of Case Management, shared a presentation that outlined the complaint/escalation process, data and trends from FY25 Quarters 2, 3, and 4, and the future direction of complaints/escalations at RMHS.
- Feedback from CAC members:
 - Jose Torres-Vega: use TikTok and other social media platforms to communicate our escalation process to the public
 - Sara Bohar: look at the types of complaints included in the “other” category on the data. If there were a high number of complaints of one type, make that its own category

6. Review of Draft Charter & Policies

5:00pm

- The draft CAC charter, CAC policy, and public input policy were emailed to the CAC members before the meeting
- Members would like to review these documents and come prepared to discuss them at the next meeting

7. CAC member topics & Public Comment

5:15pm