

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

February 10, 2026
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	Absent
Shadia Ahmed	<input checked="" type="checkbox"/>		Absent
Romain Etor Akakpo	<input checked="" type="checkbox"/>	Arc of Adams County	Virtual
Jose Torres-Vega	<input checked="" type="checkbox"/>	Arc of Adams County/CDCC	Virtual
Sara Bohar	<input type="checkbox"/>	RTD/Transportation Professional	Virtual
Jamie Rodriguez	<input type="checkbox"/>	Adams County Health Professional	Absent

Agenda

- 1. Welcome and Overview of Agenda** 3:30 PM
Ty Smith, Chair, welcomed everyone
- 2. Ice Breaker** 3:40 pm
 - If you could switch jobs with anyone for a week, what role would you choose?
- 3. Review and approval of minutes** 3:50 pm
 - Minutes from moved by Jose and seconded by Damien
 - (More council members joined later in the meeting, so quorum was eventually achieved)
- 4. Complaints/Escalations Q2 Data**
 - Comparing Q1 to Q2 data
 - Responses take 1 day
 - Resolutions take up to 10 days
 - 3.1 days for ticket resolution
 - IDD children’s waivers have seen a 65% growth
 - Trying to hire to the growth- it’s difficult because training is extensive, salary is not high and there are a lot of pros and cons
 - HCPF relaxed the requirements for CM’s two years ago and minimum requirements are college degree for 5 years experience
 - Other options are persons with lived experience as peer specialists, interns, college student shadowing

Do Not Include any Protected Health Information (PHI)

- Lots of contributing factors for increased enrollment- waiver changes, moving states to access services, switching to new CMA, more services available

5. Chair/Vice Chair

4:10pm

- Council nominated and approved Ty Smith to be Chair
- Vice chair will be appointed at the next meeting
 - Review of expectations/roles of members
 - JEDI- justice, equity, cultural representation, inclusion
 - Potential removal after warning
 - Pending review of the board
 - Potentially add subcommittees
 - Vote at next meeting

6.

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
 - Create the agenda before the quarterly meetings
 - Meet with one another & the CMA Director before the meetings to plan
 - Facilitate the council meetings
- Drafts will be updated for approval at the next meeting

7. Chair/Vice Chair

4:10pm

- Council nominated and approved Ty Smith to be Chair
- Vice chair will be appointed at the next meeting

8. 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

9. 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