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

May 12, 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	☐	PASCO/IDD Professional	Absent
Ty Smith	☒		Virtual
Sam Newren	☐	Adams County Professional	Absent
Shadia Ahmed	☒		Absent
Romain Etor Akakpo	☒	Arc of Adams County	Virtual
Jose Torres-Vega	☒	Arc of Adams County/CDCC	Virtual
Sara Bohar	☐	RTD/Transportation Professional	Virtual
Jamie Rodriguez	☐	Adams County Health Professional	Virtual

Agenda

1. **Welcome and Overview of Agenda** 3:30 PM
   Ty Smith, Chair, welcomed everyone
2. **Ice Breaker** 3:40 pm
   - If you had your own talk show, who would be your first guest?

3. **Review and approval of minutes** 3:50 pm
   - Minutes from moved by Sara Bohar and seconded by Jamie Rodriguez
   - Jose Abstained the minutes approval

4. **Complaints/Escalations Q3 Data**
   - Recommendation to get RMHS accounts that can be used to access the dashboard.
   - Take back to IT and see what we can do
   - Need months identified to understand better

Review:

- Review of Q3 complaints and escalations data
  - The CAC discussed what is within staff control versus bureaucratic/process issues versus eligibility or provider issue
  - Lots of children's referrals that bombarded us due to limited staff capacity
  - Complaints get submitted to HCPF get routed to RMHS, reviewed first but not screened
  - Details of complaints and who/why the compliant is being made
  - Most are from the compliant portal online

- How they got resolved- majority by case manager
- Who it was escalated to
- How long they took to resolve- 11-31 days on average
- Whether or not we could resolve anything particularly complicated
- Review of trends
- Discussion of why candidates are low and staff staying in CM positions is hard
- We have competitive benefits, mission, teams
- Brainstorm ways to have the committees/board give their thanks to the staff

5. Draft Policies & Charter 4:45pm

- Review of chair duties and responsibilities
- Melissa will be the RMHS liaison/contact for those who are want talk about the chair/vice chairs concerns
    - Motion passed by Sara Bohar, seconded by Damien Rosenburg
- Adding meaningful contribution
    - Motion passed by Jose Torres-Vega, seconded by Sara Bohar
- Vice chair duties and responsibilities- discussion about title and responsibilities and continuity and term limits
- Table- want a volunteer for vice chair
- Any additional roles/responsibilities requested

6. CAC member topics & Public Comment 5:20pm

- RMHS is committed to reviewing all potential actions and financial implications due to Medicaid cuts
- No public comment was made