

**1. Welcome and Overview of Agenda:**

- Reviewed case management redesign in CO and how it relates to the purpose/intent of the CAC.
- Discussed plan for the initial meeting, cadence for meetings and the topics to be reviewed at subsequent meetings.

**2. Open Forum - Questions or Concerns**

- Meeting cadence and date/times for meeting was discussed. It was determined the input from all CAC members present that the meeting will occur the 4th Thursday of the month, quarterly. The meeting time will be from 9-11 am and will include an in-person and hybrid option.

**3. Review of Policies and Procedures**

- Discussed the purpose of Policy and Procedure review and a format to get the topics to the team members prior to each meeting.
- Discussed looking at options in which the policies can be shared, and each member can review them in an open format.
- Explained at each meeting the feedback received from policies and procedures reviewed would be taken to the CMA management team for review and determination on how to proceed.
- Informed the team the final determination on any changes to a policy or procedure will remain with the Weld County Department of Human Services.

**4. Review of Complaints**

- Showed CAC members with a sample of the CMA Complaint Log.
- Informed CAC members how complaints are logged by CMA staff.
- Informed CAC members that their responsibility is to review the complaint log and how it was resolved at each CAC meeting. They are to provide feedback on whether additional steps could be taken for each complaint and if they feel it was resolved appropriately.
- Informed CAC members yearly they will review any trends identified in review of complaints.

**5. Review of DSA Exceptions**

- Reviewed the exceptions process (a copy given to each CAC member) as well as the exception log kept by Weld County CMA.
- Informed CAC members all denied exceptions would be reviewed at each CAC meeting. CAC members are expected to provide their thoughts on whether the denied exception was justified based upon the criteria set by Weld County for determining exceptions.

- Informed the CAC all feedback received on denied exceptions would be reviewed with the management team and the final decision would remain with the Case Management Agency Division Director.

#### **6. Confidentiality Training**

- CAC members provided a training hand-out on confidentiality and how it relates to the CAC. Included in this training was a video on confidentiality each member was asked to watch.
- CAC members asked to sign a confidentiality agreement. This agreement notes the consequences of breaking confidentiality as it relates to the CAC.

#### **7. Mandatory Reporting Training**

- PowerPoint presentation on child and adult Mandatory Reporting was facilitated by Dawn Simmons (Adult Protection Supervisor) and how it relates to the CAC. A copy of the PowerPoint was emailed to the CAC members following the meeting.

#### **8. Public Comment**

- None