

Meeting Location: 231 Main St Ste 217 Fort Morgan, CO 80701

Meeting: February 12, 2025

Committee Members

- Leslie King; Adult Protective Services

CMA Agency Representatives

- Sarah Christensen; CMA Director
 - Angie Mendoza, CMA Case Aide
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1. CMA Update:

- The CMA manages all 10 Medicaid waivers available in the state of Colorado.
- Current CMA Staffing:
 - 14 case managers, 4 new case managers starting this month
 - 2 case aide
 - 1 Assistant Director
 - 1 Director
 - 1 Quality Assurance
- Currently hiring: 1 case managers
- Caseload count for all waivers and programs: 1,425 individuals served.
 - Referrals have almost doubled in the last couple of months

IV. Review of Complaints/Trends

- 5 complaint has been recorded since 11/13/2024, reviewing 2.
 - Homemaker note notified of change in hours.
 - Member reached out stating that while agency was in the home doing a management check-in that they discussed the extra hour. Member reported the manager “called Director but didn’t leave a VM.” Director informed member that agency had not reached out to her nor the agency. Director also made member aware of a different agency. NECALG Director had reached out to Provider agency and confirmed that the extra hours that occurred in November were received. Provider reported that they did receive this. NECALG asked that the caregiver/ provider employee is aware of this. Provider stated that they would.

Complaint was resolved.

- Guardian was concerned that provider miscommunicated with employee regarding a members case
 - Guardian specifically went to the provider agency requesting that member no be dropped off/ taken out of the program that day due to change in time pick up. Guardian spoke with receptionist and the program manager that day in person.
 - Case manager let the guardian know that they are other provider options.
 - Guardian stated that she was going to talk with the DDI board members regarding incident.

The Complaint was resolved at this time with Guardian speaking with board members.

V. **Review of CMA Policy and Procedure**

- **Member Exception Policy**
- **Critical Incident Reporting Policy**

Discussion/ member updates:

Director noted that Other individuals on board (Rogelio Segura had another meeting scheduled at same time, Marie Goedert had personal emergency arise, Lance Carr wasn't feeling well due to the weather, Cindy was unable to attend due to weather)

Public Comments

NA