

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

Meeting: June 11, 2025

Committee Members

- Lance Carr; person with lived experience
- Candy Gilliland; guardian of a member with lived experience
- Marie Goedert; guardian of a member with lived experience
- Rogelio Segura; Department of Human Services
- Leslie King; Adult Protective Services

CMA Agency Representatives

- Sarah Christensen; CMA Director
 - Britney Donovan, CMA Assistant Director
 - Kenneth Mooney, NECALG Executive Director
 - Angie Mendoza, CMA Case Aide
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1. CMA Update:

- The CMA's waiver's are being redeveloped/ changed in July 2025.
 - There are no service changes that should affect member's services
 - CFC is going into affect, lower tier services for members or services fall under the current HCBS waiver.
 - Nurse assessor's will be completing a portion of what we do for members who will be the individual's who assess for particular criteria portions of what a member needs are.
- Caseload count for all waivers and programs: 1,550 individuals served.
 - Referrals continue to come in at volume

IV. Review of Complaints/Trends

- 8 complaint has been recorded for the last quarter (March-May).
 - In March & April, we had 2 guardians inquire about when FSSP checks would be issued/ when ready.
 - CM explained process of how once the invoices are received, they are submitted to State, after state issues us the requested amount, then NECALG can issue the checks.

- March complaints were closed. NECALG does re-explain process to FSSP members at great length upon applying as well as explain process each month when guardians inquire about status.
 - In April, the provider was concerned that Member was having homemaker go to the member's mother's house to provide homemaking services, which mother is not a member.
 - Provider discussed with member that only services can be provided at Member's residency and not the mothers.
 - CM had reached out to Member and discussed that services are only authorized at the member's residency
 - CM and Provider agreed that if member requests provider to go to the mother's residency then she would confirm no further items need to be completed at member's residency and leave if none.
- V. At this time, no further reports of this being completed but is being monitored
- - CM received complaint that a provider was billing units while a member was sleeping.
 - CM explained that billable services are tasks being completed for members needs and while individual is sleeping/ tasks aren't being completed doesn't meant billable criteria.
 - Complaint resolved.

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

- **Staff and Training Requirements Policy**

Discussion/ member updates:

VII. **Public Comment**