

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

Meeting: November 13, 2024

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 Supervisor
 - Lori Araujo, CMA Supervisor
 - Kenneth Mooney, NECALG Executive Director
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1. CMA Update:

- On Feb 29, 2024 the SEP had a total of 11 staff members. One day later the SEP became the CMA and the staff increased to 22 staff.
- The CMA manages all 10 Medicaid waivers available in the state of Colorado.
- Current CMA Staffing:
 - 17 case managers
 - 1 case aide
 - 2 supervisors
 - 1 Quality Assurance
- Currently hiring: 2 case managers, 1 case aide, and a director
- Caseload count for all waivers and programs: 1,241 individuals served.
 - Averaging 60 referrals each month for all waivers/programs
 - Anticipation referrals will continue to increase.
- Reviewed case management redesign in CO and how it relates to the purpose/intent of the CAC.
- CAC Website:
 - NECALG.org > Case Management Agency > Community Advisory Committee (CAC).

- CAC materials including a membership list, meeting agenda and meeting minutes have been added to the website.
 - Meeting minutes will still be sent out to attendees at the time they are being added to the website.
- Confidentiality Agreements:
 - Have not received the confidentiality agreements from everyone. CAC members will be required to sign a new confidentiality agreement annually.

IV. **Review of Complaints/Trends**

- 2 complaint has been recorded since 3/1/2024.
 - Reimbursement of care for a program was not being sent out
 - NECALG created a policy and explain to all members/ guardians that the documentation has to be sent to NECALG by the 15th of the month and checks would be issued the following week

Complaint was resolved.

- Guardian was concerned that a Case manager did not find an individual services to fit needs.
 - No provider willing to hire the requested caregiver
 - Previous RFP sent by previous CM
 - Assigned a new CM
 - Waiver switches have been completed

The Complaint was resolved with CM change. CM is actively working on switching back to a different waiver upon financial approval.

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

- **Grievances and Complaints**
- **Client Notice and Appeals**

Discussion:

- How soon would like items sent out for review?
15 or 30 days before next meeting?

Public Comment