



July 1, 2024

Dear CHCBS Families,

We wanted to take the opportunity to officially welcome you to The Resource Exchange (TRE), as we are officially your new Case Management Agency (CMA). As of today, July 1, families with children enrolled at ASNC, A Rise Above, and NTSOC have been transferred to TRE. We are now providing Case Management for children enrolled in CHCBS in El Paso, Park, Teller, and Pueblo Counties, due to the federal mandate that requires case management agencies to be separate from agencies that provide direct care. To set you up for success and hopefully reduce any confusion, we have some important information for you as you navigate this transition.

We understand that the transition can sound intimidating, but we assure you that you will have support and information regarding what is needed from you. Rest assured that services within your plan will stay the same. The main change is that you will have a new Service Coordinator from TRE, since your previous CMA will no longer be providing case management. If anything is needed from you, your Service Coordinator will let you know.

You can expect to hear from your newly assigned Service Coordinator via call, text, mail, or email by August 1<sup>st</sup>. They will reach out to you with their name, phone, and email address so you know how to get in touch with them. Additionally, your Service Coordinator will let you know when your child's next review is due by. If for some reason you haven't been contacted by August 1<sup>st</sup>, you can reach out to the CHCBS Supervisor, Carol Raburn, at 719-418-4929 or [craburn@tre.org](mailto:craburn@tre.org).

Thank you for being patient throughout this transition. We are here to support you and your family. It is our pleasure to be your new CMA.

Sincerely,

The Resource Exchange



*Empowering People. Strengthening Families. Building Inclusive Communities.*

6385 Corporate Drive, Suite 100 | Colorado Springs, CO 80919-5913 | (719) 380-1100 | [info@tre.org](mailto:info@tre.org)