

The Resource Exchange CMA Community Advisory
Committee (CAC)

Microsoft Teams Meeting

Link provided in email invite

10/25/2024

0900-1100 AM

COMMITTEE MEMBERS In Attendance

- TRE-Kyle Cox, Laura Thomas, Karey Urbanski
- Nicole McKinney
- Stephanie Garcia
- Christine Ogolla
- Tracy Hiester
- Jennifer Risdall
- Christina Butero
- Bonnie Kniffin

1. Welcome/Agenda/Member Introductions/HR Discussion

- Welcome/Introduction of new member/Discussion of role as a parent of recipient of HCBS services.
- TRE HR Director provided a presentation on TRE’s hiring/staffing/retention procedures
 - Answered questions, group discussion on hiring trends.
- Review of staffing and turnover being the main identifying cause of TRE’s complaint issues/backlog, review of each department’s staffing percentages.

2. Review of TRE Member Feedback/Resolution Process

- The CAC team provided positive feedback on the process and praised the well-crafted policy. They expressed confidence that this policy will help reduce complaints, especially when paired with a comprehensive training plan for all staff.
- Discussed/reviewed sections of policy (sent to CAC group prior to meeting)
- The team inquired whether HCPF could establish a similar policy and feedback loop with the community to facilitate open discussions on systemic issues and unrealistic expectations that fall outside the CMA’s control and ability to resolve

3. Review of Complaints /Discussion 1000-1130

- Thorough review of complaint log, review of analytical graphics
- Discussion on specific TRE employee performance plan management.
- CAC group explained it is believed recent stakeholder meetings (statewide) have resulted in panic and frustration among community members, directly contributing to a spike in CMA complaints for August 2024.

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4. CAC feedback/Recommendations/Next Meeting

- **Direct Community Access:** The CAC recommends that HCPF members have direct access to the community, fostering open dialogue and a comprehensive review of how expectations and rules apply in daily community interactions, especially those beyond the capabilities of society and CMAs.
- **Case Manager Role Clarity:** TRE should clearly outline the specific roles of case managers, detailing what the community can expect and what falls outside their scope. This information should be provided to each member in writing.
- **Meeting Participation:** The group suggests that the CHCBS director and the Pueblo case management manager attend a meeting to discuss these areas further.
- **TRE Vault Acknowledgment:** While the CAC acknowledges the slow rollout of TRE's internal system (TRE Vault) has been frustrating, they understand the technological challenges and commend TRE for developing this much-needed portal system.
- **Community Recognition:** The group appreciates the hard work and efficiency of TRE management and staff in resolving complaints, addressing backlogs, and navigating the CMA landscape in Colorado.
- **Training Policy Overview:** The CAC recommends presenting an overview of TRE's training policy, philosophy, and processes for their input. Additionally, TRE should develop training to enhance case managers' communication with multicultural and generational community members. A sample training program from other agencies has been shared with TRE leadership for consideration.
- **Next Meeting:** The next meeting is scheduled for January 24, 2025, from 9:00 AM to 11:30 AM, in a digital format. The group agreed that virtual meetings work best for the CAC team, as in-person attendance can be challenging for all members.

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