

**The Resource Exchange CMA Community Advisory
Committee (CAC)**

Microsoft Teams Meeting/Option for In
person attendance

Link provided in email invite

07/26/2024

COMMITTEE MEMBERS In Attendance

- TRE-Kyle Cox, Nancy Vigil, Samantha Winter, Laura Thomas
- Jenna Wolfe
- Jim Ruwwee
- Nicole McKinney
- Tanisha Waugh
- Stephanie Garcia
- Christine Ogolla
- Tracy Hiester
- Jennifer
- Christina Butero

- 1. Welcome and Overview of Agenda** 0900-1000
 1. Quick Intro and updates
 - a. Website complaint form-live 8/4-overview of form
 - b. TRE Complaint Policy updates
 - c. Next Meeting/Going Forward exception request review, more efficient with graphics/recruitment
 2. Complaint Log Review 900-1000-
 - a. Discussion on complaints/trend analysis/progress
 - b. Overview of graphics
 3. Open discussion with the CAC team 1000-1100

- 2. Open Forum - Questions or Concerns** 930-1000
 - a. Several factors were discussed as potential contributors to TRE's turnover and staffing challenges, including the current job descriptions, staff salaries, the retention of positions that engage with community members, TRE's hiring strategy, and the overall agency culture. The group believes it would be beneficial to consult with a member of TRE's HR team in a future meeting to gather insights and advice.
 - b. Additionally, the group explored possible funding streams that TRE could utilize to enhance resources and improve service delivery.
 - c. Suggestions were made to expand the data points included in the complaint log trend analysis. Specifically, the group recommended tracking complaints made by the same member or potential member on a month-to-month basis.
 - d. While acknowledging the administrative burden that complaint log tracking imposes on the agency, the group emphasized the importance of ensuring that all complaints are tracked quarterly and recommended that progress in this area be clearly demonstrated.

- 3. Review of Complaints /Discussion** 1000-1130
 1. Full review and discussion on hiring/staffing-root cause analysis of complaints
 2. Discussion on person centered case management
 3. Complaint log data collection

Do Not Include any Protected Health Information (PHI)

4. Wrap Up/Next Steps

1130-1150 AM

4. Next Meeting Date and Time: October 2024/virtual only meeting
5. Policies and Procedures to be reviewed: Discussed the review of policies and procedures once they are reviewed and approved by TRE board of directors. TRE's complaint/grievance policy and procedure to be reviewed/discussed.
6. Other topics: Review of TRE exception log, Review of Q1 complaints, update on TRE policy and procedures (Board of Director approval process), overview of TRE's website complaint form.