

Case Management Agency (CMA) Community Advisory Committee (CAC)

Virtual Meeting/Microsoft Teams

COMMITTEE MEMBERS:

Name	Lived Experience	Agency & Affiliation	Attendance (in person/virtual/absent)
Jennifer Risdall	<input type="checkbox"/>	Hope/Home	Virtual
David Pump	<input type="checkbox"/>	Pueblo Diversified Industries /Provider	Virtual
Tracy Hiester	<input checked="" type="checkbox"/>	The Independence Center	Virtual
Jim Ruwwe	<input checked="" type="checkbox"/>	Parent	Virtual
Bonnie	<input checked="" type="checkbox"/>	Parent	Virtual
Stephanie Garcia	<input type="checkbox"/>	The ARC/Advocate	Virtual
Christina Butero	<input type="checkbox"/>	The ARC/Advocate	Virtual
Jenna Wolfe	<input type="checkbox"/>	Provider	Virtual
Pattie Ruwwe	<input type="checkbox"/>	Parent	Absent
Nicole Mckinney	<input type="checkbox"/>	Parent	Absent

Do Not Include any Protected Health Information (PHI)

1. Welcome and Overview of Agenda 0900-0930

Agenda-

1. CAC Team Requirements
2. TRE Updates/Progress
3. Complaint Log Review/Trend Analysis
4. Exception Review
5. Open Discussion

TRE presented a point-in-time summary of the agency's progress on key case management tasks—intake referrals, CSR, monitoring, complaints, and escalations. The summary included detailed visual graphics to enhance clarity and illustrate the data effectively.

2. Open Forum - Questions or Concerns & Input about how the CMA Operates 0930-1000

1. Concerning The Vault (TRE's Internal System)-When will all providers be able to use the system, what is the progress on staff training of the system? (further discussion needed with TRE leadership team). Will/does the Vault offer any type of "receipt" for documents submitted/uploaded?
2. The complaint log contains complaints regarding guardians not being included in the service planning process. The group feels this is underrepresented. Why does this occur? And what solutions is the agency putting in place to ensure guardians are included?

3. Review of Complaints 1000-1030

Complaint ID 8,15,19,25,28,77, 84, 88-All complaints revolve around PAR resolution and communication-It is unclear if TRE provided firm communication to the providers/members regarding the resolution and potential resolution timeframes.

Complaint ID 9-The complaint contains service disruption for the serving agency, the resolution leaves it unclear if the service disruption was resolved.

Complaint ID 10- What is the process for transferring to/from CMAs? Providing this information to members/families will help with the breakdown of communication.

Complaint ID 13- The resolution leaves it unclear as to what safeguards TRE utilizes to ensure timelines are met with collecting and completing documentation.

Complaint ID 14-The complaint indicated CDASS Documentation was not entered timely, the

Do Not Include any Protected Health Information (PHI)

resolution leaves unclear if the situation was fully resolved, to include services back dating.

Complaint ID 17-The complaint indicates a member was receiving services from a waiver that does not best meet the member's needs. The resolution leaves unclear why a waiver change occurred, and what the person-centered process is for assisting (and offering meetings) to discuss benefits/risks with changing waivers.

Complaint ID 18-The complaint includes concerns over Medicaid renewal and a service lapse. The resolution/problem analysis lead the CAC team to ask the following: Why the long delay? Why wasn't the document sent sooner for Medicaid renewal? Was it sent and overlooked? The communication regarding ARG applications is not readily available to members – I know the PEAK system has not been notifying members of the need for an updated ARG. Is this information available to the benefits department at TRE?

Complaint ID 20-This complaint contains a break in service, the CAC team has the following questions: How long was the break in service? What happened to the members during those times? How are members being supported?

Complaint ID 22-The TRE Service Coordinator is the subject of multiple complaints. The CAC team recommends that when a Service Coordinator change is requested, the resolution directly addresses this aspect of the complaint.

Complaint ID 27-The complaint included issues with home modification. The CAC team had the following question- How many times did he visit the office? Has the home modification been completed? Did the delay impact her day to day life/care? If so, what was done to support them while they waited for the home modification? What is the typical timeline to get home modifications approved to completion?

Complaint ID 33-The complaint included a member that had lost services. The CAC team had the following questions: Why does the resolution include the forwarding of emails? Why was she closed out? Has she been reinstated? Was she referred to another agency to assist with needed LTHH services, if TRE services were not appropriate?

Complaint ID 41-This complaint contained concerning observations and member safety issues. While the resolution contained details about TRE following mandatory reporting guidelines, the CAC had the following questions: Have there been any follow up visits to the home? Did the service coordinator speak with the therapist in the home regarding what they have observed?

(The CAC team had additional questions regarding complaints 43-48)

Complaint ID 43- Did the member receive their assistive technology?

Complaint ID 44- Did the member receive the revision/more services?

Complaint ID 45- What safeguards are in place to ensure no one "forgets" to submit for approval?

Do Not Include any Protected Health Information (PHI)

Complaint ID 46-Did the member start receiving needed services?

Complaint ID 47- Was this a systems issue or lack of follow up by the service coordinator?

Complaint ID 48- Was the appropriate setting found for this member?

Complaint ID 50-This complaint included a delay in setting up a needed meeting. The CAC team asked for information regarding why it would take a longer than normal time to set up the requested meeting; and what TRE's timelines/processes are for when a member asks a case manager to set up a meeting?

Complaint ID 76-This complaint included an issue regarding a potential HIPPA break. The CAC team noticed the resolution did not include direct contact with the member to inform the member of the breach. Was the member contacted?

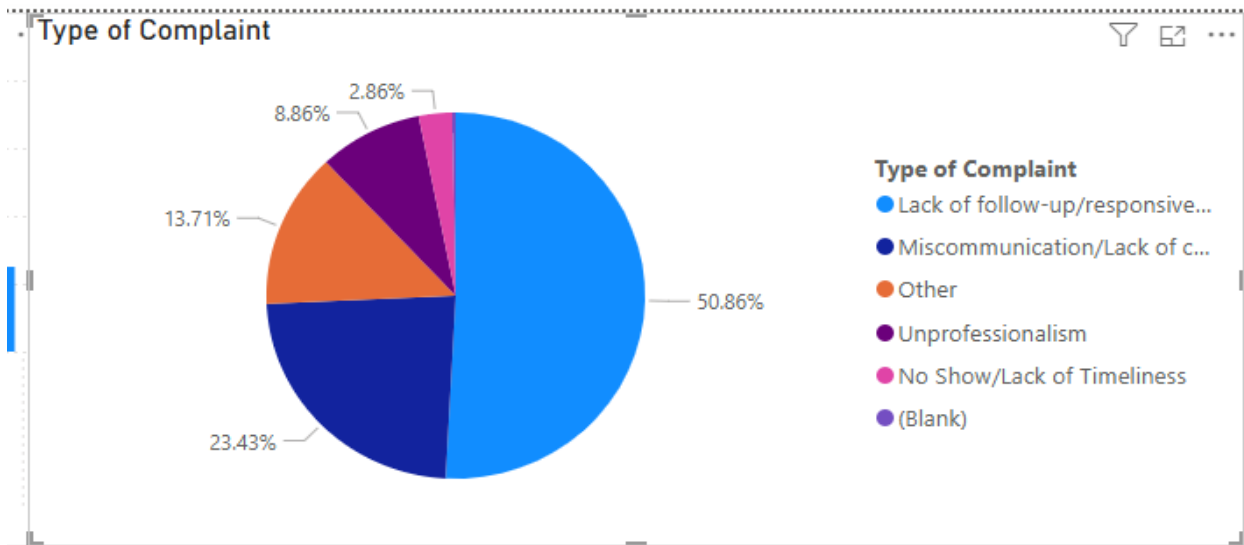
Complaint ID 82-Why is FSSP listed as the program if a PAR is needed? –(This was found to be a clerical error on the complaint log).

Complaint ID 85/86-These complaints included information on billing denials, and indicate errors occurred at the county level. How many complaints about billing are due to county department errors?

Discussion of Trends in Complaints:

The CAC team reviewed trends from April 2024-April 2025, identifying Lack of Follow-up/Responsiveness as the most concerning trend regarding CMA complaints for TRE. The following data was further discussed.

Type of Complaint	
Lack of Follow Up/Responsiveness	178
Miscommunication	82
Other	48
Unprofessionalism	31
No Show/Lack of Timeliness	10



Do Not Include any Protected Health Information (PHI)

The CAC Team provided the following recommendations to TRE's leadership team in response to the continued trend of members not experiencing timely responsiveness.

1. TRE has demonstrated strong analytical capabilities in identifying organizational challenges. To build on this strength, the leadership team should focus on guiding staff toward actionable solutions that address the documented complaint trend related to follow-up and responsiveness. A strategic approach, emphasizing accountability and process improvements, will be essential in driving measurable progress and enhancing service standards.
2. The CAC team recommends that TRE develop a more efficient complaint documentation system. While current documentation remains consistent, the team has identified a gap in capturing all complaints, suggesting that some concerns may go undocumented. Implementing a more comprehensive tracking process will enhance accuracy, provide clearer insights into service challenges, and support proactive resolution strategies.
3. The CAC team recommends that TRE leadership establish clear, performance-based metrics to track the resolution of complaint trends. Moving beyond general progress updates, these metrics should define measurable targets, timelines, and accountability frameworks to ensure sustained improvements in responsiveness and service quality. A data-driven approach will provide greater transparency and enable proactive adjustments to resolution strategies.
4. The CAC team recommends implementing a more comprehensive and detailed approach to documenting complaint resolutions within the complaint log. Each resolution entry should clearly outline the following components:

Issue Summary – A complete description of the issue identified, including relevant context and contributing factors. If a miscommunication occurred, miscommunication should be fully explained.

Resolution Actions – A detailed account of the steps taken to resolve the issue.

Preventive Measures – An explanation of the actions implemented to prevent recurrence of the issue in the future.

Communication Record – A summary of how the resolution was communicated to the member and/or provider, including the method, timing, and content of the communication. This structured documentation will help ensure transparency, accountability, and continuous improvement in complaint handling processes.

5. The complaint log is beginning to reveal trends, indicating that certain case managers are receiving a higher volume of complaints. What measures is TRE implementing to address this issue?

TRE leadership will conduct a thorough review of individual complaint questions, concerns, and emerging trends to provide the CAC team with informed updates. Additionally, they will assess opportunities to refine training programs and operational processes. The suggestions and inquiries from the CAC team will be carefully considered in shaping these improvements.

4. Wrap Up/Next Steps

- Next Meeting Date and Time: July 2025 (invite forthcoming)
- Other topics: Complaints/TRE Board of Directors Presentation Preparations.

Do Not Include any Protected Health Information (PHI)