

TRE Case Management Agency (CMA) Community Advisory Committee (CAC) Meeting Minutes

[July 25, 2025]

[9:00-11:00]

Two Additional Sessions Held-In person-July 11 2025-900-1130 & Virtual 7/30/2025 2-300 PM

The purpose of the Community Advisory Committee Meeting is to provide an opportunity for local and regional input regarding CMA operations, which helps us build a stronger case management system in our region.

Committee Members

| Name | Lived Experience | Agency and Affiliation | Attendance (in person/virtual/absent) |
|-------------------|-------------------------------------|------------------------|--|
| Christina Butero | <input type="checkbox"/> | The ARC | Virtual |
| Tracy Hiester | <input type="checkbox"/> | Independence Center | Virtual |
| Jennifer Thornton | <input checked="" type="checkbox"/> | Parent-Receiving HCBS | Virtual |
| Stephanie Garcia | <input type="checkbox"/> | The ARC Pueblo | Virtual |
| Jenna Wolfe | <input type="checkbox"/> | Provider Agency | Virtual |
| Jennifer Risdall | <input type="checkbox"/> | Provider Agency | Virtual |
| Jim Ruwwe | <input checked="" type="checkbox"/> | Parent-Receiving HCBS | Absent |
| Pattie Ruwwe | <input checked="" type="checkbox"/> | Parent-Receiving HCBS | Absent |
| David Pump | <input type="checkbox"/> | Provider Agency-Pueblo | Virtual |
| Jeremy Chatelain | <input checked="" type="checkbox"/> | Member receiving HCBS | Absent |
| Bonnie Kniffin | <input checked="" type="checkbox"/> | Parent-Receiving HCBS | Absent |

Agenda

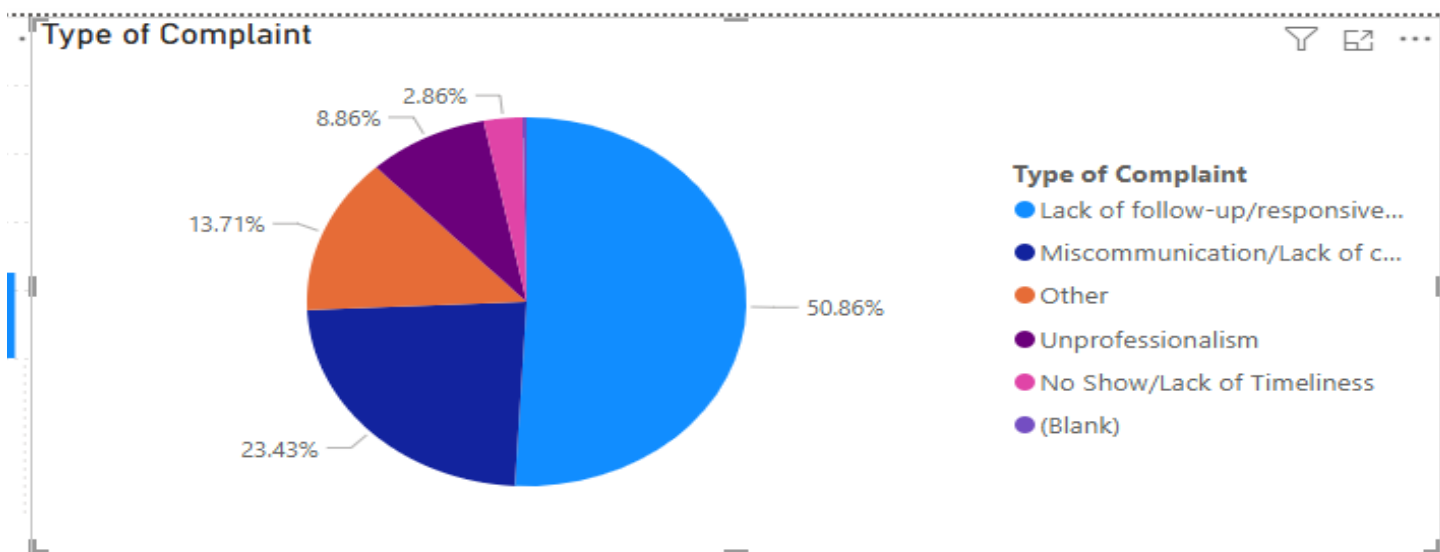
- 1. Welcome and Overview of Agenda** 0900-0900
- 2. Open Forum - Questions or Concerns/Input on Operations** 0900-1000
 - TRE Board of Directors Presentation-Thorough discussion on the CAC team's upcoming board of directors' presentation (presentation review, logistics, scheduling, in person discussions).
 - Thorough discussion on the CAC team's recommendations for TRE based on TRE's complaint & resolution policy and complaint trend analysis.
 - Discussion on CAC recruitment, Various CAC members to work with Kyle (TRE) to recruit new members, that may have service interest.
 - Discussion on TRE's staff accountability, HR policies, Hiring.
 - Thorough statistical review/visualized data sharing on TRE's real time metrics in meeting department prescribed timeframes.

3. Review of Complaints

1000-1100

For the purpose of this meeting, TRE focused the discussion on TRE's complaint Trends. It was confirmed the CAC team reviewed each individual complaint from the Q4 (FY24-25) complaint log. The team was concerned that the information is continuing to show the same trends, and same types of complaints over the past year (from April 2024-June 2025). The team agreed an individual review would result in the same discussion as previous CAC meetings, and an overall review of CAC recommendations and the trend.

1. An overview of Complaint Resolution Training, Kyle (TRE) presented and trained on for TRE supervisors. An overview of a group work session hosted @ TRE where 2 CAC team members presented with Kyle (TRE) on complaint trends, resolution and specific metric analysis for future improvements was given and discussion. The years complaint data was also discussed.



2. CAC Recommendations- Thorough discussion, plan to discuss with TRE board of directors-
 - a. Increased Accountability For All Staff On Responsiveness
 - b. TRE Has Become Very Proficient In Admitting There Is An Issue, Move Towards Solutions
 - c. Staff & Supervisors Should Be Able to Fully Resolve Complaints, Relying Less on Managers/Directors
 - d. Management Oversight In Ensuring All Complaints Are Documented
 - e. Increase Communication With Complainants , Showing Empathy, And Fully Discussing Resolutions.
 - f. Customer Service/Triage Team Focused On Answering Phone Calls
 - g. Review/Enhancement of TRE's Website

4. Wrap Up/Next Steps/Action Items

- Kyle-to schedule additional in person meeting time with CAC members for further work
- Kyle-to review upcoming HCPF memo and inform CAC members of changes/enhancements to meeting and work collaboration
- Next Meeting Date and Time-Kyle to work with absent CAC members to schedule next meeting in October of 2025-finding times that work for most members.
- TRE CAC to present to Board of Directors, August 2025