

The Resource Exchange Case Management Agency (CMA)

Community Advisory Committee (CAC) Meeting Minutes

Meeting Date: January 30, 2026

Meeting Time: 0900-1100 AM

Committee Members

<u>Name</u>	<u>Lived Experience</u>	<u>Agency/Affiliation</u>	<u>Attendance</u>
Jennifer Risdall	No	Provider Staff – Hope/Home	Virtual
David Pump	No	Pueblo Diversified Industries / Provider	Virtual
Tracy Hiester	No	The Independence Center	In Person
Jim Ruwwe	Yes	Parent	Virtual
Bonnie Kniffin	Yes	Parent	Not Present
Stephanie Garcia	Yes	The ARC – Advocate	Virtual
Christina Butero	No	The ARC – Advocate	In Person
Jenna Wolfe	No	Provider	Virtual
Pattie Ruwwe	Yes	Parent	Not Present
Jennifer Thornton	Yes	Parent	Virtual
Dave Pump	Yes	Provider	In Person
Kyle Cox	No	CMA Staff	In Person
Colleen Head Batchelor	No	CMA Staff	In person

Agenda-Open Group Discussion in the following areas 900-1100 (additional time throughout the quarter was spent going through each complaint). TRE's CEO Colleen Head Batchelor attended with the group.

Systemic Challenges in Case Management and Service Delivery

CAC Members discussed persistent issues in case management, including high staff turnover, administrative burdens, communication breakdowns, and rapid regulatory changes.

Communication and Responsiveness Issues

CAC Members raised concerns about ongoing problems with communication and responsiveness from case managers, noting these remain the most frequent complaints.

Policy, Regulatory, and Contractual Changes

CAC Members discussed effects of new state policies, draft rules, confusion over meeting participation, financial liability, and Medicaid rate changes.

Collaboration, Advocacy, and Stakeholder Engagement

CAC Members emphasized inter-agency collaboration, advocacy, and improved communication with state partners.

Caseloads, Staffing, and Recruitment

CAC Members discussed high caseloads, challenges in recruitment and retention, and effects on service quality.

In-Person Work and Hybrid Models

CAC Members discussed plans to increase in-person work and balance hybrid models to support communication and team cohesion.

Family Caregiving Cuts and Provider Shortages

CAC Members discussed concerns about cuts to family caregiving and shortages in direct care providers. CAC members expressed concern over the communication and requested TRE help guide their understanding of policy changes affecting caregiver hours. Many CAC members indicated they were exploring the legality of the changes and plan further communication with HCPF.

Complaint and Appeals Process Management

CAC Members discussed increasing administrative burden of complaints and appeals, including the effects of policy shifts.

Follow-Up Tasks-

1. It is recommended TRE Increase transparency in complaint log reporting by providing more detailed information on root causes and resolutions.
2. It is recommended TRE Gather and share comparative complaint data from other CACs and CMAs statewide. The CAC team has expressed concern that TRE continues to have what the CAC team perceives as a high number of complaints, with the same framework and criteria as in previous quarters.
3. It is recommended TRE Ensure mandatory reporting and follow-up procedures are consistently documented. There were quarterly complaints where mandatory reporting was needed and was not documented that follow-up occurred. Further training may be needed.
4. Document resolutions more thoroughly, so it is understood that communication took place with the family/member.
5. It is recommended that TRE Continue further reduction efforts. While complaints went down this quarter, the CAC team expressed frustration and fatigue with reviewing the same type of complaints each quarter (lack of response).
6. Investigate and clarify policy on provider participation in level of care meetings. The CAC team indicated that TRE is telling guardians (examples given in Pueblo) that they cannot attend LOC meetings.
7. It is recommended; TRE Provide a personalized update on emergency waiver intake coordinator issues. (this was discussed in full during the meeting, resolution given confusion among processes explained and discussed)
8. It is recommended TRE Communicate updates on draft provider accountability rules to staff and community members.
9. It is recommended TRE Complete onboarding and full implementation of the escalations/triage team (new Provider transparency and accountability measures being added to rules)

Complaints Review

All complaint details are included in a separate spreadsheet maintained by the CMA.