



Foothills Gateway, Inc.

Empowering Every Ability

Foothills Gateway, Inc. *Introductory* CMA Community Advisory Committee (CAC) Agenda and Minutes

October 8, 2024

Welcome and Overview of Agenda

Attendees: Russ Franson (Quality Assurance), Nathan Scott (Community Outreach), Brandee Boice-Street (Administration), Debbie Klein (Administration), Cynthia Hansford (Program Services), Shauna Poquette RN (Health Services & LTHH), Reni Moreno (Behavioral Health), Erin Eulenfeld (Administration)

In process: SummitStone Health Partners staff, the Arc of Larimer County staff, Ombudsman and Members

Introduction to Community Advisory Committee's responsibilities/requirements:

Attendees received Foothills Gateway's CAC procedure to review prior to this meeting. During the meeting, attendees reviewed a CAC PowerPoint presentation that outlined the CAC's responsibilities.

Discussion: A CAC Chairperson is needed along with a CAC Committee Liaison. The CAC Chairperson will be responsible for scheduling the meetings, chairing the meetings, and assuring that meeting agendas, the meeting schedule, and meeting minutes are posted to the agency website. The CAC Liaison will be responsible for attending the meetings to take the meeting minutes, working with the Chair to develop the meeting agendas, and redacting and securely emailing complaint information monthly. The CAC Chairperson will be Brandee Boice-Street and the CAC Liaison will be Rae Lively.

The agency's Complaint Procedure was reviewed along with an overview of how complaints are received, tracked, and follow up is completed with the complainant. Quarterly, Foothills Gateway submits all complaints along with the resolution and trend tracking to Health Care Policy and Financing (HCPF), and this information will be reviewed with the committee at the meetings.

The Members Exception Process was also reviewed. When a member or family member, either living in another Designated Service Area (DSA) or moving to another DSA, requests that Foothills Gateway, Inc. provide case management services, the request is documented and reviewed by the Case Management Director(s) in consultation with the CEO. A decision is rendered and documented on the request and the member and/or family member are informed of the decision. The CAC will review these requests annually.

The committee also reviewed the training requirements for the CAC: Confidentiality, Mandatory Reporting, Complaints; Disability and Cultural Competency; and the roles and responsibilities of the CAC. It was discussed that the Human Rights Committee (HRC) training has many of these components and could be adapted for the CAC members.

Wrap Up/Next Steps:

- Continue CAC member recruitment efforts and provide an update at the next meeting.
- CAC Chairperson to schedule the meeting in December 2024 and develop the agenda to include the review the FY25's first quarter complaint log.
- At the December meeting, choose dates/times for the next quarterly meetings. The sample agendas for the meetings is also included in these minutes.



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Sample CAC Agenda for Future Meetings:

- **Welcome and Overview of Agenda**
- **Open Forum - Questions or Concerns**
- **Review of Complaints**
Overview of the most recent Complaints Log:
Overview of any trends identified in Complaints:
- **Annual Review of Designated Service Area (DSA) Member Exceptions**
Overview of Member Exceptions reviewed since the last CAC meeting:
Overview of any trends identified in Member Exceptions:
- **Wrap Up/Next Steps**