

Community Advisory Committee (CAC) Meeting

December 12, 2024 10:30am

Meeting Minutes

Present: Brandee Boice-Street, Cynthia Hansford, Kimberly Aquilar-Pauli, Maude Falcone, Nathan Scott, Owen Kent, Rae Lively, Reni Moreno, Russ Franson, Shauna Poquette

Excused:

Welcome

- Will set a recurring schedule for these meetings, the second Thursday of the month on a quarterly basis. The meeting schedule, along with minutes of previous meetings, will be posted to the Foothills Gateway website.
- Ideas/Thoughts/Concerns are welcome for future meetings, we can adjust the schedule of meetings as needed

Questions or Concerns

- What months are we looking at, and will this be once a quarter?
 - Meetings will occur once a quarter - in March, June, September, and December
- At each meeting, we will be reviewing the previous quarter's complaints/resolutions. In the future, if this feels like the data we are reviewing is too 'old', we will adjust as needed.

Review of Complaints

- Overview: Russ takes every complaint and generates a report including details of the complaint, the resolution, the timeframe of the resolution, as well as any trends over the quarter. From here on out, Rae will be redacting any confidential information and sending this report to committee members for review before each meeting.
- From July to September of this year we had 8 complaints: each complaint was reviewed, and Russ shared the resolution for each.
- All complaints have been resolved; they are typically resolved within a week.
- Question: Are they all formal complaints? Do they come from HCPF?
 - Foothills Gateway treats all complaints as formal ones and follows a process to get them resolved. They are usually from members or family members who contact a Foothills Gateway supervisor or through the agency email 'info@foothillsgateway.org'.
- Question: These all seem to be communication issues, is this a result of training?
 - Foothills Gateway does hold case managers accountable for communication, they are trained to return contact within 1 to 2 business days.

Annual Review of Designated Service Area (DSA) Member Exceptions

- Overview: If someone residing outside of Larimer County wants to receive case management services from Foothills Gateway, we will review the request and make determination to either approve or deny that request.
- Question: How many of these Member Exceptions does Foothills Gateway get?
 - Not a lot, last year there were 8 requests total. This number may increase but is not generally a large number.

Wrap Up and Final Questions

- Question: What is the metric for “is this a satisfactory resolution” to a member?
 - The supervisor will report details of the agreed upon resolution to the complainant. The resolution itself can vary depending on the complaint, but there could be personnel action, up to and including termination.
- Typically, the invitation for the next meeting would be sent the same day the current meeting resolves, but due to common request, it will be sent the day before.
- The agenda for the next meeting and the report will be sent earlier to allow time to read it over.

**The Community Advisory Committee’s next meeting is scheduled for
March 13, 2025 @ 10:30 am.**