

## **September 11, 2024 - Quarterly Family Support Council & Community Advisory Council meetings with joint lunch**

**Location:** Grand Junction Workforce Center and Online

### **Dates and timing:**

Both councils meet on the 2nd Wednesday of the month in September, December, March, June in person in Grand Junction at the Workforce center with virtual options available. Attendance timing is:

- Attendees only on the Family Support councils will attend 10am-1pm
- Attendees only on the Community Advisory Council will attend 12-4pm
- Attendees in both councils will attend 10am-4pm

To join the council, contact [jreiskin@ccdconline.org](mailto:jreiskin@ccdconline.org).

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## **Agenda**

### **10am-12 noon: Family Support Council Agenda**

10am Welcome, introductions, reminder of council focus

10:15am Follow up on previous items/questions

10:30am Policy review - Family Support Services Plan policies

List of policies that need to be created or modified this year.

Discussion of order of importance, level of complexity, etc.

Identification of likely issues for each policy

Requests for information from Rocky

Discussion, feedback on policies

(Optional/As needed - Informational presentation as requested)

11:45am Public Comment

### **12-1: Joint Lunch for both councils**

**1pm-2:30pm: Community Advisory Council open meeting agenda**

1pm Welcome, introductions, reminder of council focus

1:15-1:30 Public Comment

1:30pm Policy review - HCBS waiver delivery policies

- Overview of policy area for today's meeting
- Discussion and feedback on quality, communication, and member satisfaction

2:10 Follow up on previous items

2:20 : Communication material review and marketing suggestions

- Review marketing materials coming from Rocky, to people receiving waiver services (*Note this is different than communication coming directly from the state department*)
  - Discuss – are the materials understandable? Culturally relevant to all regions? And other feedback
  - Discuss suggestions for outreach that can be done by Rocky and Council members and other supportive organizations

**2:35 10 minute break**

**2:45-4pm Closed Community Advisory Council meeting agenda**

2:45 pm Review complaint trends received by Rocky Mountain Health Plans' Case Management Agencies as presented by facilitators and RMHP liaisons

- Discuss
- Decide together what strategies the council will recommend for complaint resolution
- Listening to communities - are there community complaints you are hearing that aren't reaching official complaints within RMHP?

3:20pm Closed meeting policy discussion continuing on today's HCBS waiver policy delivery topic

3:45pm Future topics discussion and wrap up