RMHP Mountain Health Plans Case Management Agency Community Advisory Committee

Executive Summary:

The Community Advisory Committee (CAC) held its first meeting of the new fiscal year with its new members. New members were oriented to the committee's purpose, responsibilities, and complaint review process. Members shared their lived experiences and discussed group norms, noting the importance of advance meeting materials, respectful and supportive discussion, open communication, and solution-focused feedback. Committee members received training on complaint reviews, confidentiality, mandatory reporting, and conflicts of interest, while reinforcing that the CAC's role is to provide recommendations that help improve member experiences and services. Overall, the meeting established a collaborative and engaged foundation for the committee's work moving forward.

COMMITTEE MEMBERS

Name	Lived Experience	Agency & Affiliation	Attendance (In-person/ Virtual/ Absent
Community Advisory Committee Members			
Pamela Sweaney	☒	DSA13 – Member	Virtual
Charlotte Campbell	☒	DSA14 – Member	Virtual
Melinda Carlson	☒	DSA16 – Family Member	Virtual
Kristin Grajeda	☒	DSA16 – Professional Member	Absent
Kelly Mayfield	☒	DSA17 – Family Member	Virtual
Glenn Beers	☒	DSA17 – Member	Virtual
Michael King	☒	DSA17 – Member	Virtual
Ken Mazon	☒	DSA17 – Family Member	Virtual
LaDean Woods Sausette	☒	DSA18 – Family Member	Virtual

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Facilitators and CMA		
Julie Reiskin	Facilitator - CCDC	Virtual
Alison Sbrana	Facilitator - CCDC	Virtual
Billie Bemis	RMHP CMA VP LTSS	Virtual
Erica Anderson	RMHP CMA Director	Virtual
Ethan Storeng	RMHP CMA CQI Lead	Virtual
Sheila Worth	RMHP CMA Contract Lead	Virtual

1. Welcome, Introductions, and Group Norms

RMHP leadership welcomed the new committee members and provided an orientation to the background and purpose of the committee. Members shared a wide range of lived experiences as waiver participants, caregivers, and family advocates, creating a diverse foundation for committee work.

RMHP leaders explained that the committee serves in an advisory capacity to provide recommendations on complaints, policies, communications, satisfaction activities, and operations, with feedback being elevated to the Governing Body for consideration.

Discussion about group norms centered on fostering a collaborative, respectful, and solution-focused environment where members feel comfortable sharing differing perspectives.

- Committee members all agreed to treat each other with respect and several committee members indicated they appreciate advanced access to meeting materials.
- Pamela noted respect and emotional intelligence and would like the group to remember that these are real complaints from real people, these are real lives.
- Charlotte would like to see support, understanding, and respect.
- Michael would like to see respect and a willingness to talk.
- Ken encouraged collegiality that makes an ultimate difference in what we're all spending our time doing.
- Kelly asked for guidance if the group has questions regarding the complaint review.
- Melinda noted the variety of experiences and a desire to learn from one another.
- Glenn encouraged committee members to not be afraid to ask questions.
- LaDean asked facilitators to help keep the meeting on track at an even pace and asked that the group stay solution oriented.

The group reviewed member responsibilities, confidentiality expectations, attendance and quorum requirements, and how recommendations move from the committee to leadership.

A recurring theme throughout the discussion was the importance of member voice, with committee members selected specifically to bring their lived experiences and community perspectives to help improve services and outcomes for RMHP members and families.

2. Training

Committee members completed orientation and required training.

- Erica, CMA Director, provided an overview of the CAC policy, highlighting the purpose and scope of the CAC, committee roles and responsibilities, attendance and expectations, quorum requirements, and the process for moving recommendations to the Governing Body.
- Ethan, CQI Lead, led the group through complaint review procedures and trained the group on how to conduct their monthly complaint review. Members learned how monthly complaint reviews will be conducted, their responsibility for evaluating complaint resolutions, identifying trends, and providing constructive solution-focused feedback. Expectations for protecting member privacy and disclosing potential conflicts were also discussed. Complaints will be sent to committee members for their review by the 10th of each month.
- CCDC Facilitators provided training on confidentiality, conflicts of interest, and mandatory reporting requirements. Disability cultural competency training was introduced but deferred for completion at a future meeting due to time constraints.

3. Forms

Facilitators reviewed participation agreements, required forms, and the process for compensating CAC members for meeting participation. Members were reminded to:

- Refrain from participating in matters involving their own services or complaints.
- Disclose actual or perceived conflicts.
- Maintain confidentiality.
- Sign annual participation agreements.

4. CAC Report to Governing Body

Committee members were informed that CAC recommendations are presented to the RMHP CMA Governing Body, which consists of:

- Patrick Gordon, CEO
- Billie Bemis, Vice President of LTSS
- Rose Stauffer, Chief Financial Officer

A public Governing Body meeting will occur before future CAC meetings and will include

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public comment opportunities. All are welcome to attend.

Governing Body Report: The Community Advisory Committee (CAC) held its first meeting of the new fiscal year with its new members. New members were oriented to the committee's purpose, responsibilities, and complaint review process. Members shared their lived experiences and discussed group norms, noting the importance of advance meeting materials, respectful and supportive discussion, open communication, and solution-focused feedback. Committee members received training on complaint reviews, confidentiality, mandatory reporting, and conflicts of interest, while reinforcing that the CAC's role is to provide recommendations that help improve member experiences and services. Overall, the meeting established a collaborative and engaged foundation for the committee's work moving forward. Specific committee suggestions and results are included in the chart below.

FY26-27 Summary of Committee Suggestions and Results

Committee Idea or Suggestion	CMA Follow-up Actions
Reframe "complaints" and call them "incidents" instead.	RMHP will implement this. Some references will maintain the "complaint" name due to the State's nomenclature for contractual deliverables.

5. Wrap Up/Next Steps

- Committee members to complete the Participation Agreement – send to Sheila.
- Complaint reviews:
  - August and September complaints will be distributed by October 10th.
  - Committee members to submit their feedback by October 30.
- Committee members to complete and submit W-9 and payment agreement – send to CCDC – Marlene Murrillo.
- Disability culture competency training will continue at the next meeting.

6. Adjourned 1:30 p.m.

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