

Rocky Mountain Health Plans Case Management Agency Family Support Council

Executive Summary:

The meeting successfully launched the FY26-27 Family Support Council, established leadership, introduced members to the FSSP program, and laid the foundation for ongoing member-driven feedback to improve services, communication, and support for families across the region.

Attendance:

Name	Designated Service Area Lived Experience	Attendance
Family Support Council Members		
Cathlene Swann	DSA13 Family Member	Virtual
Nicole Quintana	DSA14 Family Member	Virtual
Krystal Carder	DSA16 Family Member	Virtual
Wenona Harper	DSA17 Family Member	Virtual
Kathleen Rapier	DSA18 - Family Member, Chairperson	Virtual
Facilitators and CMA		
Julie Reiskin	Facilitator - CCDC	Virtual
Heather Murphy	RMHP CMA Director (FSSP Program Coordinator)	Virtual
Dyann Walt	RMHP CMA Manager (FSSP Lead)	Virtual
Sheila Worth	RMHP CMA Contract Lead	Virtual

1. Welcome & Introductions

Council members introduced themselves and shared their reasons for participation, including improving awareness of available resources, supporting other families, and providing lived-experience feedback to the program.

2. Orientation & Training

Heather Murphy, CMA Director, welcomed new Council members and explained that the Family Support Council will provide lived-experience guidance to the Case Management Agency. Heather explained Council structure and responsibilities, noting that the FSC serves in an advisory capacity, providing recommendations and feedback on program implementation, annual reporting, funding priorities, emergency funding policies, service categories, and community outreach efforts. She encouraged Council members to be FSSP ambassadors within their communities.

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Dyann Walt, CMA Manager, provided an overview of the FSSP annual report, including:

- Service delivery across 19 counties and 5 designated service areas.
- Service to 249 members during the previous fiscal year.
- Funding allocation processes based on the Most in Need assessment.
- Emergency funding utilization and spending trends.
- Waitlist activity due to budget limitations.
- Member satisfaction survey results and program accomplishments. Member satisfaction data showed generally positive outcomes, including strong ratings related to quality of life, access to services, and overall satisfaction with the program. Areas identified for improvement included communication, education about allowable services, transparency regarding funding decisions, and community awareness.

Julie Reiskin, Colorado Cross Disability Coalition Facilitator, and Sheila Worth, CMA Contract Lead, reviewed council expectations, conflict-of-interest requirements and forms, participation guidelines, and the importance of maintaining a respectful and collaborative environment.

Council members expressed interest in:

- Learning more about the program and available resources.
- Building connections with other families with shared experiences.
- Ensuring regional perspectives are represented.
- Creating an environment where questions and differing viewpoints are welcomed.

3. Family Support Council Chairperson

Kathleen Rapier volunteered and was unanimously elected as Family Support Council Chair. In this role, she will work with the CMA to help develop meeting agendas and facilitate future council discussions.

4. Wrap up and Action Items

- Distribute presentation materials, council agreements, conflict-of-interest forms, and payment documentation following the meeting.
- The next council meeting is scheduled for October 8, 2026.

5. Adjourned 1:21 PM

FY26-27 Summary of Council Suggestions and Results

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