

FOOTHILLS GATEWAY, INC.

Community Advisory Committee (CAC)

PROCEDURE:

Foothills Gateway, Inc. has established a Community Advisory Committee (CAC) for the purpose of providing public input and guidance for Foothills Gateway's Case Management Agency (CMA) operations. The Foothills Gateway CAC is an advisory body to the CMA that provides recommendations to Foothills Gateway, Inc. for CMA operations.

The responsibilities of the CAC include:

- Monthly review of Foothills Gateway's Case Management Agency (CMA) redacted complaint log and complaint log follow-up.
- Receives complaints from the community regarding the CMA during the open forum section of the CAC meetings.
- Supports the CMA in resolving complaints with members, including referring the complaint(s) through Health Care Policy and Financing's (HCPF) escalation process, if necessary.
- Conducts an annual review of the Foothills Gateway's **Member Exception Process**.
- As an advisory body, the CAC may make recommendations to the CMA about policies and procedures and may also provide public input and guidance to the CMA in the review of service delivery policies and procedures, marketing strategies, resource development, overall CMA operations, service quality, individual member satisfaction, resolution of complaints at the local level and other related professional problems or issues.
- Annually, the Member Satisfaction Survey results will be reviewed with the CAC Committee.

Community Advisory Committee (CAC) Membership

Foothills Gateway, Inc. will document efforts to recruit and support members of the CAC who represent the characteristics of the local community as it relates to diversity of race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, abilities, and disabilities, and socio-economic status.

The membership of the CAC will include regional representation from, but not be limited to, at least one of each of the following:

- The Designated Service Area's (Larimer County) county commissioners, area agencies on aging, medical professionals, physical and/or intellectual disability professionals, ombudsmen, human service agencies, county government officials, mental/behavioral health professionals; and

- Regional representation from one or more Long-Term Services and Supports Members or Family Members of individuals receiving Long-Term Services and Supports including member with IDD and/or members with disabilities.
 - Members will be given membership priority over family members.

Foothills Gateway, Inc. will make every effort to recruit and maintain a majority of members of people with lived experience on the Community Advisory Committee over professionals. If Foothills Gateway is unable to maintain this majority, Foothills Gateway will submit the attempts at recruitment with the annual report to Health Care Policy and Financing (HCPF).

CAC Membership Numbers, Meetings, and Quorum

Foothills Gateway, Inc. falls within the CMA service range of 2001 to 7000 members and the CAC must have a membership of at least seven (7) members with a minimum quorum of four (4) members.

In the event that the CAC is comprised of greater than the minimum number of committee members (7), the quorum is a simple majority. If the quorum is not reached, the meeting can continue, but the committee must abstain from final recommendation votes until the quorum is met.

The CAC will function only as an advisory body providing recommendations to Foothills Gateway and to Foothills Gateway's Board of Directors, and the CAC will have no decision making power.

Foothills Gateway will train the CAC members in confidentiality, mandatory reporting, and disability cultural competency.

The CAC will maintain public notices in accordance with confidentiality requirements of the following: meetings, meeting minutes, and documentation of actions taken in response to recommendations and complaints. Public notices of meetings will be made available online and by request for increased equitable access. The CAC will provide options for equitable access to meetings including live or online audiovisual access to meetings.

The CAC Liaison will provide a report to the Board of Directors quarterly on all CMA complaint trends and documentation of actions taken in response to recommendations and complaints. These reports will be made public. The CAC Liaison will provide reports to HCPF and HCPF's committees upon request, and these reports will be posted on the website.

Foothills Gateway, Inc. will provide an annual summary of CAC activities that covers the prior year in the Long Range Plan and presentation which is submitted to HCPF annually.

3/24;9/24;9/25; 9/26