



## INFORMATIONAL MEMO

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<b>TITLE:</b>	<b>CASE MANAGEMENT REDESIGN CATCHMENT AREA STAKEHOLDER SURVEY</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>MAY 7, 2021</b>
<b>DIVISION AND OFFICE:</b>	<b>OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>CASE MANAGEMENT</b>
<b>KEY WORDS:</b>	<b>CASE MANAGEMENT REDESIGN, CONFLICT FREE CASE MANAGEMENT, CFCM, CMRD</b>
<b>INFORMATIONAL MEMO NUMBER: HCPF IM 21-032</b>	
<b>ISSUE DATE: MAY 7, 2021</b>	
<b>APPROVED BY: AMANDA LOFGREN</b>	

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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

The purpose of this Informational Memo is to inform all stakeholders of an opportunity to provide feedback on draft catchment areas, or defined service areas, for Case Management Redesign. The Colorado Department of Health Care Policy & Financing (Department) is currently working with HCBS Strategies (contractor) and stakeholders to inform key decisions as part of the planning and implementation of the Case Management Redesign initiative in Colorado.

### **Information:**

Case Management Redesign refers to several initiatives that will help make accessing long-term services and supports easier by changing case management agencies to serve all Home and Community-Based Services (HCBS) waivers so people have one place to go, making sure there are the right number of case management agencies in Colorado, and increasing the quality of case management services.

The Department values and recognizes the importance of ensuring stakeholders help shape the Case Management Redesign process.

**A major component of the Case Management Redesign effort is establishing the catchment areas, or defined service areas, for future case management activities and services.**

Making sure there are the right number of case management agencies (CMAs) in Colorado who serve all HCBS waivers is critical. This includes analyzing and changing defined service areas (the geographical areas determined by the Department to be served by a CMA). The Department wishes to minimize disruptions to program participants and agencies in this mapping effort while achieving the five-key outcomes of Case Management Redesign: federal compliance, simplicity, quality, stability and accountability.

Initial feedback about the catchment area approach was gathered from stakeholders through a kick-off meeting in February 2021, stakeholder surveys, as well as regional focus group discussions with current Single Entry Point (SEP), Community Centered Board (CCB), and Arc representatives. Based on this initial input, HCBS Strategies has created a draft map with 22 proposed case management catchment areas statewide to facilitate feedback.

**The contractor has developed a survey for stakeholders to review and submit feedback on the proposed catchment areas, also called defined service areas.**

The survey provides an opportunity for stakeholders to provide feedback on targeted questions that came out of the focus group discussions and give feedback on the catchment areas for which they are most familiar.

Once the survey closes, the Department will host a stakeholder meeting to provide an overview of the feedback received. **The meeting will be held on Wednesday, June 16 at 1:00-3:00 p.m.** Following the statewide meeting the Department will host regional listening sessions for members and families. These will be announced at a later date.

**[Click here for Case Management Redesign Catchment Area Stakeholder Survey](#)**

**Please complete the survey by May 24, 2021.**

To stay engaged in this effort, interested stakeholders are encouraged to:

- Visit the Department's [Case Management Redesign webpage](#)
- [Sign up](#) for Constant Contact emails (which will include information about future meetings and engagement efforts)
- Regularly check the new [Office of Community Living Stakeholder Engagement Calendar](#)

**Attachment(s):**

[Click here for Case Management Redesign Catchment Area Stakeholder Survey](#)

**Department Contact:**

Katy Barnett

[katy.barnett@state.co.us](mailto:katy.barnett@state.co.us)