



OPERATIONAL MEMO

Title: Community Advisory Committee	Topic: Community Advisory Committee
Audience: Case Management Agencies	Sub-Topic: Case Management
Supersedes Number: N/A	Division: Case Management & Quality Performance Division
Effective Date: Aug. 1, 2025	Office: Office of Community Living
Expiration Date: Aug. 1, 2027	Program Area: Case Management Policy
Key Words: CAC, Community Advisory Committee, Case Management Agency, CMA, HCBS, Home and Community-Based Services	
Legal Authority: 10 CCR 2505-10 Section 8.7201.C	
Memo Author: Nicolette Cordova	
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Issue Date: July 30, 2025	
Approved By: Amanda Lofgren	

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Purpose and Audience:

The purpose of this Operational Memo is to provide Case Management Agencies (CMAs) with an overview of the purpose and intent of the Community Advisory Committee (CAC) as well as introduce the new CAC Meeting Minutes Template and corresponding operational guidance.

Information:

In 2023, HCPF implemented Case Management Redesign (CMRD), originally initiated in 2014, with a federal requirement for a conflict-free case management system and further developed, with input from stakeholders, into several initiatives aimed at simplifying access to the long-term services and supports (LTSS) system; creating stability for the case management system; increasing and standardizing quality requirements, ensuring accountability, and achieving federal compliance.

For the past five years, HCPF has worked with stakeholders to develop the infrastructure necessary to support a stable, quality, accountable case management system, to include revising our case management regulations and contracts. As a result of this work, regulations now require CMAs establish and maintain a CAC with

the required member representation (10 CCR 2505-10 §8.7201.C.1 and §8.7201.C) and ensure a working CAC convenes at least quarterly (10 CCR 2505-10 §8.7201.B.2c and §8.7201.C.3(c-d)).

The purpose and intent of the CAC:

- Provides important value by reflecting local needs and engagement during planning, implementation, operationalization of HB21-1187, and CMRD rule promulgation.
- Provides local/regional input for CMA operations.
- Promotes community support and involvement.
- Supports the CMA with building a stronger case management system while including the expertise of the community specific to their defined service area (DSA).

The responsibilities of the CAC:

- Monthly¹ review of the CMA's Complaint Log² in order to:
 - Provide input on specific grievances and their resolutions, as well as the grievance process.
 - Make recommendations for resolving complaints with Members by providing advice and feedback including referral to HCPF's escalation process.
- Provide public input and guidance to the CMA regarding service delivery policies and procedures to include:
 - Member Exceptions to the DSA,
 - Marketing strategies,
 - Resource development,
 - Overall CMA operations,
 - Service quality,
 - Individual Member satisfaction,
 - Resolution of complaints at the local level, and
 - Other related professional concerns or issues.

¹ CACs do not have to meet monthly, but they must have a mechanism to review complaints monthly.

² The grievance and complaint process are the sole responsibility of the CMA. Complaints will be shared with the CAC monthly in a HIPAA-compliant process agreed upon by the CMA and CAC.

HCPF has developed a CAC Meeting Minutes Template; which demonstrates compliance with all regulatory and contractual requirements. All sections of the template must be completed, as it will serve as the CMA's CAC contract deliverable.

How to Find the CAC Meeting Minutes Template:

Navigate to the **CMA SharePoint site** → Open the **Deliverables** folder → Open the **FY25-26** subfolder → Open the **x Templates** subfolder.

Action To Be Taken:

CMAs shall be aware of the regulations outlined in §8.7201.B.2(c) and §8.7201.C.

Effective August 1, 2025, CMAs shall begin utilizing the new HCPF-developed CAC Meeting Minutes Templates, completing each topic area in its entirety.

CMAs may request to develop their own CAC Meeting Minutes Template that includes each topic area of the HCPF-developed template to be reviewed and approved by HCPF³. CMAs that opt to develop their own template shall receive HCPF approval prior to using their template.

Attachment(s):

None

HCPF Contact:

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³ CMAs shall submit their CAC Meeting Minute Template for review to Nicolette.Cordova@state.co.us.