The Resource Exchange CMA Community Advisory Committee (CAC)

Microsoft Teams Meeting/Option for In person attendance

Link provided in email invite

07/26/2024

COMMITTEE MEMBERS In Attendance

- TRE-Kyle Cox, Nancy Vigil, Samantha Winter, Laura Thomas

- Jenna Wolfe

- Jim Ruwwee

- Nicole McKinney

- Tanisha Waugh

- Stephanie Garcia

- Christine Ogolla

- Tracy Hiester

- Jennifer

- Christina Butero

1. Welcome and Overview of Agenda   0900-1000

1. Quick Intro and updates
    a. Website complaint form-live 8/4-overview of form
    b. TRE Complaint Policy updates
    c. Next Meeting/Going Forward exception request review, more efficient with graphics/recruitment
2. Complaint Log Review 900-1000-
    a. Discussion on complaints/trend analysis/progress
    b. Overview of graphics
3. Open discussion with the CAC team 1000-1100

2. Open Forum - Questions or Concerns   930-1000

Several items were discussed as possible contributors to TRE's turnover and staffing issues to include the posted TRE job description, staff salary, the retention of positions that meet with and service members in the community, TRE's hiring strategy, and culture within the agency. The group would find it beneficial to review and discuss any advice with a member of TRE's HR team at a future meeting.

The group asked and discussed if there are funding streams that could be an option for TRE to use and fund resources to improve service delivery.

The group made suggestions on further data points to include in the complaint log trend analysis. This includes adding analysis on complaints that are made month/month by the same member or potential member.

While the group understands the administrative burden the complaint log tracking places on the agency, the group would like to see TRE ensure all complaints are tracked each quarter, and recommend progress is shown in this area.

3.   Review of Complaints /Discussion
1000-1130

1. Full review and discussion on hiring/staffing-root cause analysis of complaints

2. Discussion on person centered case management

3. Complaint log data collection

4.   Wrap Up/Next Steps   1130-1150 AM

4. Next Meeting Date and Time: October 2024/virtual only meeting

5. Policies and Procedures to be reviewed: Discussed the review of policies and procedures once they are reviewed and approved by TRE board of directors. TRE's complaint/grievance policy and procedure to be reviewed/discussed.

6. Other topics: Review of TRE exception log, Review of Q1 complaints, update on TRE policy and procedures (Board of Director approval process), overview of TRE's website complaint form.

<div align="center">Do Not Include any Protected Health Information (PHI)</div>