



COLORADO

Department of Health Care
Policy & Financing

Community Living Office
1570 Grant Street
Denver, CO 80203

To: All Stakeholders & CCB Executive Directors

From: Amanda Allen, Quality and Risk Management Unit Manager
Office of Community Living

Date: October 4, 2017

Subject: COMMUNICATION BRIEF
Regarding the Senate Bill 16-038 transparency complaint process.

Purpose: To inform individuals in service, parents, guardians, advocates, and community members on how to submit a formal, confidential complaint regarding Community Centered Board transparency directly to the Department of Health Care Policy and Financing (the Department).

Background: [Senate Bill 16-038](#) established transparency requirements for the agencies designated as Community Centered Boards (CCBs). Designation and transparency requirements of CCBs can be found at C.R.S 25.5-10-209 and 10 CCR 2505-10 8.601. Pursuant to 8.601.1.E, the Department will maintain a website for community members to submit confidential complaints regarding CCB transparency directly to the Department.

Procedure: Individuals can submit a formal, confidential complaint by accessing the [CCB Transparency Complaint Form](#) on the Department's website or over the phone at 303-866-4289. The form and complaint line will gather pertinent information which will allow the Department to review and address the complaint with the CCB. The Quality and Risk Management Unit within the Department is responsible for the management and oversight of all transparency complaints.

Contact Person: Amanda Allen, Quality and Risk Management Unit Manager

Contact Information: Amanda.Allen@state.co.us or 303-866-5668

CCB Transparency Complaint Form: <https://www.colorado.gov/hcpf/community-centered-board-transparency-complaint-form>

CCB Transparency Complaint Line: 303-866-4289

