

To Whom It May Concern:

The Colorado Department of Health Care Policy & Financing and the Department of Human Services are working to redesign and improve methods for people to learn about their options for long-term services and supports and to enroll in programs. The first step in this process is to facilitate focus groups through a series of conference calls. The Departments are seeking input from people who currently help consumers access long-term services and supports. As a frontline staff person, your ideas and experiences are particularly important.

The purpose of this call is to gather information about your personal experiences as a frontline worker and your insights about the clients you serve. State employees will not be on any of the calls. All comments will be shared in summary (i.e. you will not be quoted directly in any way, unless you request it). Each call will be limited to 8-10 frontline workers and will be professionally facilitated by a consultant (not a state employee) to assure that your time is respected. Your input about what works – and particularly, what doesn't work – about the current system will be invaluable as we plan for a more coordinated, consumer-friendly system.

Please let me know if you are able to participate in a call on one of these days:

- Tuesday, February 3rd from 12:00 p.m. – 1:30 p.m.
- Monday, February 9<sup>th</sup> from 11:30 a.m. – 1:00 a.m.
- Thursday, February 12<sup>th</sup> from 4:00 p.m. – 5:30 p.m.

Your time and opinions are of great value to us. We hope you can participate in one of the scheduled calls. Participation is based on a first-come, first-served basis. To RSVP or if you have any questions, please contact Aron Snyder at [aron.snyder@state.co.us](mailto:aron.snyder@state.co.us) or 303-866-3312. In your RSVP, please state which call you will be participating in along with information on where you work and what populations you serve. Call-in information will be provided to you after you RSVP. To compensate you for your time, all participants will be given a \$15 gift card following the call.

Thank you for considering this request.

Regards,

Aron Snyder  
Project Manager, No Wrong Door Grant  
Colorado Department of Health Care Policy & Financing

