



May 3, 2019

To our valued clients and community partners,

Together with the Board of Directors of Rocky Mountain Options for Long-Term Care (RMOLTC), I am pleased to announce that The Resource Exchange (TRE) will be assuming the Single Entry Point contract for El Paso, Park and Teller counties, becoming your Single Entry Point agency effective July 1, 2019. Our two organizations have been working collaboratively to make certain this transition is seamless for you (the clients we all serve and the providers we partner with) and our commitment to you is to complete that transition in as smooth and quick a manner as possible.

How will this change affect you? Probably not much at all. The clients supported by RMOLTC will continue working with the same Case Manager they do now and their relationship(s) and their service provider(s) will not change. Primarily, we want to make everyone is aware of this change since it will simplify the processes for many of the clients we serve. We also want all of you to be aware of the change as RMOLTC joins the TRE family and the newly expanded agency makes the adjustments necessary to maintaining the quality of case management you have come to expect.

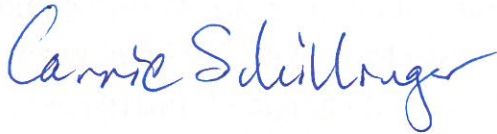
TRE and RMOLTC support many of the same individuals and families, and the two organizations have a long history of working well together. RMOLTC serves individuals across the lifespan who require long-term care services and supports in order to live as independently as possible, while TRE serves individuals across the lifespan who are living with intellectual or developmental disabilities. By combining our two organizations into one agency, we will simplify the process clients go through to receive support. Instead of needing to contact both RMOLTC and TRE to see which of Colorado's 11 Medicaid waivers may best serve their needs, there will be just one entry point—The Resource Exchange—and a much simpler path to getting the support individuals and families seek.

RMOLTC has 55 employees who serve over 3,400 individuals in El Paso, Teller and Park counties. The plan is for all RMOLTC employees to become part of the TRE family, continuing their work with all of you through and after the transition.

Both RMOLTC and TRE are committed to the following priorities during this transition:

- To provide outstanding care for the people we serve and ensure services continue uninterrupted.
- To communicate openly with our clients and community partners, and be available to answer any and all questions.
- To improve the quality of life for the people we serve by learning best practices from each other to achieve an even greater level of service to our current and new clients.

Please know we are here to answer any questions you have. To that end, you may contact me directly with any questions or concerns. Thank you for having allowed Rocky Mountain Options for Long-Term Care to serve you.



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