

**NECALG Case Management Agency
Community Advisory Committee**

11/13/2024

10-11 am

In person at:

213 Main St Ste 203

Or

Google Meet joining info

Video call link: <https://meet.google.com/kqb-ptby-qnv>

Or dial: (US) +1 585-969-3656 PIN: 256 827 080#

More phone numbers: <https://tel.meet/kqb-ptby-qnv?pin=6423871762598>

- I. Welcome and Introductions
- II. Kickoff Meeting
 - a. CMA Updates
- III. Membership
 - a. If you have not already, please sign the NECALG Confidentiality Agreement. This agreement will be signed yearly and kept on file.
- IV. Review of Complaints/Trends
- V. Review of CMA Policy and Procedure
 - a. Grievances and Complaints Policy
 - b. Client Notice and Appeals Policy
- VI. Member Updates
- VII. Public Comment
