

**NECALG Case Management Agency
Community Advisory Committee**

02/12/2025

10-11 am

In person at:

213 Main St Ste 203

Or

Google Meet joining info

Video call link: <https://meet.google.com/tcu-zsjb-jcg>

Or dial: (US) +1 413-438-7150 PIN: 584 226 966#

More phone numbers: <https://tel.meet/tcu-zsjb-jcg?pin=2254105816258>

- I. Welcome and Introductions
- II. Kickoff Meeting
 - a. CMA Updates
- III. Review of Complaints/Trends
- IV. Review of CMA Policy and Procedure
 - a. Member Exception Policy
 - b. Critical Incident Reporting Policy
- V. Member Updates
- VI. Public Comment
