

# SECO CMA

Southeast Colorado Case Management Agency



## **TITLE: Community Advisory Committee Policy & Procedures**

Prowers County Public Health and Environment

SECO CMA

1001 S. Main St. Lamar Co. 81052

**Policy:** SECO CMA shall establish and maintain a community advisory committee for the purpose of providing public input for SECO CMA operations.

### **The Community Advisory Committee will consist of:**

- The CAC shall include, but not limited to, at least one person as the regional representation from among the following categories:
  - The Defined Service Area's county commissioners, area agencies on aging, medical professionals, physical and/or intellectual disability professionals, ombudsmen, human services agencies, county government officials, mental/behavioral health professionals.
  - Regional representation from one of more LTSS Members or family members of individuals receiving LTSS and make every effort to recruit and maintain a majority of individuals with this lived experience on the committee.

### **The CAC responsibilities shall include:**

- Monthly Review of the complaint log.
- Receiving Complaints from the community regarding the CMA via open forum at their meetings.
- Supporting CMA in resolving complaints with members, including referral to the Department's escalation process.
- Making recommendations to the CMA about policies and procedures, marketing strategies, resource development, overall CMA operations, service quality, individual Member satisfaction, resolution of complaints at the local level another related professional problems or issues.

CMA Agencies serving 400-2000 people will have a committee membership county of 5 minimum with a quorum of 3.