NECALG Community Advisory Committee

Meeting Location: 231 Main St. Ste 217

Ft. Morgan, CO

November 13, 2024

Members present: Rogelio Segura, Kenneth Mooney, Marie Geodert, Lance Carr, Sarah Christensen, Lori Araujo and Leslie King

**Welcome and Overview of Agenda:**

* Update was given by Sarah Christensen on the growth of NECALG. Sarah reported on February 29, 2024 NECALG had 11 staff.
* NECALG then took over a case management agency and now have 22 staff.
* Sarah stated they now take care of all 10 Medicaid waivers, caseload count currently is 1,250, and NECALG is receiving approximately 60 referrals a month.
* Sarah reported that if information is needed regarding NECALG the website is: necalg.org. There is a Case Management Agency tab that can be visited to show Home and Community Based Services (HCBS) that are available and the requirements.
* There is a Community Advisory Committee tab located in the Case Management Agency section that will provide information regarding this committee.

**Review of Complaints**

* Reviewed two complaints.
* 1st: Reimbursement complaint. Complaint stated reimbursements were not received in a timely manner. Complaint reviewed and NECALG responded there is a policy document stating that requests for reimbursement are due by the 15th of each month in order for payment to be made in a timely manner.
* 2nd: Case manager did not find services for a DD client with high needs. A new case manager was assigned and is attempting to implement a new program. Currently waiting on financial approval. In addition, NECALG put out an RFP: Right For Placement to other agencies in the state to see if they would be able to find services. No one was willing to provide services.

**Review Our Policies:**

* Stay within state policies.
* 1st is Grievance and Complaint. A grievance can be filed by calling NECALG office or a complaint can be filed on the NECALG website.
* Level One: Member reports to a case manager. 10-day response time.
* Level Two: Member may send a written complaint to NECALG. 10-day response time.
* Level Three: Complaint may be submitted to the Director. 5-day response time.
* Level Four: Complaint may go to the Executive Director. 5-day response time.
* A complaint may be filed directly to the State by going to the NECALG website under Case Management tab.
* Complaints are tracked and monitored.

**Questions and Answers:**

Rogelio Segura asked if NECALG had developed their own template or if the template was provided by the State. Sarah Christensen responded that NECALG had developed a template by looking at a sample from the State.

Rogelio Segura inquired if the link to the State was included on the NECALG website. Sarah stated that she would look into and add link if was needed.

**Discussions:**

* Would the committee like policies and procedures sent out 15 or 30 days before our next meeting? Consensus was 30 days.
* Date determined for next meeting: February 12, 2025 at 10:00.