



**CMA Advisory Council Meeting Minutes
February 11, 2025**

Members Present:	Shadia Ahmad Damian Rosenburg Kari Easterly Sam Newren Jon Dumas Jaime Rodriguez Julia Reiskin Ty Smith Sara Bohar Josh Wann Jose Torres-Vega	Staff:	Dana Johnson, Executive Assistant Melissa Emery, CMA Director
Members Absent:	Romaine Akakpo	Guests:	Julia Reiskin Donna Amy Petre-Hill

Melissa Emery called the meeting to order at 3:35 pm via Microsoft Teams.

Introductions

Melissa Emery gave a brief welcome to the attendees then held a warm icebreaker.

Disability Competence

The council did a review on disability competence and how to handle accommodation, communication, empathy and creating an inclusive environment for all in regard to client complaints.

CAC Regulations

The committee discussed future meeting topics including reviewing how we capture complaints and escalations, the data that shows and at what level it was resolved. Future reviews include systemic issues, how to log a complaint and what the process looks like, fiduciary duties, responsibilities and where the council's obligations and limitations are.

Adjournment

The meeting adjourned at approximately 5:37 pm.

Next Meeting

The next Community Advisory Council meeting will be held on May 13, 2025 via Microsoft Teams.