



4100 Truxel Road ♦ Sacramento 95834
Phone: (916) 288-4949 ♦ Fax: (916) 288-4910

January 12, 2018

**Application Deadline Extended
to January 26, 2018.**

Dear Chapter Presidents,

We are offering a Grievance Academy at the 2017 CCA Winter Conference. The Grievance Academy is an exciting and unique opportunity designed exclusively for chapter Grievance teams, not individuals, which will run parallel to the regular conference program. The Grievance Academy will include training on essential Grievance processing strategies and skills in an interactive, team-based session. The trainers for the Grievance Academy are Alan Frey and Marianne Reynolds.

The Grievance Academy will be held at the Hyatt Regency LAX Hotel and will begin promptly at 4:00 p.m. on Friday, February 9, 2018, and conclude on Sunday, February 11, 2018, at 12:00 p.m. Participants are expected to attend the entire program.

The Grievance Academy is limited to the first 40 participants who register. A minimum of three participants from a Grievance team is required in order for a chapter to participate. In addition, the CCA Board has approved funding for up to seven participants per chapter (including delegates and non-delegates) as long as all seven attend the Grievance Academy.

Lodging expenses will be reimbursed by CCA according to its Bylaws. CCA will pay one-half the cost of a double-occupancy room. Each Grievance Academy participant is expected to share a room with another conference participant. Grievance Academy participants wishing a single room must pay the difference between a double and single room except in extenuating circumstances. Participants with extenuating circumstances may request approval for a single room at CCA expense (send your request/rationale to President Lynette Nyaggah via email: president@cca4me.org) **Grievance Academy participants must attend all sessions to be eligible for lodging reimbursement and are responsible for paying the hotel bill upon checkout.**

Advance registration is required. Please complete the attached RSVP form and return it to Karen Boll at kboll@cca.org by **January 26, 2018.**

Please note: Registration for the Grievance Academy and 2018 CCA Winter Conference are separate. Grievance Academy participants must also complete their conference registration and make hotel reservations using the following link: www.regonline.com/2018ccawinterconference. Please refer to the attached CCA Winter Conference Brochure for additional conference information.

We hope to see you and your chapter Grievance team at the Hyatt Regency LAX Hotel in February 2018.

Dorothy Reina

Dorothy Reina
CCA Conference Chair

Lynette Nyaggah

Lynette Nyaggah
CCA President

DR/LN/khb
Attachments



CCA Grievance Academy at the 2018 CCA Winter Conference
Hyatt Regency LAX Hotel
February 9 – 11, 2018



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The Academy will begin promptly at 4:00 p.m. on Friday, February 9, 2018, at the conference location. Advanced registration is required and is limited to the first 40 participants who register. A minimum of three participants from a Grievance team is required as well.

Please note: Registration for the Grievance Academy and 2018 CCA Winter Conference are separate. Grievance Academy participants must also complete their conference registration and make hotel reservations using the following link: www.regonline.com/2018ccawinterconference. Please refer to the attached CCA Winter Conference Brochure for additional conference information.

Grievance Academy RSVP Form

Chapter Name: _____

	Team Member Name	Personal Email	Phone Number
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____

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Return this form to Karen Boll by email (kboll@cta.org) or fax (916.288.4910)