

Getting it Started & Getting it Right Effective Advisory Boards



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Objectives

By the end of the session participants will be able to:

- Define the tools that will create a functional and sustainable CAB.
- Identify components that most clearly address the sites' population and client base and will assess and modify guidelines to fit their site's CABs.
- Guide participants to solve problems for their CABs, including but not limited to recruitment, retention, incentives, and CAB development

Consumer Advisory Board Guidelines

Overview



This presentation represents steps toward achieving the goals and objectives regarding consumer participation in the form of Consumer Advisory Boards (CABs). Ryan White Programs allow consumers to have wide latitude in the development of their CABs and should encourage the use of methods that are effective to promote recruitment and retention for consumers.

These recommended are based on the overall program goals of the Part D Program, the specific issues presented by the grantees, and other expertise in working with successful, high-functioning CABs.

The policies and recommendations seek to allow plenty of room to move, yet remain true to the spirit of Part D Programs. At their best, the CABs will be part of a mutual process of relationship building partnerships between consumers and providers.

At a minimum, each CAB will be a consumer-based body that will offer a first-hand review of service delivery for program clients.

Is a CAB the same as a Board of Directors?

A Board of Directors . . .

Legally Mandated Representatives of shareholders, owners or members

Governs an Organization Establishes Policies

Hiring & Firing Authority



About Consumer Advisory Boards

● The main purpose of a CAB is to provide consumers' perspectives to the provider as policies, direct services, data management, and fiscal systems are continually assessed and improved.

● The CAB represents the community in making sure activities are carried out in a way that best meets consumers' needs.

● Most importantly, the CAB is the means by which providers, consumers, and the community communicate with each other.

● The CAB members can serve as a link between the providers and the community, giving the community information about services and bringing community concerns and ideas back to the provider.



CONT:

● Input into improvement of existing programs and services (Continuous Quality Improvement)

● It is important to note that the CAB is an advisory board that cannot tell a provider how to run an agency.

● However, CAB members can provide expert assistance and guidance based on their knowledge and experience as consumers.



A Consumer Advisory Board is NOT.....

A Support Group !!!

A 12-Step Program !!!

A Vehicle for Provider-Bashing !!!

A Spectator Activity – Full Participation is Mandatory !!!

A Casual Responsibility !!!





Member Orientation

Many consumers benefit from support groups, 12-step programs, and attendance at planning groups. The process of a CAB differs from those venues. It is important that the organization put an effective CAB member orientation in place that helps define the agency's mission, values, policies, and procedures for CAB members.

Policies [1-8]



1. Membership

The Consumer Advisory Board (CAB) should consist of consumers who receive treatment at the facility and others infected or affected by HIV/AIDS. Primarily, CAB members are those infected with HIV/AIDS, and maybe dually or multiply diagnosed with mental health and/or substance abuse; are members of a racial/ethnic minority; or are people who care for and support people with the above attributes.

A consumer, may be an individual who is infected or affected by HIV/AIDS, and may also be a provider but will assume the consumer role in order to participate as a voting member of the CAB (*should not be expected to serve as a staff person at anytime*). Membership inclusive of providers who are not consumers would, by definition, create a *Community* Advisory Board rather than a *Consumer* Advisory Board, as Part D program requires.

2. Meeting Frequency

The group meets on a regular basis and enables consumer involvement in the organization's strategic planning. To maintain interest and stability at their discretion of both the members of the CAB and that of their agencies, should plan to meet at least monthly or bi-monthly for a minimum of six times in each calendar year.

(Programs that are unable to meet maintain the minimum standards of participation are encouraged to seek technical assistance from HRSA/DTTA)



3. CAB Executive Staff

The CAB may have a Chair, ideally, a consumer receiving services at the organization. The CAB may have a Co-Chair and/or a secretary. The co-Chair shares responsibilities to minimize burnout. The suggested term of service is a minimum of one year. The site should assure office space and supplies for the CAB.

Role of Chair and Co-Chair (optional position)

- Facilitate meetings/assist the team to develop a plan/vision/mission statement.
- Work with site staff liaison to plan agenda for meetings.
- Recruit consumers to attend the CAB meetings.
- Attend community or site meetings.
- Communicate with site staff liaison regarding logistics of CAB.
- Serve as liaison for the CAB i.e. in coalition building, media presence and public policy.
- Solicit speakers or guests to educate/inform CAB members of new events, medicines, treatments, etc.
- Attending provider meetings and community meetings to update these groups on the needs of the clients *(be prepared to report to the CAB members)*.



Role of Secretary (optional position)

- Maintain mailing and phone lists of CAB members.
- Work with site staff liaison to prepare/distribute minutes of CAB meetings.
- Send out announcements of meeting location, dates, and times.
- Take minutes at CAB meetings.
- Keep track of attendance.
- Recruit members to attend CAB meetings.



4. Staff Liaison

The CAB should have a staff liaison that is a member of the organization's staff and acts as an advisor and resource for the group. A well-functioning CAB can meet without the staff liaison, or excuse the staff liaison to conduct part of the meeting.

The staff liaison may play a more active developmental role at service sites where the setting is non-traditional (i.e., a mobile unit of care provision or a site where clients are predominately adolescent). The liaison's role is to assist in the creation of a CAB that reflects the goals of the program, yet meets the need of the CAB members.



Role of Staff Liaison

- Maintain fiscal records of CAB expenses.
- Retain minutes and sign-in sheets.
- Coordinate cash on hand for travel and childcare reimbursement, supplies, etc.
- Work with co-Chair to prepare CAB agenda.
- Serve as phone contact for CAB.
- Serve as liaison with invited guests.
- Communicate issues to Chair (s), Secretary.



Work with Secretary to

- prepare and distribute meeting minutes
- Coordinate mailings.
- Update CAB mailing list and labels.
- Update CAB meeting flyer. Record history of the CAB.
- Duplicate materials and handouts for CAB meetings.

5. Mission Statement

CAB members should develop a Mission Statement that represents the group vision and interests as they relate to the program (*program staff should create a original charge statement for CAB*).

6. Meeting Language

In some organizations the primary language is not English. If the meeting serves predominantly non-English speakers, then minutes must also be translated into English. Provisions may be made for CAB members who speak only English. These provisions are to be decided by the staff liaison and CAB members.





7. Consumer Compensation

- Most program do not permit payment to CAB participants. When funding support is available programs should provide transport, childcare support and incentives (funds/support may come from other funding streams of the organization). Some Ryan White funded program provide provisions for discretionary funds for Consumer Advisory Boards.

8. Pre-Existing Condition

Some organizations have a Community Advisory Board already in place. Since a separate CAB could prove a hardship for recruitment and attendance, as well as generally duplicating efforts, the organization may decide to introduce the Consumer Advisory Board into the current group. If the Consumer CAB determines, and the organization staff agree, that the Consumer CAB issues will be adequately addressed in an integrated meeting, than there is no need to create a separate CAB; however, it would be recommended to create a separate time for the Consumer Cab. The voting members of the Consumer CAB must meet the same criteria as an independent CAB



Recommendations [9-22]

9. Meeting Length

There is no specified length for CAB meetings, but 60-90 minutes appears to be the norm. It often includes some time for meals, networking, and cleaning the meeting space.

10. Order of Meeting

CABs operate with an informal form of parliamentary procedure. They observe the basic tenets of Robert's Rules of Order, which should be made available to members (please contact your CC Site Liaison if you need a copy). An agenda should be made available at each meeting.

Suggested Traditional Order of Meeting

- Meeting called to order by Chair (or Chairs)
- The previous meetings' minutes are read and either approved or disapproved.
- Introduction of guests (if any)
- Old business
- New business
- Comments, recap
- Close of meeting (next steps/action items)



11. Ad Hoc Groups

Ad hoc or work groups (CAB subcommittees that may include individuals outside of the CAB) may be formed to achieve specific objectives. Some tasks require more than the normal meetings provide (e.g., a community forum, research groups, creation of work plan). Members will share participation in these groups. If an ad hoc group was formed, the ad hoc group will be required to update the full CAB on relevant progress.

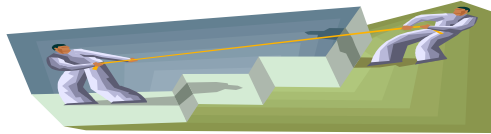
12. Work Plan

It is common for successful CABs to have a member create a work plan. It need not be elaborate, but should include a guide from which the agenda for each meeting for the calendar year will be drawn. The work plan must include realistic timelines for major milestones as well as routine meetings



13. Target Population

It is imperative that consumers and staff remember, that CAB members have varying levels of social experiences (i.e. substance use, mental health) & skills. These are some of the reasons why members are important to the CAB, and also why members can create specific challenges to the CAB's progress. The staff liaison and CAB chair (s) will need good facilitation skills. It will be important for the skills-building aspect of each meeting to address group dynamics and conflict resolution. *{The site should support CAB leaders' becoming trained in facilitation skills.}*



14. Ongoing Training

In programs with more traditional settings, we suggest that each meeting include an outside guest for a brief presentation on important subjects, e.g., a knowledgeable clinician, consumer, provider, to offer valid information for CAB members.

15. Consumer Satisfaction Survey

The programs should created a client satisfaction survey, which should reviewed with their CAB. (ideally, we recommend that the CAB work with site staff to develop and administer a brief consumer satisfaction survey). The results of these surveys should be reported to the CAB, all clients, and Staff at the program.

16. Delivery of Findings

The CAB works in support of Program Leadership. The role includes but is not limited to identifying problems or gaps in delivery of services, delivering information to the organization, follow-up and receiving feedback from the organization and ensuring adequate support for activities of the CAB and its members.

The findings and the recommendations of the CAB are to be presented to Program Leadership. It is important to know the meeting schedules of the Program Leadership in order to gauge the time between the presentation of findings and/or recommendations to them and the reasonable time of response. This is often the following month, or, in some cases, two months later.





17. Change of Venue

Programs should consider hosting occasional meetings outside the agency to encourage client participation. Also quarterly or biannual “meet and greet,” which would replace the normal meeting, could double as a recruitment tool and offer a break in the work schedule of an effective CAB. If there is another event or a health fair, that could constitute meeting attendance as a group and an opportunity to recruit and “represent.”

For example, in an area like metro Baltimore there are many mansions, waterfront facilities, museums, and clinical meeting facilities that are available at little or no cost and provide a refreshing new setting. Some organizations meet as a group at open Planning Council meetings on an alternating monthly basis, while others hold meetings outdoors throughout the year. These are outlines that must be kept simple. *(Note: Always be mindful of disclosure issues in off-site activities.)*



18. Varied Participation Levels

It is acceptable that a CAB may operate with a small but high-functioning, consistent group of voting members. There may be a larger group who come for the fellowship but are unable or unwilling to offer a more substantive contribution. Such a group could convene for business bimonthly; meet on alternate months in a more open, less formal setting—more of a “meet and greet,” with a brief update of the progress and goals of the CAB. This larger group of participants could contribute input to administrative issues.

There are varying opinions on the ideal size of a CAB, relative to the size of the service delivery population. *(We recommend a smaller, more functional, voting group of between 6 and 12 members.)*

19. Name Your CAB

The name of your CAB is important and offers specific identification to groups who want to be known for the work that they do.

For example, the CAB might be called:

- “The Monthly Lunch & Learn.”
- “The Meet & Greet,”
- “Positive Interests.”

It is a powerful group activity to name your group and it motivates consumers to live up to their name.



20. Dismissal of CAB Members

There are several conditions under which it may be necessary to dismiss CAB members. A dismissal may also result from one or repeated disruptions resulting from a consumer's inebriation or other behaviors that prevent the meeting process. This dismissal may be permanent and the CAB, in consultation with grantee, has the discretion to dismiss that member using the process set by CAB By-Laws and/or the organization's policies and procedures.



21. Code of Conduct (COC)

All CAB's should develop a COC for CAB members and meeting guest.

Sample COC

- The Chair(s) must emphasize confidentiality of meeting discussions.
- Members should conduct themselves in a professional manner.
- The Chair(s) will assure that each person in attendance has an opportunity to speak, comment, raise issues, and ask questions during appropriate parts of the agenda.
- Respect for others is vital. Only one person speaks at a time. It is important to respect each other's privacy.
- Comments and responses should be brief to assure full participation of others.
- All CAB meetings will be accessible. Special needs of participants are to be reported to the CAB site liaisons or CAB leadership.

22. Membership Responsibilities

- ✓ Participants are encouraged to access available literature for distribution at meetings.
- ✓ Participants are encouraged to recommend future agenda topics and skills-building activities.
- ✓ It is recommended that members work with CAB officers between meetings on issues identified at the CAB meetings (i.e. ad hoc groups, subcommittees).
- ✓ Participants are to attend CAB meetings and notify CAB leadership when unable to attend the meet



Getting it Right

A Self Assessment Tool For Consumer Advisory Boards



The SAM (Self-Assessment Module) Series

The SAM series of tools helps Ryan White HIV/AIDS Programs self-assess their effectiveness in key areas, such as planning, participating in managed care, and preparedness of Consumer Advisory Boards to provide advice and feedback to Ryan White funded agencies. See the full SAM series, along with many other HRSA/HAB and Ryan White TA resources, at the TARGET Center TA Library at <http://careacttarget.org>.

Conducting the Self Assessment

Who Should Use the Module?

This document is a tool that Consumer Advisory Boards can use to self-assess their work to identify what is working and to make changes where needed. This self-assessment module is designed for Ryan White Programs that already have CABs and use of this module is completely voluntary.

The questions in this module are to be answered by members of CABs. A standing committee of the CAB, such as an evaluation, planning, or executive committee, may consider and recommend the use of this module. Alternatively, an ad hoc group of five to ten individuals may be convened to make recommendations about whether to use the module.

This same group should also decide at the outset whether these results will be shared and, if so, with whom and how this will be done.

How to Conduct the Self Assessment



If the organization decides to use this module, the CAB or agency should prepare a written charge to a committee or workgroup to oversee implementation of the self-assessment. The group that is responsible for writing the charge could be the same group that made the recommendation to do the self-assessment or a newly convened group. We recommend a group of five to ten people participate. Attention to sexual orientation, racial, ethnic, and gender diversity is critical.

Geographic representation should be considered, especially when the service area is diverse. Some representatives of the group should be drawn from existing CAB membership, but it is also possible to go outside the membership for specific expertise.



The person (s) directly responsible for overseeing the CAB should not lead the self-assessment because it may be difficult for him or her to be objective. However, his or her participation in the workgroup will provide an important perspective and may help ensure that improvements are implemented.



This and all the other self-assessment modules have been designed to be completed by groups of volunteers—members of the CAB and others.

However, agency staff may also be involved, depending on local circumstances and availability.

For instance, agency staff may be needed to assist in the gathering of documents and in ensuring effective communication among members during the process.



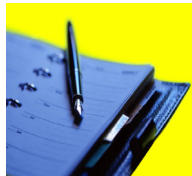
Consultants should not be used to conduct the self-assessment. They may, however, be helpful in modifying this module for the local environment, or in facilitating the self-assessment process.



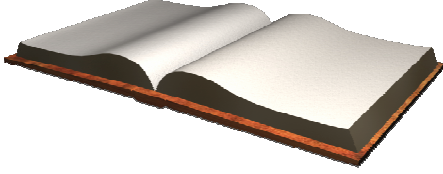
Time and Resources Required

The self-assessment process has been designed to be very low cost. Time is the principal investment of those who help complete the module.

Once it has been decided to proceed with the self-assessment, the process could take approximately eight to ten weeks—beginning with a read-through of the module and ending with reporting the results to the CAB membership.



Let's Review The Book





Need more information
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