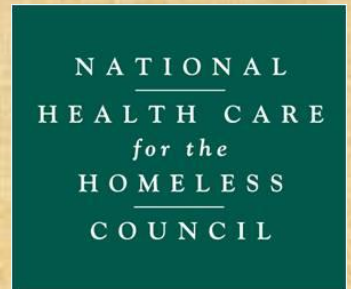


FORMING AND MAINTAINING A CONSUMER ADVISORY BOARD

National Health Care for the Homeless Council
Conference & Policy Symposium – Washington, DC
March 15, 2013



Presenters:



Rodney Dawkins

National Consumer Advisory Board – Committee Member



Willie Joe Mackey

National Consumer Advisory Board – Regional Representative



Tom Rossi

National Consumer Advisory Board – Co-Chairperson

Introductions

Who is in the audience:

- consumers on advisory and governing boards
- other consumers
- project staff
- others



- new or developing projects
- projects with HRSA waivers
- projects with consumers on advisory or governing boards

**Please complete the sign-in sheet or leave your business card
so that we can stay in touch with you and your project ... thanks !!!**

Overview



History of Consumer Advisory Boards (CAB)

Ellen Dailey



How a CAB Works Within an Agency

Advocacy: Making the Voice of Consumers Heard



NCAB Regional Representatives

Personal Experience: CAB Members in the Community

Questions and Comments

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Workshop Description & Goals

This workshop focuses on how a consumer advisory board (CAB) can enhance consumer involvement in governance as well as advocate on behalf of consumers of the HCH project and in the community.

Different models for CABs will be discussed, including real-life challenges and achievements.

Goals:

Equip staff with knowledge

Equip consumers with skills and inspiration





History of Consumer Advisory Boards (CAB)

Ellen Dailey

Federal Regulations

Section 330 of the Public Health Service Act Requires:

- The governing board is composed of individuals, a majority of whom are being served by the center and who, as a group, represent the individuals being served by the center requirement
- If this is not met, a separate health center governing board may be established (CAB)
- Waivers to the majority rule can be requested, but consumer participation in governance is still required

Overview

- What is NCAB?
- What is a Consumer Advisory Board?
- Recruitment and Membership
- How does a CAB Work?
- How do CAB Meetings Work?
- Building Strong Relationships with HCH Project Governance Board and Staff
- Advocacy: Make Your Voice Heard

NCAB

A group of homeless and formerly homeless persons who have been clients of HCH projects across the country and who are involved in the governance of those HCH projects. NCAB's elected Chairperson sits on the National Council's Board of Directors. All members of NCAB are individual members of NHCHC.



NCAB's Activities

1. Be a collaborative voice on shared concerns of consumers across the country
 - National Homeless Persons' Memorial Day
 - Consumer Participation Outreach
 - Executive Committee presents at workshops & trainings
 - Publish quarterly newsletters
 - Assist with implementation of local voter registration drives
 - Various committees inform the priorities of NCAB
2. Honor those who are advocating for the needs of their fellow consumers
 - Ellen Daily Consumer Advocate Award
 - Assist with the development and ongoing needs of CABs around the country

Community Advisory Board

A group of homeless and or formerly Homeless individuals who have been brought together to positively affect change and give meaningful input on policy decisions.



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Things to Remember...

A Consumer Advisory Board is an **advisory** group

- Work closely with agency management
- Do not make decisions on day-to-day operations of the agency

A Consumer Advisory Board must be **autonomous**

- Make its own decisions and recommendations
- Develop its own guidelines/by-laws/rules (which can be approved by the agency Board of Directors)

- **Recruitment & Membership**

ASK YOURSELF:

- •How large should the CAB be?
- •Who is eligible to sit on the CAB?
- •Should anyone other than consumers be voting members of the CAB?
- •What kind of support will the HCH project be able to give?

- **Decision Making Process**
- **We recommend consensus as the model for the decision making process. Consensus places emphasis on thinking with regards to what is best for the organization.**
- Basics of consensus decision making process:
 - Listen patiently
 - Focus on the topic at hand
 - Presentation of proposal
 - Options: affirm, do not affirm, stand aside
 - Proposal is approved or not

HOMELESS PERSONS' MEMORIAL DAY



Homeless people die from illnesses that affect everyone,
frequently without health care.

Homeless people die from exposure,
unprotected from the heat and cold.

Homeless people die from violence,
often in unprovoked hate crimes.

Health care is a human right.

Housing is a human right.

Physical safety is a human right.

Remember our neighbors
and friends who have died
without homes.

Remember why they died.



DECEMBER 21

The First Day of Winter. The Longest Night of the Year.

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How a CAB Works Within an Agency
Advocacy: Making the Voice of Consumers Heard

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Advocacy

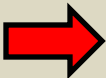
Advocacy gives people experiencing homelessness a voice!

- Advocacy represents the strategies devised, actions taken and solutions proposed to influence decision-making at the local & state level to create positive change for people and their environment.
- One can engage in advocacy by meeting with a legislator on an important issue, writing an editorial for a newspaper, raising awareness for a cause at a community event, or even promoting an issue while having dinner with friends.



Why advocacy is so important?

- Change in community attitudes and misconceptions.
- Assists people to gain access to resources, funding and information.
- Holds service providers and organizations accountable ensuring transparency in their actions and decisions.
- Helps people take control over their situation.
- It ensures that people have a voice and that it will be heard.
- Recognition of the rights of people.
- Promotes positive change to the structure and policy of organizations, which will be of benefit to people.

 NHCHC webinar: **“Local and National Advocacy Strategies”**
www.nhchc.org/2011/06/strategies-local-national-advocacy/

Advocacy occurs when individuals engage in dialogue about an issue they care about.

It can occur in many forms:

speaking out, letter writing, protesting, voting,
and even wearing a t-shirt that makes a statement.

Coalition Building
Legislative Briefings
Rebuttal Messaging
Citizen Story-Telling



Community Organizing
Media Advocacy
Policy Research
Public Demonstrations

Advocacy simply means speaking up for your rights!

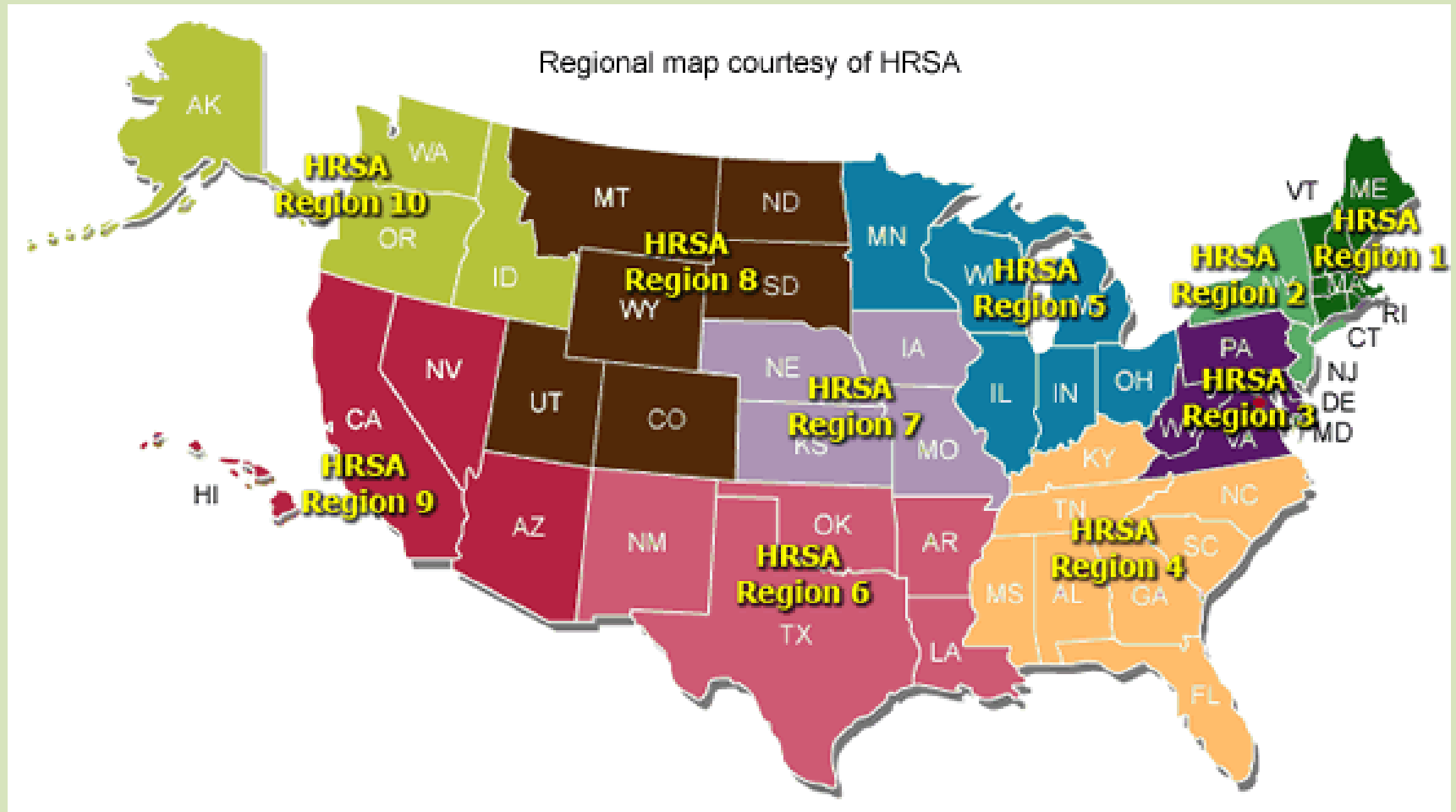
➔ A 29-page “**Advocacy Toolkit**” is available on the NHCHC website:
www.nhchc.org/policy-advocacy/advocacy-tool-kit/



NCAB Regional Representatives
Personal Experience: CAB Members in the Community

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NCAB Regional Representative



Representing two (2) HRSA regions each:
HRSA Regions 1+2; 3 +4; 5 + 7; 6 +8; 9+10

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NCAB Regional Representative

**Regional Representatives shall be responsible for:
(edited from the proposed NCAB Bylaws)**

- Communicating regularly with and providing technical support to CABs and consumers in their respective region.
- Attending Regional Trainings and other regional events as requested.
- Participating in leadership development offered by the National Health Care for the Homeless Council, as funds allow.
- Being ready and willing to serve on the Steering Committee should a vacancy present itself mid-term.
- Working with other consumer leaders in the region to ensure continuity of consumer leadership.
- Communicating with NCAB's Steering Committee and reporting any regional news to the Committee for possible national publication.

NCAB Regional Representative – Future Plans

- Participate in NHCHC Regional Trainings and Conferences as well as health and homelessness events not directly related to the NHCHC.
- Continue to develop relationships with consumers and HCH project staff throughout our regions including consumers not on advisory boards.
- Organize consumer-driven regional activities, i.e. .
consumer-driven Regional Town Hall Meetings and advocacy events.
- Assist with local Consumer Advisory Board (CAB) development and improve professional development skill sets among consumers and our regional representative team..
- Facilitate the development of more consumer-driven workshops, webinars, technical assistance, support groups, and advocacy.
- Develop a NCAB Regional Representative operations manual, new rep mentoring program, and an annual Regional Rep Work Plan.

CAB Members in the Community

**“In order to affect change in policy,
you have to be part of the conversation!”**

Consumers on advisory and governing boards
have an opportunity to
share their personal experience of poverty & homelessness,
and share how they are rebuilding their lives
beyond the board room ...

CAB Members in the Community

Presentations with
faith communities, service & community organizations,
K-12 and college students, and others engaged in
community service at
homeless shelters, feeding programs, and elsewhere.

Participate in
local conferences and workshops regarding
healthcare, poverty and homelessness.

**Consumers have an opportunity to
Make a Difference !!!**

CAB Members in the Community

Thank you letter to the **Valley Homeless Healthcare Program**
for its Medical Respite Program

Social media “**thank you**” messages during
National Health Center Week
National Poverty & Homelessness Awareness Week

Assist with VHHP Medical Respite Coordinator’s research:
Hospital Grand Rounds presentation on the
“Culture of Homelessness”

Medical Respite hospital partner
community benefit events & management meetings at
Kaiser Permanente + Stanford Hospital & Clinics

CAB Members in the Community

(be a voice in the audience)

San Jose State University

National Social Work Month (March) Homelessness Forum

Stanford University

School of Medicine Community Health Symposium

Law School Health Disparities Workshop

University of California at Berkeley

Poverty & Homelessness Symposium + Minorities in Health Conference

Community Action Poverty Simulations

Sacred Heart Community Service (Community Action Agency)

Step-Up Silicon Valley: the Campaign to Cut Poverty in Half

Faith Communities

Compassion Weekend @ Menlo Park Presbyterian Church

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HCH Project / Local CAB Participation Opportunities

National Social Work Month (March)

www.naswdc.org/pressroom/swmonth/default.asp

National Nurse Appreciation Week (May 6-12, 2013)

<http://nursingworld.org/NationalNursesWeek>

National Health Center Week is August 11-17, 2013

Health Care for the Homeless Day is Wednesday, August 14th

www.healthcenterweek.org

NHCHC HCH Day information + webinar

www.nhchc.org/hch-day

National Hunger and Homeless Awareness Week

2nd week in November

www.nationalhomeless.org/projects/awareness/index.html

from a ROCK to RESPITE to REBUILDING MY LIFE
Participating in Weekly Respite Support Group Meetings



**Valley Homeless Healthcare Program
Medical Respite Center
saved my life !!!**

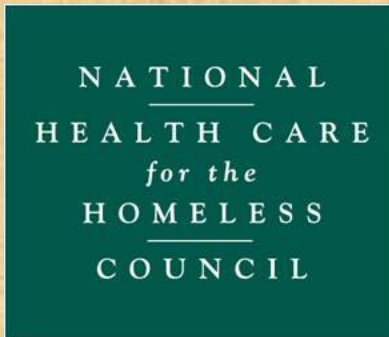
My “old home” was a slab of rock. My “new home” with the help of Respite.



You are encouraged to share the information presented today
with consumers on advisory and governing boards
and with project staff!

THANK YOU

QUESTIONS & COMMENTS



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