Consumer Involvement in Governance Webinar

Tuesday, January 31, 2012
We will begin promptly at 3 PM EST

Event Host:

Katy Valesky
National Health Care for the Homeless Council
Presenters

**Winona Stoltzfus, MD**
Executive Director,
Albuquerque Health Care for the Homeless Program

**Kristin Leve**
Board Member, Albuquerque Health Care for the Homeless Program
An Introduction to Consumer Advisory Boards

Presented by:
Kristin Leve and Winona Stoltzfus
Albuquerque HCH

National Health Care for the Homeless Council
Overview

- Federal Regulations
- Consumer Advisory Boards (CAB)
- National Consumer Advisory Board (NCAB)
- Advocacy: Make Your Voice Heard
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

• If this requirement 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
Ways to Get Consumers Involved

• Include former consumers on the board

• Conduct regular focus groups with consumers who advise the board on a regular basis

• A formal advisory board (client advisory board CAB)

• Or committee of the Board, client board advisory committee (CBAC)
Consumer Advisory Board

A group of homeless and/or formerly homeless individuals, advocates, providers, and community members brought together to positively affect change at their local HCH project
The purpose of a CAB is to:

• Advocate for clients and what they need

• Identify potential clients of the HCH

• Nominate consumer representative to serve on or advise the health center’s board of directors

• Inform the board of directors of current needs among client community
CAB Membership

- A CAB should include 5-25 members (most are small)
  - Representatives of community
  - Clients of HCH project/homeless services agency
  - Staff of HCH or other agency that serves homeless
  - Community advocates and champions
  - HCH Staff support for CAB

- At least 75% of CAB should be consumers

- Terms of membership should be outlined in by-laws (i.e. number of years, participation, conduct, service requirements, etc.)
The work of the CAB must appropriately represent its constituents, the HCH project, and people experiencing homelessness.
Effective CAB Members’ Attributes

• (Ask Audience to fill these in when possible)
• Willing to represent others – not just self
• Maintains confidentiality
• Open-minded
• Trustworthy
• Focused on organizational mission
• Good listener

Does NOT require any formal education – just a willingness to use your experiences to listen to and help others.
NCAB uses and recommends consensus as the model for the decision making process. Consensus places emphasis on thinking with regards to what is best for the group.

Basics of consensus decision making process:

- Listen patiently
- Focus on the topic at hand
- Presentation of proposal
- Options: affirm, do not affirm, stand aside, block
- Proposal is approved or not
- All voices are equal to that of the majority
Robert’s Rules of Order

• If consensus doesn’t work for your CAB, you can use RRO.

• For use by local CABs only
Consumer Advisory Boards

A Consumer Advisory Board is an advisory group

- Work closely with agency management and staff
- Do not make decisions on day-to-day operations of the agency
- Do provide insight into how agency policies and practices affect those accessing services

A Consumer Advisory Board should 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)
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 Chair sits on the National Council's Board of Directors. All members of NCAB are individual members of NHCHC.
NCAB’s Role with Local CABs

1. Advertise and facilitate involvement in national activities
   • National Homeless Persons Memorial Day, December 21
   • HCH Day – Wednesday of Health Center Week, August
   • Consumer Participation Outreach Surveys

2. Honor those who advocate for the needs of their fellow consumers
   • Ellen Daily Consumer Advocate Award – National Conference
     (applications available on NCAB website soon)
   • Offer consumer travel subsidies to attend National Conference of $1,000 on a first come, first served basis

3. Support and facilitate communication and collaboration between CABs regionally and nationally
   • Regional Representatives in place to share information about national initiatives as well as learn about local events
   • Send project information to NCAB for national collaboration
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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.
Consumer Participation Outreach Survey

2010 – Violence Study

• NCAB Chair and Principal Investigator, Amy Grassette presenting results of violence study at American Public Health Association in October 2011

• All survey results are available on NCAB’s website

• Let NCAB know if you are interested in hosting a study site. Future topic ideas are welcome at ncab@nhchc.org
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Ellen Dailey Consumer Advocate Award
National Conference

May 15-18, 2012 – Kansas City, Missouri
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Regional Representatives


Regional map courtesy of HRSA
What is HCH Advocacy?

“The educational process through which data, experiences and insight are shared with those who craft public policy so that they make informed decisions."

McMurray-Avila, *Organizing Health Services for Homeless People*
Projects of Local CABs

Albuquerque Health Care for the Homeless
Memorial Garden
Established Spring 2002

The streets are silent
Where your footsteps rang.
-Harriet Strauss

Now there are no more words
I bring a leaf, a flower and a stone.
-Anto Maria Lindbergh

This space was made possible in part through
Contributions in memory of:

Amy Bartholomew
Lynn Marie Weber
Dick Wagner

Donald James
Carleen Gettie
Frank Fabian

Karen Salas
Jerry Catron
Jerry Boyd

- Berta McCollum
- My Hero

Amanda Meers
Peggy Lester

- Berta McCollum
- My Hero
Advocate for Change

• Advocacy gives people experiencing homelessness a **voice**

• Support, protect, advance the civil and **human rights** of people experiencing homelessness

• Influence public policy and practice—create **change** in your community
Advocacy Activities

- Promote advocacy agenda in your local community, state and Congressional District – or RALLY!
- Conduct consumer needs assessment in clinic
- Organize an Advocacy Day or HCH Day
- Invite public officials to tour your clinic
- Distribute HCH Mobilizer (www.nhchc.org)
- Organize a Homeless Persons’ Memorial Day event
- Attend town hall meetings
- Collaborate with other service providers on agendas
Questions and Answers

Winona Stoltzfus, MD
Executive Director,
Albuquerque Health Care for
the Homeless Program

Kristin Leve
Board Member, Albuquerque
Health Care for the Homeless
Program
Resources

- [http://www.nhchc.org/resources/consumer/](http://www.nhchc.org/resources/consumer/)
  - Join NCAB
  - Nominate for Ellen Dailey Award
  - Download CAB Manual
  - Fill out CAB Census
  - Document Homeless Persons Memorial Day events
- Other CABs - connect with another CAB by emailing ncab@nhchc.org or calling Katy at 615-226-2292
Thank you for your participation!

Upon exiting you will be prompted to complete a short online survey. Please take a minute to complete the survey to evaluate this webinar production.