
Build a Community Advisory Board (CAB) that works for your program

Presented by:
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Let's start with some agreements

We agree that there is no such thing as a silly question

We agree to listen to our peers

We agree to participate in the conversation in the spirit of improving our practice

Some of the things we will cover in this workshop....

A look at our BPS to learn/understand what GA wants us to do

How marketing supports your CAB

What's in it for you (program)

How & Why our CAB informs our Budgets

Strategies to get parents to show up

What's in it for your CAB members

Why & How to Give, Give, Give, then Harvest relationships

Listen/learn what our CAB members have to say

Documentation of the CAB meetings

Why do I have to build a CAB?

You need advocates on your side!
You need Partners!
You need friends!
Make your program visible!
You do not feel so alone!
Brainstorming = solutions

From BPS: sites will need to create and maintain a community advisory board with the primary function of advising in the planning, implementation, and continuous quality improvement of site-related activities. Many times, the host agency governing board will have final say, but the community advisory board can provide input to the Program Managers

GA-I The site has a community advisory board that serves in an advisory or governing capacity in the planning, implementation, and continuous quality improvement of site-related activities

GA-I.A The site's community advisory board **meets at least quarterly** and is an **effectively organized, active body advising** the functions specified in GA-I

Rating Indicators

3- The site's community advisory board is an **organized, active body** that **meets at least quarterly** and advises the activities of planning, implementation, and continuous quality improvement of site services.

2- **Past instances** occurred when the community advisory board **did not meet quarterly**; however, **recent practice** indicates this is now occurring. The site's community advisory board advises the specified functions, but could be more active in one area of functioning.

1- Any of the following: the site's community advisory board **meets less than quarterly**; or is not yet active; or is not advising on planning, implementation, and continuous quality improvement

GA-I.B The community advisory board has a **wide range of needed skills** and abilities and includes representatives with a heterogeneous mix in terms of skills, strengths, **community knowledge, professions, and cultural diversity**, allowing it to effectively serve the interests of the community and advocate on behalf of the diverse needs of site participants.

RATING INDICATORS

3- The community advisory board has a range of skills, strengths, **community knowledge, and cultural characteristics** (as determined by the site to represent the diverse needs of site participants). **The site does not have any identified gaps in its membership.**

2- The community advisory board's membership has a range of skills, strengths, community knowledge, and cultural characteristics (as determined by the site to represent the diverse needs of site participants). The site has identified gaps in its membership which it is working to address.

1- The community advisory board's membership does not yet represent the skills, strengths, community knowledge, and cultural characteristics (as determined by the site to represent the diverse needs of site participants)

How do you identify new members for your CAB:

What other service providers do matters if you want to meet GA-I.B rating

Do the services and roles of your CAB membership align with your families' needs?

Will you have families in common with your CAB members?

When is a good time to invite new friends?

When you go to a tabling event

When your staff talks about their families

When you do an event for your families

When you celebrate them for meeting a FGP

We must have evidence of our membership

CAB agreements

CAB roster detailed

Thank you for your interest in serving on our Advisory Board. As a member of the Advisory Board, there are certain expectations, here is a list of some of the things you will be part of in this amazing team:

- ☐ The Program is advised by an Advisory Board that meets quarterly. The Advisory Board consists of representatives from agencies in the communities that the program serves, and has Memos of Understanding. In addition to these agencies, there will be parent representatives from each of the areas we serve.
- ☐ All information shared in Advisory Board meetings shall be considered confidential and not to be shared elsewhere, unless otherwise discussed as information to be disseminated into the community.
- ☐ The Advisory Board will act as a body that may advise the program, but will not directly be a governing body. Advice that is shared from the Advisory Board may be brought to BHSN's Governing Board for approval.
- ☐ The Program Manager will share with the Advisory Board:
 - Information on staff turnover.
 - Data that is used to monitor the program including:
 - ✦ Annual Service Review
 - ✦ Capacity reports
 - ✦ Acceptance and Retention Rates
 - ✦ Reporting on Referral Sources
 - ✦ Information on any grievances
 - ✦ Reports submitted to OCFS
 - ✦ Results of Family Satisfaction Surveys
 - ✦ Results of Staff Satisfaction Surveys
 - ✦ Program performance data
 - ✦ Updates on program events and community events that our program is participating.
- ☐ The purpose for the sharing of the above information is to solicit advice from the Advisory Board on ways to improve outcomes for the program and the families we serve. Input from the Advisory Board will be shared with the staff in supervision and in our monthly staff meetings. Information on staff turnover is reported on an annual basis in the Annual Service Review and reported to the Advisory Board for discussion and review.

I have read and agree to the information shared as a responsibility to serve on the HFNY North County's Advisory Board. If I am unavailable to participate in the meeting, I may send a representative from my agency to serve in my place.

Name Signature

Date

Agency

My Agency contact information: Phone and email: _____

HFNY-North C0

Board Contact	Agency	MOU Contact	Address	City	State or Province	Postal Code	County	Contact Title	Phone Number	Fax Number	E-Mail Address	Notes	A=Agreement M=MOA
Jennifer VanCour	Parent Representative	n/a - Natalie's Family		Plattsburgh	New York	12901	Clinton	Parent Representative	848-359-9098				
Elizabeth Favaro	Parent Representative	n/a - Christy's Family		Plattsburgh	New York	12901	Clinton	Parent Representative	518-641-2332			A -Y	
Kim Dupras	JCEO		54 Margaret St	Plattsburgh	New York	12901	Clinton-Franklin		518-561-6310		dupras@jceo.org	A -Y	
Krista Berger	Essex Co Health Dept		132 Water St	Elizabethtown	New York	12932	Essex		518-873-3500		krist.berger@essexcountyny.gov		
Erica Tomlinson	Hamilton County Public Health		139 Birch Ln	Indian Lake	New York	12842	Hamilton		518-648-6497		etomlinson@hamiltoncountyny.gov		
Jocelyn Fittin	UVM / CVPH		75 Beekman St	Plattsburgh	New York	12901	Clinton		518-561-2000		jfittin@cvph.org		
Kayleigh Raville	Clinton County Public Health		133 Margaret St.	Plattsburgh	New York	12901	Clinton	RD,CDN,CLC, PHE	518-565-4840		kayleigh.raville@clintoncountyny.gov	A -Y	
Wendy Sargent	EC DSS	Wendy Sargent	7551 Court Street / PO Box 217	Elizabethtown	New York	12932	Essex		518-873-3409		wendy.sargent@dfa.state.ny.us		
Kathleen Decker	EC DSS		7551 Court Street / PO Box 217	Elizabethtown	New York	12932	Essex		518-873-3409		Kathleen.Decker@dfa.state.ny.us	A -Y	
Tracy Mills	Hudson Head Waters Network										tmills@hhdn.org		
Brooke Castine	Hudson Headwaters		87 Plaza	plattsburgh	New York	12901			518-536-7060		bcastine@hhdn.org		
Jennifer Hill	BHSN		25 Willowbrook Rd,	Queensbury	NY		Warren				jhill@bhsn.org		
Stefanie Miller	BRIEF		7513 Court St	Elizabethtown	Ny	12932	Essex		518-873-3670		stefanie.v.miller@essexcountyny.gov		
Amber Brown	STOP		22 US Oval, Suite 218	Plattsburgh	New York	12903	Clinton				abrown@bhsn.org		
Laurel Pollila	JCEO			Plattsburgh	New York	12903	Clinton						
Colleen Maziejka	SACCN		16 Pearl St. Suite 209	Glens Falls	NY	12801	Warren/Hamilton	ED	518-798-7972 (x212)	518-812-0799 fax	maziejka@sacccn.org	N	
Maria Davey Light	SRMT DSS		71 Margaret Terrace Memorial Way	Hogansburg	New York	13655			518-358-2272		maria.daveylight@dfa.state.ny.us		
John Bernardi	United Way	John Bernardi	45 Tom Miller Rd	Plattsburgh	New York	12901	Clinton-Essex-Franklin		518-563-0028		john@unitedwayadk.org		
Scott McDowell	Children's Advocacy Center		130 Arizona Ave	Plattsburgh	New York	12901	Clinton-Franklin-Essex		518-565-4484		scott.mcdowell@clintoncountyny.gov		
Jamie Rock	Children's Advocacy Center		130 Arizona Ave	Plattsburgh	New York	12901			518-565-4484		jrock@clintoncountyny.gov		
Terra Sisco	Clinton County Youth Bureau	Terra Sisco	133 Margaret St.	Plattsburgh	New York	12901	Clinton		518-565-4840		terra.sisco@clintoncountyny.gov	A -Y	
Laura Sigel	Plattsburgh Primary		159 Margaret St	Plattsburgh	New York	12901	Clinton		518-562-0151		lsigel@pchmd.org		
Kate Ryan	Adirondack Birth to Three		PO Box 288	Lake Placid	New York	12946	Hamilton-Clinton-Franklin		518-523-9904		kate.ryan@adkfoundation.org	A -Y	
Elizabeth Terry	ECDOH		132 Water St	Elizabethtown	New York	12932	Essex		518-873-3500				
Victoria Knierim	AHI / ADK Wellness		100 Glen St	Glens Falls	New York	12801	Hamilton-Clinton-Franklin		518-480-0111		vknerim@ahihealth.org		
Joann Casewell	Families First		196 Water St.	Elizabethtown	New York	12932	Essex		518-873-9544		jcaswell@familiesfirstessex.org		
Jorgey Wethington	SACCN		37 Everts Ave	Queensbury	New York	12804	Warren		518-798-7972		wethingtonj@sacccn.org		
Karina Elken	Hamilton County Public Health		139 Birch Ln	Indian Lake	New York	12842	Hamilton		518-648-6497		kelkin@hamiltoncountyny.gov		
Taryn Johnson	BHSN-Clinic		2155 NY 22B	Morrisonville	New York	12962	Clinton-Franklin		518-563-8000		tjohnson@bhsn.org		

GA-1.C **The program manager (or other representative from the local site) and the community advisory board work together effectively.** The program manager **provides site information** for each meeting. Advisory members **participate in discussion and guidance** in regard to this information.

RATING INDICATORS

3- **The program manager (or other representative from the local site) partners with the community advisory board by providing members site information needed** for each meeting and **engages them in advising** site operations.

2- Past instances occurred when the program manager (or other representative from the local site) did not provide site information needed for each meeting to engage members to participate in advising site operations; however, recent practice indicates this is now occurring.

1- The program manager does not yet provide site information or engage advisory members to advise on site operations

What should you report to your CAB at quarterly meetings

From BPS: sites will need to create and maintain a community advisory board with the primary function of advising in the planning, implementation, and continuous quality improvement of site-related activities. Many times the host agency governing board will have final say, but the community advisory board can provide input to the Program Managers

capacity

staffing issues or successes

Part. & Staff surveys

HV rates

Site visit outcomes

Equity Plan

ASR

retention rates

Vacancies/new hires

Many times your membership will be experiencing similar issues and this will give them the floor to express ideas and opportunities for program collaborations

TIP: When parent/caregiver representatives participate as members of the community advisory board, the site is encouraged to provide support, and education to ensure parents are well-received, their voice heard and regarded equally, and their expertise used effectively.

More things to think about:

Develop MOU's that work for both, your partner and your program

How do you really get people interested in participating in your CAB? Things that really worked well for us

Have marketing materials and make swag bags for the membership

Towels, Jar opener/coasters, chip clips, phone holders, etc

Word your budget right.... (Explanation of expenses form) will allow you to build on your needs

Apply for grants to support your CAB's agenda

Be intentional, be honest and tell your membership what is it that you really want from them from the start

Think about having a "CAB contract"

Give your membership MOU's and talk about them at the meetings

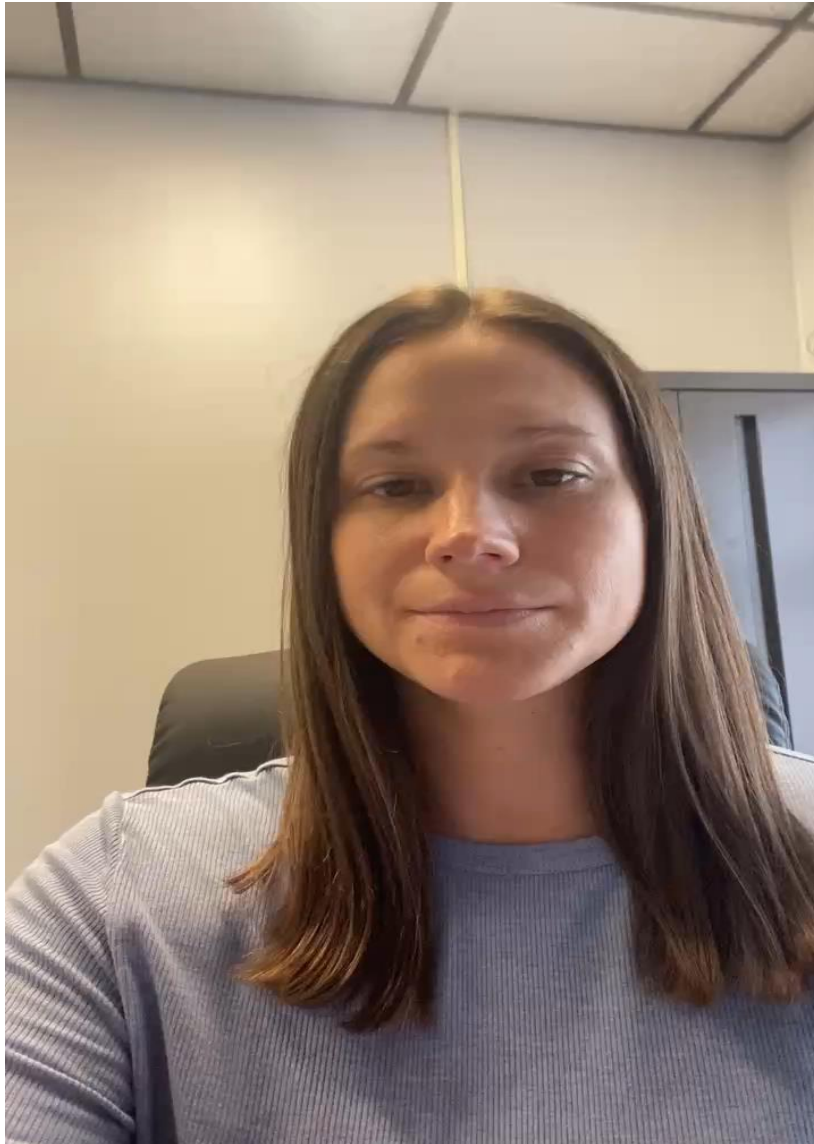
Always welcome new CAB members and make them center stage so they get to meet the rest of the team

Give, give to later take

Again, be intentional! (have an agenda)

Some things to think about when planning your CAB

Plan your Budget with a strategy in mind	Sponsor a gathering
Volunteer to help and ask for volunteers	Be there at events that others plan for tabling events and in support just showing up
Prepare your budget to allow for some expenses that will make you the person other program's want in their advisory/ professional advisory groups	Prepare your calendar to make time for the community (without this your reports will not be that interesting)
Switch the location of your CAB meeting every quarter, this gives all membership an opportunity to join in person or virtual in case traveling is a reason to not attend	Feed them! (again, build your budget properly to allow for this) Be specific in your budget narratives that you have a CAB membership that includes a number of program participants)
Keep the meeting to only 1 hour, Always end on time if not earlier	Having a lunch meeting usually gets the best attendance
Take pictures of events and group meetings and then share them with your CAB	Invite your membership to every event that your program organizes
Allow your team to be part of something bigger, have your team represented not only by you. Find the jewels in your own team (increase retention of staff and satisfaction)	Invite your staff to come to the meetings especially if one of their families is attending
Talk to your participants, listen to their experiences and invite them to be part of your team	Reward participants for their time
Don't forget to count this as an in-kind (match)	Make your meeting dynamic and flexible



Kayleigh's role
County Health Department
What makes her good for our CAB:
Her personal and professional priorities align with
HFNY
She leads the CCBFC
They sponsor scholarships for our staff's CLC training
us to meet all our CAN requirements
We do community events together
We can call to give priority to our moms (WIC)



Soctt's role

He is the Coordinator at the Child Advocacy Center.
Dealing with child fatality cases, sexual abuse and the
District Attorneys Office

What makes him good for our CAB:

He is a Male

He was a Home Visitor with HFNY North Country
His agency organizes an annual conference that allows
us to meet all our CAN requirements

We get first access to goods for children and families

Kate's role:

ED of the ADK Birth to 3 Alliance with ADK Foundation.

Working regionally to develop systems to support programs.

What makes her good for our CAB:

She has a background on early childhood development working with children as a speech therapist.

She has first hand information on funding opportunities at the ADK Foundation

Has a commitment for Home Visiting to be a priority in the region.

Has become a good friend

A few last things to remember:

Document! Have a nice and short agenda that you can tackle in 1 hour allowing your partners to be able to give updates and share news from their side of the field

Document! Take minutes, take screenshots of your virtual attendance and have a signing sheet (this is for your inkind tracking) and don't be the one that talks and takes notes, you need someone else to take notes and support you with the logistics

Follow up! Send a thank you message the day after the meeting and follow with reminders of when the next meeting will be. Have the minutes ready to share with your next invite

We are a State-wide program and we need to think about having our neighbors being part of our CAB

Do you want to look great? Do a CQI plan on MIS about enhancing your CAB or making changes to your CAB