



Consumer Advisory Board Charter

MCCN Overview

Massachusetts Care Coordination Network (MCCN) is a Long Term Services and Supports Community Partner (LTSS CP) comprised of highly qualified health and human service agencies that provide integrated comprehensive care coordination to people who are enrolled in MassHealth that have complex lifelong needs. By coordinating care, MCCN takes the best resources available and matches supports to each person's needs. MCCN provides the tools that help people build self-directed, fulfilling lives.

Purpose of the Consumer Advisory Board

The Consumer Advisory Board (CAB) is comprised of Engaged Enrollees, family members and other caregivers that reflect the diversity of MCCN's population. The purpose of the CAB is to advise and provide MCCN's Governing Body (GB) with regular feedback on issues of Contract management and the provision of LTSS CP supports. CAB feedback will be summarized and incorporated into the annual report presented to the GB at the end of each calendar year. Examples of areas of advisement include:

- Providing member education
- Providing member outreach
- Addressing members' needs
- Addressing service challenges
- Working with community partners

Meeting Frequency and Location

The Consumer Advisory Board will meet on a quarterly basis with the first meeting scheduled for Wednesday, September 19, 2018 from 5:30 PM – 7:00 PM at the Seven Hills Family Support Center located at 799 West Boylston Street in Worcester, MA. All meetings are held in a fully accessible, ADA-compliant facility that is close to the bus/train. Members are asked to attend all meetings. Members who have more than 2 unexcused absences may be replaced by new members to allow the group to move forward. Refreshments will be provided at each quarterly meeting.

Membership Terms and Positions

Members commit to a one or two-year term that can be extended. We seek members of different ages, disabilities, cultures, and geographic areas so we learn from these differences as well.

Meeting Accommodations

Members are able to receive help and accommodations to support their full participation in the CAB. Members who agree to participate should fill out an Accommodations Request Form to tell us about their needs. Large print, Braille, electronic format, American Sign Language interpreters, language interpreters, Communication Access Real-time Translation (CART), transportation, and personal assistance are examples of the support available. Members also may request personal meetings with staff to talk about the meetings and ask questions ahead of time.



Roles and Responsibilities

Members will allocate approximately 2-4 hours per month to do any of the following:

- Prepare for and attend Consumer Advisory Board meetings
- Review materials shared, ask questions, and provide feedback
- Provide input based on personal experiences
- Attend community events to better understand the needs of members and local communities
- Work with staff to find creative ways to understand the needs of other members
- Focus on solutions that benefit a wide range of members

MCCN Staff Roles and Responsibilities

Staff will provide Consumer Advisory Board members with the following:

- Information on MCCN, QI Initiative, and Consumer Advisory Board roles and responsibilities
- Notice of meetings at least one month prior to the meeting
- Agendas and meeting materials at least two weeks prior to the meeting by mail or email (method chosen by member?)
- Assistance to support member involvement, such as accessible materials and transportation
- One-on-one opportunities to meet with staff, share ideas, and ask questions
- Access to peers for education and mentoring

Decision Making and Conflict Resolution

The MCCN Consumer Advisory Board advises MCCN by providing feedback and recommendations to improve its practices and member benefits. Members will seek consensus before making recommendations. Consumer Advisory Board Ground Rules will be used to ensure fair conversations.

Code of Conduct

Consumer Advisory Board members are asked to respect the following Code of Conduct:

- Maintain the confidentiality of personal information shared in the meeting;
- Treat each other with dignity and respect;
- Avoid being aggressive when you disagree with a decision or a statement;
- Work collaboratively with others to further MCCN's mission or goals;
- Do not make statements or assumptions based on race, ethnicity, gender, sexual orientation, gender identity, age, disability, or any other personal characteristic; and
- Disclose potential conflicts of interest, real or perceived, before participating in discussions or votes.

*For more information on the MCCN CAB, please contact Nasiba Mannan, Director of Quality Management at nmannan@massccn.org or 508-304-3108



Consumer Advisory Board 2018-2019 Meeting Schedule

**Seven Hills Family Support Center
799 West Boylston Street
Worcester, MA**

Wednesday, September 19, 2018; 5:30 pm – 7:00 pm

Wednesday, December 19, 2018; 5:30 pm – 7:00 pm

Wednesday, March 20, 2019; 5:30 pm – 7:00 pm

Wednesday, June 19, 2019; 5:30 pm – 7:00 pm

Wednesday, September 18, 2019; 5:30 pm – 7:00 pm

The SHFS Family Support Center located at 799 West Boylston Street is a fully accessible, ADA-compliant facility that is close to the bus/train. CAB members are asked to attend all meetings. Members who have more than 2 unexcused absences may be replaced by new members to allow the group to move forward. Refreshments will be provided at each quarterly meeting.



**Consumer Advisory Board
Application Form**

First Name: _____ **Last Name:** _____

Phone: _____ **Email:** _____

3 Things You Think Are Important to Know About You:

Why do you want to be a member of the MCCN Consumer Advisory Board?

What you believe you can bring to the Consumer Advisory Board. For instance:

How have you been involved with MCCN (Enrollee, Family Member, Caregiver)?

Who do you think you can represent?

What personal experiences would you like the group to learn from?