

South Carolina Ryan White Consumer Advisory Board
Statewide Policy



Department of Health and Environmental Control Division of
STD/HIV and Viral Hepatitis

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I. Mission Statement: The Consumer Advisory Board (CAB) is a dedicated group of consumers who provide input to enhance the quality and effectiveness of Ryan White services provided by the agency in which the consumer receives Ryan White services. The CAB is charged with working together with staff members at Ryan White sub-recipients to provide a consumer perspective on how to best implement and retain services. It should be noted that this policy is set at the minimum standard and sub-recipients can do more such as meet more, have larger groups, and have higher percentages for voting purposes.

II. Consumer Advisory Board Goal:

1. The goal of the Consumer Advisory Board is to empower and improve the services at Ryan White sub-recipient agencies for individuals living with HIV/AIDS through their participation in an effective group that influence the services at the clinics. This includes outpatient core and supported services geared towards the needs of PLWHA and the impacted communities across the state of South Carolina. The Consumer Advisory Board will provide ongoing feedback, input, and ideas on how to increase access to services and improve the quality, efficiency, and health outcomes of people with HIV (PWH).
2. To ensure representation of communities impacted by HIV/AIDS in planning for services with consideration given to persons from disproportionately affected areas and historically underserved groups.
3. To develop membership. recruitment, orientation, and support systems to continue the work of the CAB.

III. Consumer Advisory Board Membership Code of Conduct:

1. The member of the Consumer Advisory Board shall conduct themselves with self-respect and respect for others.
2. All members of the CAB will be required to sign a confidentiality/conflict of interest agreement annually to ensure the protection of any participant, client, and staff personal and private data/information.
3. All members of the CAB represent and model the mission and values of the organization.
4. Members can volunteer, be nominated, or asked, and all interested can be involved, or voted upon. This will be left at the discretion of the agency.

- IV. Meeting Criteria:** General meetings of the CAB will be held at least quarterly. A majority of members will be necessary to conduct any official business. Must have structured and ongoing efforts to obtain input from clients in the design and delivery of services.

Unscheduled meetings of the CAB may be called by the Chairperson or upon the written request of 2 members of the CAB. Unscheduled meetings must be called at least one week before the proposed meeting date. **The attendance of a majority of members will be necessary to conduct any official business at an unscheduled meeting.**

V. Consumer Advisory Board Membership Expectation:

1. Understand and support the purpose of the Consumer Advisory Board
2. Speak with individuals who are living with HIV/and or AIDS to understand issues that affect consumers.
3. Review provided meeting materials before and after meetings.
4. Attend All Consumer Advisory Board meetings consistently and regularly.
5. Contribute ideas and suggestions as it relates to the program.
6. Be open to listening to others' opinions without judgment.
7. Members **MUST** be compliant with taking their medication and coming to doctor's appointments as well as managing their CD4 and viral load in a healthy manner.
8. Ensures that Protected Health Information (PHI) and other patient information is kept in confidence as required by law.
9. Consider the recommendation and guidance from agency upper management
10. Perform other duties as assigned

VI. Attendance Requirements:

1. Members must make a two-year commitment to the Consumer Advisory Board.
2. Member will be removed from the CAB after three consecutive unexcused absences.

3. Members who miss meetings frequently will be asked to review their ability to serve. It is understood that unanticipated personal life events may occur which can affect attendance and will be excused.
4. Please decline membership if other commitments will not allow adequate participation.
5. Those that show up will need to meaningfully meet. Proxy representations and voting are not allowed.