



Service Description: CLIENT/FAMILY ADVISOR

VOLUNTEER SERVICE DESCRIPTION

PURPOSE:

Advisors are CCS clients or former clients ages 18 years and older and adult family members. As volunteers, they advise the CCS Demonstration Pilot Advisory Board on issues related to implementing the Demonstration Pilot. As members of the Client/Family Subcommittee, advisors share their perspective and ideas on how to improve the health care experience for everyone.

QUALIFICATIONS:

Client/Family Advisors are current San Mateo County CCS clients (and their family members), enrolled in the CCS Demonstration Pilot Project, who are able to volunteer for at least 4 hours every 3 months.

What are the qualities of an advisor?

An Advisor:

- Shares insights and experience in productive ways.
- Sees beyond his or her own personal experience and has an interest in looking at CCS in general to help identify ways to improve services for all clients and their families.
- Respects diversity and different opinions.
- Listens well.
- Collaborates on solutions.
- Has passion for enhancing the health care experience.

DUTIES:

How do Client/Family Advisors partner with Staff?

- **Client/Family Subcommittee Membership**, to work in partnership with CCS & HPSM staff, therapists, nurses and doctors to identify ideas and solutions for improving the health care experience for our patients. This enables Advisors to have direct input and influence on programs, policies, and practices affecting care and services for clients and families.
- **Advisory Board Membership**, to serve on Demonstration Pilot Project Advisory Board along with CCS-approved health care professionals and advocacy groups. The role of the Advisory Board is to provide advice on development, implementation and ongoing activities of the Demonstration Pilot Project.
- **Teaching**, sharing stories at meetings and trainings, giving staff and medical professionals the opportunity to learn directly from clients and their families about the care experience.



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- **Educational Materials and Forms Review**, read client/family member handouts and forms, and then give feedback on how understandable they are.

Operational Details:

- **The Client/Family Subcommittee meets quarterly (every 3 months).**
- **At least 1 client and 2 family members on the subcommittee will be appointed to the Demonstration Pilot Advisory Board and that board also meets at a separate time quarterly.**
- **Subcommittee members will receive a stipend of \$50/meeting.**