**Purpose:** The purpose of the Client and Family Advisory Committee (CFAC) is to empower CMHA clients and their family members to have input and involvement in the areas of planning, program evaluation and service provision.

The CFAC is responsible for advising and making recommendations to the Executive Director, Director Service Quality and Capacity, and the Board of Directors in order to ensure that individuals receiving service with CMHA receive the highest quality care, based on the use of evidence-based, best practices and that client consultation, engagement and feedback are considered in any service redesign or improvement processes.

**Objectives:**

**Green:** On Track; Completed or ongoing

**Orange:** In progress; Not completed

**Red:** Not started;

1. Be an advocate for clients
2. Increase strategies to hear the voice of clients and promote a peer positive environment
3. Provide input and feedback to CMHA Niagara leadership regarding client satisfaction and program planning

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Goals | Activities | Resources | Who Responsible | TimeLine | Status | Outcomes |
| 1. CFAC members will be aware of CMHA services, projects and MH and Addiction services provided by other community partners and other areas of interest related to MH and Addictions in order to better understand the MH and Addiction service system in Niagara.
 | 1. Presentations during meetings from CMHA staff
2. Presentations by other MHA service providers in Niagara
3. Presentations on areas of interest to CFAC related to MHA in general
4. Presentations on projects and new initiatives at CMHA Niagara
 | * CMHA staff members
* Community partner representatives
* Agencies and organizations identified by the CFAC
 | Manager Liaison to arrange for one presentation at every meeting as possible. | April 2022 – March 2023 | *Still valued by members**Great to have community partners to present interested in their Services and observations re their staff/client resilience during COVID; client outcomes; and concerns they have re gaps/needs in the system**CFAC members brainstormed a list; Heather to arrange for monthly meetings* | CFAC members have a more informed understanding of programs and services both within CMHA Niagara and across the broader mental health and addiction sectorIncreased awareness of modalities; approaches and projects underway at CMHA. |
| Goals | Activities | Resources | Who Responsible | TimeLine | Status | Outcomes |
| 1. Participate in the development of a Client Engagement Charter for CMHA Niagara
 | 1. Attend a presentation about what a client engagement charter is
2. Members of CFAC will participate in two sessions designed to gather information about what CMHA Niagara would like to include in a client engagement charter
3. Will review draft engagement charter and provide feedback and suggested edits
 | * Completed activities and information provided to Sarah Cannon, facilitator
* Draft Engagement Charter
 | CFAC membersManager LiaisonSarah Canon facilitatorED and CMHA LeadershipCMHA Board | Project began in 2020 and has been continue into this year’s planApril 2022 -March 2023 | *On hold pending the adoption of the patient, client and family values**Ask Tara to present on the OHT client family care providers values OHT direction client engagement**Once adopted determining CFAC role and how we can promote/embody it* | Either adopt N-OHT engagement document or revise CMHA Niagara to align with OHT document. |
| 1. Review policies and procedures or other relevant documents in place at CMHA in order to provide client voice and input
 | 1. Policies and documents for review
2. Comments and suggested edits
 | * Draft documents to review/revise
 | * CFAC members
* Manager Liaison
 | Ongoing | *TBD**Also look at other possible plain language documents to develop* | Policies will reflect a client perspective and documents provided to clients will be in plain language with regard to equity and access to CMHA |
| 1. To review quarterly reports related to Client Experience Client Safety Incidents

Core Indicators | 1. Manager liaison will present material
2. CFAC members will ask clarifying questions and offer feedback on trends
 | * Quarterly reports
 | * All Members
* Management Liaison
 | Ongoing | *Members appreciate seeing the reports as a gauge of what is going on with our own clients and how this reflects broader societal issues.* | CFAC members more aware of trends related to client experience and client safety and core indicators (i.e. targets for funders). |
| Goals | Activities | Resources | Who Responsible | TimeLine | Status | Outcomes |
| 1. To understand issues of concern raised by clients of CMHA
 | 1. CFAC will review annually the complaints received by CMHA staff
 | * Summary report of complaints received
* Changes in policies/ procedures as a result of the complaint
* Issues and trends that emerged
* Narrative comments
 | * CFAC members
* Manager Liaison
 | Ongoing |  This is a new initiative to be implemented during 2022-23. Will be shared with CFAC once drafted. | CFAC will review concerns and offer suggestions where relevant |
| 1. To provide skill development and training opportunities for CFAC members
 | 1. Awareness of training opportunities available to consumers
2. Participate in training opportunities as relevant
 | * Shared training opportunities and related registration information
 | * CFAC
* Manager liaison
* Venue/budget
 | Ongoing |  | CFAC members will have opportunities to gain knowledge and skills related to advisory work and MHA issues  |
| 1. Recruitment of new members for CFAC
 | 1. Develop a recruitment strategy including a diversity/equity and inclusion focus
2. Review and revise membership documents
3. Develop an article for agency Newsletter June 30th edition
4. Review and revise orientation materials
 | * Communications internal to organization
* Membership documents
* Orientation documents
* Documents/strategies used by other agencies
 | * Manager liaison
* Communications coordinator
 | June 30th newsletterOngoing recruitment | Recruitment will continue until the membership roster reflects the Terms of Reference. | CFAC membership will reflect Terms of Reference 8-12 members. Additional members will help to ensure sustainability of committee. |