

Getting it Right

A SELF ASSESSMENT TOOL FOR CONSUMER ADVISORY BOARDS



AIDS Alliance advances the partnership between consumers and providers – we are the voice of women, children, youth and families living with and affected by HIV and AIDS.

The views expressed in this document are those of AIDS Alliance for Children, Youth & Families. This publication was supported under a cooperative agreement with the Health Resources and Services Administration, HIV/AIDS Bureau, Grant No. U69HA05574-02-00.

© 2008 AIDS Alliance for Children, Youth & Families.

This document may be reproduced in part or in its entirety provided that all material is attributed to AIDS Alliance for Children, Youth & Families.

AIDS Alliance for Children, Youth & Families

1600 K Street NW, Suite 200

Washington, DC 20006

Phone: 202.785.3564

Toll Free 1.888.917.AIDS

Fax: 202.785.3579

Email: info@aids-alliance.org

www.aids-alliance.org

Getting it Right

A SELF ASSESSMENT TOOL FOR CONSUMER ADVISORY BOARDS

Prepared by

Dr. Lesley Rennis

Linda H. Scruggs

in collaboration with



U.S. Department of Health and Human Services



HRSA

Health Resources and Services Administration

Cooperative Agreement, Grant No. U69HA05574-02-00.

The SAM (Self-Assessment Module) Series

The SAM series of tools helps Ryan White HIV/AIDS Programs self-assess their effectiveness in key areas, such as planning, participating in managed care, and preparedness of Consumer Advisory Boards to provide advice and feedback to Ryan White funded agencies. See the full SAM series, along with many other HRSA/HAB and Ryan White TA resources, at the TARGET Center TA Library at <http://careacttarget.org>.

Table of Contents

Introduction	1
Conducting the Self Assessment.....	2
Self Assessment Format	4
Section 1: Laying the Groundwork.....	7
Section 2: Members, Officers, and Committees	15
Section 3: The CAB in Action.....	22
Section 4: Making CABs More Effective.....	28
Conclusion: Putting it All Together	35
Assessment Evaluation	39

Introduction

About Consumer Advisory Boards

Many health care agencies seek input from clients through formal advisory groups called Consumer Advisory Boards (CABs). The Ryan White HIV/AIDS Program, a federal program delivering HIV care to low income people, makes use of CABs in clinics funded by the Ryan White HIV/AIDS Program.

The main purpose of a CAB is to provide consumers' perspectives to the provider as policies, direct services, data management, and fiscal systems are continually assessed and improved. The CAB represents the community in making sure activities are carried out in a way that best meets consumers' needs. Most importantly, the CAB is the means by which providers, consumers, and the community communicate with each other. The CAB members can serve as a link between the providers and the community, giving the community information about services and bringing community concerns and ideas back to the provider.

It is important to note that the CAB is an advisory board that cannot tell a provider how to run an agency. However, CAB members can provide expert assistance and guidance based on their knowledge and experience as consumers.

Conducting the Self Assessment

Who Should Use the Module?

This document is a tool that Consumer Advisory Boards can use to self-assess their work to identify what is working and to make changes where needed. This self-assessment module is designed for Ryan White Programs that already have CABs and use of this module is completely voluntary. The questions in this module are to be answered by members of CABs. A standing committee of the CAB, such as an evaluation, planning, or executive committee, may consider and recommend the use of this module. Alternatively, an ad hoc group of five to ten individuals may be convened to make recommendations about whether to use the module. This same group should also decide at the outset whether these results will be shared and, if so, with whom and how this will be done.

How to Conduct the Self Assessment

If the organization decides to use this module, the CAB or agency should prepare a written charge to a committee or workgroup to oversee implementation of the self-assessment. The group that is responsible for writing the charge could be the same group that made the recommendation to do the self-assessment or a newly convened group. We recommend a group of five to ten people participate. Attention to sexual orientation, racial, ethnic, and gender diversity is critical. Geographic representation should be considered, especially when the service area is diverse. Some representatives of the group should be drawn from existing CAB membership, but it is also possible to go outside the membership for specific expertise. In general, it is desirable to include a Ryan White grantee representative in order to promote a cooperative and collaborative relationship. Including representatives from the grantee or others outside the CAB membership (such as from colleges or universities) may facilitate access to information or provide additional resources for completing the module.

The person(s) directly responsible for overseeing the CAB should not lead the self-assessment because it may be difficult for him or her to be objective. However, his or her participation in the workgroup will provide an important perspective and may help ensure that improvements are implemented.

This and all the other self-assessment modules have been designed to be completed by groups of volunteers—members of the CAB and others. However, agency staff may also be involved, depending on local circumstances and availability. For instance, agency staff may be needed to assist in the gathering of documents and in ensuring effective communication among members during the process. Consultants should not be used to conduct the self-assessment. They may, however, be helpful in modifying this module for the local environment, or in facilitating the self-assessment process.

Time and Resources Required

The self-assessment process has been designed to be very low cost. Time is the principal investment of those who help complete the module.

Once it has been decided to proceed with the self-assessment, the process could take approximately eight to ten weeks—beginning with a read-through of the module and ending with reporting the results to the CAB membership.

Sample — Timeline for the Self-Assessment

Phase I: Deciding to Conduct the Self-Assessment

Week 1: Decide to proceed with self-assessment.
 Identify ad hoc workgroup to conduct assessment.
 Write charge to the workgroup.
 Distribute the self-assessment module to the workgroup.
 Decide who will get the results of the assessment.

Phase II: Preparatory Work

Week 2-5: Elect chair of workgroup.
 Assign responsibilities/sections.
 Obtain and review background documents.
 Conduct interviews.

Phase III: Answering Questions

- Weeks 6-7: Discuss and score questions as a group.
Develop action plans for completed sections.
- Week 8: Complete discussion of action plans.
Develop report.

Phase IV: Reporting and Implementing

- Weeks 9-10: Present results to full CAB.
Decide on next steps.
Share with agency if the group decides to do so.

Self Assessment Format

Within each section are questions, most of which are discussed and then scored. These scores are then used to develop an action plan for that section.

Types of Questions

The module contains three types of questions:

1. Questions that rank responses from 0 to 3, with 0 meaning the item is rated low (is not done well/ not done) and 3 meaning the item is rated high (is done well). Each workgroup completing the module determines where to rank itself along the continuum.
2. Questions with a yes or no response. These questions are scored with “no” scoring 0 and “yes” scoring 3. For some yes/no questions where “no” is the optimal answer, the scoring is reversed.
3. Open-ended questions that are not scored. These questions enable the workgroup to highlight aspects of complex questions they feel are particular strengths or weaknesses.

For most questions, there are two steps to take. First, and most important, is a qualitative discussion of these questions: What is being done well? And what could be done better? Second, is assignment of a score when scoring is indicated. Numerical scoring is provided on most questions to help identify strengths and weaknesses. The scores can also provide a baseline for future self-assessments. A question-by-question overview and discussion of scoring is provided at the end of each section. The overview elaborates on each question and how to interpret your score and answers. It may be helpful to refer to this overview while answering the questions.

Areas of Self Assessment

- Laying the Groundwork reviews your CAB's mission statement, member responsibilities and expectations. These elements should be written in the bylaws, which is the foundation for effective working groups.
- Members, Officers, and Communities' ideas about how to recruit and select members of a CAB. Membership terms, the selection of officers and their roles, and the formation of subcommittees are evaluated in this section.
- The CAB in Action outlines ways to improve the functioning of a CAB.
- Making CABs More Effective addresses the ideas generated when the group asks itself what can be done better, and how.

Scoring

The points in each section are added up and then divided by the number of scored questions in the section. By dividing the total points by the number of scored questions, you will have a single score of 0 to 3 for each section. Combined with a qualitative assessment of strengths and weaknesses in each section, the scores can be helpful in highlighting areas where a CAB has done very well (high scores, e.g., 2 to 3), as well as areas in which changes or enhancements should be considered (low scores, e.g., 0 to 1).

Assigning scores is not the ultimate goal of the self-assessment. It is much more important for the group to engage in substantive discussion of the questions. If you get stuck on scoring, move on. It is up to the CAB to decide whether and how to share the results.

Develop Action Plans

Each section of questions concludes with the development of an action plan for that section. The self-assessment will be most successful if it leads you to make positive changes (e.g., refine your mission statement or annual plan, or improve the process to do so). Particular attention should be paid to questions that were scored 0 to 1, because these may be areas deserving more focus. You should not, however, lose sight of areas of strengths when planning future activities.

A format is provided for developing the action plan for each section, but it may be modified to meet the needs of the CAB. For each section you are asked to list objectives, time line, resources needed, and person(s) responsible for completing the objective. Once the section-specific action plans are done, an overall plan with priorities should be developed.

Apply Results

The overarching purpose for conducting a self-assessment is to improve the functioning of the CAB. There may be other reasons for conducting a self-assessment, such as responding to local questions or concerns, but the modules have been designed primarily to give the CAB tools for improving the quality of their operations. The action plans are intended to lead to such improvements. Viewing the module as a quality improvement tool supports the premise that results of the self-assessment are for internal use and do not need to be shared, except at the discretion of the CAB.

At the conclusion of the self-assessment, the CAB may want to develop a brief report. The report could include the charge to the workgroup, a list of participants, processes used to complete the module (e.g., number of meetings, time lines, people interviewed, documents reviewed), and recommendations.

The results of the self-assessment, including answers to questions, scores, and action plans, belong to the CAB and to no one else. The CAB may, however, decide to share part or all of its results with the agency, with HRSA, or with the community.

Section 1: Laying the Groundwork

The CAB Purpose

1. The main purpose of a CAB is to provide a consumer perspective and represent the community in making sure activities are carried out in a way that best meets consumers' needs. Rate your CAB's ability to:
 - a. Provide the consumer perspective0pt..... 1pt.....2pt3pt
 - b. Represent the community0pt..... 1pt.....2pt3pt
2. CAB members should serve as the link between providers and the community. Rate your CAB members on the following:
 - a. Give the community information about services0pt..... 1pt.....2pt3pt
 - b. Bring community concerns and ideas back to the providers.....0pt..... 1pt.....2pt3pt
3. The first and most fundamental tasks for CABs include creating bylaws and a mission statement and clearly defining the responsibilities and expectations of its members. Give your CAB one point for each task you've completed.
 - Created bylaws (1 pt)
 - Created a mission statement (1 pt)
 - Clearly defined member responsibilities (1 pt)
 - Clearly defined expectations of members (1 pt)

Subsection 1 total _____

The CAB Bylaws

At a minimum, CAB bylaws should include a clear set of rules, an outline of when and how meetings are held, and a definition of the roles and responsibilities of members and agency staff. Bylaws prevent misunderstandings by defining exactly how the CAB will carry out its work, and serve as a kind of “safety net” of rules to follow when disagreements occur. These rules also reinforce the group’s purpose and mission. Please use the chart below to determine how functional your CAB’s bylaws are. Give your CAB one point for each question its bylaws answer.

- What is the purpose or mission of the CAB?0pt1pt
- What are the responsibilities of the CAB?.....0pt1pt
- How many members will there be?0pt1pt
- Who is eligible to be a member?.....0pt1pt
- What are the roles and responsibilities of the members?.....0pt1pt
- How long do members serve and can they serve more than one term?0pt1pt
- What kind of orientation will be provided for new CAB members?0pt1pt
- How are new members recruited, selected, and dismissed?0pt1pt
- Will CAB members have expenses reimbursed?0pt1pt
- When, where, and how many times a year will the CAB meetings be held?0pt1pt
- How are the CAB meetings structured?.....0pt1pt
- What are the notification requirements regarding meetings?.....0pt1pt
- What is the quorum for a CAB meeting?.....0pt1pt
- How will decisions be made (for example, by vote or consensus)?0pt1pt
- Will the CAB have officers, and if so, what are their roles and responsibilities?.....0pt1pt
- How will the officers be selected and how long will they serve?.....0pt1pt
- Will the CAB have committees and, if so, how will they function?.....0pt1pt
- How will the CAB communicate with the Ryan White agency and vice versa?.....0pt1pt
- What are the roles and responsibilities of agency in working with the CAB?0pt1pt
- How can the bylaws be amended?.....0pt1pt
- How will the CAB be evaluated?0pt1pt

Subsection 2 total _____

The CAB Mission Statement

1. Before a CAB can do its job, its members must first decide what they expect to accomplish. The CAB's purpose should be expressed clearly in a short description called a mission statement. The mission statement should tell people what the CAB is, what it does, and why. A good mission statement is no longer than three sentences and can tell your CAB's story in less than 60 seconds.
 - a. CAB has a mission statement?.....YesNo
 - b. Write your CAB's mission statement below.

Use the following to evaluate your CAB's mission statement

- c. Development (Give your CAB the appropriate number of points for each item.)
CAB members were involved in developing the mission statement ...0pt..... 1pt..... 2pt3pt
Every CAB member believes in the mission statement0pt..... 1pt..... 2pt3pt
Every CAB member has a clear understanding of
why we are working together0pt..... 1pt..... 2pt3pt
- d. Brevity (check the appropriate item)
 Up to 3 sentences (3pt)
 4 sentences (1pt)
 5 or more sentences (0pt)

- e. Contents
- States the structure of the CAB.....0pt..... 1pt.....2pt3pt
- States the function of the CAB.....0pt..... 1pt.....2pt3pt
- States the reasons for the CAB.....0pt..... 1pt.....2pt3pt
- f. Use
- To keep members on track, a CAB can begin each meeting with someone reading the mission statement. This reading sets the tone for the meeting and reminds new and old CAB members about the organization's purpose. How frequently does your CAB begin a meeting with someone reading the mission statement?
- ___ Always (3pt)
- ___ Sometimes (2pt)
- ___ Almost Never (1pt)
- ___ Never (0 pt)

Subsection 3 total _____

Responsibilities of CAB Members

1. CAB members must know and understand their specific responsibilities. Use the following to evaluate how well CAB members know and understand their specific responsibilities.
- a. A job description is written defining the role of a CAB member0pt..... 1pt.....2pt3pt
- b. A mechanism is in place to help determine if each member knows his or her specific responsibilities.....0pt..... 1pt.....2pt3pt
- c. A mechanism is in place to help determine if each member understands his or her specific responsibilities.....0pt..... 1pt.....2pt3pt

Subsection 4 total _____

Expectations of CAB Members

1. In addition to knowing their responsibilities, CAB members must have a realistic idea about what will be expected of them and how much time being a member of the CAB will take. What are some expectations your CAB has of its members?

2. Potential members are made aware of expectations before they join the CAB0pt..... 1pt.....2pt3pt
3. Developing a job description for CAB members can help potential members decide if the job is right for them and remind current CAB members what they signed up for.
 - a. CAB has a written job description for CAB members?0pt..... 1pt.....2pt3pt
 - b. CAB has a written job description for CAB officers?0pt..... 1pt.....2pt3pt
 - c. Different levels of participation are offered to members who cannot attend all the required meetings?.....0pt..... 1pt.....2pt3pt

Subsection 5 total _____

Summary: Laying the Groundwork

Scoring

To score, follow these steps:

- Step 1 Add up the points for each subsection and enter the amounts in the corresponding Subsection Total, below.
- Step 2 Add up the Subsection Totals and enter that amount in Section Total.
- Step 3 Add up the number of scored questions (and sub questions) answered and enter that amount in Total Number of Scored Questions Answered.
- Step 4 Calculate your Section Score: Section Total divided by Total Number of Scored Questions Answered.
- Step 5 Record your Section Score.

Subsection 1 Total _____
Subsection 2 Total _____
Subsection 3 Total _____
Subsection 4 Total _____
Subsection 5 Total _____

Section Total _____

$$\begin{array}{r} \text{Section Total} \\ \boxed{} \end{array} \div \begin{array}{r} \text{Total Number of Scored Questions Answered} \\ \boxed{} \end{array} = \begin{array}{r} \text{Section Score} \\ \boxed{} \end{array}$$

Action Plan

Which aspects of your groundwork were highly rated?

What needs to be improved?

List all preliminary action steps suggested by your scores and responses to the questions. Consider this an opportunity to brainstorm.

Section 2: Members, Officers, and Committees

Membership on CABs

1. CABs are small groups that represent the population of people who use the services of a Ryan White agency.

a. What population of people does your Ryan White agency serve?

Population 1 _____

Population 2 _____

Population 3 _____

Population 4 _____

Population 5 _____

b. Rate how well your CAB represents each population served by your Ryan White agency?

Population 1.....0pt..... 1pt.....2pt3pt

Population 2.....0pt..... 1pt.....2pt3pt

Population 3.....0pt..... 1pt.....2pt3pt

Population 4.....0pt..... 1pt.....2pt3pt

Population 5.....0pt..... 1pt.....2pt3pt

c. How many members does the CAB have?

___ 3-4 (2pt)

___ 5-7 (3pt)

___ 7-9 (1pt)

___ More than 9 (0 pt)

2. To get CAB members you have to advertise and recruit. Please list the strategies most often used to recruit CAB members and rank the effectiveness of each (0pt=least effective, 3pt=most effective).

Strategy 1: _____0pt..... 1pt..... 2pt3pt

Strategy 2: _____0pt..... 1pt..... 2pt3pt

Strategy 3: _____0pt..... 1pt..... 2pt3pt

3. CABs often use a small committee to help select members. The group might include two to four people who are agency staff and consumers who are not interested in becoming CAB members (to avoid conflict of interest).

- a. CAB has a selection committee?YesNo

If no, how do you select members? _____

- b. The selection committee uses established criteria in selecting CAB memberships?0pt..... 1pt..... 2pt3pt

4. To help you figure out who should be selected for a CAB, you may want to develop an application form that can be used to identify people who best represent consumers and the community.

- a. CAB has a CAB membership application?YesNo

- b. Each applicant is contacted to acknowledge receipt of their application?YesNo

- c. CAB application is used to rate potential members' qualifications for membership?0pt..... 1pt..... 2pt3pt

- d. Applicants who are not chosen are notified, so that they know their interest was appreciated?0pt..... 1pt..... 2pt3pt

5. CABs usually limit the length of time their members can serve because it keeps the members from burning out and brings new ideas and energy to the CAB.
 - a. CAB has a clearly defined membership term?0pt..... 1pt.....2pt.....3pt
 - b. How long is the CAB membership term?
 - ___ Less than one year (1pt)
 - ___ 1 year (2pt)
 - ___ 2-3 years (3 pt)
 - ___ 3 or more years (0pt)
 - c. CAB members know when their terms begin and end?.....0pt..... 1pt.....2pt3pt
 - d. CAB members know when, why and how members can be dismissed before their time is up?0pt..... 1pt.....2pt3pt

Subsection 1 total _____

CAB Officers

1. Someone needs to run the CAB meetings and make sure they are held according to the rules. These members are called officers, and they have specific responsibilities. Some CABs let any member serve as an officer, while others limit eligibility to those who have served a certain amount of time on the CAB.
 - a. Does your CAB have a nomination process for officers? No (0pt)Yes (3pt)
 - b. Does your CAB have a Chair or other person who runs CAB meetings? No (0pt)Yes (3pt)
 - c. Does the Chair or other designee:
 - Facilitate meetings?.....0pt..... 1pt.....2pt3pt
 - Make sure meeting agendas are followed?0pt..... 1pt.....2pt3pt
 - Keep track of meeting time?0pt..... 1pt.....2pt3pt
 - Keep meeting discussions on topic?0pt..... 1pt.....2pt3pt
 - Communicate with agency staff about CAB business?0pt..... 1pt.....2pt3pt

- d. Does the Vice Chair or other designee:
 - Step in when the Chair is unable to participate?.....0pt..... 1pt.....2pt3pt
 - Keep the Chair informed in his or her absence?.....0pt..... 1pt.....2pt3pt
- e. Does the Secretary or other designee:
 - Keep track of attendance?0pt..... 1pt.....2pt3pt
 - Take minutes?.....0pt..... 1pt.....2pt3pt
 - Work with agency staff to distribute minutes?0pt..... 1pt.....2pt3pt

Subsection 2 total_____

CAB Subcommittees

1. CABs sometime have a lot of work and not enough time at regular meetings to get everything done. If this is the case, the Chair or CAB may ask for volunteers to join a temporary (term limited) or permanent subcommittee to work on an issue. The subcommittee meets separately to get the work done and then reports back to the full CAB.
 - a. Has your CAB ever formed either a temporary or permanent subcommittee? No (0pt)Yes (3pt)
 - b. If your CAB has permanent subcommittees, list their function:
 - Subcommittee 1: _____
 - Subcommittee 2: _____
 - Subcommittee 3: _____

Subsection 3 total_____

Action Plan

Which aspects of your members, officers, and committee structures were highly rated?

What needs to be improved?

List all preliminary action steps suggested by your scores and responses to the questions. Consider this an opportunity to brainstorm.

Section 3: The CAB in Action

CAB Meetings

1. The CAB decides how often and when they should have regular meetings. Infrequent meetings can send the wrong impression, like the CAB does not take its work seriously. Meeting times should be scheduled in advance so that everyone can mark their calendars. Use the following to rate your CAB's meeting frequency.
 - a. CAB meets...
 - Every 2-3 months (3pt)
 - Every 4-6 months (2 pt)
 - Less than 2 times per year (1pt)
 - Once a year (0pt)
 - b. CAB meetings are scheduled and put on the calendar in advance ...0pt..... 1pt.....2pt3pt
 - c. CAB meetings are convenient for most members0pt..... 1pt.....2pt3pt
2. CAB meetings should provide a meal or refreshments and the meetings should be held in a convenient location.
 - a. Refreshments served at CAB meetings?0pt..... 1pt.....2pt3pt
 - b. CAB meets at a regular and convenient meeting place?0pt..... 1pt.....2pt3pt
3. Since the information shared during CAB meetings can benefit the CAB, the Ryan White agency, and the community, the meetings should be open to the public on a regular basis.
 - a. CAB meetings are open to the public on a regular basis.....0pt..... 1pt.....2pt3pt
4. CAB regularly has an agenda, which sets the pace of meetings0pt..... 1pt.....2pt3pt
5. The chair sets the tentative agenda at the end of each meeting for the next meeting.....0pt..... 1pt.....2pt3pt

6. CAB only votes when a sufficient number of members are present (quorum)0pt..... 1pt..... 2pt3pt
7. CAB has a quorum requirement, which is written in its bylaws.0pt..... 1pt..... 2pt3pt
8. The decision making process is outlined in the CAB bylaws.0pt..... 1pt..... 2pt3pt
9. Once a decision is made, the Chair restates the decision to the group to make sure everyone understands what has been agreed upon.....0pt..... 1pt..... 2pt3pt

Subsection 1 total _____

Conflict of Interest

1. Making decisions for your own benefit or the benefit of family, friends, or a business creates a conflict of interest and can have a very negative impact on the CAB’s effectiveness and acceptance by the community or Ryan White agency. Methods exist to minimize or avoid conflicts of interest.
 - a. CAB recruits members with varied interests.....0pt..... 1pt..... 2pt3pt
 - b. CAB allows open discussions to provide a balanced viewpoint.0pt..... 1pt..... 2pt3pt
 - c. CAB members submit Conflict of Interest Disclosure forms..0pt..... 1pt..... 2pt3pt
 - d. CAB members are asked if anyone has a potential conflict of interest before starting meeting discussions.0pt..... 1pt..... 2pt3pt
 - e. CAB has a conflict of interest review process to review any potential conflicts of interest.0pt..... 1pt..... 2pt3pt
 - f. Conflicts of interest are recorded in meeting minutes.0pt..... 1pt..... 2pt3pt

Subsection 2 total _____

Confidentiality

1. Confidentiality is the assurance that private or sensitive information is properly treated inside or outside the CAB meeting.
 - a. To protect confidentiality, members sign an agreement not to discuss issues that the CAB decides should be kept private.0pt..... 1pt.....2pt3pt
 - b. CAB has a rule that confidential issues will not be discussed outside the CAB.....0pt..... 1pt.....2pt3pt
 - c. Disciplinary action is taken if confidentiality is broken.0pt..... 1pt.....2pt3pt
 - d. Consequences to breaking confidentiality are spelled out in the CAB bylaws.0pt..... 1pt.....2pt3pt

Subsection 3 total _____

Developing a CAB Work Plan

1. When a CAB has identified something that it wants to accomplish, it needs to write out a work plan that shows what has to be done, when, and by whom. Work plans help CABs sketch out activities ahead of time.
 - a. CAB develops a work plan of activities once it identifies something it wants to accomplish.....0pt..... 1pt.....2pt3pt
 - b. CAB work plans are aligned with the Ryan White agency work plan.0pt..... 1pt.....2pt3pt
 - c. CAB includes the whole CAB when writing work plans.....0pt..... 1pt.....2pt3pt
 - d. CAB work plans have specific activities/tasks to conduct.....0pt..... 1pt.....2pt3pt

Subsection 4 total _____

Summary: The CAB in Action

Scoring

To score, follow these steps:

- Step 1 Add up the points for each subsection and enter the amounts in the corresponding Subsection Total, below.
- Step 2 Add up the Subsection Totals and enter that amount in Section Total.
- Step 3 Add up the number of scored questions (and sub questions) answered and enter that amount in Total Number of Scored Questions Answered.
- Step 4 Calculate your Section Score: Section Total divided by Total Number of Scored Questions Answered.
- Step 5 Record your Section Score.

Subsection 1 Total _____

Subsection 2 Total _____

Subsection 3 Total _____

Subsection 4 Total _____

Section Total _____

$$\begin{array}{r} \text{Section Total} \quad \div \quad \text{Total Number of Scored Questions Answered} \quad = \quad \text{Section Score} \\ \boxed{} \quad \div \quad \boxed{} \quad = \quad \boxed{} \end{array}$$

Action Plan

Which aspects of your CAB operation were highly rated?

What needs to be improved?

List all preliminary action steps suggested by your scores and responses to the questions. Consider this an opportunity to brainstorm.

Section 4: Making CABs More Effective

Balanced CAB Participation

1. All CAB members should have access to the same information and the same opportunities for learning and improving their skills. New members should receive a complete orientation before they start on the CAB.
 - a. All CAB members receive an orientation.0pt..... 1pt.....2pt3pt
 - b. All CAB members have access to the same information.0pt..... 1pt.....2pt3pt
 - c. All CAB members have the same opportunities for learning.....0pt..... 1pt.....2pt3pt
 - d. All CAB members have the same opportunities for improving their skills.0pt..... 1pt.....2pt3pt
 - e. New CAB members receive an orientation.....0pt..... 1pt.....2pt3pt
 - f. All CAB members know the mission of the CAB.....0pt..... 1pt.....2pt3pt
 - g. New CAB members are given a job description, bylaws, work plans, and all CAB forms.....0pt..... 1pt.....2pt3pt
 - h. CAB has a formal mentoring program for new members.0pt..... 1pt.....2pt3pt

Subsection 1 total _____

Working in Groups

1. Participating in a CAB requires people to listen to one another's ideas and opinions and talk things out before making decisions. This interaction helps people think, learn, and come up with new ideas. It's not always easy for people to work together in groups but there are things CABs can do to foster cohesiveness among members.
 - a. CAB members know each other's names.....0pt..... 1pt.....2pt3pt
 - b. CAB members know a little about one another.0pt..... 1pt.....2pt3pt
 - c. All CAB members are encouraged to participate in discussions.....0pt..... 1pt.....2pt3pt
 - d. All CAB members participate in brainstorming sessions.....0pt..... 1pt.....2pt3pt
 - e. There are ground rules for behavior
(e.g., respect for the opinions of others, listening) at meetings.....0pt..... 1pt.....2pt3pt

Subsection 2 total _____

Keeping CAB Members

1. Participating in a CAB can be challenging for a number of reasons. Whenever possible, it is important to support members so they can more easily participate. Does your CAB:
 - a. Reimburse or provides no-cost services through volunteers or other providers to assist with travel and/or childcare?.....0pt..... 1pt.....2pt3pt
 - b. Schedule meetings at times that are convenient to participants?0pt..... 1pt.....2pt3pt
 - c. Have special activities to prevent members from burning out?0pt..... 1pt.....2pt3pt
 - d. Provide special accommodation to members who require it?0pt..... 1pt.....2pt3pt

Subsection 3 total _____

Dismissing CAB Members

1. Unfortunately, there may be circumstances when a CAB will have to ask a member to resign. CABs should have a policy to deal with this.
 - a. The CAB has a dismissal policy.....0pt..... 1pt.....2pt3pt
 - b. The CAB's dismissal policy describes which actions or inactions are significant enough to deserve dismissal.0pt..... 1pt.....2pt3pt
 - c. The CAB's dismissal policy describes how individual cases will be investigated and decided upon.....0pt..... 1pt.....2pt3pt
 - d. The CAB's dismissal policy describes how CAB members can appeal a dismissal.....0pt..... 1pt.....2pt3pt

Subsection 4 total _____

Working with the Ryan White Agency

1. Each Ryan White agency is responsible for assigning a staff member to work with the CAB. This staff member, usually called a CAB Coordinator or Staff Liaison, is the direct line of communication between the two groups, bringing topics from the agency to the CAB for discussion, and taking recommendations from the CAB back to the agency
 - a. The CAB has an agency liaison.0pt..... 1pt.....2pt3pt
 - b. The CAB agency liaison serves as the direct line of communication between the CAB and the Ryan White agency.....0pt..... 1pt.....2pt3pt
 - c. CAB members feel comfortable communicating and working with the agency liaison.....0pt..... 1pt.....2pt3pt

2. Another way for the agency to show its commitment to the CAB is to have the CAB Chair serve on the Ryan White agency's Board of Directors. Including the CAB member gives the Board a greater understanding of what consumers need, shows agency staff and the community that the consumer perspective is an important part of the program, and gives the CAB a chance to learn more about the agency.
 - a. The CAB Chair or designee serves on the agency Board of Directors.0pt..... 1pt..... 2pt3pt
 - b. There is a process in place to ensure two-way flow of information between the Board and CAB.0pt..... 1pt..... 2pt3pt

Subsection 5 total _____

Evaluating the CAB

1. CAB members and the Ryan White agency need to know if the CAB is working well and if members are able to do all the activities in their work plan.
 - a. The CAB has a way to evaluate its progress in meeting its objectives.0pt..... 1pt..... 2pt3pt
 - b. The CAB has a way to evaluate its members' satisfaction.0pt..... 1pt..... 2pt3pt
 - c. The CAB work plan and timeline are reviewed to see if timelines are being met.0pt..... 1pt..... 2pt3pt
 - d. If work is not getting done on time, the CAB revises its work plan.0pt..... 1pt..... 2pt3pt

Subsection 6 total _____

Summary: Making CABs More Effective

Scoring

To score, follow these steps:

- Step 1 Add up the points for each subsection and enter the amounts in the corresponding Subsection Total, below.
- Step 2 Add up the Subsection Totals and enter that amount in Section Total.
- Step 3 Add up the number of scored questions (and sub questions) answered and enter that amount in Total Number of Scored Questions Answered.
- Step 4 Calculate your Section Score: Section Total divided by Total Number of Scored Questions Answered.
- Step 5 Record your Section Score.

Subsection 1 Total _____
Subsection 2 Total _____
Subsection 3 Total _____
Subsection 4 Total _____
Subsection 5 Total _____
Subsection 6 Total _____

Section Total _____

$$\begin{array}{r} \text{Section Total} \quad \div \quad \text{Total Number of Scored Questions Answered} \quad = \quad \text{Section Score} \\ \boxed{} \quad \div \quad \boxed{} \quad = \quad \boxed{} \end{array}$$

Action Plan

Which aspects of your methods for making the CAB more effective were highly rated?

What needs to be improved?

List all preliminary action steps suggested by your scores and responses to the questions. Consider this an opportunity to brainstorm.

Conclusion: Putting it All Together

At this point, your group has gone through all the self-assessment questions and prepared action plans. This section is designed to help the CAB prepare an overview of its self-assessment work in order to determine what's going particularly well and to help focus on areas that need attention. Here are some thoughts and suggestions for undertaking this review.

Compile Scores and Action Plans. First, take the scores from the sections/sub-sections and input them on the following chart. Also, list the names of the action plans the group developed. (It should only take a few hours to complete this task.)

Analyze Your Scores. Next, take a look at your scores. While there is no ideal score, higher scores suggest areas where the CAB is doing best. The CAB as a whole can conduct this review or a small group can be selected to analyze the results and summarize them for the full group. The analysis might be done as follows. (This task may take a meeting or more to accomplish.)

- In each section, look for sub-sections and even specific questions that scored low and think about focusing on those in order to make improvements.
- In areas where scores are highest, give your CAB credit for doing a good job.

Analyze and Prioritize Action Plans. Look at the action plans for each section and the total number of action plans. (Note: You can analyze your action plans and scores together or separately. It's up to the CAB to decide.) Here are some possible steps to guide your action plan analysis. (This task may take a meeting or more to complete.)

- What action plans should be tackled first?
- Can some action plans be combined? Deferred?
- Create a timeline for when action plans can be addressed.

Share. If the CAB chooses, sit down with staff from the Ryan White agency and share your scores, analysis, and decisions about how to act. Ask for their feedback and assistance.

Act. Over the coming year, the entire CAB or subgroups should undertake work to address the action plans—to put them into action so that they are more than just plans and ideas. At the end of set time periods (e.g., 3 months, 6 months, whatever), the full CAB should check its progress to make sure progress is being made.

Compiling Scores and Action Plans

Sections	Scores		Action Plans
	Subsection	Section	
1: Laying the Groundwork			
2: Members, Officers, and Committees			
3: The CAB in Action			
4: Making CABs More Effective			

To what extent has this manual helped you...

- 1. Assess your understanding the purpose of CAB's? 0pt..... 1pt..... 2pt..... 3pt
- 2. Develop and/or clarify your CAB mission?..... 0pt..... 1pt..... 2pt..... 3pt
- 3. Assess your bylaws?..... 0pt..... 1pt..... 2pt..... 3pt
- 4. Assess each member's role and responsibility? 0pt..... 1pt..... 2pt..... 3pt
- 5. Clarify expectations of your members? 0pt..... 1pt..... 2pt..... 3pt
- 6. Assess your outreach strategies?..... 0pt..... 1pt..... 2pt..... 3pt
- 7. Assess roles and functions of CAB officers?..... 0pt..... 1pt..... 2pt..... 3pt
- 8. Assess roles and functions of CAB subcommittees? 0pt..... 1pt..... 2pt..... 3pt
- 9. Clarify meeting schedules and format? 0pt..... 1pt..... 2pt..... 3pt
- 10. Identify potential conflicts of interests? 0pt..... 1pt..... 2pt..... 3pt
- 11. Evaluate your CAB work plan? 0pt..... 1pt..... 2pt..... 3pt
- 12. Evaluate how well CAB members work together?..... 0pt..... 1pt..... 2pt..... 3pt
- 13. Evaluate how well your CAB works with the Ryan White agency?..... 0pt..... 1pt..... 2pt..... 3pt

To what extent was the manual...

- 1. Easy to follow?..... 0pt..... 1pt..... 2pt..... 3pt
- 2. Appropriate to your CAB's functioning? 0pt..... 1pt..... 2pt..... 3pt
- 3. Useful to you? 0pt..... 1pt..... 2pt..... 3pt

Please feel free to provide additional feedback regarding your experience using the CAB Self-Assessment Tool:



AIDS Alliance advances the partnership between consumers and providers – we are the voice of women, children, youth and families living with and affected by HIV and AIDS.

1600 K Street NW, Suite 200

Washington, DC 20006

Phone: 202.785.3564

Toll Free: 1.888.917.AIDS

Fax: 202.785.3579

Email: info@aids-alliance.org

www.aids-alliance.org