



What is the Client Advisory Committee?

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Why do we need a CAC?

- The mission of the OAM Client Advisory Committee (CAC) is to help guide the organization in creating programs and services that best meet the needs of the clients we serve. The CAC functions in an advisory role to organization staff.
- The goals of the OAM CAC are:
 1. To bring the practical needs of clients to the attention of the organization.
 2. To develop a formal review and feedback process for programs and organizational changes which may affect OAM services.

The mission and the goals are taken directly from the CAC Charter, approved by the 2022 CAC.

What does the CAC do?

- Quarterly meetings
 - Discuss upcoming news at Open Arms and changes that will affect service
 - Work together with your peers to provide client perspective and insight
 - Focused on customer service and communication, limited focus on food
- Occasional tasks outside of meetings: time-sensitive feedback, optional outreach opportunities
 - Not more than once a month, usually less

- The CAC meets 4 times a year to discuss news at Open Arms and provide feedback on changes that may affect client service.
- The Client Advisory Committee is part of the Client Services department, so the content of meeting is primarily about the service delivered by Open Arms. Meeting do not typically focus on specific menus, food or individual menu items. Our Menu Development and Quality Assurance department is a team of RDs and chefs that develop and improve the menus we have. If you have concerns about your meals, the best thing to do is reach out to our Client Services team so that they can pass on food feedback to that department.
- Occasionally, members of the CAC may be contacted if something important comes up between meetings. This will typically mean no more than one email a month. Members will be expected to respond promptly. For example, one year we needed feedback on a survey that needed to go out before the next scheduled meeting. Members may also be contacted about opportunities to share their story with OAM for grantwriting, fundraising or social media. These outreach opportunities will always be optional.


What are some things the CAC has worked on in the past?

- Feedback for client surveys before they were sent out
- Thank you cards sent to clients that could be used to thank their drivers or others in their lives – idea came directly from a CAC member.
- Input on major changes to service, like delivery schedule change in late 2022





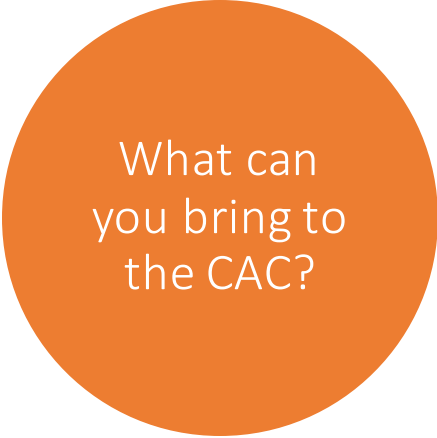
What have former
CAC members
said about
their experience?

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- “You get to see the bigger picture of how things really work at Open Arms. We learn things that we didn’t know before.” - Jane
 - “I get excited because I like to help other people, and if there’s something I can do to change the thoughts of one or two people...this is how I can do it.” - Mary


What does it mean to be a member?


- Committee will have 7-10 members.
- CAC members are expected to attend 4 quarterly meetings.
- Membership is a one year term with option to reapply.
- Quarterly \$100 stipend, transportation reimbursement for in-person meetings
- Treat information shared in CAC meetings by OAM or other members of the committee as confidential.
- Members represent the client population to Open Arms, but do not have the authority to speak on behalf of Open Arms to the public or media.

- Membership is a one year term.
 - You have the option to reapply to serve a second term, but your application will be considered along with all other applicants.
 - Members will receive a stipend of \$100 per quarter (\$400 per one-year term) as long as they abide by the code of conduct, including attendance requirements.
- Confidentiality and privacy expectations
 - Do not share or discuss it outside the meeting with anyone outside of CAC members or OAM staff
 - Respect others' privacy; you may choose to disclose as little or as much as you want about yourself, but do not repeat any personal information about other members.
- Members represent the client population to Open Arms, but do not have the authority to speak on behalf of Open Arms to the public or media.




What can
you bring to
the CAC?

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- To best represent the needs and desires of the entire client population, we are looking for a group of individuals from diverse backgrounds in terms of race, ethnicity, age, gender, ability, education/work background, length of time receiving meals from OAM, and more.
 - Membership is open to all receiving meals, including caregivers along with primary clients.



What do you need to be on the CAC?

- **Reliable access to email and Zoom**
 - Communication will primarily go out via email. You may receive up to one email a month about the CAC that will need your timely review and response.
 - Meetings may be held virtually on Zoom, in person at one of the Open Arms buildings, or in a hybrid format.
 - You may call in to virtual meetings using your phone.
 - **Ability to work with others and participate respectfully in meetings**
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Application Information

- Applications for 2024 term due by 3/29/24
 - Committee will be selected by OAM Staff at the beginning of April
 - Applicants will be notified of their status in early April
 - Selected members will sign Code of Conduct policy and receive more information about the next meeting
 - First CAC meeting with new committee members will be in late April
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