



BY PROVIDING FOOD AS MEDICINE,
WE NOURISH OUR CLIENTS AND BUILD COMMUNITY.

OPEN ARMS OF MINNESOTA Client Advisory Committee Charter

Vision and Values

OAM established the Client Advisory Committee (CAC) in the belief that the opinions, experiences, and expertise of our client base are essential for developing effective strategies to better serve our clients. OAM operates on the abundance model, believing that the resources and compassion we need to support our work are available in our community. We are committed to making the best use of our resources, including the knowledge and skills of the clients we serve.

In order to be most effective, OAM's CAC is committed to having its membership reflect the diversity of our client base. The mission, goals, and procedures of the OAM CAC are designed to provide clarity regarding the roles and functions of the committee and to support the collaboration of all partners.

Mission and Goals

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 our client base. The CAC serves 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 Open Arms CAC is open to past and present consumers of OAM's services, without regard to disease state. Members must have been a recipient of OAM services within the last 2 years. Membership and Participation OAM CAC membership is drawn from participants in OAM meal delivery services. Members have no obligations nor privileges outside of the meeting participation. A total of 4 meetings will be scheduled annually.

CONTACT

OPENARMSMN.ORG
612 872 1152

LOCATIONS

2500 BLOOMINGTON AVE
MINNEAPOLIS, MN 55404

380 E LAFAYETTE FRONTAGE RD
ST. PAUL, MN 55107



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Composition

1. OAM CAC will have 5-9 members at each meeting.
2. The OAM Client Services Manager and Client Advocate will construct agendas and provide requested materials for CAC meetings.
3. The CAC will reflect the diversity of our client base. Clients of all genders and racial & ethnic backgrounds are encouraged to apply.
4. Members must have received services for at least three months prior to being eligible to apply for the CAC.

How Members are Selected

1. Membership is open to any consumer of OAM meal delivery services.
2. Individuals interested in membership must fill out a CAC application.
3. The OAM Client Services Manager and Client Services & Advocacy Specialist will review the applications and select members.
4. Each year prior to the nomination process, key OAM staff members will approve and circulate a description of the selection process, the roles and responsibilities of OAM CAC members, and any particular special population, skills, or experience the OAM CAC may be seeking to recruit for participation.

Responsibilities of Members

1. Members are expected to attend the 4 scheduled CAC meetings.
2. Members should alert the Client Services Manager or Client Advocate if they will be unable to attend a scheduled meeting.
3. Members of the CAC agree to abide by OAM CAC Code of Conduct.

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4. Participants in the CAC may be requested to voluntarily speak on behalf of OAM. However, participants do not have the authority to speak for or on behalf of OAM without prior consent from executive leadership.
5. Participation in the CAC is entirely voluntary and can be terminated by the participant or the organization at any time.
6. Each member must complete the OAM orientation process and support the mission and vision of OAM.
7. A term as a CAC member is 1 year. Members will need to reapply each year.
8. CAC members do not have legal responsibilities or decision-making authority.
9. Review email communication about OAM CAC activities and respond in a timely manner.

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