

# **ACTION Health Services**

*A CHC, Inc. Federally Qualified Health Center*

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## **About ACTION Health Services**

ACTION Health Services, which stands for *Accessible, Comprehensive Treatment In Our Neighborhoods*, is one of Community Health Connections, Inc.'s four community health centers. ACTION Health Services provides primary medical, dental, and behavioral health care services through mobile units as well as land-based sites.

While services are available to the community as a whole, ACTION Health Services' particular focus is on serving children and adults who: receive public housing assistance; are homeless; or are unstably housed.

## **The Role of ACTION Health Services' Consumer Advisory Board**

ACTION Health Services' Consumer Advisory Board (CAB) will provide a forum for consumer input and a concerted voice to the advocate community with respect to current and new programs and services offered by ACTION Health Services. The CAB's overall goal is to assist the management team of ACTION Health Services in planning for and providing quality medical, dental, and behavioral health care services to its patients. Additionally, two members of the ACTION Health Services' CAB, representing the center's homeless and publicly housed populations, will be invited to serve on the Community Health Connections, Inc. Board of Directors.

## **Proposed Operating Assumptions of the Consumer Advisory Board**

ACTION Health Services' CAB will be made up of 7-9 members who live and/or work in North Central Massachusetts. Individuals who receive public housing assistance, are homeless or unstably housed and/or who are current patients of ACTION Health Services will make up the majority of the CAB with 4-6 members. Up to three additional members from local community-based organizations serving ACTION Health Services' target population will also serve as members.

Members will serve a one year term, with the option to renew for one additional year. After two years, members will step down for at least one year to allow for new members and leadership to emerge. The slate of members will be shared with and approved by the Community Health Connections, Inc.'s Board of Directors.

CAB meetings will be held on a monthly basis at a set time (to be determined) and/or place. Meetings will be attended and initially facilitated by a member of ACTION Health Services' management team. He or she will make regular reports to the Board of Directors of Community Health Connections, Inc. Additionally, two members of the ACTION Health Services' CAB, representing the center's homeless and publicly housed populations, will be invited to serve on the Community Health Connections, Inc. Board of Directors.

## **Proposed Member Responsibilities of the Consumer Advisory Board members**

Members of the ACTION Health Services CAB will:

- ✧ Make all attempts to attend monthly meetings;

- ✧ Share their thoughts, perspectives, and ideas at meetings;
- ✧ Be respectful of others by presenting at each meeting in a positive, constructive, and sober manner; and
- ✧ Commit to working together to ensure that ACTION Health Services provides high quality medical, dental, and behavioral health care services.

**To become a member of the ACTION Health Services Consumer Advisory Board, interested individuals must submit a completed application form to Stacey Auger.**

Forms can be sent via

email:	<a href="mailto:sauger@chcfhc.org">sauger@chcfhc.org</a>
fax:	(978) 343-5564
regular mail:	ACTION Health Services c/o Stacey Auger 275 Nichols Road Fitchburg MA 01420

*Operational guidelines were approved on June 25, 2008.*

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## **Consumer Advisory Board**

*Application Form*

**Name:** \_\_\_\_\_

**Address where you can receive mail:** \_\_\_\_\_

**Telephone number where you can receive messages:** \_\_\_\_\_

**Have you used services through ACTION Health Services?**      *Yes*      *No*

**If yes, which services have you used:** \_\_\_\_\_

\_\_\_\_\_

**Name, address, and phone number of a person we can contact for a personal reference:**

\_\_\_\_\_

\_\_\_\_\_

**Why do you want to become a member of the ACTION Health Services Consumer Advisory Board?** \_\_\_\_\_

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*Please return completed forms to ACTION Health Services c/o Stacey Auger  
275 Nichols Road ~ Fitchburg MA 01420 ~ Fax: (978) 665-5959 ~ sauger@chcfhc.org*