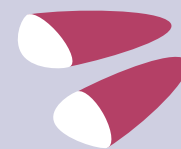




## In the Spotlight . . .



# Consumer Advisory Board

The Consumer Advisory Board (CAB) plays an important role in the work of Person Centered Network. The CAB looks at what works and does not work within the PCN network and makes recommendations for improvement or continued service to the PCN Board of Director.

The CAB's primary goal is to advocate for consumers and ensure overall member wellness. They accomplish this by:

- **Reviewing and making formal recommendations about PCN policies and procedures.**
- **Locating and providing educational resources for consumers, providers, and allies.**
- **Serving as a voice for consumers within PCN.**

The Board is made up of PCN Consumers and other concerned members of the PCN Community. Members of the CAB feel it is very important to have a board with a wide variety of consumers, agencies, and illnesses represented.

A seat on the PCN Consumer Board is no "token consumer" position. The board is run for and by consumers and even the PCN staff assigned to work with the CAB is a consumer herself. CAB members at the time of this printing are: **Mirna Alam, Summer Berman, Djuan Clay, Judy Donley, Marianne Huff, Dr. Huebert Huebl, Emma Stuart, Chris Thomas, and Ruth Weaver.**

The CAB is committed to serving as a link between consumers and providers. They work to promote improved services and teach consumers how to advocate for themselves and each other.

"I benefit by knowing that I am giving sufficient feedback to consumers and service providers which result in successful outcomes," says Djuan Clay, CAB member. "My commitment comes from knowing that consumers will benefit from my participation on the board."

CAB members draw satisfaction from being able to solve problems and help others and agree that the personal benefits are equally rewarding. **The CAB currently meets every other Wednesday from 9 am - 11 am.** For more information, please call **Summer Berman at 313.262.5082.** We are always looking for more members!



*(L to R) Judy Donley, Djuan Clay, Summer Berman, Ruth Weaver, Christopher Thomas.*

## PCN Consumer Satisfaction Survey

The latest satisfaction survey, conducted in **October 2003**, showed that consumers were overall satisfied with Person Centered Network. A total of 13 questions were asked on the anonymous survey which was given to consumers from all the PCN agencies. Here is a summary of the results:

### **Those receiving a 90 - 100% positive "yes" response were:**

- ❖ Privacy of information about my services was respected.
- ❖ I am treated with dignity and respect by the staff.
- ❖ The staff was willing to help me when I felt that I needed help.
- ❖ I feel safe in the location where I receive services.
- ❖ The people who care for me meet my language, race, and religion, ethnic background, or culture needs.

### **Six questions receiving an 80 - 90% positive "yes" response were:**

- ❖ It was easy for me to get the services I thought I needed.
- ❖ My appointments or program began at the scheduled time.
- ❖ If a friend or family member was in need of services, I would recommend this organization.
- ❖ I participated in my treatment planning and my wishes were respected.
- ❖ As a direct result of the services I received, I am better able to control my life.
- ❖ I have been told what to do in case of medicine side effects or an emergency.

### **The survey showed needs to:**

- ❖ Help consumers learn how to file a recipient rights complaint.
- ❖ Encourage consumers to have yearly physical exams.

