

# Consumer Advisory Board: Improving systems of care and providing direct outreach



# What is the Janian Consumer Advisory Board?

---



- Established in 2012 with participants from CUCS' Career Network
- Group consists of 8-10 people with lived experiences of homelessness and mental health conditions, who previously received Janian services or are currently receiving services
- Meet monthly for an hour & quarterly outreach events

## How do you become a member?

- Members are referred from other CAB participants, programs, psychiatrists, primary care staff, and social service worker
- All potential candidates must apply and complete the interview process

# What is CAB's Mission?

---

**The initial mission of CAB has 4 tenets:**

1. Provide feedback about healthcare
2. Provide expert consultations when Janian proposes new programming
3. Advocacy for the community
4. *Member's Defined Mission:*
  - Grand Round presentations- using opportunities to expand CAB's reach by speaking to a large group of varying providers
  - Outreach Events- giving back to the community

# Invaluable Benefits of CAB Participation

*“Felt Honored to be asked to help shape programs”*

*“Inspired to give back because others gave to us”*

*“Community of CAB members support one another”*

*“Helpful to give to others own mental wellness”*

Jennifer’s Story: The Meaning of Giving Coffee to Other

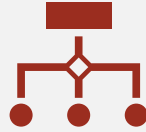
Jimmy’s Story: Saving a Life at an Outreach Event

# CAB Accomplishments!!!

---

- Trained more than 2,600 people who were experiencing homeless in harm reduction techniques; along with providing mental healthy screenings and referrals, and offering peer support
- Presented at 10 Grand Rounds
- Recipient of the PPOH Teaching Award
- Recipient of The National Service Award presented by Dr. Anne Sullivan- Commissioner of the NY State Office of Mental Health
- Presented at the American Psychiatric Association Mental Health Services Conference
- Inspired the formation of other CABs across NYC (e.g Breaking Ground)
- CAB members currently participate in agency-wide CUCS Quality Assurance meetings and Janian's Diversity, Equity, and Inclusion Committee
- In February 2025, CAB members presented at a summit on Psychiatric Advanced Directive's (PADS) and its implementation in NY State
  - NY State is in the process of taking action steps to ensure that PADS is more widely available for patients

# Psychiatric Advanced Directives Initiative (PADS)



Process of development of PADS-  
Dr. Jana Colton, MD



CAB provided valuable feedback  
about the tool itself and taught 40  
psychiatrists and Primary Care  
Providers on how to use it



Process of Advocacy



# Take Home Points

---



- Encourage your CAB to self direct its own mission
- Help develop a community of support within your own CAB
- Empower CAB members to be expert consultants
- Consider using PADS in your setting