

## CLIENT AND COMMUNITY INPUT

### I. PURPOSE:

It is the policy of the South Texas Afghanistan Iraq Veteran Association (STAIVA) Board of Directors that clients using STAIVA services, advocates of services for our clients, behavioral healthcare professional organizations, providers of behavioral healthcare services, local decision makers and the community as a whole, have multiple opportunities to express their opinions and have input into strategic decisions regarding the direction of services.

### II. DEFINITIONS:

*Catchment Area:* The geographic section where services are provided by an agency. For STAIVA the catchment area is Hidalgo, Cameron and Willacy Counties.

### III. POLICY:

- A. The opportunity for input directly to the Board of Directors and staff may come in the form of:
1. Public Forums
  2. Surveys and Questionnaires
  3. Local Plan Development
  4. Citizens Comments Section during a Regular Board Meeting
  5. Planning and Network Advisory Committee (PNAC)
  6. Board Committees
- B. All the above listed forums for input are open to the public and will appropriately posted in accordance with the *Texas Open Meetings Act*.
- C. STAIVA Board of Directors may establish advisory committees or other committees to provide them with advice or consultation on matters affecting such areas as the planning, provision, and administration of services.
1. General Requirements:

- a. The Board shall develop a charge or statement of work to guide each committee in its deliberations;
- b. Each committee shall develop bylaws governing their structure and operations;
- c. Each committee shall keep record of all proceedings and provide regular reports to the Board;
- d. Each committee may be provided a staff liaison, if necessary, to assist them in their work;
- e. Individuals (or their immediate family members) with a current or potential fiduciary interest in STAIVA shall not be eligible to serve on Board Committees.

2. Standing Committee:

Planning and Network Advisory Committee (PNAC)

The Board of Directors established the PNAC. PNAC members shall be appointed by the Board of Directors and should include representatives of clients and family members. Members shall be citizens of the Association's catchment area.

**IV. REQUIRED DOCUMENTATION:**

None

**V. REFERENCES:**

None

**VI. ATTACHMENTS:**

None