

**BOARD OF DIRECTORS
CONSUMER RELATIONS COMMITTEE MEETING
January 10, 2020**



ATTENDEES: Mark Council, Athena Haniotis, Dorsheena Hagler, Linda Wise, Armstead Hetherington, James Barnes, Richard Mayo, George Marsh Bey, Clyde Williams, Angela Blake

- I. INTRODUCTION AND READ GROUP AGREEMENTS** – James Barnes
- II. REVIEW OF MINUTES:** Dorsheena Hagler made a motion and Armstead Hetherington seconded that motion to approve the October 11 and December 5, 2019 meeting minutes. **By unanimous vote, December 5, 2019 minutes were approved by the committee.**
- III. CRC 2020 CALENDAR PLANNING:** Committee discussed future goals of the committee and reflections of last year regarding the agency and the committee.

Feedback:

- Challenging committee to be more involved, but self-care is the first priority
- Priorities as a group are client-lead and taking focus on the things that are important to the client
- Client keep focus and keep healthy
- The resume workshop was fantastic – have it extend for more than one day
- Goal should be what causes overturn so greatly as HCH Fallsway – when you are helping someone consistency is key – turnover is setting people back with their progress

Athena made a motion to the committee to start a process of creating a document to submit to the board concerning one of the biggest issues that clients are facing at HCH is the turnover and that it needs to be addressed - building that rapport with the providers is very important. The committee attending unanimously agreed with the motion. Athena and James will start the process.

- IV. LOBBY DAY:** Committee discussed committing and discussing lobby day at every meeting up until lobby day which is Thursday, February 27, 2020.
- V. UPCOMING MEETINGS:**
January 24, 2020 - Introduction to lobby day
Feb 14, 2020 - lobby day preparation

Everyone deserves to go home.