

Prince George's County Department of Social Services
CUSTOMER ADVISORY BOARD
Charter

OBJECTIVE: To collaborate with the community to better understand and improve the public perception of the quality of service provided to the citizens of Prince George's County.

VISION: Through this board the department will gain improved direction and have greater influence from the innovation and feedback from the community it serves. Customer Advisory Board members will have an opportunity to connect, engage, and directly communicate with the agency Director and Program Deputy Directors in an open setting regarding issues and concerns as well as receive timely updates about agency programs and services to share with the community.

GOALS: Leadership will be able to use results from the efforts of the Customer Advisory Board in projecting the direction of the agency and implement any needed improvements.

RECRUITMENT STRATEGY: A committee made up of internal and external partners will review applications, interview select applicants, and make recommendations to the Director for advisory board membership.

MEETINGS: Applicants chosen for the Customer Advisory Board will meet quarterly to provide feedback and direct communication to the Agency Director.

2nd Quarter: October – December

3rd Quarter: January – March

4th Quarter: April – June

Meeting agendas will be used to cover areas of interest within selected topics.

Meetings will be held at 805 Brightseat Rd. from 6:00 p.m. – 8:00 p.m on the first Thursday of the beginning of each quarter. The first meeting will take place on Thursday, October 6, 2011.

CUSTOMER/ PROGRAM REPRESENTATION: The participant application will allow individuals to choose the area, which they feel they would best represent. Thus, recruited members will be able to represent the following groups at each quarterly Customer Advisory Board meeting:

1. Child Care Subsidy Service Perspective
2. Family Preservation Service Perspective
3. Adult Services Perspective
4. Eligibility Service Perspective
5. Child Welfare Service Perspective
6. Welfare to Work Participant Perspective
7. Homeless or Formerly Homeless Customer Perspective
8. Foster Parent or Foster Youth Perspective

MEMBERSHIP: Customer Advisory Board members will be chosen randomly or selected due to the unique perspective they may bring. The board will consist of no more than 20 members, whose membership will last for 2 years.

Within 2 weeks of each quarterly meeting, all active members will be sent meeting minutes.