





## INDIVIDUAL AND FAMILY ADVISORY BOARD (IFAB)

The Individual and Family Advisory Board (IFAB) is a group of people either receiving supports from PCC or people who have a loved one receiving supports from PCC. The group supports quality initiatives within the organization by doing the following:

-  Reviewing and making recommendations for Policy and Procedures
-  Reviewing quality outcomes and providing guidance to the organization in relation to identifying quality improvement opportunities
-  Reviewing activities and initiatives related to satisfaction surveys
-  Keeping up to date with current events, initiatives, and regulatory updates from the Office for People with Developmental Disabilities, Department of Health and other state agencies with oversight authority of Care Coordination Organizations.



## MISSION

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**Our Mission is to be the voice for Individuals and families that receive services from Prime Care coordination. To give honest feedback regarding issues and concerns as well as positive praise. To support the best interests of the people being supported, as well as guide the direction of Prime Care Coordination as changes come along, and ensure these changes are communicated to everyone.**

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**IF YOU WOULD LIKE TO SHARE ANY INFORMATION WITH THE INDIVIDUAL AND FAMILY ADVISORY BOARD MEMBERS REGARDING ITEMS YOU WOULD LIKE DISCUSSED OR SHARED AT THE MEETINGS PLEASE SEND AN EMAIL TO [IFAB@PRIMECARENY.ORG](mailto:IFAB@PRIMECARENY.ORG)**