



TEAM CHARTER
TEAM NAME: Consumer Advisory Council
TEAM LEADER: Tina Bertram, CMHA-CEI Rep
ADOPTED: 09/12/2014
LAST APPROVED: 07/15/2019 (Operations Council)

This charter shall constitute the structure, operation, membership and responsibilities of Mid-State Health Network (MSHN) Consumer Advisory Council (CAC).

Purpose of the Consumer Advisory Council:

The Consumer Advisory Council will be the primary source of consumer input to the MSHN Board of Directors related to the development and implementation of Medicaid specialty services and supports and Substance Use Disorder requirements in the region. The Consumer Advisory Council includes representatives from all twelve (12) CMHSP Participants of the region.

Responsibilities and Duties:

Other responsibilities and duties of the CAC shall include the following:

- Provide representation to the MSHN CAC on behalf of the local consumer councils;
- Assist with effective communication between MSHN and the local consumer advisory mechanisms;
- Advise the MSHN Board of Directors relative to strategic planning and system advocacy efforts for public mental health;
- Advise MSHN Board of Directors related to regional initiatives for person-centered planning, self-determination, health care integration, independent facilitation, recovery, eligibility management, network configuration, and other consumer directed options;
- Provide recommendations related to survey processes, customer satisfaction, consumer involvement opportunities, consumer education opportunities, quality and performance improvement projects and other outcome management activities;
- Provide recommendations regarding MSHN policies and procedures related to customer service
- Focus on region-wide opportunities for stigma reduction related to mental health and substance use disorder issues.

Decision-Making Context and Scope:

General Decision-Making Process: Consensus shall be the primary mode of decision making and efforts shall be made to extend dialogue and gather information toward consensus to the extent possible.

Should consensus not be achieved, any member of the CAC may call for a vote of the members. A vote of the body is not binding on the MSHN Board of Directors, rather it is used to further inform as to the strength of the member's position on the subject. Any decision made subsequent to a vote of the CAC, including any items referred to the MSHN Board of Directors, shall reflect both the majority and minority opinions on that matter. The MSHN Customer Service & Recipient Rights Specialist and/or the Consumer Advisory Council Chairperson shall inform the MSHN CEO and/or MSHN Board of Directors of the final decision/recommendation before further action is taken.

Defined Goals, Monitoring, Reporting and Accountability:

The CAC shall review aggregate reports received from the Quality Assessment and Performance Improvement Program (QAPIP), provide recommendations, and give guidance and suggestions regarding consumer-related managed care processes.

Provide feedback for regional initiatives designed to encourage person-centered planning, self-determination, independent facilitation, anti-stigma initiatives, community integration, recovery and other consumer-directed goals.

Share ideas and activities that occur at the local CMHSP level and create an environment that fosters networking, idea sharing, peer support, best practices, and resource sharing.

Membership:

- a. Each CMHSP Participant shall appoint up to three (3) members to the Consumer Advisory Council. The appointments will be made by the CMHSP Participant Board. The Consumer Advisory Council shall consist of members considered a primary or secondary consumer.
- b. The term of office for a Consumer Advisory Council member shall be three (3) years from May 1st of the year of appointment. There are no term limits. The initial Council appointments will be staggered into one (1) year, two (2) year and three (3) year terms.
- c. The Consumer Advisory Council shall have a diverse and proportional membership.
- d. Staff Liaison – Each CMHSP Participant shall choose a staff liaison to maximize linkages to local CMHSP consumer advisory councils, performance improvement processes and administrative bodies, and other CMHSP staff for any necessary problem resolution.
- e. MSHN Staff - The MSHN Customer Service & Recipient Rights Specialist will provide staff support to the RCAC; however, he/she shall not be a voting member. MSHN staff will assist in developing RCAC meeting agendas, facilitation of meetings, and any needed follow-up.

Roles and Responsibilities

- a. Chairperson – Prepares the agenda, runs the meeting and maintains order; serves as the point of contact for the committee; is accountable for representing the committee and making reports on behalf of the committee. The Chairperson is a voting member of the committee.
- b. Vice-Chairperson – Fulfill Chairperson duties in the absence of the Chairperson.
- c. Recorder –The recorder shall capture discussions, problem solving and planning of the committee in an unbiased manner and shall prepare minutes following each meeting.
- d. Member – An appointed participant of the council.

- e. Subject Matter Experts (SME's) – Individuals may participate in a council meeting for the purpose of providing information, consultation, etc. Participation as a subject matter expert does not constitute authority to participate in decision making. Subject matter experts should typically leave once their expressed purpose is complete.

Member Conduct/Ground Rules:

Members of the MSHN CAC seek a meeting culture that is professional, productive, and comfortable. To that end, the following ground rules have been adopted:

1. Respect of others
 - Only one person speaks at a time; no one will interrupt while someone is speaking.
 - Each person expresses their own views, rather than speaking for others at the table or attributing motives to them.
 - No sidebars or end-runs.
 - Members will avoid grandstanding (i.e., extended comments/speaking), so that everyone has a fair chance to speak.
 - No personal attacks. "Challenge ideas, not people."
 - Everybody will seek to focus on the merits of what is being said, making a good faith effort to understand the concerns of others. Questions of clarification are encouraged. Disparaging comments are discouraged.
 - Each person will seek to identify options or proposals that represent shared interests, without minimizing legitimate disagreements. Each person agrees to do their best to take account of the interests of the group as a whole.
2. Meeting Efficiency
 - The agenda and related materials will be distributed in advance of the meeting.
 - Members are prepared for the agenda content and have completed related assignments on time.
 - Everybody agrees to make a strong effort to stay on track with the agenda and to move the deliberations forward.
 - Members share equally in the work of the body.
3. Decision Making
 - Members are respectful of the defined decision-making protocol and support decisions made of the body even when presenting a minority view.
 - Each person reserves the right to disagree with any proposal and accepts responsibility for offering alternatives that accommodates their interests and the interests of others.
 - Everybody will follow the "no surprises" rule. Concerns should be voiced when they arise, not later in the deliberations.

Meetings:

- a. Regular Meetings – The Consumer Advisory Council will hold regular meetings on a bi-monthly (every other month) basis at a time and location as determined by the Council.
- b. Special Meetings – Special Meetings of the Consumer Advisory Council may be held at the discretion of the Chairperson or the Vice Chairperson in the Chairperson’s absence.
- c. Attendance at Meetings – Members shall regularly attend either by phone or in person.
- d. Agenda – The Agenda shall be prepared by the MSHN Customer Service & Recipient Rights Specialist in cooperation with the CAC Chairperson and shall be distributed in advance of the meeting with related attachments.
- e. Minutes of Proceedings – The recorder shall prepare a meeting summary that reflects key decisions and required actions to occur subsequent to the meeting. The required actions shall specify what, who, and by when.

Consumer Advisory Council Annual Evaluation Process

- a. Past Year’s Accomplishments:
- b. Upcoming Goals:

Sources:

MSHN Bylaws
MSHN Regional Consumer Advisory Council Policy