

GSIL's Consumer Advisory Committee Charter



Thank you for serving on the Consumer Advisory Committee!

GSIL values consumer participation on GSIL's Consumer Advisory Committee. Your role is very important in improving our consumer directed services; although GSIL's Long Term Supports and Services (LTSS) department has the primary responsibility of overseeing GSIL's consumer directed programs, your involvement significantly contributes to improving them. Thank you so much for volunteering to be on this committee.

This document outlines your roles and responsibilities as a member of the CAC. As a best practice, the CAC and GSIL will review it annually. GSIL may make changes to this charter as needed.

Purpose Statement

The CAC is a GSIL sponsored committee. The CAC does not have formal authority to make decisions on behalf of GSIL or govern the organization. The CAC serves to make recommendations and/or provide key information to GSIL to improve consumer directed services practices and consumer benefits. Whenever possible, the committee will seek consensus before making recommendations. The primary purpose of the CAC is to improve GSIL's consumer directed programs by:

- Educating members about consumer direction.
- Reviewing GSIL's consumer directed services through quality reports and other documents.
- Discussing consumer and GSIL challenges related to providing consumer directed services.
- Providing consultation and support to GSIL regarding related legislative and advocacy issues at the State and Federal levels.

Committee Leadership

The CAC will have two Co-Chairs, one of them a consumer, and the other a GSIL LTSS staff person. The Consumer Co-Chair will be elected by the consumer committee members for a three-year term. Prior to the Consumer Co-Chair's term expiration, the committee will recommend and/or self-nominate candidates for the Co-Chair's replacement to the VP of Long-Term Services and/or the Director of PCA services. Candidates will submit a letter of interest. Committee members will vote for the new Consumer Co-Chair of their choice.

Roles & Responsibilities of GSIL Co-Chairperson

The GSIL LTSS Co-Chair will:

- Work with members and the Consumer Co-Chair in developing meeting agendas, and send them out in advance.
- Arrange meeting room and equipment and send out meeting reminders.
- As agenda requires, provide information/data and invite in/outside speakers.
- Brief CAC members on initiatives & issues, provide updates, and solicit feedback from members.
- Be the contact person for questions CAC members may have.
- Provide meeting facilitation assistance to the Consumer Co-Chair when required.
- Arrange for minutes to be recorded and disseminated to members.

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Roles & Responsibilities of Consumer Co-Chairperson

The Consumer Co-Chair will:

- Develop meeting agendas with committee members and the LTSS Co-Chair.
- Be the Primary facilitator of the meetings.
- Assist in the ongoing recruitment of members as needed.

- Work with LTSS Co-Chair and members to improve the meetings as needed.
- Prepare for, arrange transportation to, and attend CAC meetings.
- Review materials, ask questions, and provide feedback.
- Provide input based on personal experiences.
- Participate in meetings in ways that promote an effective, efficient, and enjoyable experience.
- Focus on solutions that benefit a wide range of consumers.

Committee Membership

Membership will be subject to the following term limits:

- Beginning June 2008, committee members shall serve for terms of one or two years.
- Beginning June 2009, all terms will be two-year terms to stagger membership and ensure continuity. After a two-year leave a former member may serve again on the committee.
- Beginning December 2018, all terms will be a maximum of three (3) years. No committee member will serve more than 3- year consecutive terms, at which time they shall vacate their position. After a one-year leave, a former member may serve again on the committee.

Meetings

Frequency and Location:

Meetings shall be held every other month, for two (2) hours, with minutes taken as a standing record of the discussion. The meetings will be held at GSIL's main office in Concord.

Special Meetings: Special Meetings of the Consumer Advisory Committee may be held at the discretion of the Co-Chairs.

Attendance at Meetings - Members shall regularly attend. They may attend virtually.

Meeting Ground Rules

The Consumer Advisory Committee has "Ground Rules" to support fair conversations. Members of the GSIL CAC seek a meeting culture that is professional, productive, and comfortable. The following ground rules have been adopted:

- Treat each other with dignity and respect.
- Only one person will speak at a time; no one will interrupt while someone else is speaking. No sidebars or endruns.
- Each person will express their own views, rather than speaking for others at the table or attributing motives to them.
- Respect personal views and opinions.

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- No personal attacks. "Challenge ideas, not people."
- Focus on the merits of what is being said; make an effort to understand the concerns of others.
- Members should be prepared for meetings, including completing any assignments.
- Everyone agrees to make an effort to stick to the agenda and to move the meeting forward.
- Maintain the confidentiality of personal information shared in the meeting.
- Do not make statements or assumptions based on race, ethnicity, gender, sexual orientation, gender identity, age, disability, or any other personal characteristic.



Acknowledgement of the Consumer Advisory Committee Charter

Please return a signed copy of this Acknowledgement to Cheryl Pinheiro, Director of PCA programs prior to your Consumer Advisory Committee attendance.

I acknowledge receipt of this charter document and I agree to abide by the roles, responsibilities, and rules that it describes.

I give permission to share my contact information with other members of this committee.

I will respect Committee members' personal information as confidential and will keep it confidential, including their contact information.

I will respect proprietary GSIL organizational information as confidential and will keep it confidential.

I will make requests to the LTS Co-Chair for accommodations for this meeting when I need them.

If at anytime I have a conflict of interest of being on this committee, I will immediately inform both Chairs.

Printed Name

Signature/ Date

Thank you for your time, sharing your experience and knowledge, as well as providing your leadership to this committee.

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