

# 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 a very important one, as your involvement significantly contributes to improving GSIL's consumer directed services. Thank you so much for volunteering to be on this committee.

**This document outlines the roles and responsibilities of CAC and its members. As a best practice, the CAC and GSIL will review this document annually and may make changes as needed.**

### Purpose Statement

The CAC is a GSIL sponsored committee that serves to make recommendations and/or provide key information to GSIL to improve consumer directed services practices and consumer benefits. These recommendations will be provided to GSIL Leadership and GSIL Board of Directors for consideration.

The primary purpose of the CAC is to improve GSIL's consumer directed programs by:

- Educating members about consumer direction.
- Collaborating on improvements to GSIL 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 staff person. The Consumer Co-Chair will be elected by the consumer committee members for a one-year term. However, they may serve up to two consecutive one-year terms. 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 Committee. Committee members will vote for the new Consumer Co-Chair of their choice.

### Roles & Responsibilities of GSIL Co-Chairperson

The GSIL Co-Chair will:

- Work with members and the Consumer Co-Chair in developing meeting agendas and send them out in advance.
- Send out meeting reminders.
- As agenda requires, provide information/data and invite in/outside speakers.
- 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 GSIL Co-Chair.
- Be the Primary facilitator of the meetings.
- Assist in the ongoing recruitment of members as needed.
- Work with GSIL Co-Chair and members to improve the meetings as needed.
- 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

Committee membership is valid for one year. Members may sign up for additional terms.

### Meetings

#### Frequency and Location:

Meetings are held virtually via Microsoft Teams. The CAC meets quarterly (January, April, July, October) on the 3rd Tuesday of the month from 1:30pm-3:30pm. \*Dates are subject to change.

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

**Attendance at Meetings** – While all members are invited to attend all meetings, it is not mandatory to attend all meetings.

### Meeting Expectations

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 sidebars or cross talk.
- Make “I” statements, each person expresses their own views.
- 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.
- Maintain the confidentiality of personal information shared in the meeting.

## Acknowledgment of the Consumer Advisory Committee Charter

***Please return a signed copy of this Acknowledgment to the CAC at [CAC@gsil.org](mailto:CAC@gsil.org) prior to your Consumer Advisory Committee attendance.***

I acknowledge receipt of the CAC Charter 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.

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Printed Name

Signature/ Date

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