

Operating Guidelines

Revised October 2002

REGIONAL CONSUMER ADVISORY COUNCIL

PARTNERSHIP MISSION

To assure the delivery of quality services to consumers so as to achieve their desired outcomes.

PARTNERSHIP VISION

Recognition as a model of excellence for a system of care that is confirmed by our customers' successes.

VALUES

Consumer Focused: We adhere to the principles of person centered planning, self-determination, and consumer involvement and consumer satisfaction to guide affiliation decision-making.

Diversity: We respect that strength comes from embracing and building on unique qualities of individuals and their communities.

Partnership: We believe that by working together we can build an excellent system of care that strengthens each of our communities.

Accountability: We answer to the community and our customers for our actions and results.

Access to Care: We are committed to providing services that are available and easily accessible.

Quality: We pursue excellence by using nationally recognized standards to improve our performance.

PURPOSE

- To provide a consistent and meaningful opportunity for consumer “voice” across the affiliation region.
- To review and provide input including diverse opinions into proposed policies, procedures, and practices referred to the Council by the Affiliation Executive Committee.
- To review the implementation of policy, procedure and practice which have implications for consumers to assure that implementation remains “consumer friendly”.
- To provide an opportunity for consumer leadership development.

MEMBERSHIP

Four consumer representatives shall be appointed by each local Board representing the three priority populations plus a consumer member “at large”.

- MI adult services
- DD service
- MI child
- At-large
- One (1) alternate person may be appointed by each county to represent any of the above regular members due to absence.

Representatives may be either primary or secondary consumers (parents or guardian of a consumer).

All committee members will serve two-year terms beginning July 2002. Initially half of each county’s allotment of 4 representatives will be appointed for a 2-year term and the others for 3 years. This is for the purpose of getting the committee off to a successful start. All subsequent appointments will be for 2 years. Membership can be renewed once.

Each county may send an alternate representative. The alternate can participate in the discussions but will vote only in the event that a member from his/her county is absent.

Active participation is expected. If a member misses 2 consecutive meetings the Council may recommend their dismissal from the council to the CMHSP Board that appointed them. It would then be up to that person's county to approve that dismissal and/or appoint another member. Due to the inability to attend meetings, a committee member may resign from the committee.

Vacancies will be filled maintaining the above population requirements.

Council chairperson, vice-chairperson and secretary will be elected by the Council members subject to the approval of the Affiliation Executive Committee.

RESPONSIBILITIES:

MEMBERS:

- If a member is unable to attend a meeting, the member should call their staff support person for their county.
- Represent consumers in their identified population.
- Serve on work groups of the committee as needed.
- Full voting rights.

COMMITTEE CHAIRPERSON

(The Chairperson shall be elected by the Council.)

- Can be a primary or secondary consumer.
- Cannot be from the same county as the vice-chairperson.
- Preside over all meetings.
- Appoint work group chairs.
- Prepare and assure distribution of the agenda (with the secretarial staff).
- Assure adequate notice is provided for all meetings.
- Vote to break a tie vote.

VICE CHAIRPERSON

(The Vice Chairperson shall be elected by the Council.)

- Can be a primary or secondary consumer.
- Cannot be from the same county as the chairperson.
- Assume chairperson responsibilities should the chairperson not be available.
- Perform other duties as assigned by the chairperson.

SECRETARY

(The secretary shall be elected by the Council).

- Prepare and distribute the minutes of each meeting at least a week prior to the next regularly scheduled meeting.
- Prepare and distribute the agenda at least a week prior to the next regularly scheduled meeting.
- Provide adequate notice of meetings to the entire membership.
- Notify chairperson at least 24 hours in advance if there will not be a quorum or enough people to hold the meeting.
- Follow the direction of the chairperson.
- The minutes will reflect the attendance of all members (both present and absent).

LOCAL CMHSP:

- Maintain members for the regional committee.
- Pay related expenses for their representatives as determined by local Board policy.
- Host at least 1 meeting at each location every year at the spoke CMHSP in a given calendar year. The meetings hosted at Livingston, Monroe, and Lenawee will attempted to be scheduled in the late spring, summer or early fall months due to weather /travel conditions. The remainder of the meetings will be located at a central local of Washtenaw. Facilitation and host duties with the exception of providing coffee will be rotated among all counties on a rotation basis when meetings are held in Washtenaw. In an emergency we will teleconference with other members when that service is possible.
- Inform the chairperson of members unable to attend a meeting.

CONDUCTING BUSINESS

If neither the committee chairperson nor vice-chairperson can attend a particular meeting, that meeting will be rescheduled.

Meetings will be conducted using guidelines agreed to by the Council. These guidelines include but are not limited to: a printed agenda, ability to adjust (add or subtract) an agenda by making a motion, amend a motion, engage in discussion, table motions, adjourn/open a meeting. Voting will occur if consensus cannot be reached. Public comment space will be provided on the agenda.

Work groups will be formed and disbanded as needed.

Quorum: The minimum number of members present to conduct business will be 51% of the total membership.

Voting: If consensus cannot be reached voting may take place. Voting will occur with a majority present after all discussion has taken place providing a quorum (as defined above) is present. In addition, one final opportunity for discussion will be offered after the motion and second have taken place but before the actual vote. If voting is used, the Affiliation Executive Committee will be looking for substantial support (75% or above) to consider an action of the Council as approved. The Affiliation values a strong, clear voice from its consumers. A vote of less than 75% approval would not be viewed as consistent with that strong, clear voice.

AMENDMENTS

These operating guidelines may be amended with a 2/3 vote of the members in attendance. Proposed amendments will be read at a regular meeting of the committee. Voting on the proposed amendment will take place at the following regularly scheduled meeting of the committee. The proposed amendment will be forwarded to the Affiliation Executive Committee for review and approval.

