

Willamette Valley Community Health Community Advisory Council Charter

<p>Purpose:</p>	<p>The Community Advisory Council (CAC) is chartered by the Board of Directors to serve as a bridge between the WVCH consumer members, community based organizations of Polk and Marion County, and Willamette Valley Community Health. The Council will focus on the needs of patients and families through the lens of improving lifelong health, lowering or containing the cost of healthcare, and increasing the quality, reliability, and availability of care (triple aim)</p>
<p>Missions:</p>	<p>To ensure the health care needs of the consumers and the community are being addressed through the recommendations provided to WVCH. Recommendations will be coordinated by the CAC with the intent to:</p> <ul style="list-style-type: none"> • Reduce the burden of preventable disease, disability, injury, and premature death • Strive to achieve health equity, eliminate disparity, and improve the health of all groups • Promote healthy development and healthy behaviors across every stage of life • Strive to create a safe and comfortable atmosphere for individuals to share their experiences, opinions and ideas regarding the delivery of health services and related issues involving WVCH, contracted health providers and partner organizations.
<p>Responsibilities:</p>	<p>The CAC will assist WVCH to:</p> <ul style="list-style-type: none"> • Identify and advocate for preventive care practices to be utilized by WVCH • Oversee the Community Health Assessment (CHA) and adopt a Community Health Improvement Plan (CHIP) to serve as a strategic population health and health care system service plan for the community served by WVCH • Provide an annual progress report of the CHIP to WVCH by June 30 of each year • Develop, evaluate, and oversee implementation of innovative initiatives programs, services and activities • Provide feedback to WVCH about strategies to engage the community in CCO planning <p>WVCH shall provide support to the CAC by:</p> <ul style="list-style-type: none"> • Ensuring appropriate processes are in place to allow the CAC to succeed

	<ul style="list-style-type: none"> • Attending all CAC meetings; recording and disseminating minutes • Providing administrative resources to the CAC • Providing WVCH data and reports for consideration • Providing information on significant issues or developments within or impacting WVCH • Promoting community participation and education on matters impacting health service delivery
<p>Duties:</p>	<p>CAC Representatives may be expected to spend at least 4 hours per month performing the following activities:</p> <ul style="list-style-type: none"> • Engage in and provide feedback in processes of the CHA and CHIP • Present and discuss issues from a systemic vs. individual perspective • Communicate with the CAC Coordination and Chair in a timely fashion via phone and/or email • Attend CAC meetings reasonably prepared for the set agenda • Actively participate in data analysis discussions • Review assessments and develop plans and recommendations for the WVCH-CCO • Participate in WVCH grant application review process • Collaborate with WVCH on education and outreach for community members • Volunteer to serve on subcommittees as needed • Bring issues to the CAC from the represented community/group • Bring relevant information from the CAC to represented community/group <p>Individual members will strive to act in a most respectful manner in regards to each other, maintaining focus on the CAC’s primary objectives and allowing all to participate. As necessary, individuals may be reminded of these guidelines.</p>
<p>Membership Composition:</p>	<p>The CAC shall have a minimum of 7 and maximum of 20 members selected by the WVCH CAC Selection Committee and approved by the Board of Directors. Consumers must represent 51% or more of the total CAC membership. Members should possess a collaborative working style and bring broad community perspective on health matters. Expertise and insight in the areas of public health, mental health, addictions, wellness promotion, education, housing, senior services, culturally specific health services, children and youth, corrections and public safety, disability services and health disparities are desirable.</p>

	<p><i>Consumer Members</i> (4 to 17 seats): Any individual who is a member or family member of someone who is a member of WVCH without extensive gaps in enrollment. The group should reflect the age, ethnic, and geographic diversity of WVCH and dual-eligible members served by WVCH. The following are suggestions for recruiting membership, recognizing that an individual may represent multiple perspectives:</p> <ul style="list-style-type: none"> • Families with children a part of WVCH • Individuals with chronic medical conditions and physical disabilities • Individuals with mental health and/or substance us problems <p><i>Community Representatives</i> (1 to 7 seats): Individuals representing organizations with a vested interest in the health and wellbeing of the WVCH population, serves the WVCH population, and/or is an advocate on behalf of WVCH members. Representation may include but is not limited to:</p> <ul style="list-style-type: none"> • Community Mental Health and/or Substance Abuse Medicaid Provider • Primary Care Provider • Dental Care Provider • Early Learning Representative • DHS Child Welfare representative • County mental health/chemical dependency representative • Social Service group representative (e.g., United Way, YMCA, Free Clinic, Housing, Transportation) • Community Support Group representative (e.g., Oregon Family Support Network) <p><i>County Government Representatives</i> (2 seats): One representative from Marion County and one representative from Polk County.</p>
<p>Recruitment/ Orientation:</p>	<p>Non-consumer members to the CAC will be selected by the Selection Committee convened as necessary to fill a vacancy, anticipated vacancy or to add to the overall membership. Due to the need to maximize consumer participation in the CAC, nomination and appointment of consumer members will be managed in a flexible, accommodating manner. In addition to the process outlined for non-consumer members, consumer membership may also be initiated as follows:</p> <ul style="list-style-type: none"> • Consumers will be invited to participate in the CAC in the capacity of a guest. • Consumer guests who attend 3CAC meetings will be asked about their interest in joining the CAC as a member. • Those expressing interest in joining will be invited to submit and

	<p>application to the CAC. Appointments of CAC members will be forwarded to the CCO’s governing board for final approval.</p> <p>After being selected by the by the WVCH CAC Selection Committee new members will be assigned a mentor to work along side of for the first six months of membership. Consumer Members, Community Representatives, and County Government Representatives will be paired with an existing member or advocate within their respective group when practical. The 6 month mentorship will be guided by the staff liaison from the CCO to ensure fidelity and consistency for new members.</p>
<p>Membership:</p>	<p>Term: A membership term is three years; beginning on the first day of January and ending on the last day before the anniversary date. Terms may be staggered to avoid excessive term expiration in any year. Members may reapply for consecutive terms. If a consumer member is a current WVCH member, and termination of their benefits occurs, consumer members may remain on the WVCH CAC for the duration of their term.</p> <p>Vacancy: A vacancy occurs when a CAC member does not reapply after term expiration, moves out of the service area, dies, resigns, or is removed. All vacancies shall be filled by an elected member by the WVCH CAC Selection Committee as soon as practical.</p> <p>Resignation: A member may resign from the CAC by submitting a signed written or emailed resignation to the Chairperson of the CAC. Whenever possible, the member’s resignation will be submitted at least thirty (30) days prior to the effective date of the resignation.</p> <p>Removal: In the rare event that a member is removed, it will be to preserve the best interests of the CAC. Best interests include, but are not limited to: instances where a member has failed to declare an actual or potential conflict of interest or when a member has acted contrary to CAC directives including these policies. The Board of Directors may remove any member of the CAC at any time by a majority vote.</p> <p>Leave of Absence: If necessary, a leave of absence may be requested by a formal letter written to the Executive Committee. The Executive Committee will review further actions needed on a case to case basis.</p>
<p>Leadership:</p>	<p>Election: The CAC Selection Committee will review a selection of nominees for Chair, from which it will select a Chairperson and a</p>

	<p>Vice Chairperson. At least 1 of the 2 positions will be held by a consumer member when practical. Both the CAC Chair and Vice Chair will hold their positions for a 2-year term. They may be nominated for reappointment for one additional term.</p> <p>CAC Chairperson:</p> <ul style="list-style-type: none"> • Serves on executive committee • Serves on the WVCH Board of Directors • Convening and leading CAC meetings • Ensuring engagement, facilitating conflict resolution, and providing leadership for CAC members • Working with CAC members to provide periodic reports and recommendations to the WCVH on behalf of the CAC • Oversight and facilitate establishment of CAC sub-committees and the CAC member who chairs them <p>CAC Vice-Chairperson</p> <ul style="list-style-type: none"> • Serves on executive committee • Assisting the Chairperson to achieve duties listed above • Covering the duties of the Chairperson in their absence • Ensuring connection between staff liaison from the CCO and the mentorship process
<p>Meetings:</p>	<p>Guidelines: Roberts' Rules of Order, Revised (10th edition), shall be the parliamentary guidelines for all matters of procedure not specifically covered in this charter.</p> <p>Attendance: CAC member shall attend all CAC regular and special meetings to which members are assigned. Any absence must be reported to the CAC Chairperson or Vice Chairperson prior to the scheduled meeting. Consistent attendance at meetings is important for the continuity of the CAC work. If a CAC member does not attend 75% of the meetings over a 12 month time period or does not attend 3 consecutive meetings, then the member will be contacted by the CAC Chairperson or by WVCH governing body and may be subject to removal.</p> <p>Frequency: The CAC will meet no less than once every three months, but may meet more frequently.</p> <p>Location: The CAC meetings will take place in a centralized location. Meeting locations will comply with Americans with Disabilities Act standards.</p> <p>Interpretation Services: Language interpretation services will be provided as needed. WVCH must receive notice at least three days prior to the day of the CAC meeting for which interpretation services are needed.</p> <p>Recommendations: It shall be the duty of the CAC to make official recommendations to the WVCH governing body. The</p>

	<p>opinions expressed in the recommendations will reflect the distribution of the votes expressed during the CAC meeting.</p> <p>When CAC recommendations are not prioritized, WVCH is committed to sharing their reasoning why, to build stronger working relationships with the CAC members.</p> <p>Communication to other committees or the Board will be conducted in writing in the form of a memo from the CAC Chair and Vice-Chair.</p> <p>Special Meetings: Special meetings may be called at any time by the CAC Chair or a majority vote of the members then serving, or in response to a request by WVCH. All CAC members will be notified at their residence or usual place of business no less than seven days before the meeting. The notification will specify the place, day, hour, and general purpose of such a meeting through mail, email, or by telephone.</p> <p>Voting: Fifty-one percent (51%) shall constitute a quorum. All official recommendations of the CAC must be approved with a majority vote.</p> <p>Public Participation: The CAC meetings shall be open to the public. Public participation at meetings may be confined to the Public Comment section of the meeting. Individual comments may be limited to 3-5 minutes to accommodate more of the public. In order to meet its main objectives, the CAC is not able to resolve individual issues regarding WVCH, specific providers or services but instead will attend to the larger systemic issues that may be exemplified by the specific example. The resolution of the individual concern will be referred to WVCH’s customer service representatives.</p>
<p>Committees:</p>	<p>The CAC will identify recommendations annually to provide direction and focus for the formation of standing or AD-Hoc Committees to address the particular issues and tasks. Once a committee has completed its assigned tasks, it shall cease to exist. Standing committees shall be chosen annually by consensus of the CAC and will include but are not limited to:</p> <ul style="list-style-type: none"> • Executive Committee – developing, prioritizing, approving meeting agendas, and serving as the Selection Committee (Chairperson, Vice-Chairperson, Innovator Agent, WVCH liaison, 2 County Government Representatives, and 1 member at large) • Selection Committee – interview candidates for appointment or reappointment to the CAC • Community Health Assessment Committee – oversee and provide input for the WVCH CHA • Community Health Improvement Plan Committee – utilize

	community feedback and the CHA to guide the development of the CHIP
Compensation:	A stipend will be provided to cover direct expenses to consumer members, including child-care, transportation, and meals, incurred by CAC consumer members attending CAC activities and shall be provided by the WVCH to any consumer members of the CAC who face a financial hardship. No salary shall be paid for his/her services as a member of the CAC.
Conflicts of Interest:	A conflict of interest transaction is a transaction with the CAC or WVCH in which a CAC member, or a family member, has or anticipates having a direct or indirect economic or financial interest with WVCH or a competitor of WVCH. Conflict of interest or the appearance of conflict of interest by CAC members, employees, consultants, and those who furnish goods or services to WVCH or compete with WVCH must be disclosed to WVCH. CAC members are required to disclose any potential conflicts of interest by completing a conflict of interest declaration form, submitting it to the WVCH governing body, and updating as necessary. In situations when conflict of interest exists for a member, the member shall disclose and explain the conflict of interest to the WVCH governing body as soon as possible.
Amendments to the CAC Charter:	<p>The Charter document will be reviewed on an annual basis. No changes to the document can be made until this review process. Amendments will be made as needed and added to the end of the Charter. Proposed amendments must be provided to CAC members in written form at least 7 days prior to a CAC meeting.</p> <p>The CAC shall review the integration of amendments into the Charter and propose changes in an official recommendation to the WVCH governing body during the annual review.</p> <p>All amendments and changes to the Charter will follow the same guidelines as voting for official CAC recommendations. Changes to the Charter must be approved by the WVCH governing body.</p>

Last Revised **10/22/15**

Date of Community Advisory Council Approval: **10/22/2015**

Date of Willamette Valley Community Health Board Approval: **Approval Date**