

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Consumer Related

POLICY NO: 05-016

SUBJECT: Consumer Committee

PAGE(S): 1 of 1

EFFECTIVE DATE: July 1987

Policy:

Cottonwood, Inc. is committed to seeking input from consumers daily in an informal way and formally and routinely through various methods. The Consumer Committee sees their role as helping other consumers keep informed of important issues and providing input to management.

Procedures:

1. Membership is comprised of those persons who are interested from each service area. Members may serve unlimited one-year consecutive terms. New committee members are welcome throughout the year but must agree to attend regularly and actively participate. If they don't, their name will be removed from the roster and informed that they could try again when they can commit to attend. The committee will consist of 6-10 members. Members must agree to participate and attend scheduled meetings.
2. Meetings will be held monthly when possible with the goal of at least 10 meetings a year.
3. The function of the committee is to obtain input from consumers, to discuss areas of mutual concern and make recommendations for action to appropriate sources. The staff facilitator will provide follow-up as appropriate.
4. Minutes will be kept of all meetings by the staff facilitator. These minutes will be routed to all staff so that any service or policy recommendations can be discussed. Minutes of the last meeting will be reviewed at each meeting.
5. A member of Cottonwood Inc.'s management staff will meet with Consumer Committee on a regular basis or as requested.