



Community Voices Council Charter

Updated March 2026

OVERVIEW

This charter defines the purpose, roles, responsibilities, processes, and scope of the Community Voices Council (CVC). The CVC elevates the voices of community members who are or have been Medicaid beneficiaries, uninsured, or have experienced systemic barriers to care, and supports their active participation in shaping the systems they are most impacted by. The council is an up to 20-member group chartered by the Better Health Together (BHT) Board of Directors.

Purpose

- The CVC provides community guidance to BHT and serves as a key accountability and feedback loop for BHT's work. The Council focuses on using lived experience to inform program design, policy direction, and resource allocation.

Key Functions

The CVC's core functions include:

- **Strategic Guidance** - Providing input on BHT strategic priorities, focus areas, and goals
- **Program Design & Improvement** - Identifying potential barriers, risks, and impacts before and during implementation
- **Monitoring & Learning** - Providing guidance and feedback on BHT's annual Landscape Assessment, including identifying priority gaps, community-identified needs, and emerging trends.
- **Community Insight & Connection** - Elevating lived experience and community perspectives to inform BHT's programming
- **Accountability** - Supporting transparency and mutual accountability by providing feedback on how community input is incorporated into decisions

Expectations

CVC Members commit to:

- Contributing approximately 2–5 hours per month
- Attending and actively participating in CVC gatherings, with no more than three absences per year
- Engaging in respectful, good-faith dialogue grounded in lived experience and collective responsibility
- Coming prepared by reviewing shared materials in advance when possible
- Sharing insights from personal, professional, or community perspectives relevant to Council topics
- Participating in required onboarding and learning opportunities related to governance, and systems orientation
- Building familiarity with BHT's work in order to accurately represent and explain BHT's role
- Respecting the scope of community governance and shared decision-making structures
- Serving as ambassadors for BHT by accurately sharing information about BHT's mission and work within their communities



- Keep BHT updated on your contact info (especially as it relates to stipends)
- Upholding BHT's values and Code of Conduct.

Outcomes and Measurements

The CVC's impact will be assessed using a combination of state-required measures and locally defined indicators including:

- Number of community members informed or engaged
- Percentage of participants reporting shared decision-making
- Number of distinct sectors engaged in decision-making
- Qualitative examples of community-informed adaptations or decisions

Reporting and Decision Making

The Community Voices Council uses a Gradient of Agreement Consensus model, with a majority vote as a back-up when consensus cannot be reached. This model means that members will strive for broad agreement rather than unanimity.

The CVC will use a number system to voice support or concern when a motion is made:

- 1 = Cannot support
- 2 = Have concerns
- 3 = Neutral
- 4 = Mostly agree
- 5 = Fully support

Majority Vote Back-Up

- If consensus (100% of members vote 3, 4 or 5) cannot be reached after reasonable effort, a decision may be made by simple majority vote of members present. BHT staff may clarify when a decision requires timeliness due to funding, compliance, or operational constraints.

Email Voting

- Same model applies for email voting.

Quorum

- No quorum is required for voting. However, if participation is particularly low, BHT staff or CVC members may suggest waiting for more engagement before making a decision.

Membership

The Community Voices Council will establish clear, transparent processes for member selection, onboarding, and term limits to support continuity, shared leadership, and equitable participation over time.

- **Council Size**
 - The CVC will consist of no more than 20 members at any given time.
- **Term Length**
 - Members serve three-year terms.
 - With approval from the decision-making committee, members may serve up to two consecutive terms (maximum of four years total).



- After completing two consecutive terms, a member must step away for at least one year before reapplying.
- **Staggered Terms**
 - Terms will be staggered to ensure continuity and avoid full turnover at once.
 - Initial staggering may include one-year and two-year appointments during transition periods.
- **Application & Nomination**
 - Membership is filled through an open application process, with an option for community or partner nomination.
 - Nominations do not guarantee selection and must include a completed application.
- **Selection Process**
 - Applications are reviewed by BHT Staff who create a recommendation to the Board Governance Committee.
 - Selection criteria include the outcome of our landscape assessment, lived experience, geographic representation, perspective diversity, and alignment with the CVC's scope and values.
 - The Board Governance Committee makes the final decision on new members.
- **Reapplication**
 - Current members whose terms are ending may reapply if eligible.
 - Reapplication is not automatic and follows the same review process as new applicants.
 - Reapplication decisions are based on current Council needs and representation gaps, not solely on prior service.

Transition for Members Who Joined Prior to 2026

Members who joined the Community Voices Council prior to 2026 did so when formal term limits and standardized selection processes were not yet in place. To ensure transparency, and consistency moving forward, all members who joined prior to 2026 are required to apply through the same application and selection process as new applicants in the next recruitment cycle. Prior service on the CVC is valued and may be considered as part of the application review; however, prior participation does not guarantee continued membership.

This transition process supports the CVC's shift to a sustainable, clearly defined governance model and ensures that all members are selected through the same shared standards.

Staffing

The CVC is supported by BHT staff within the Community Voice & Engagement team, in collaboration with Network leadership and Regional Stewards.

Timeline & Commitment

- The time commitment for Members is expected to be approximately 2–5 hours per month



- Members are expected to attend and actively participate in CVC gatherings, with no more than three absences per year