

## Beyond Hunger, Client Advisory Council By-Laws

7.27.2021

### Purpose:

The purpose of the Beyond Hunger Client Advisory Council (hereafter referred to as the CAC) is to provide critical feedback to strengthen Beyond Hunger's service to the people of the community. Understanding the programs offered at Beyond Hunger is critical. Providing expertise from firsthand experience with these programs is valuable to the work of the council. Interaction amongst CAC members enhances the community's presence in the determination of practices at Beyond Hunger and serves to improve the operations of the organization. Community-based feedback is vital to understanding the people we serve.

### Membership Requirements:

Section 1: Membership is open to clients that are utilizing one or more of Beyond Hunger services within the year.

Section 2. A member's term is limited to two years. It may be extended for an additional two-year term to provide mentorship for incoming (new) members.

Section 3. Members will be recommended by staff members and members of the CAC. Potential members will be selected by the CAC through a vote after a selection process.

### Selection Process:

Section 1. Potential members are to complete an application, in which they explain why they would like to join the CAC.

Section 2. Potential members will meet with a member of Beyond Hunger staff and member(s) of the CAC to discuss the reason they would like to join the council.

Section 3. A maximum of 15 members shall be on the council during each term.

### Meetings:

Section 1. Meetings will take place once monthly, either virtually (through zoom) or in person, as decided by the CAC. Transportation compensation (bus passes or reimbursement) will be provided to members if meetings are held in-person.

Section 2. Beyond Hunger staff will coordinate meeting times that best fit everyone's schedule.

Section 3. Staff will ensure everyone has access to the meeting.

Section 4. Meeting agendas will be set collaboratively.

Section 5. Additional meetings (beyond monthly meetings) may occur as needed.

Section 6. Beyond Hunger staff will take notes and distribute minutes after the meeting.

#### Tasks:

The CAC will develop and implement feedback protocols with staff to help assess and improve programs. They will do so by performing the following tasks:

1. Wellness-check calls to clients, as needed.
2. Assist in survey development.
3. Review survey results with staff, Board of Directors, and clients.
4. Suggest modifications to programs.
5. Assess the Client Advisory Council.

#### Feedback:

Section 1. Staff will create a confidential mechanism to collect feedback on the CAC's contribution and structure.

Section 2. Feedback will also be received throughout group meetings and one on one discussions.

Section 3. Meetings will entail collective feedback on tasks.

Section 4. The CAC will evaluate Beyond Hunger staff who administer the council.

#### Expectations:

Section 1. Members are to remain respectful of all individuals regardless of race, sex, gender, nationality, and religious affiliation.

Section 2. Members are expected to attend all meetings.

Section 3. If a member is not able to attend the meeting, staff should be informed, and the member will be briefed on what was discussed throughout the meeting.

#### Compensation:

Section 1. Members will be compensated all for all time used to complete CAC-oriented tasks, such as monthly meetings, wellness checks, etc.

Section 2. Members will be compensated at the rate of \$15/hour via gift card or cash as desired by the CAC member.