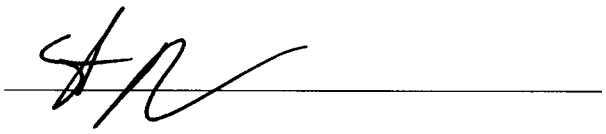
DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES
POLICIES AND PROCEDURES

Section:	Director's Office	**Effective Date:**	Upon Signature
Team:		**Policy No.**	DO-112
Subject:	Consumer and Family Member Volunteer Appointment to DMH/DD/SAS Workgroups and Committees	**Revision date :**	

Approved By:  **Approval Date:** 10/5/2010

Purpose: The purpose of this policy is to establish procedures for recruiting and retaining consumers and family members to participate on Division of Mental Health, Developmental Disabilities and Substance Abuse Services (Division) workgroups and committees.

Scope: This policy applies to Sections and Teams of the Division responsible for staffing Division workgroups and committees.

This policy does not apply to appointments of consumers and family members to Councils and Commissions for which other bodies have appointment authority.

Policy Statement: The Division believes that partnership, collaboration, communication and meaningful public dialogue are important for an effective mental health, developmental disabilities, and substance abuse service delivery system. The Division is especially committed to soliciting the views and experiences of consumers and family members in its policies and work products. The Division is committed to recruiting consumers and family members who may not have access to web based announcements and will provide a mechanism to facilitate their ability to interact with and volunteer for workgroups and committees.

Enforcement: The Division's Executive Leadership and the Management Leadership Teams are responsible for the application and implementation of this policy.

Exceptions: None

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Procedure: Appointment, Recruitment, Tenure, and Removal

Responsibility:	Action:
Division Director	**Appointment** The Division Director may appoint consumers or family member volunteers to a Division workgroup or committee where appropriate. The potential appointee must have personal experience and/or professional knowledge of the subject matter of the workgroup or committee and demonstrate the commitment to participate until the task of the group is complete. The Division Director will consider factors including, but not limited to, the following in appointing consumers or family members to serve on Division workgroups or committees: 1. The purpose and assigned task of the workgroup or committee 2. The membership and size of the workgroup or committee 3. Current participation of the consumer or family member on existing workgroups or committees 4. The duration of the workgroup or committee assignment The Division Director will make reasonable efforts to appoint consumer or family member volunteers to the workgroup or committee selected. The Division Director may consult with the workgroup or committee leader in making the consumer or family member volunteer assignment. The Division Director may appoint a designee to carry out this policy.
Advocacy and Customer Service Section	**Recruitment** The Division will maintain a consumer and family member volunteer page permitting consumers or family members to register to participate on a Division workgroup or committee. This page will provide a current listing of workgroups and committees for which consumer or family member participation is needed as well as a description of the purpose and anticipated duration of the workgroup or committee assignment. The Division will ensure that the confidentiality of the required consumer and family member volunteer's contact information is maintained.

Procedure: Appointment, Recruitment, Tenure, and Removal

Advocacy and Customer Service Section (cont.)	The Advocacy and Customer Service Section will advise consumers or family members who wish to serve on active Division workgroups or committees to visit the Division website's consumer and family member volunteer page for opportunities to serve. Every effort will be made to recruit individuals regardless of their use of or access to computers. Telephonic and written communications will be used as appropriate to announce volunteer opportunities and to facilitate participation. The Advocacy and Customer Service Section will inform potential appointees that they must submit their contact information including name, street and mailing address, city, zip code, telephone number(s) and email address at www.dhhs/dmhddsas/volunteer. The Advocacy and Customer Service Section will advise potential consumer and family member volunteer appointees that the submission must include a statement of interest as well as the consumer or family member's personal and/or professional experience relevant to the purpose of the workgroup or committee.
Division Director	**Tenure** Tenure on a workgroup or committee will end at the completion of the tasks assigned to the group. **Removal** Division workgroup and committee members who fail to appropriately participate in meetings or whose absences are unexcused may be removed from the workgroup or committee by the Division Director or their designee.