

Version 4 – includes input from March 24, 2014 Steering Committee meeting and follow-up input from committee members

### **Key Points Related to Independent Advocate Concerns**

1. Agree that strong consumer participation is essential to assuring best outcome
2. Appreciate their ongoing dialogue and input as we collaborate to assure consumer input
3. The Steering Committee has acted to increase consumer input through representation on the committee and to strengthen the role and responsibilities of the Consumer Advisory Board (CAB) by:
  - Appointing two Independent Advocates to Steering Committee
  - Appointing a CAB Representative to Steering Committee
  - Giving CAB responsibility for recommending consumers and advocates on work groups
  - Supporting expanded CAB membership to allow greater representation and input
  - Establishing two additional consumer positions on the Steering Committee**
4. While there was not a lengthy discussion of the advocate's request for 51% representation on work groups, the CAB representative reported to the Steering Committee at its meeting on February 18<sup>th</sup> that they had discussed this request and decided not to adopt a quota approach to the work groups. Both the Board and the Steering Committee opted for the principle of balanced and proportional representation among the major stakeholder groups.
5. The "qualifications" of consumer work group members was amended at the request of steering committee members to assure that consumers with relevant experience would not be discouraged from participating because they did not have "technical expertise." However, consumer advocates with expertise were not excluded.
6. It is expected that the CAB will provide recommendations for a system to coach or support consumers who do not have technical expertise. We also plan to provide modest stipends to support consumer participation, and to hold forums to solicit input from consumers not involved in the process. Stipends would only be issued to consumers whose participation was not otherwise supported by their employer. The ability to issue stipends will depend on the availability of funding.
7. All references to the expectation that work group members champion or actively support the final plan have been deleted.
8. Because of the need to accommodate the schedules of work group members, it is not expected that all work groups will meet during regular business hours. However, the goal of transparency is important, and information regarding meeting times and locations, with an opportunity for non-members to attend is one we fully support.