



Iowa Community HUB

Lived Experience Action Council

Charter

Purpose

The Iowa Community HUB (HUB) is a nonprofit community care hub working with network partners to connect Iowans with meaningful evidence-based programs with a focus on reducing health disparities for populations experiencing greater obstacles to health.

The **Lived Experience Action Council** is dedicated to ensuring the HUB remains accountable to its mission of expanding health access and improving outcomes for all Iowans. By integrating diverse lived experiences and community expertise into HUB operations, planning, and partnerships, the council helps ensure that the voices and perspectives of those most impacted by health and social challenges meaningfully inform decision-making and action.

Lived experience refers to the knowledge and insight gained from directly experiencing social, health, public health, or other systemic challenges, as well as the strategies intended to address them. This expertise is shaped by an individual's personal identities, perspectives, and life experiences and extends beyond professional or educational knowledge. As recognized by the Assistant Secretary for Planning and Evaluation Office of Human Services Policy (2023), lived experience can inform and improve systems, policies, practices, programs, and research. In other words, lived experience is expertise and is valued in shaping the design, implementation, and continuous improvement of the HUB.

The council serves in a collaborative and advisory role with two primary functions. First, the council helps review and interpret lived experience feedback gathered by the HUB and supports the translation of that feedback into meaningful action. This includes identifying opportunities for the HUB to operationalize improvements internally and informing the development of best practices that can be shared with healthcare partners and program delivery organization partners to strengthen community engagement, accessibility, and responsiveness.

Second, the council provides expertise grounded in both professional and personal lived experiences. Council members may represent organizations that serve individuals with lived experiences that can help the HUB better understand and engage communities, and/or members may bring their own lived experience expertise directly to the council. Through these perspectives and partnerships, the HUB seeks to strengthen alignment with council member organizations, foster collaboration, and work together to better serve individuals and communities across Iowa.

Through its efforts, the council strengthens the HUB's commitment to equitable health opportunities and supports every Iowan in achieving healthier outcomes.



Strategic Goals

Center Community Expertise and Lived Experience: Capture, elevate, and integrate diverse lived experiences and community expertise into HUB decision-making, operations, and strategic planning to ensure community perspectives meaningfully inform action.

Translate Feedback into Action: Review and interpret lived experience feedback gathered by the HUB and help identify actionable opportunities, operational improvements, and best practices that strengthen programs, services, and community engagement efforts across the HUB and partner network.

Strengthen Community and Partner Alignment: Foster collaboration and shared learning between the HUB and council member organizations to better understand community needs, strengthen engagement strategies, and coordinate efforts that support individuals across Iowa.

Promote Inclusive and Accessible Practices: Support the development of welcoming, culturally responsive, inclusive, and accessible programs, services, and partnerships that help ensure all Iowans feel valued and connected to health and wellness resources.

Build Capacity Across the Network: Support skill-building, education, and resource-sharing for program delivery organizations and healthcare system partners to strengthen equitable engagement practices and improve responsiveness to the needs of diverse communities.

Membership

The Council membership will consist of volunteer individuals and organizations that bring lived experience expertise and/or work closely with individuals and populations whose perspectives can help inform HUB strategies and practices. Efforts will be made to ensure the Council is representative of and reflective of the diverse communities served across Iowa. Council members are asked to commit to serving for a minimum of one year. There is no maximum term limit.

Advisory Nature of the Council

The Council serves in an advisory capacity and provides recommendations, insights, and community expertise to inform HUB decision-making and partnership development. It is not a voting or governing body.

Council Facilitator(s)

The Council will identify one or more Facilitators to help coordinate and support Council activities.

Duties of the Facilitator(s)

- Support and uphold the Council's purpose, goals, and collaborative approach.
- Coordinate meeting agendas and facilitate quarterly Council meetings.
- Collaborate with Community Engagement Groups and HUB staff to prepare lived experience feedback and discussion materials for Council review.



- Share Council updates and recommendations with HUB leadership, HUB Board of Directors, and the HUB Advisory Group, as appropriate.
- Coordinate and invite external individuals or organizations, as appropriate, to provide expertise, education, resources, or other support that benefits the Council’s work and priorities.
- Help ensure meeting agendas, minutes, recordings, and supporting documents are maintained and accessible.
- Support outreach, onboarding, and relationship-building efforts to maintain and expand Council membership and engagement.

Member Participation

Council members will agree to:

- Participate in quarterly virtual meetings lasting approximately 60 minutes.
- Engage respectfully and collaboratively with fellow members and community participants.
- Help identify opportunities for collaboration and alignment between the HUB and council member organizations by building on shared priorities and existing organizational strengths, resources, and efforts to expand reach, enhance engagement, and increase impact in the communities served.
- Meeting agendas and supporting materials will be shared in advance whenever possible.
- Meeting minutes and/or recordings will be maintained following each meeting.

Committee Members

The current Council membership roster will be maintained separately and updated as needed by the HUB.

Closing Statement

This Charter outlines the purpose and structure of the Lived Experience Action Council and reflects its commitment to collaboration, community expertise, and continuous improvement. It may be updated as needed to support the evolving work of the Council and the HUB.