

IT Solutions Management for Human Services

An Affinity Group of the American Public Human Service Association Bylaws

These bylaws apply to the IT Solutions Management of Human Services (ISM), an Affinity Group of the American Public Human Services Association (APHSA). These bylaws are intended to support the Affinity Group in carrying out its purpose, serving its target audience, organizing its leadership body, and establishing its operating processes. These bylaws are in conformance with and subject to the APHSA governing bylaws.

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Article I – Affinity Group Name

The name of this Affinity Group established within the American Public Human Services Association shall be the IT Solutions Management for Human Services, hereinafter referred to as ISM or the Affinity Group.

Article II – Affinity Group Purpose

The purposes of the ISM Affinity Group shall be to:

- ❖ Foster partnerships between government entities and the private sector in order to improve the ability of government agencies to use information technology to help meet client service and administrative needs.
- ❖ Promote understanding of the role of information technology within agencies that administer public human services and related programs. Educate agency staff about information technology, including the opportunities and challenges it presents.
- ❖ Drive innovation in human services with a focus on equity centered in the lived experiences of individuals and families who interact with agencies.
- ❖ Promote and exchange information about best practices in human services information technology.
- ❖ Act as a conduit for exchange of information between government entities about human services information technology, including innovation, successes, and lessons learned.

- ❖ Influence sound national policy as it relates to the delivery of human services in the United States, including by evaluating federal legislative proposals and developing policy recommendations in cooperation with APHSA and its Affinity Groups to further the goals and objectives of APHSA and the broader health and human services community.

Article III – Membership and Voting

Section 1 – Members: Members of ISM are government health and human services professionals.

Section 2 – Voting: Unless specified otherwise, all ISM members, except those currently employed in the private sector, shall have voting rights.

Section 3 – Staffing: ISM shall be staffed by an APHSA liaison with relevant expertise to the group to assist with member communication, coordination of meetings, and organizing of the day-to-day work of the Affinity Group.

Article IV – Executive Advisory Council (EAC)

Section 1 – Executive Advisory Council Composition: The Executive Advisory Council (EAC) shall be composed of the Chair, Vice-Chair, Education Officer, Membership Officer, Immediate Past Chair, and up to three (3) Members-At-Large nominated by the Chair and approved by the EAC. No one state and/or agency can be represented more than once on the council. The Past Chair is a non-voting member of ISM and the EAC.

Section 2 – EAC General Activities: The EAC shall perform the following activities: Review and approve the submission of proposed changes to the ISM bylaws and other items which require a vote of the membership and which will be acted on at the next general meeting; approve plans for ISM's regional structure comprised of states and territories; and, be responsible for conducting the affairs of ISM, consistent with the strategic direction set by the APHSA Governing Board. The EAC may participate in the planning of the ISM Conference and other ISM meetings as requested by the Chair.

Section 3 – EAC Responsibilities: Members serving in EAC roles shall hold the following responsibilities:

- ❖ **Chair:** The Chair shall be the principal executive officer of ISM and shall oversee and coordinate the business and affairs of ISM. The Chair shall preside at all general meetings of the ISM membership and the EAC; may make a report at the general meeting concerning activities of ISM; and shall appoint members and designate chairs of such committees as may be necessary to perform the work of ISM. The Chair shall perform all duties necessary to promote the objectives of ISM consistent with the direction set by the APHSA Governing Board. The ISM Chair serves or assigns designees to APHSA leadership entities, including APHSA's established Leadership Council, as requested.
- ❖ **Vice Chair:** The Vice Chair shall assist the Chair in overseeing and coordinating the activities of ISM and shall perform other such duties as assigned by the Chair or by the ISM EAC. In the event the Chair resigns or becomes incapable or ineligible to serve, the Vice-Chair shall immediately assume the position and responsibilities of Chair for the remainder of the Chair's term. The Vice Chair shall also advise the Chair about the content and meaning of the bylaws as requested.

- ❖ **Education Officer:** The Education Officer shall be responsible for coordinating ISM Conference Planning education agenda on behalf of the EAC and serve as a primary source of information between the APHSA Events team and the ISM Affinity Group. This position serves as the Content Chair for the annual conference.
- ❖ **Membership Officer:** The Membership Officer will work in conjunction with the At-large Representatives to ensure the state and regional representatives vacant positions are filled. Membership Officer shall be responsible for correspondence and other related matters as assigned by the Chair. This officer can serve as a Content Vice Chair, as requested by the Chair.
- ❖ **Member-At-Large Representatives:** At-Large Representatives shall recruit additional affinity group members and oversee the regional and state representatives in their coordination of regional and state meetings. At-Large members of the EAC shall represent nine regions as divided into three sections East, Central, and West.
- ❖ **Immediate Past Chair:** As a non-voting member of the EAC, the Immediate Past Chair supports the Chair in their leadership of ISM.

Article V - ISM Affinity Group State & Regional Representatives

This section outlines the responsibilities of State & Regional Representatives to the ISM Affinity Group. Approved members serving as State & Regional Representatives must be willing and able to take on these basic responsibilities. If a State or Regional Representative(s) cannot meet the outlined responsibilities, the Chair and Membership Officer will host a discussion with the representative. If the representative is no longer able to meet responsibilities required, an EAC discussion will be held to determine the proceeding course of action. If action is needed, an EAC vote may be held to determine whether the representative's assignment shall be ended. If the vote results in a decision to end a representative's assignment, the representative shall be subject to removal by Chair. Notification of this action shall be communicated to the APHSA Staff Liaison to the Affinity Group.

Section 1 – ISM Sections & Regions: The ISM Affinity Group organizes its state and local membership by Sections, Regions. There are three sections – A, B, and C. Section A is composed of regions 1-3, which contains states that fall primarily in the Eastern time zone. Section B is composed of regions 4-6, which contains states that fall primarily in the Central time zone. Section C is composed of regions 7-9, which contains states that fall primarily in the Western time zones. The composition of Section, Region, and State organization can be found in Article X of these Bylaws.

Section 2 – Regional Representative: The ISM Affinity Group may enlist up to nine Regional Representatives representing each of the nine regions. Regional Representatives shall share ideas and foster communications with peers to build partnerships to promote IT solutions that support the mission of human services programs by: collaborating with EAC, State representatives, and APHSA representatives to establish agenda items for the ISM State/Local meetings; attending, at a minimum, quarterly ISM State/Local Representative meetings; sharing learned information from ISM and general APHSA Affinity Group information with your state and/or local human services partners and state peers within your region; attending the Annual ISM Education Conference & Expo; and participating in federal, state, and local forum meetings.

Section 3 – State Representative: State representatives shall share ideas and foster communications with peers to build partnerships to promote IT solutions that support the mission of human services programs by: collaborating with EAC, State reps, and APHSA representatives to plan

affinity group meetings; attending, at a minimum, quarterly ISM State/Local Representative meetings (telephonic/virtual); sharing national policy information and best practices from ISM and other APHSA Affinity Groups with your state and/or local human services partners; serving as liaison to, or member of, Conference Planning Committees; attending the Annual ISM Education Conference & Expo, and participating in federal; and, state and local forum meetings.

Section 4 – Conference Duties: Regional Representatives shall serve as liaison to, or member of, annual Conference Planning Committees to establish the Agenda for the Annual ISM Education Conference & Expo by: collaborating with EAC, state/federal/local, APHSA and partners; attending meetings: annual planning (in-person), monthly planning (telephonic/virtual), and the annual conference (in-person); participating on planning sub-committees; reviewing nominations and making selections for ISM Awards of Excellence Recognition Awards.

Article VI – Committees

Section 1 - Conference Planning Committee: The ISM Conference Planning Committee shall be composed of selected members of the Affinity Group, selected representatives of the private sector, and other members nominated by the Chair and approved by the EAC.

Section 2 – Affinity Group Nominating Committee: The Nominating Committee shall be composed of the Chair and two ISM members appointed by the Chair.

Article VII – Meetings

Section 1 – General Meetings: A general meeting of the ISM membership may be held at the ISM Conference & Expo, or as determined by the EAC, with due notice to the membership.

Section 2 – Executive Advisory Council Meetings: The EAC shall meet at least two times each year, and at other times as determined by the Chair. At least two-thirds of the ISM EAC members shall constitute a quorum for EAC meetings.

Section 3 – Regional Meetings: Regional meetings may be held either in person or virtually.

Section 4 – Special Meetings: Special meetings may be called at the discretion of the Chair.

Article VIII– Nominations and Elections and Successors

Section 1 – Executive Advisory Council Term: Members of the EAC are expected to serve with distinction, and to bring integrity to the organization through their service. The members of the EAC shall be elected by the ISM membership at the general meeting for a two-year term of office or until replaced at the next election. A majority vote of the ISM members present, and voting shall prevail. To be eligible to serve on the EAC, the candidate must be a current employee of state or local government, and a member of ISM. In the event the Chair resigns or becomes incapable or ineligible to serve, the Vice-Chair shall immediately assume the position and responsibilities of Chair for the remainder of the Chair's term.

- ❖ In the event an EAC member, other than the Chair, resigns or becomes incapable or ineligible to serve in office, the Chair shall nominate, and the ISM EAC shall approve a successor by majority vote. The approved successor shall complete the unexpired term of office.

- ❖ Immediately on vacating their offices, the Chair, Vice-Chair, Education Officer, Membership Officer, and At-Large members shall surrender all records, documents, and electronic files of ISM and shall arrange for the prompt and safe delivery of same to APHSA.
- ❖ Any EAC member may request the removal of a member of the EAC by submitting a written request to the Chair and the Vice-Chair with notification sent to the APHSA Staff Liaison to the Affinity Group. Within fifteen (15) calendar days of receipt of the written request, the Chair shall call a meeting of the EAC, unless the request pertains to the Chair in which case the Vice Chair shall call a meeting, for purposes of reviewing and acting upon the request. A two-thirds majority vote of the EAC shall be required to remove an ISM EAC member. Notification of this action shall be communicated to APHSA leadership prior to an official vote. At minimum, the APHSA Staff Liaison shall attend the meeting. In the event a member of the ISM EAC is removed, the Chair shall nominate, and the EAC shall approve a successor. The approved successor shall complete the unexpired term of office of the removed ISM EAC member.

Section 2 – Regional Representative: At-large EAC members shall nominate Regional Representatives to represent groups of states and territories according to the ISM Regional structure. Regional Representatives shall be approved by a majority vote of the ISM EAC. To be eligible to serve as a Regional Representative, a candidate must be an active member of APHSA and ISM and a current employee of state or local government. Regional Representatives will assist the Membership Officer in the identification of candidates for State and Local Representative. State and Local Representatives will be nominated by the EAC.

- ❖ In the event a Regional Representative resigns or becomes unable or ineligible to serve, a successor, nominated by the EAC, shall be appointed to serve for the remainder of the term of the Regional Representative.

Section 3 – State & Local Representative: State & Local Representatives will be appointed to represent each state or territory so that the needs and interests of the states or territories are included in the activities of ISM. At the discretion of the EAC, Local Representatives may also be appointed to represent non-state jurisdictions. To be eligible to serve as a State or Local Representative, a candidate must be a current employee of state or local government.

- ❖ In the event a State Representative resigns or becomes unable or ineligible to serve, a successor will be nominated and approved by the EAC. State and Local Representatives are subject to the same honor and integrity standards as the ISM EAC, and they may be removed from office at the discretion of the Chair.

Section 4 – Nominating Committee: The Nominating Committee shall prepare a slate of candidates with at least one nominee for each of the following offices: Chair, Vice-Chair, Education Officer, and Membership Officer. The Nominating Committee shall present this slate to the ISM membership 30 days prior to the general meeting. Additional nominations for office may be made from the floor during the business portion of the meeting. Nominations from the floor shall include the professional affiliation (name of employer and job title), a brief description of the professional background of the nominee, and the number of years active in ISM.

Article IX – Amendments

All ISM members can submit proposed bylaws amendments to the ISM EAC for consideration. The bylaws may be amended by a majority vote of the ISM membership.

- ❖ Voting may be conducted at the ISM meeting or by use of other means, including email. A majority vote of the ISM members who vote shall prevail.
- ❖ At least three months prior to the vote by the ISM membership, all proposed amendments shall be submitted to the EAC for approval to submit to the membership.
- ❖ Upon recommendation by the Chair, a majority vote of the ISM EAC may waive the three-month requirement. After approval by the ISM membership, amendments to the ISM bylaws must be submitted to the APHSA Executive Governing Board of Directors (APHSA Board) for final approval.
- ❖ Bylaw amendments go into effect upon approval of the APHSA Board.

Article X – Miscellaneous

Section 1 – Year: The term “year” as used in these bylaws is defined to mean the period between the end of one ISM Conference and the end of the next ISM Conference approximately one year later. This is distinguished from the APHSA fiscal year, from January 1 to December 31, which governs the general operations of the entire Association, including budgeting.

Section 2 – Contracting Authority: The Affinity Group, nor any of its volunteer leaders, may not directly enter into any contract, binding agreement and/or otherwise bind APHSA.

Section 3 – Section, Region, and State organization: The table below shows the ISM Affinity Group’s geographic representation. Each section will be assigned to a respective Member-at-Large Representative to ensure appointments and/or nominations to fill vacancies and work with their group to activate members in the affinity group.

Section	Region	State
A	Region 1	Connecticut
		Maine
		Massachusetts
		New Hampshire
		Rhode Island
		Vermont
	Region 2	New York
		New Jersey
		Delaware
		Maryland
		Pennsylvania
		Washington, D.C.
	Region 3	Indiana
		Ohio
		Michigan
		Kentucky
		West Virginia
		Virginia
B	Region 4	North Carolina
		South Carolina
		Georgia
		Florida

Section	Region	State
C	Region 5	Tennessee
		Puerto Rico
		U.S. Virgin Islands
		Alabama
		Mississippi
		Arkansas
		Louisiana
		Oklahoma
		Texas
	Region 6	Missouri
		North Dakota
		South Dakota
		Wisconsin
		Minnesota
		Illinois
		Iowa
		Kansas
		Nebraska
	Region 7	New Mexico
		Colorado
		Utah
		Nevada
		Arizona
	Region 8	California
		Idaho
		Oregon
		Washington
		Montana
	Region 9	Wyoming
		Alaska
		Hawai'i
		Guam
		American Samoa
		Northern Mariana Islands