

Oklahoma 2-1-1 Advisory Collaborative

BYLAWS

Revised May 28, 2008

ARTICLE I - NAME

The name of this organization shall be The Oklahoma 2-1-1 Advisory Collaborative, hereafter referred to as “Collaborative”.

ARTICLE II - AUTHORIZATION

July 2000, the Federal Communications Commission (FCC) approved 2-1-1 as a national 3-digit number for the purposes of providing free access to health and human services information and referral. The Oklahoma Corporation Commission (OCC) published rules and requirements for establishing 2-1-1 call-centers in Oklahoma March 31, 2003. Therefore, the Oklahoma 2-1-1 Advisory Collaborative is created pursuant to the Oklahoma Constitution, Article IX. §18; 17 O.S. §§ 131 et seq. and 139.101 et seq., Title 65. Oklahoma Corporation Commission, Chapter 55. Telecommunications Services Permanent Rules amended July 15, 2003.

ARTICLE III - PURPOSE

The general purpose of the Collaborative, the “Lead Entity” for the 2-1-1 initiative in Oklahoma, is to represent Information and Referral (I&R) service providers and collaborative agencies in the development and implementation and oversight of 2-1-1 in Oklahoma.

ARTICLE IV - MISSION AND RESPONSIBILITIES

The Collaborative is committed to the implementation of single points of entry to access health and human services information in all regions of the state. 2-1-1 telephone information and referral is intended to increase access in a manner that is consistent with the Oklahoma Corporation Commission and the Alliance of Information and Referral Systems (AIRS) standards and, in its final stage, be accessible and usable by all people in Oklahoma.

The responsibilities of the Collaborative include but are not limited to:

1. Develop a statewide coordinated approach for a 2-1-1 system.
2. Develop an integrated statewide 2-1-1 service map that avoids overlap of decentralized 2-1-1 Call Centers.
3. Serve as the designating body for I&R providers who wish to operate as 2-1-1 Call Centers.
4. Advise the OCC when an I&R service provider meets the criteria to provide 2-1-1 service for a specific geographic area.
5. Assure that each approved 2-1-1 Call Center maintains compliance with AIRS and OCC standards. (The OCC made permanent Telecommunications Services Rules, OAC 165:55-7-2-1, on July 15, 2003.)
6. Advocate for funding to support 2-1-1 system delivery.
7. Develop relationships with influential organizations, decision-makers, and elected officials who can help support 2-1-1 planning and implementation efforts.
8. Assist I&R/Assistance programs in their pursuit of AIRS accreditation.
9. Serve as the entity that resolves any possible disputes in the event that two or more I&R's request being certified for the same geographic area or region.
10. Resolve other disputes or issues regarding 2-1-1 services as needed.
11. Using an established formula, provide recommendations to the administering entity responsible for the allocation of funds appropriated for 2-1-1.

ARTICLE V – BOARD OF DIRECTORS

Section 1. Membership The membership of the Collaborative consists of the Board of Directors, hereafter referred to as the “Board”.

Section 2. General Powers The Board shall exercise the powers of the Collaborative. The Board shall have the power to adopt rules and regulations consistent with these bylaws and the laws of the State of Oklahoma for the management, administration and regulation of the affairs of the Collaborative.

Section 3. Number, Tenure and Qualifications The number of voting Directors shall be no less than seven and no more than twenty-three. Each Director shall have one vote unless specified otherwise in these bylaws. No more than one Director shall be an officer, director or employee of a single organization. The Tenure of Board Members is as outlined in the Policies & Procedures manual.

Board members or their designated proxy will be expected to attend at least seven (7) meetings per year. Absences of more than four (4) meetings will require the Board to request another designee from that agency or association.

Board members shall be representative of the following:

- (a). Governmental State Agencies –One member per agency as designated by each Agency’s Appointing Authority
 1. Department of Human Services
 2. Department of Mental Health and Substance Abuse Services
 3. Department of Health
 4. Department of Rehabilitation Services
 5. The Office of Homeland Security
 6. Department of Emergency Management
 7. Office of the Faith Based and Community Initiatives

- (b). Other Board Director positions will include:
 8. Oklahoma Telephone Association Designee
 9. Oklahoma Association of Community Action Agencies Designee
 10. Oklahoma State Association of United Ways Designee – one (1) Rural
 11. Oklahoma State Association of United Ways Designee – one (1) Urban
 12. OASIS Statewide Information and Referral Provider
 13. Alliance of Information & Referral Systems of Oklahoma (AIRSO) Designee
 14. Turning Point Council Designee
 15. Oklahoma Association of Area Agencies on Aging (OAAAA) Designee
 16. Oklahoma Association of the Councils of Government Designee
 17. Federation of Red Cross Executives Designee
 18. State Salvation Army Designee
 19. Up to five (5) members-at-large

- (c). Designees will be selected by their represented associations or agencies with written confirmation sent to the Board Chair. Members at large will be recommended by the Nominating committee and confirmed by majority vote of the voting Board members.

Section 4. Regular Meetings Regular meetings of the Board will be held at least quarterly and at such time and place as determined by the Board.

- (a). Notice of any regular meeting of the Board shall be given at least seven business days prior to the meeting and may be delivered by regular mail, facsimile, electronic mail or any other means requested by the member.
- (b). The agenda of a regular meeting shall be distributed at least five business days prior to the meeting and may be delivered by regular mail, facsimile, electronic mail or any other means requested by the member.
- (c). All meetings will comply with the Oklahoma Open Meetings Act.

Section 5. Special Meetings Special meetings of the Board may be called at any time and location by the request of the Executive Committee of the Board.

- (a). Notice of any special meeting of the Board shall be given at least three business days prior to the special meeting and may be delivered by regular mail, facsimile, electronic mail or any other means requested by the member.
- (b). The agenda of a special meeting shall be distributed at least three business days prior to the meeting and may be delivered by regular mail, facsimile, electronic mail or any other means requested by the member.
- (c). All meetings will comply with the Oklahoma Open Meetings Act.

Section 6. Quorum and Vote A quorum at any meeting of the Board shall be a majority of 50% plus one the total number of Board members. In establishing a quorum, a vacancy on the Board shall not be counted toward the total number of voting members. A Board member may designate another individual to serve in his/her absence at official Board meetings by providing a written proxy to the Board. The Board member proxy may exercise all of the same rights and privileges afforded to the designated Board member. Each action at any meeting of the Board shall be taken in accordance with established quorum and the Oklahoma Open Meetings Act, by a majority of the votes cast on the question by the Board members present, each exercising one vote, unless applicable law or these Bylaws provide otherwise.

Section 7. Vacancies Any Board vacancy caused by resignation, death, retirement, disqualification, incapacity, expiration of term, or otherwise shall be filled by that position's representing organization within 60 days of the occurrence of the vacancy.

Section 8. Compensation and Expenses Directors as such shall not receive any compensation or reimbursement for services or expenses incurred for the benefit of the Collaborative.

Section 9. Resignation Any Director may resign at any time by giving written notice of his/her resignation to the Board. Unless otherwise specified in the written notice, the resignation shall take effect upon receipt thereof.

Section 10. Removal of Directors Any Director may be removed at any time for cause, by majority vote of the Board members present.

Section 11. Meeting Proceedings The Collaborative shall keep at the principal office correct and complete books and records of account, minutes of the proceeds of its Board and committees including a record giving the names and addresses of the Directors.

Section 12. Fiscal Year The fiscal year is defined as the State Fiscal Year, July 1 through June 30.

Section 13. Governance Robert's Rules of Order, Newly Revised, shall govern all meetings of the Collaborative and its committees except when superseded herein by these bylaws and in accordance with requirements of the Oklahoma Open Meetings Act.

Section 14. Meeting Schedule: Meetings of the Collaboration will take place the last Wednesday of every month, January – November. There will be no meeting in December.

ARTICLE VI - OFFICERS AND EXECUTIVE COMMITTEE

Section 1. Number The officers of the Collaborative shall be the Chair, Vice-Chair, Immediate Past Chair and Secretary. Each shall be elected by the members of the Board from among its members for a term of 12 months. These officers comprise the Executive Committee.

Section 2. Election and Term Officers shall be elected annually at the last meeting of the fiscal year. Each such officer shall hold his/her office until his/her successor shall have been duly elected or until his/her resignation, removal or death.

Section 3. Removal The Board may remove any officer elected by the Board by the majority vote of the Board members present.

Section 4. Vacancies Any vacancy in any office because of death, resignation, removal, disqualification or otherwise, may be filled by the Board of Directors for the unexpired portion of the term.

Section 5. The Chair The Chair shall function for all purposes as the Collaborative President and principal executive officer and shall in general supervise and control all of the business and affairs of the Collaborative. The Chair shall see that all orders and resolution of the Board are carried into effect and in general shall perform all duties incident to the office of Chair and such other duties as may be prescribed by the Board.

Section 6. Vice Chair The Vice Chair will serve as the Chair Elect. The Vice Chair shall serve in the absence of the Chair. The Vice Chair shall perform the duties of the Chair, and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chair. The Vice Chair shall perform such other duties as that may be assigned to him or her by the Chair or by the Board.

Section 7. Immediate Past-Chair The Immediate Past-Chair shall serve as an advisor to the Chair and shall perform such other duties as assigned to him or her by the Chair or by the Board.

Section 8. Secretary The Secretary shall record all the proceedings of the Board and committees, if any, in books to be kept for such purposes and in general perform all duties incident to the office of Secretary and such other duties as are given to him or her by these bylaws or as may be assigned to him or her by the Board or the Chair.

ARTICLE VII - COMMITTEES

Section 1. Standing Committees The Board may create standing committees as it deems appropriate and assign them with specific duties and powers and determine the date of their termination. A member of the Board shall chair each committee, with the exception of the Advisory Committee. Committee members other than the chair need not be members of the Board. Standing Committees include:

- (a) Executive Committee-The offices of the Executive committee shall be elected for the next fiscal year at the last regular meeting of the current fiscal year.
- (b) Nominating Committee-The nominating committee shall prepare a slate of candidates for the purpose of the election of the officers of the Executive Committee and the three (3) Members At Large Board positions at the regular meeting in May of each year.
- (c) 211 Resource and Development Committee
- (d) 211 Call Center Application Review Committee-This committee reviews and makes recommendations to the Board for approval of 211 Call Centers.
- (e) 211 Call Center Monitoring Committee
- (f) Disputes Resolution Committee
- (g) 211 Call Center Operations Committee: Membership shall include, representatives from existing 211 Call Centers in Oklahoma and other Information & Referral providers who have Letters of Intent (to apply to be designated as a 211 Call Center) on file with the Collaborative

Section 2. Ad Hoc Committees The Board may create Ad Hoc Committees as it deems appropriate and assign them with specific duties and powers and determine the date of their termination. Each Ad Hoc Committee shall be chaired by a member of the Board. Committee members other than the chair need not be members of the Board.

Section 3. Term of Office Each member of a committee shall continue to serve at the discretion of the Board.

Section 4. Vacancies Vacancies in the membership of any committee may be filled by appointments by the Board.

Section 5. Limitation of Authority No committee shall have any authority beyond that expressly granted to it by the Board of Directors.

ARTICLE VIII – CONFLICT OF INTEREST

Any volunteer participating in any official activity on behalf of the Oklahoma 2-1-1 Advisory Collaborative including participating on the Board, committees or any other related events or actions is required to submit a signed Conflict of Interest Statement and submit to the Board.

ARTICLE IX - AMENDMENTS TO THE BYLAWS

Bylaws may be amended by a two-thirds (2/3) majority vote of the Board present and voting, provided such proposed amendments have been submitted to the Board for their inspection and study ten (10) days prior to the vote.

ARTICLE X - EFFECTIVE DATE/ADOPTION OF BYLAWS

The initial Bylaws of the Oklahoma 2-1-1 Advisory Collaborative shall become effective immediately upon their adoption by the organizing Collaborative membership. Any subsequent amendments shall become effective immediately upon their adoption as outlined in Article IX.

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