



IT Solutions Management  
for Human Services

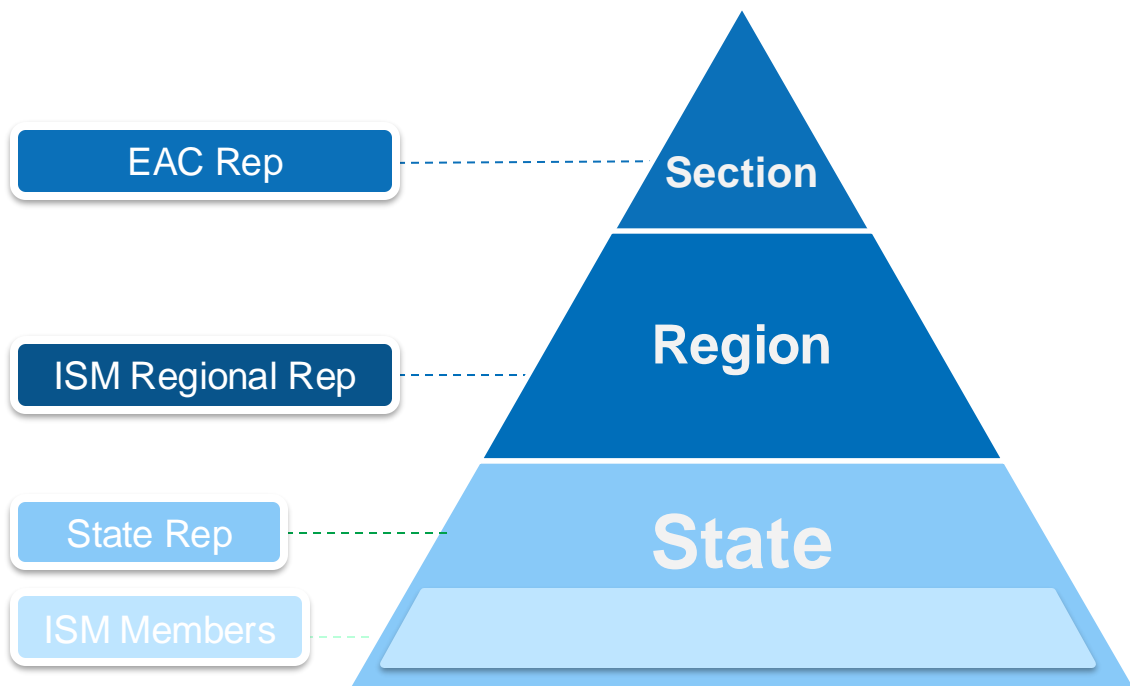
# IT Solutions Management (ISM) Affinity Group

Overview of Membership & Leadership Roles  
2025



# ISM Affinity Group

## Levels of Participation, Representation, and Leadership



### Section A

- Regions 1-3
- -4 TZ

### Section B




- Regions 4-6
- -4-5 TZ

### Section C

- Regions 6-9
- -6+ TZ

# ISM Affinity Group Leadership

The ISM Affinity Group is supported by a 3-tier leadership team, comprised of:

-  Executive Advisory Council
-  Regional Representatives
-  State & Local Representatives

# Section A: Regions 1-3

## 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

# Section B: Regions 4-6

## Region 4

- North Carolina
- South Carolina
- Georgia
- Florida
- Tennessee
- Puerto Rico
- U.S. Virgin Islands

## Region 5

- Alabama
- Mississippi
- Arkansas
- Louisiana
- Oklahoma
- Texas
- Missouri

## Region 6

- North Dakota
- South Dakota
- Wisconsin
- Minnesota
- Illinois
- Iowa
- Kansas
- Nebraska



# Section C: Regions 7-9

## Region 7

- New Mexico
- Colorado
- Utah
- Nevada
- Arizona
- California

## Region 8

- Idaho
- Oregon
- Washington
- Montana
- Wyoming

## Region 9

- Alaska
- Hawai'i
- Guam
- American Samoa
- Northern Mariana Islands



# Executive Advisory Council

## EAC



# ISM Executive Advisory Council (EAC)

## The ISM Affinity Group is led by the Executive Advisory Council

- ⚙ The EAC is comprised of 8 members:
  - Chair
  - Vice-Chair
  - Education Officer
  - Membership Officer
  - Immediate Past Chair
  - 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.



# ISM EAC

## Responsibilities to ISM Affinity Group

- ⚙️ 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
- ⚙️ EAC may participate in the planning of the ISM Conference and other ISM meetings as requested by the Chair
- ⚙️ Approve plans for ISM's regional structure comprised of states and territories
- ⚙️ Responsible for conducting the affairs of ISM, consistent with the strategic direction set by the APHSA Governing Board



# ISM Chair

## 2024-2026: Robert Hobbelman

- ⚙️ Oversee and coordinate the business and affairs of ISM
- ⚙️ Appoint members and designate chairs of such committees as may be necessary to perform the work of ISM
- ⚙️ The ISM Chair serves or assigns designees to APHSA leadership entities, including APHSA's established Leadership Council, as requested
- ⚙️ Preside at all general meetings of the ISM membership and the EAC; may make a report at the general meeting concerning activities of ISM
- ⚙️ Perform all duties necessary to promote the objectives of ISM consistent with the direction set by the APHSA Governing Board



# ISM Vice Chair

2024-2026: Mark Allen

- 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.
- Attend EAC calls, business meeting, and All-State meetings, at minimum



# ISM Education Officer

**2024-2026: Sondra Shelby**

- ⚙️ Responsible for coordinating ISM Conference Planning education agenda on behalf of the EAC
- ⚙️ Content Chair for the annual conference
- ⚙️ Attend EAC calls, business meeting, and All-State meetings, special meetings, at minimum
- ⚙️ Serve as a primary source of information between the APHSA Events team and the ISM Affinity Group
- ⚙️ Inform Affinity Group Call and Special Topic content and learning agenda, act as call host when appropriate to subject



# ISM Membership Officer

## 2024-2026: Rachael Stewart

- ⚙️ Work with the At-large Representatives to fill state and regional vacant positions
- ⚙️ Attend Section Calls with State & Regional Reps as available
- ⚙️ Attend, host, and help share special calls as available
- ⚙️ Responsible for correspondence and other related matters as assigned by the Chair.
- ⚙️ Attend EAC calls, business meeting, and All-State meetings, at minimum



# ISM Officers At Large

**2024-2026: Erin Loar (A), Greg Turner (B), Rhonda Smith (C)**

- ⚙️ At-Large Representatives shall recruit additional affinity group members and oversee the regional and state representatives in their coordination of regional and state meetings
- ⚙️ Attend Section Calls with State & Regional Reps as available
- ⚙️ At-Large members of the EAC shall represent nine regions as divided into three sections East (Section A), Central (Section B), and West (Section C).
- ⚙️ Attend EAC calls, business meeting, and All-State meetings, at minimum



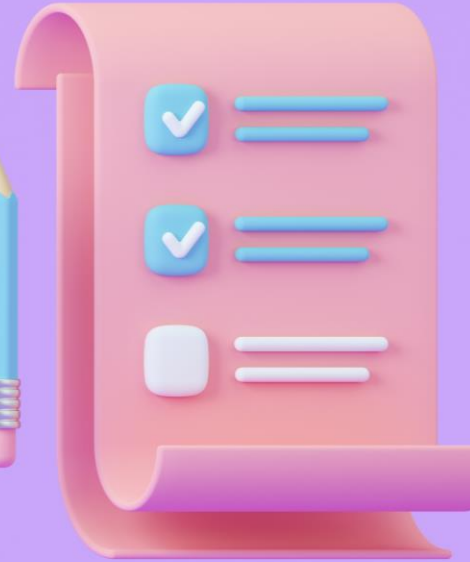
# Immediate Past Chair

2024-2026 Vacant



- Act as a non-voting member of the EAC
- Supports the Chair in their leadership of ISM
- Offer general guidance to EAC
- Attend EAC calls, business meeting, and All-State meetings

# ISM Regional Representatives Regional-Level Responsibilities





# ISM Regional Representatives

States are divided into regions according to time-zone to enable close coordination and representation.

- ⚙ 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.

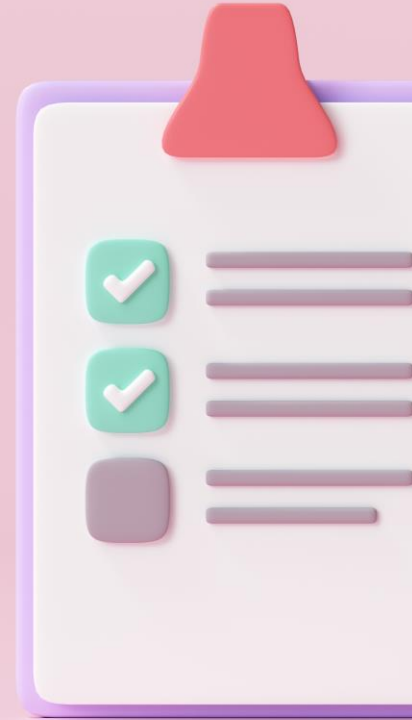
# Regional Representative Responsibilities



## Responsibilities to ISM - Regional-Level Representation

- ⚙️ Shape All-State meeting and Special Meeting content
- ⚙️ Main Point of Contact for EAC Section Leads
- ⚙️ Recruiting State Representatives and closing vacancies
- ⚙️ Escalate concerns and interests of state and other states in region represented
- ⚙️ Opportunities to serve on conference planning committees and shape conference content
- ⚙️ Attend Quarterly All-State calls, Business Meeting (State & Local Forum), and annual conference

# ISM State Representatives State-Level Responsibilities



# ISM State Representatives

## ISM Affinity Group aspires to represent all states.

- ⚙️ 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.

# State Representative Responsibilities



## Responsibilities to ISM – State-Level Representation

- ⚙️ Shape All-State meeting and Special Meeting content
- ⚙️ Main Point of Contact for Regional Representatives
- ⚙️ Recruiting State / Local Representatives to join the ISM group/conference
- ⚙️ Escalate concerns and interests of state or jurisdiction
- ⚙️ Opportunities to serve on conference planning committees and shape conference content
- ⚙️ Attend Quarterly All-State calls, Business Meeting (State & Local Forum), and annual conference

# ISM Bylaws

## Updated 2023

- ❁ Serve as written governance to map out purpose and practical details of how groups operate.
- ❁ Commonly defines group's official name, requirements for membership, how offices are assigned, and how meetings are conducted.
- ❁ Define roles and responsibilities of its officers.
- ❁ Provide guidance on how to participate in a group, as opposed to enforcement of group practice.

### [ISM Webpage](#)

**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.

**Bylaw Articles**

Article I – Affinity Group Name .....	1
Article II – Affinity Group Purpose.....	1
Article III – Membership and Voting.....	2
Article IV – Executive Advisory Council (EAC).....	2
Article V - ISM Affinity Group State & Regional Representatives.....	3
Article VI – Committees .....	4
Article VII – Meetings .....	4
Article VIII – Nominations and Elections and Successors.....	4
Article IX – Amendments.....	5
Article X – Miscellaneous.....	6

**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.

1

# ISM's Bylaws Articles



## Article I

Affinity Group Name

## Article II

Affinity Group Purpose

## Article III

Membership and Voting

## Article IV

Executive Advisory Council (EAC)

## Article V

ISM Affinity Group State & Regional Representatives

## Article VI

Committees

## Article VII

Meetings

## Article VIII

Nominations, Elections, Successors

## Article IX

Amendments

## Article X

Miscellaneous



**Contact Jess Maneely or Nana Sasu  
(ISM Liaisons) for more  
information.**

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