

# ORC Standard Operating Procedures

## *I. Membership*

### **A. Recruitment**

1. The proposed applicant will receive application forms within 10 days of their acceptance to be on ORC
2. Applicant will complete and submit all forms to the Program Manager (PM) within 30 days of receipt of application
3. PM responsibilities
  - a) Submit completed applications to Governor's Appointment Director within 5 days
  - b) Maintain pool of prospective candidates in appropriate membership composition categories
  - c) Attend events that may lend opportunities for recruiting new members
  - d) Annual communication with Governor's Appointment Director to ensure membership composition

### **B. Orientation**

1. Explain roles and responsibilities of new member(s) by utilizing the RSA's Training Series I, History and Philosophy
2. Assist new member in making a committee selection at orientation
3. New member must complete remaining RSA Series II and III within 90 days and provide Certificate of Completion to PM
4. PM is responsible for conducting orientation to new member prior to the attendance of first quarterly meeting, but within 30 days of appointment, whichever comes first

### **C. Member Roles and Responsibilities**

1. Attend quarterly meetings and annual meeting regularly
2. If a member has three unexcused absences, within their appointment term, the Executive Committee (EC) may request a letter of resignation from ORC member

3. Active committee participation through meeting attendance, in-person or conference call, and research if needed
4. Notification to PM regarding any absence(s)

#### **D. Replacement**

1. Term limits as determined in By-Laws
2. Resignation
  - a) EC may request voluntary resignation of any member who fails to carry out their council responsibilities (i.e., 3 unexcused absences at quarterly or committee meetings, disruptive behavior at meetings, personal agenda that is not in keeping with the ORC mission, etc.)
3. PM responsibilities
  - a) 3 months prior to member term limit – PM will provide to EC, a list of any first or second term limited members
  - b) PM and EC will review to ensure timely replacement
  - c) PM will contact the members to communicate either continuance or term limit with last meeting responsibility
  - d) PM will contact Governor’s Appointment Director to provide either continuance or new appointment information
  - e) PM will contact any potential new member(s) to discuss membership interest within 5 days of EC recommendation

## ***II. Responsibilities of ORC Chair***

### **A. Attendance**

1. All meetings with Director and Division Administrators
2. All EC and Quarterly meetings
3. Committee meetings when possible
4. At least one of each set of the Public Hearings (State Plan and Policy)
5. At least one CSAVR meeting annually
6. The Disability Awareness Day at the Capitol annually
7. The in-state legislative visits, whenever possible

- B. 10 business days prior to quarterly meeting, ORC Chair will provide PM with written report summarizing quarterly activities or recommendations to vote on any action items**

### ***III. Committees Chairs***

#### **A. Executive Committee**

1. Within 2 weeks prior to annual Strategic Planning Committee Meeting, EC will review the purpose/function of each committee to ensure that it continues to meet the needs of the ORC
2. Implement Nomination Committee process
3. Approval of nominees
4. If necessary recommend to the Governor's office removal of any current member(s)
5. Ensure a committee is assigned to meet the requirements of Section 105 of the Rehab Act with regard to the following annual activities
  - a) Public Hearings
  - b) State Plan
  - c) Comprehensive Needs Assessment
  - d) Customer Satisfaction
  - e) Annual Report
    - i. Review draft of annual report within 7 business days of receipt
6. Attendance
  - a) Meetings with Director and Division Administrators, when possible
  - b) At a minimum 3 of the Quarterly meetings and EC meetings
  - c) At the yearly Strategic Planning meeting
  - d) Committee Chair will appointment committee member to report at quarterly meeting in the event of their absence
7. PM responsibilities
  - a) 10 days prior to ORC Executive meeting with Division Administrators and Director, PM will send request for agenda items to included on the shared agenda
  - b) Have minutes of Division Administrators and Director meetings completed and sent to attendees

## **B. Policy & Legislative Committee**

1. Facilitate a minimum of 4 committee meetings annually
2. Attendance
  - a) At a minimum of 3 of the Quarterly meetings and EC meetings
  - b) Meetings with Director and Division Administrators, when possible
  - c) To at least one of the Public Hearings on Policy, annually
  - d) To the spring CSAVR meeting annually
  - e) The Disability Awareness Day at the Capitol annually
  - f) The in-state legislative visits, when possible
3. Active participation on the DRS Policy Re-engineering Committee
4. 10 business days prior to quarterly meeting, Chair will provide PM with written report summarizing quarterly activities or recommendations to vote on any action items

## **C. Transition and Employment Committee**

1. Facilitate a minimum of 4 committee meetings annually
2. Attendance
  - a) At a minimum of 3 of the Quarterly meetings and EC meetings
  - b) Meetings with Director and Division Administrators, when possible
  - c) The Disability Awareness Day at the Capitol annually
3. Active participation on the Oklahoma Transition Council
4. Must participate at the annual Oklahoma Transition Institute
5. 10 business days prior to quarterly meeting, Chair will provide PM with written report summarizing quarterly activities or recommendations to vote on any action items

## **D. Program and Planning Committee**

1. Facilitate a minimum of 4 committee meetings annually
2. Attendance
  - a) At a minimum of 3 of the Quarterly meetings and EC meetings
  - b) Meetings with Director and Division Administrators, when possible
  - c) At least one of the Public Hearings on State Plan, annually
  - d) The Disability Awareness Day at the Capitol annually, when possible
3. Active participation on the DRS State Plan meetings
4. Active participation on the DRS Comprehensive Needs Assessment development initiative

5. Analyze the trends of the Customer Satisfaction Survey
6. 10 business days prior to quarterly meeting, Chair will provide PM with written report summarizing quarterly activities or recommendations to vote on any action items

#### ***IV. Committee***

- A. Committees will carry out their objectives** as determined through the ORC Annual Strategic Plan
- B. Each committee will submit a final report** at the last quarterly meeting of the fiscal year, with regard to the committee's accomplishments, challenges and recommendations for inclusion in the annual report
- C. Ad-Hock committees will comply with Standard Operating Procedures**
- D. PM Responsibilities**
  1. Within 30 days of each quarterly meeting, seek input from Committee members to determine next committee meeting date and assist with scheduling committee meeting
  2. Provide each committee member, when possible, with a 2 week advance meeting notification
  3. Track activities for each committee – assign time lines when needed
  4. Provide written notes of all meetings and submit to committee chairs within 5 business days

#### ***V. Quarterly/Annual Meetings***

- A. Preparation - PM responsibilities**
  1. 10 days prior to quarterly meeting send reminder to Field Coordinators with the reporting template with a return deadline for template to be included in meeting packet
  2. Assist with preparation of any agenda or other documentation to ensure individual accommodations
  3. 30 days prior to quarterly meeting, request quarterly reports from all committee chairs with a due date no later than 10 business days prior to meeting but never to be later than 7 business days prior to meeting

4. 30 days prior to quarterly meeting, request all needed materials, documentation, reports from Division Administrators and other appropriate agency personnel with a due date no later than 10 business days prior to meeting but never to be later than 7 days prior to meeting
5. Provide quarterly meeting notification to entire membership 5 business days prior to meeting – meeting notification should include electronic packet which contains agenda, draft minutes, committee reports and any other necessary documentation to conduct business
6. Provide for interpreter/food/room arrangement/materials accommodation needs and meet Open Meeting Act requirements

**B. Post Meeting - PM Responsibilities**

1. Within one week of quarterly meeting, PM will follow up on any action items or issues that were discussed during the meeting
2. Within 30 days of quarterly meeting, PM will provide Chair with draft of quarterly meeting minutes
3. Repeat preparation process

***VI. Annual Report***

**A. PM Responsibilities**

1. Complete draft of annual report 30 days after end of fiscal year and share with EC
2. Once approved by the full ORC, prepare for print
3. Submit final annual report to RSA and all stakeholders as outlined in Section 105 of the Rehab Act by December 31<sup>st</sup> of each year
4. Post on the ORC web site

***VII. Accommodations***

**A. ORC will act consistent with the Americans with Disabilities Act (ADA), Section 504 and 508 of the Rehabilitation Act, and Oklahoma 508 law**

1. Facilities barrier free
2. Provide for reasonable accommodations to individuals with disabilities who request them

- a) unless the ORC can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity
- 3. Take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others
- 4. Provide appropriate auxiliary aids, services, including personal assistant services, driver services, interpreter services, reader services, etc. during their term of membership
- 5. Primary consideration to the requests of the individual with disabilities
- 6. The individual requesting the accommodation must specify the type of accommodation to the ORC Program Manager in a reasonable time frame to allow for the accommodation to be provided when requested
- 7. Assistive Technology purchased for members remains the property of the ORC