



**Higher Education Case Managers Association
FY 2012-2013 Annual Report**

Fiscal Year July 1, 2012- June 30, 2013

Presented by Ashley Blamey, HECMA President

Prepared by the HECMA Leadership Team

Higher Education Case Managers Association

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Letter from Leadership

As I reflect on our inaugural year of the Higher Education Case Managers Association Leadership Team, I am proud of all that we have accomplished as an organization. Many of you may be reading this from your seat at our 5th annual Case Management Roundtable, on the beautiful campus of University of California Los Angeles. Just writing this letter, I am reminded of how we began and how far we have come. With roots often in community coordination, we came together as a diverse group of professionals tasked with the organization of services and supports for/ in response to individuals who represent some of the most at risk students on our campuses. The professional identity that has developed as a result of this new responsibility is represented by HECMA membership and leadership team. We are the embodiment of a grass roots movement. We have developed programs, infrastructure and collaborative networks out of the desire to hold ourselves and our peers to the highest level of professionalism. We are in many instances the architects of our own work. I am grateful for this year and for the years that went into our establishment. I hope you will take the time to review our annual report. Please know that the growth thus far, and in the future, depend entirely on our continued commitment to the new members of our community and to the profession which established our organization.

The highlights in this report represent a collection of individuals and the work of many.

Thank you for a wonderful year,

A handwritten signature in black ink that reads "Ashley Blamey". The script is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Ashley Blamey, President
Higher Education Case Managers Association (HECMA)

HECMA Overview

Mission

HECMA is a professional membership organization for individuals that provide case management services within a post-secondary educational environment.

Vision

HECMA, as the founding organization of higher education case managers, provides members with professional identity and resources to advance best practice, knowledge and research in order to promote and enhance the well-being of campus communities.

Case Manager:

As Defined by HECMA (2013):

Higher Education Case Managers serve their University and individual students by coordinating prevention, intervention, and support efforts across campus and community systems to assist at risk students and students facing crises, life traumas, and other barriers that impede success. To that end Higher Education Case Managers*:

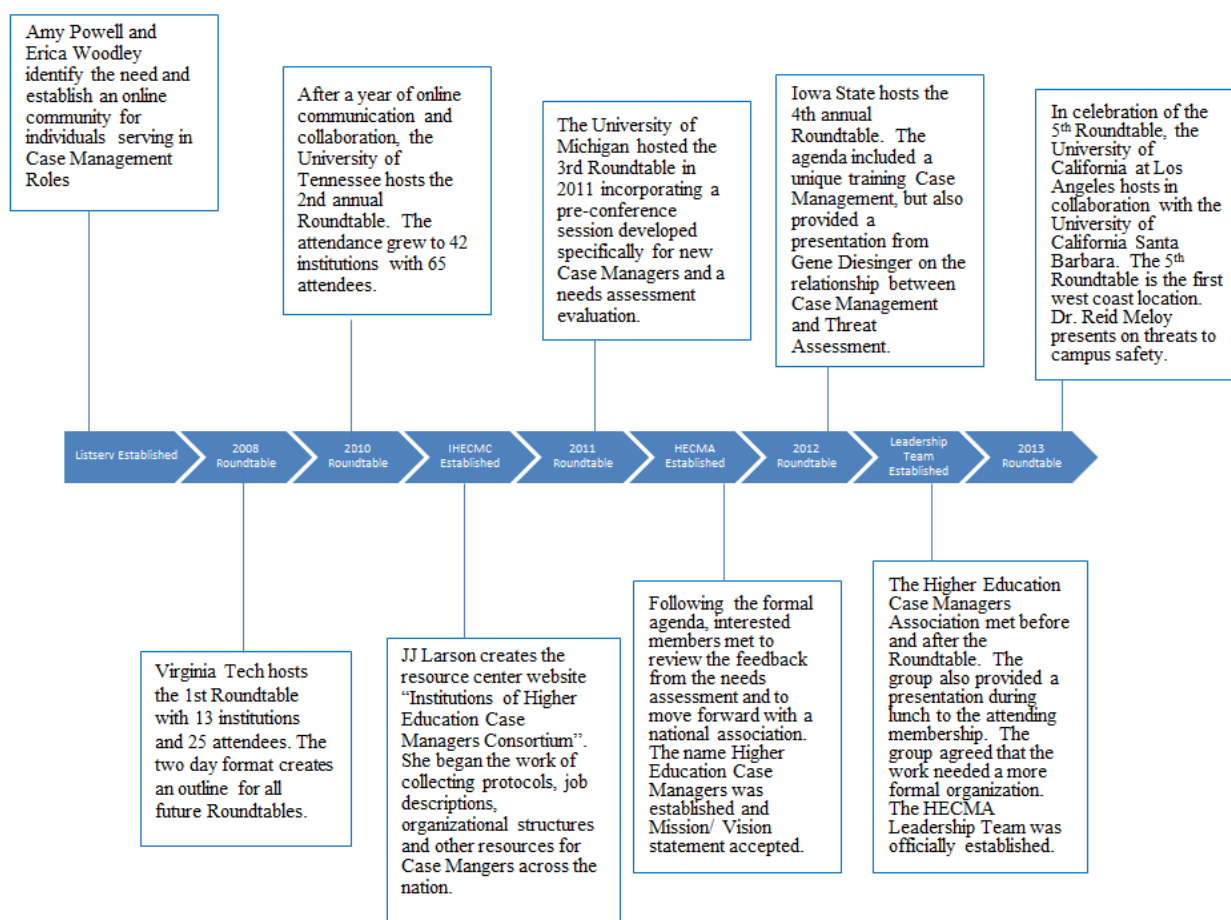
- Arrange for appropriate medical or mental health care
- Monitor compliance with treatment plans and/or university behavioral expectations
- Evaluate threat and assess risk to self and/or the community
- Maintain contact and meet with students to address needs
- Foster self-advocacy in students to manage their academic, personal and fiscal responsibilities.
- Advocate for students individually and systemically

*Case Management in Higher Education is a hybrid of the Expanded Broker Model of Case Management and the Personal Strengths Model of Case Management. Case Management in Higher Education may incorporate one or all of the responsibilities listed depending on organizational structure and expertise.

HECMA History

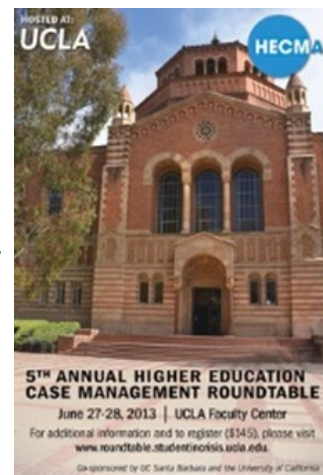
In 2008 Virginia Tech invited individuals from across the nation to meet on their campus in Blacksburg, Virginia to discuss the changing landscape of higher education and specifically the evolution of Case Management. The meeting was called the Case Management Roundtable, and thirteen unique institutions attended. The meeting addressed communication challenges, data management, legal concerns and team hierarchy. The conversations spanned two days and provided the foundation for all future Roundtables. The meeting also laid the groundwork for HECMA. Virginia Tech's willingness to share their model of Case Management and their experiences also set the standard for future expectations- the work of Case Management is collaborative and to be successful it must also be shared. Subsequent Roundtables were hosted by University of Tennessee, University of Michigan, Iowa State University and, in 2013, University of California Los Angeles.

Higher Education Case Managers Association History Timeline



2012-2013 HECMA Highlights

- **Established** the Higher Education Case Management Leadership Team
- **Defined** Higher Education Case Management
- Established **Bylaws and Constitution**
- Established financial structure and **began application process for non-profit status**
- Established **membership** structure
- Established branding and **logo**
- Established a **dedicated website**
- **Added 140 new members to the HECMA listserv**, now totally **462 members**
- Documented and categorized over **850 resources** for Case Managers through the IHECMC
- Selected and supported planning for the **5th Annual Case Management Roundtable**
- Invited to represent Case Managers and serve on the board of the **Consortium for the Advancement of Threat Assessment and Management in Higher Education**
- **Delivered a preconference full day workshop** for NASPA in Orlando “Case Management in Higher Ed: Overview of an Emerging Field”
- Delivered a **panel presentation** for NASPA in Orlando “HECMA Panel Discussion on the Landscape of Case Management”
- Delivered a panel presentation for **NASPA**
- Mental Health Conference in Fort Worth, TX
“Case Management in Higher Education:
A Mental Health and Student Affairs Perspective”



Leadership Team Membership & Responsibilities

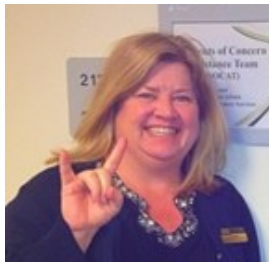


HECMA, President- Ashley Blamey
University of Tennessee

- Annual Report
- Monthly business meetings
- Annual meeting
- Public representative of group
- External spokesperson

Operations Chair – Keith Robinder
Iowa State

- Bylaws
- Constitution
- Strategic Plan



Quality Improvement Chair- JJ Larson
University of South Florida

- Data collection
- Assessment

Standards & Advancement Chair- Jennie Stewart
Louisiana State University

- CAS Standard Development
- Course Development
- Standards
 - Grad assistants
 - Interns
 - Clinical Case Managers
 - Student Affairs Case Managers
 - Higher Education Case Managers



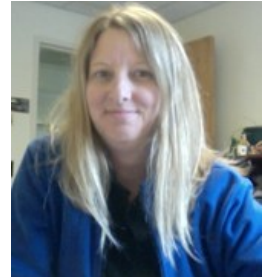
Communications Chair- Laurel Banks
UNC School of the Arts

- Website
- Logo Development
- Serves as historian

Leadership Team Membership & Responsibilities

Membership & Conference Chair- Amy Powell Duke University

- Membership recruitment
- Coordinate with University hosting the Roundtable
- Organize conference selection committee
- Eligibility
- Individual membership
- Corporate membership
- Institutional membership
- Student membership



Student Affairs Case Manager- At Large- Sarah Solomon Syracuse University

- Serves as advocate for non-clinical membership
- Assists to evaluate policy and development from a Student Affairs Case Management Perspective

Clinical Case Manager- At Large- Amanda Byrnes University of Michigan

- Serves as advocate for clinical membership
- Assists to evaluate policy and development from a
- Clinical Case Management Perspective



Finance Chair- Christine Pesetski Duke University

- 501C
- Banking
- Membership dues
- Annual Finance Report
- Membership and conference spending

HECMA Quality Improvement Committee

The 2012-2013 Quality Improvement Committee worked toward establishing four quality measurement areas:

1. Standardized questions for Satisfaction surveys that Higher Education Case Managers could use to evaluate the experience of their services by student clients and by referral sources.
2. Enhancing the Landscape Survey for deeper exploration of the nuances of Case Management work across the field. The Survey then would be posted to continue to capture baseline data (The Landscape) and feature a new section for the nuanced data for ongoing case managers (The Journey). This update will be made available after the 2013 HECMA Roundtable to allow for attendee input and discussion to be integrated into "The Journey."
3. Implement a survey to develop a standard language for data points across the higher education case management field; being sensitive to understand that the data points are a framework and there are many complexities involved in the referral, the concerns and needs, and the interventions enlisted to address behaviors and mitigate risks.
4. In the next year develop and implement a central database to collect and collate standardized data points so that national trends can be tracked, and to expand the story regarding the efficacy and value of higher education case management.

QI Committee membership for 2012-13 included:

Patrick Beswick (Slippery Rock University), Taunja Meers (St Cloud University), Beth Riley (Binghamton University), Tanja Philower (University of Florida), Hank Leftwich (School of the Art Institute of Chicago), and Jill Yashinsky-Wortman (Gonzaga University).

The Quality Improvement Committee met via phone conference to conduct business meetings on a bi-monthly basis as needed. Each member of the committee was responsible for gathering survey and data collection samples being used by peers in higher education case management.

The Quality Improvement Committee was established by Leadership Team member, JJ Larson, University of South Florida.

HECMA Finance

Since July 2012, we have continued to expand fiscal foundation of HECMA.

To that end we have:

- Established banking with a business checking and savings account at Wells Fargo.
- Incorporated HECMA as a non-profit organization with the state of North Carolina.
- Began process of obtaining 501c3 status for HECMA.
- Obtained Employer Identification Number (EIN) through the Internal Revenue Service to be recognized fiscally as an entity doing business. The EIN is the identification number used by the IRS to recognize businesses. The EIN serves a similar purpose that an individual's social security number serves.

Future goals for the Finance chair:

- Take in membership dues and eventually purchase domain name and website service for the HECMA website.
- Purchase through Wells Fargo, a service to attach to the website that will enable us to accept donations (membership dues) throughout the year.
- Establish 501c3 status through the IRS to gain tax-exempt status. This may include hiring an attorney.
- Establish a budget and an annual budget planning process.

Our current balance, after paying our debts is \$190.

The Finance Committee was established by Leadership Team member, Christine Pesetski, Duke University.

HECMA Standards & Advancement

Standards and Advancement was established to move the organization toward a more formalized national standard and more clearly define Case Management roles. The Committee served to review and establish core competencies of the Case Management profession.

The committee established competencies for Clinical Case Management and Student Committee members served to review and establish core competencies of the profession. The 2012-2013 Committee began the work of establishing CAS Standards and trainings for new and established case managers.

The 2012-2013 Committee membership included Katie Boin (Georgetown University), Katherine Snyder (University of Arizona), Laurie Gray (Lehigh University), Susan Mangold (Kutztown University) and Sharrika Davis (Virginia Tech).

The Standards and Advancement Committee was established by Leadership Team member, Jennie Stewart, Louisiana State University.

HECMA Operations

Operations was established to focus on the foundational documents of the organization and to help the Leadership Team with developing a strategic focus. Operations researched and reviewed procedures for developing a national organization's Constitution and Bylaws.

After lengthy review and revision, the first constitution and bylaws for the Higher Education Case Managers Association was drafted. Please see the appendices for a full review of the document.

The Operations Committee was established by Leadership Team member, Keith Robinder, Iowa State.

HECMA Membership & Conference Committee

The 2012-2013 Membership and Conference Committee worked toward the development of the HECMA membership eligibility and benefits structure. The committee identified and formalized recommendations for the Association By-Laws and the content of the HECMA website. After careful review of national professional organizations and with a commitment to the goals of HECMA, the committee established two primary categories of membership including Professional (\$50 annual fee) and Student (\$25 annual fee). In addition to these memberships, the committee also recommended corporate sponsorship opportunities for an annual fee of \$1,000.

The 2012-2013 Membership and Conference Committee selected UCLA and UCSB to host the 2013 5th Annual Roundtable in Los Angeles, CA. The Committee worked with the host site to coordinate planning and marketing with HECMA.

The 2012-2013 Membership Committee included the following members: Amy Powell (Duke University), Karen Minero (University of California, Los Angeles), Makenzie Schiermann (Eckerd College), Lauren Oe (Boise State University), Leslie Riley (University of Alabama at Birmingham), Lia Gilmore (Duke University), Diane Davis (Oregon State University), Denise Tijerina (Texas Tech University), Stacey Green (Boston College), Nina Critz (James Madison University), and Katherine Snyder (University of Arizona).

The Membership Committee met via phone conference to conduct business meetings on a monthly basis as needed. Each member of the committee was responsible for outreach and membership recruitment to identified states across the U.S.

The Membership and Conference Committee was established by Leadership Team member Amy Powell, Duke University.



Thank you to the institutions of higher education who served as committee members and on the HECMA leadership team.

Your support has been instrumental in establishing HECMA as the Higher Education Case Management professional organization.



BINGHAMTON
UNIVERSITY
STATE UNIVERSITY OF NEW YORK



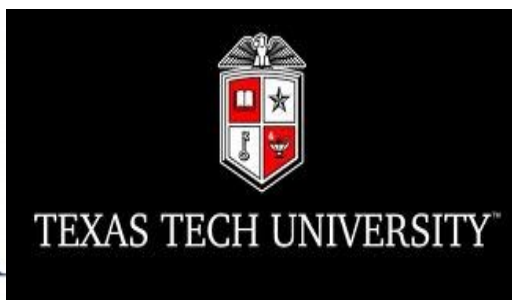
JAMES
MADISON
UNIVERSITY



GEORGETOWN UNIVERSITY



SlipperyRock
University



Constitution and Bylaws of the Higher Education Case Managers Association

Constitution

ARTICLE 1

Organizational Purpose

SECTION 1

Name

The name of this Association shall be the Higher Education Case Managers Association (HECMA).

SECTION 2

Mission

HECMA is a professional membership organization for individuals that provide case management services within a post-secondary educational environment.

SECTION 3

Vision

HECMA, as the founding organization of higher education case managers, provides members with professional identity and resources to advance best practice, knowledge, and research in order to promote and enhance the well-being of campus communities.

ARTICLE 2

Charter

The Association shall maintain a charter in the state of North Carolina as a not-for-profit organization.

ARTICLE 3

Membership

All persons who provide case management services within a post-secondary educational environment will be eligible for membership subject to the approval of the HECMA Leadership Team. Members must be willing to abide by the Constitution and By-Laws, maintain an interest in the activities of HECMA, and pay annual membership dues.

ARTICLE 4

Leadership Team

The Association will be led by a team of elected representatives. The following positions will serve the Association as elected leaders: President, Communications Chair; Finance Chair; Membership

and Conference Chair; Operations Chair, Quality Improvement Chair; Standards and Advancement Chair; Clinical Case Manager At Large; and Student Affairs Case Manager At Large.

ARTICLE 5

Signing Officials

Only Association Leadership Team members are authorized to use their signature for Association business:

- A. Checks drawn upon the funds of the Association shall require one (1) signature of either the Finance Chair and/or the President.
- B. Withdrawal of any other Association funds will require the written permission of two (2) members of the Leadership team; one must be the Finance chair. This includes use of the Association credit card or reimbursement for members who utilized personal funds
- C. Any document committing the Association to a plan of action or contract requires two (2) signatures: the president and one (1) additional Leadership Team member. Co-signing members shall not be related or share institutional affiliation.

ARTICLE 6

Meetings

The Association shall hold a General Membership meeting during the annual Roundtable conference at the time and place designated by the HECMA Leadership Team.

- A. The Leadership Team shall meet as needed (at least quarterly) at a time and place/format designated by the President. The Leadership team will meet at annual Roundtable conference.
- B. The President or other member of the Leadership Team has the ability to call an emergency meeting of the Leadership Team at any time and to be held in any format needed.

ARTICLE 7

Parliamentary Authority

All business of the association shall be conducted under Roberts Rules of Order (Revised). The Operations Chair will serve at the Association's parliamentarian.

ARTICLE 8

Resources

HECMA shall have the authority to publish professional resources and other publications to serve the needs of members and the profession. Resources shall be distributed to all HECMA members and corporate sponsors.

ARTICLE 9

Organizational Identity

HECMA shall have the authority to establish a logo and/or similar organizational identity system for use in marketing and publications.

ARTICLE 10

Affiliations

HECMA may enter into any affiliation with the approval of the general membership as determined by a simple majority vote at the annual General Membership meeting.

ARTICLE 11

Amendments

Any proposed amendments to the HECMA Constitution must be submitted in writing to the Leadership Team. Such proposed amendments must be signed by five (5) current members of the Association before being submitted. Proposals will be referred to the Leadership Team for consideration and recommendation. Proposed amendments will be published within sixty (60) days and will then be read and voted upon at the next annual General Membership meeting following publication. Proposed changes shall become a part of this Constitution only if approved by a two thirds (2/3) majority of the eligible members present and voting at said General Membership meeting.

Bylaws

Bylaw 1

Membership

SECTION 1

Membership Application

All prospective members must submit application materials accompanied by annual membership dues. Applications shall be approved or rejected by the Membership Committee. If rejected, the Membership and Conference Chair shall provide an explanation and full refund of the membership dues.

SECTION 2

Membership Dues

Membership dues are to be paid annually as established at the annual General membership meeting. No cancellations or refund of dues shall be paid if a member resigns before the close of the membership year.

SECTION 3

Types of Membership

Professional Member

CURRENT ANNUAL FEE: \$ 50.00

Professional members must be individuals who work for an Institution of Higher Education (as verified by a “.edu” email address).

Student Member

CURRENT ANNUAL FEE: \$25.00

Student members must provide documentation that they are currently enrolled at an Institution of Higher Education.

SECTION 4

Non-Payment of Annual Dues

Non-payment of annual dues by a member shall be considered equivalent to a resignation. The name will be dropped from the membership roster, unless extenuating circumstances are given or known.

SECTION 5

Establishing Membership Dues and Benefits

The Membership Committee will review the dues structure annually and propose changes to the HECMA Leadership Team. The HECMA Leadership Team will recommend subsequent changes at the annual General Membership meeting at the HECMA Roundtable conference for approval.

SECTION 6

Membership Benefits

The benefits of individual and student membership include the following.

- A. Subscription/Access to the HECMA e-mail listserve
- B. Discounted registration fees at the annual HECMA Roundtable
- C. Voting if in attendance at the annual General Membership meeting held at the HECMA Roundtable
- D. Access to the electronic resources located in HECMA on-line library
- E. Participation in all functions of the Association: committee involvement and leadership opportunities, regional/state workshops or conferences, research opportunities, partnerships with other higher education associations, etc.

SECTION 7

Corporate Sponsorship

Corporate Sponsorship

ANNUAL FEE: \$1,000.00

Corporate Sponsorship is subject to approval of the HECMA Leadership Team.

Corporate sponsors are provided the following.

- A. Option to subscribe to the HECMA e-mail list serve
 - Corporate sponsors will receive all outgoing messages
 - Corporate sponsors have moderated access to post messages to the list
- B. Invitation to attend and participate as a vendor in the annual HECMA Roundtable.

Bylaw 2

HECMA Leadership Team

SECTION 1

Eligibility

Association members seeking leadership responsibilities must be current members in good standing who have direct higher education case management responsibilities as a part of their daily job responsibilities.

SECTION 2

Election of Leadership Team

Leadership Team elections will occur annually at the HECMA Roundtable. Nominations from the floor will be taken: candidates may self-nominate, or must accept nomination to be placed on the ballot. Election of the HECMA Leadership Team will be by simple majority (51%) of those members present at the General Membership meeting conducted at the annual HECMA Roundtable.

SECTION 3

Term of Office

Leadership Team members will serve two year terms, elected on a rotating basis.

- The following HECMA Leadership Team members will be elected in Even Years: President; Communications Chair; Membership and Conference Chair; Quality Improvement Chair; and Clinical Case Manager At Large.
- The following HECMA Leadership Team members will be elected in Odd Years: Finance Chair; Operations Chair; Standards and Advancement Chair; and Student Affairs Case Manager At Large

Leadership Team responsibilities will begin at the end of the annual HECMA Roundtable and continue for two years through the conclusion of annual roundtable and business meetings.

SECTION 4

Establishing Association Leadership Priorities

Leadership Team members will meet monthly or as needed to develop the appropriate strategic goals and annual organizational objectives to achieve the mission and purpose of the Association. These priorities may be assigned to various committees as coordinated by the responsible Leadership Team Chair.

SECTION 5

Leadership Team Records and Transitions

Each member of the HECMA Leadership Team will keep an accurate record of duties and document all association activities. These records will be forwarded to the incoming Leadership Team successor at a transition meeting following the election of new Leadership Team Members. It shall be the responsibility of the President to oversee these transmissions.

SECTION 6

Compensation

No member shall receive compensation for his or her service, except that Leadership Team members may be reimbursed by HECMA for expenditures made on behalf of the association.

Bylaw 3

HECMA Leadership Team Responsibilities

SECTION 1

President

- A. Convenes annual General Membership meeting and regularly scheduled Leadership Team business meetings
- B. Produces an Annual Report summarizing all Association activities
- C. Serves as the public representative and public spokesperson for the Association
- D. Appoints all ad hoc committee Chairs, subject to the approval of the HECMA Leadership Team
- E. Serves in any other capacity as required in the Constitution and Bylaws

SECTION 2

Communications Chair

- A. Compiles and publishes minutes of annual General Membership meetings and Leadership Team business meetings
- B. Maintains the HECMA.org Website
- C. Serves as organizational historian

SECTION 3

Finance Chair

- A. Administers Association's 501 (c) (3) non-profit status
- B. Maintains Association's financial accounts
 - Membership dues and Corporate sponsorships
 - Annual HECMA Roundtable registration and expenses
 - Other Association expenditures and financial transactions
- C. Produces an Annual Finance Report summarizing the Association's budget and finances

SECTION 4

Membership and Conference Chair

- A. Coordinates national and regional membership recruitment
- B. Organizes annual HECMA Roundtable conference selection
- C. Provides coordinating leadership to Roundtable Host Committee
- D. Evaluates HECMA membership benefits and makes recommendations for changes if needed

SECTION 5

Operations Chair

- A. Develops and oversees the implementation of organizational Strategic Plan(s)
- B. Maintains HECMA Constitution and Bylaws
- C. Serves as the Parliamentarian at annual General Membership meeting

SECTION 6

Quality Improvement Chair

- A. Establishes and implements organizational assessment priorities
- B. Coordinates data collection and analysis; distributes results
- C. Recommends improvements in organizational governance structures, policies, or leadership priorities as needed

SECTION 7

Standards and Advancement Chair

- A. Coordinates development and implementation of Higher Education Case Management CAS Standards
- B. Develops training guidelines and professional ethical standards for all iterations of Higher Education Case Management
 - Higher Education Case Managers
 - Clinical Case Managers
 - Student Affairs Case Managers
 - Graduate Assistants
 - Interns

SECTION 8

Student Affairs Case Management Member-at-large

- A. Serve as advocate for non-clinical membership
- B. Evaluate policy and development from a Student Affairs Case Management Perspective
- C. Assist in leadership or committee responsibilities as needed

Clinical Case Management Member-at-Large

- A. Serve as advocate for clinical membership
- B. Evaluate policy and development from a Clinical Case Management Perspective
- C. Assist in leadership or committee responsibilities as needed

BY-LAW 4

Vacancy of an Elected Office

In the event of a vacancy of any elected office (as defined in the Constitution), the Leadership Team shall appoint a successor to serve the unexpired term within thirty (30) days of the vacancy.

BY-LAW 5

Voting Regulations

Association members must be present and in good standing as defined in the HECMA Constitution in order to vote on any issue under consideration. Each member will be allowed only one vote.

BY-LAW 6

Removal of members

SECTION 1

Expulsion

The HECMA Leadership Team, by two thirds (2/3) majority vote, can expel any member of the Association for the following reasons:

- A. Conduct unbecoming a member of the Association.
- B. Malfeasance as a member of the Leadership Team.

SECTION 2

Non Participation

Elected officers may be removed from office by the President for failing to attend three (3) consecutive Leadership Team meetings without extenuating circumstances.

BY-LAW 7

Committees

SECTION 1

Standing Committees

The standing committees of the Association are:

- A. Communications
- B. Finance
- C. Membership
- D. Roundtable/Conference Host
- E. Quality Improvement
- F. Standards and Advancement

SECTION 2

Ad Hoc Committees

The president shall establish or dissolve special ad-hoc committees, with the advice and consent of the Leadership Team to sustain the functions of the Association.

Ad hoc committee chairs may be selected from the general membership, subject to approval of the Leadership Team. Each committee chair may establish their committees from the general membership.

BY-LAW 8

Quorum

A gathering of fifty (50) members shall constitute a quorum at the annual General Membership meetings of the Association. At HECMA Leadership Team meetings, two thirds (2/3) of the Leadership Team shall constitute a quorum.

BY-LAW 9

Annual General Membership Meetings

The order of business at annual General Membership meetings of the association shall be as follows:

- A. Call the meeting to order
- B. Approval of the published minutes of the previous meeting
- C. Approval of the President's Annual Report
- D. Approval of the Finance Chair's Annual Report
- E. Old business
- F. New business
- G. Election of Leadership Team
- H. Open Agenda
- I. Adjournment

BY-LAW 10

Fiscal Year

The fiscal year of the association shall begin on the first day of July of each year and shall end on the thirtieth day of June of the next year, unless otherwise determined by the Leadership Team.

BY- LAW 11

Indemnification

The Association shall have the power to indemnify its officers, agents, representatives and such others designated by the leadership team, to the full extent permitted by law, as they are representing the Association in the normal and ordinary course of Association business.

BY-LAW 12

Conflict of Interest

Members and leadership recognize their obligation to the Association and individual institutions and seek to avoid private interests, obligations, and transactions which are in conflict of interest or give the appearance of impropriety. Leadership Team members clearly distinguish between statements and actions which represent their own personal views and those which represent the Association when important to do so. No such transactions, contracts or other actions indicating an actual or perceived conflict shall be approved by the Leadership Team.

BY-LAW 13

Amendments

Proposed amendments to the HECMA By-laws must be submitted in writing to the Leadership Team, signed by three (3) current members. Proposals will be referred to the Leadership Team for consideration and recommendation. Proposed amendments will then be published within sixty (60) days and will be read and voted upon at the next General Membership annual meeting after publication. They shall become a part of the By-Laws only if approved by a simple majority of the eligible members present and voting at said meeting.

BY-LAW 11

Dissolution

In the event of the dissolution of the Higher Education Case Manager Association (HECMA), any remaining funds and other assets will be donated to the Virginia Tech Foundation, located in Blacksburg, Virginia.

BY-LAW 15

This Constitution and By-Laws shall supersede all previous documents and shall become effective December 19, 2012. At the next annual meeting in June 2013, the full membership will vote on the constitution and bylaws, along with any subsequent changes. The bylaws will be reviewed annually by the membership at the annual business meeting.

History

Approved by HECMA Leadership Team – December, 19, 2012



