

State Network Operating Model

FINAL – September 19, 2019

Model Design

The State Network operating model is structured as a set of *minimum* standards that all State Networks must follow in key operating areas to ensure a baseline of support to local networks, consistency in member value and experience, and the integrity of the Women’s Council brand. Scalable options are suggested for larger networks to accommodate difference in capacity. State leaders are free to operate above these standards based on the needs and desires of local networks and members but must at a minimum meet each standard as a baseline of operation.

Design Criteria

The Women’s Council State Network operating model has been designed to satisfy the following criteria for how every State Network should operate:

- Simple and intuitive
- Supportive (of local networks)
- Strategic, forward-looking and inspiring
- Collaborative
- Flexible, scalable
- Consistent reflection of the Women’s Council brand to both internal and external audiences
- Nimble, efficient and sustainable
- Focused, relevant

The State Network Operating Model

Function/Operating Component	Minimum Operating Standards
<p style="text-align: center;">State Network Purpose, Focus and Scope</p>	<p>A State Network will be focused solely on delivering value to local networks and members in the following areas:</p> <ol style="list-style-type: none"> 1. Identification and development of leaders (to complement and enhance local and national efforts) 2. Development and support of local networks, including: <ul style="list-style-type: none"> ○ Local leader orientation and training ○ Facilitation of local leader networking and collaboration ○ Local network issue management and compliance ○ Development of new networks 3. Development of industry relations and collaboration as the voice of women in real estate, including relationships within organized real estate and with related industry organizations. 4. Delivery of a consistent Women’s Council brand and messaging.

Function/Operating Component	Minimum Operating Standards
<p style="text-align: center;">Organizational Structure (State Presence)</p>	<p>LEVEL 1: <u>No State Network and No State Liaison</u> In states where there are no local networks and no members.</p> <p>LEVEL 2: <u>National Liaison support</u> In states where there are no local networks but where there are members-at-large and/or where there is one local network. National Liaisons will focus on outreach to members-at-large to invite them as feasible to local or state network programs in neighboring states. National Liaison will promote engagement in National to all members.</p> <p>LEVEL 3: <u>State Liaison support</u> In states with two local networks and at least 50 members. A <i>mandatory</i> State Liaison position will provide support (see job duties below).</p> <p>LEVEL 4: <u>State Liaison support and/or a State Network</u> In states with three to five local networks, a <i>mandatory</i> State Liaison can provide support as described in LEVEL 3. In addition, a State Network can be formed (<i>optional</i>) if it can meet and maintain minimum operating standards.</p> <p>LEVEL 5: <u>State Network</u> In states with six or more local networks, the formation of a State Network is <i>mandatory</i>.</p>
<p style="text-align: center;">Governance Structure</p>	<p><u>Leadership Team</u> <i>Composition</i></p> <ul style="list-style-type: none"> • President <ul style="list-style-type: none"> ○ Automatically assumes position from President-Elect; REALTOR® member, one-year term ○ Oversight: Communication, Industry Relations • President-elect <ul style="list-style-type: none"> ○ Elected position; REALTOR® member, one-year term ○ Oversight: Leadership Development; Strategic Planning • First Vice President <ul style="list-style-type: none"> ○ Elected position; REALTOR® member, one-year term ○ Oversight: Network Development; Elections Process; Bylaws • Treasurer <ul style="list-style-type: none"> ○ Elected position; REALTOR® member, one-year term ○ Oversight: chairs Budget and Finance Committee; strategic partner development • State Liaison¹: <ul style="list-style-type: none"> ○ Position appointed by the incoming president and ratified by the Governing Board <i>before the election</i>; REALTOR® member, one-year term, but can serve up to two consecutive terms (<i>note</i>: if no State Network - Levels 3 and 4 above - the National Liaison will appoint the State Liaison with ratification by the National Leadership Team)

Function/Operating Component	Minimum Operating Standards
Governance Structure, continued	<ul style="list-style-type: none"> ○ Reports to the National Liaison for the Region <p style="text-align: center;">*NOTE: regardless of the size of the State Network, there will be only ONE State Liaison. Qualifications for the State Liaison position to be developed.</p> <p><i>Function of Leadership Team</i></p> <ul style="list-style-type: none"> • Provides leadership for and facilitates the work of the Governing Board (setting agendas, framing issues, etc.) • Performs official leadership duties/oversight as listed in the bylaws • Can act as needed in between Board meetings; reports to the Board on actions taken <p><u>Governing Board (Quorum: 30% of the REALTOR® members on the Board, must meet at least twice a year)</u></p> <p><i>Composition</i></p> <ul style="list-style-type: none"> • Leadership Team (including the State Liaison) • Most recent Past President willing and able to serve • Local Network Presidents • Leadership Identification and Development Chair • Nominating Committee Chair (if not the most recent PP) • Strategic Planning Committee Chair • Past Presidents Advisory Committee Chair • (Ex officio, non-voting) any National Liaison or National Executive Committee member residing in the state • (large state networks only) District Vice Presidents² (DVPs) <p><u>Mandatory Committees</u></p> <ul style="list-style-type: none"> • Budget and Finance Committee (including audit functions) • Nominating Committee • Leadership Identification and Development (LID) Committee • Past Presidents Advisory Committee • Strategic Planning <p><u>Project Teams (as needed)</u></p> <p><i>Examples</i></p> <ul style="list-style-type: none"> • Leadership Orientation • Leadership Development/Training Program • Technology/Social Media • State Board Relations • Industry Relations • Strategic Partner Development • Ways and Means

Function/Operating Component	Minimum Operating Standards
<p style="text-align: center;">Services and Events</p>	<p>[Note: for greater efficiency or impact, the State Network may combine several of the following activities into one event]</p> <ul style="list-style-type: none"> • Conduct one membership meeting per year. • Conduct an annual orientation for state and local leaders (can be done in conjunction with the leadership development/training program below). • Develop and implement a follow-up system after the orientation, including: <ul style="list-style-type: none"> ○ Regularly scheduled contact with local leaders to provide support, remind them of key dates and deadlines, facilitate problem-solving ○ Providing resources, tools and templates to fulfill responsibilities and operate an effective local network • Support local network planning efforts (can conduct sessions with multiple networks in attendance) • Offer an annual leadership development/training program for members. • Conduct an event to facilitate networking between local network leaders • Operate a Leadership Identification and Development process (LID). • Offer an issue management/local development support service to local networks, including: <ul style="list-style-type: none"> ○ Leader coaching and mentoring ○ Facilitation of local leader networking and collaboration opportunities ○ Local support/intervention to help manage operating issues, including conflict resolution ○ Monitoring of local compliance with affiliation agreement and related support • Implement initiatives to collaborate and build relationships with the State Board of REALTORS® (and industry-related groups as the opportunities arise). Initiatives could include: <ul style="list-style-type: none"> ○ Joint programming ○ Involvement opportunities ○ Support of legislative/RPAC efforts ○ Women's initiatives • Investigate and/or respond to requests for development of new local networks, using criteria for development and following defined procedure.

Function/Operating Component	Minimum Operating Standards
<p>Governance Systems</p>	<ul style="list-style-type: none"> • Submit annually a Business Plan to the National Liaison. • Develop and submit to the incoming National Liaison by the 4th Quarter an Annual Budget for the following year, with actuals for the current year. • File annually State and Federal Tax Returns. • Maintain a 501c6 IRS tax-exempt designation. • Maintain through National Women’s Council D&O insurance. • Maintain Event/Liability insurance. • Conduct a Periodic Financial Review. • Conduct the Leadership Identification and Development process as defined by National. • Conduct an annual Election following the process outlined below
<p>Women’s Council Branding</p>	<ul style="list-style-type: none"> • The State Network mission statement must be the mission statement of the National Women’s Council: <i>We are a network of successful REALTORS®, advancing women as business leaders in the industry and in the communities we serve.</i> • The official Women’s Council logo must be used on all media/communications according to the official Council branding guide provided; no deviations or alternations allowed. • All Network events and communications (including any graphics, fundraisers, etc.) must reflect that of a professional, business organization. • Website: Utilize and maintain the State Network microsite provided by National, to include: <ul style="list-style-type: none"> ○ Leadership opportunities (including LID forms, process) ○ State events ○ Messaging about Women’s Council (from National) ○ Strategic partner recognition ○ Governance documents ○ Ability to register for events
<p>Communications</p>	<p><i>To Members</i></p> <ul style="list-style-type: none"> • Quarterly electronic communication with all members to include leadership opportunities, member benefits, state/local events, key dates/deadlines, etc. <p><i>To Local Network Leadership</i></p> <ul style="list-style-type: none"> • [see follow-up system after local leader orientation] • Develop a system of communication between like State and Local leader positions (e.g., Treasurers, Presidents, etc.) for networking, idea sharing and coaching. • Develop a method for facilitating sharing and collaboration between local network leaders.

Function/Operating Component	Minimum Operating Standards
<p align="center">Communications, continued</p>	<p><i>External</i></p> <ul style="list-style-type: none"> • Strive to have a representative of Women’s Council hold some role or position within the State Board of REALTORS®. • Develop a tangible presence for the Women’s Council brand at meetings of the State Board of REALTORS®. • Initiate and implement some collaborative effort between the State Network and the State Board of REALTORS®.
<p align="center">Participation/ Reporting to National</p>	<ul style="list-style-type: none"> • State Network President-elect and the State Liaison are expected to attend the National Network 360. • State Network Leadership Team (at a minimum) – President, President-elect, First Vice President, Treasurer, State Liaison - is expected to attend the Women’s Council Mid-Year and Annual Meetings and attend appropriate meetings (including Governing Board, Regional Caucuses, Network leader best practices sessions, etc.). • The State Liaison is to be active member of the National Liaison’s team in the Region.

¹Qualifications for the State Liaison Position

Requirements

- REALTOR® member
- Have served as a local network President or Membership Director (or equivalent leadership experience) and have an understanding of the current local network minimum standards
- Attended two National meetings in the last two years

Additional Requirements in States with a State Network

- Have knowledge of the current roles and responsibilities within a State Network
- Have served on the State Network Governing Board in a capacity other than Local Network President (e.g., Leadership Team member, LID Committee Chair, Nominating Committee Chair, etc.)

Preferred

- Attended leadership training programs (any credible source)
- Attended conflict resolution/mediation training (any credible source)
- Hold the PMN designation
- Attended network operations sessions in the last 12 months (at National meetings)

²District Vice Presidents:

- States with *eight* or more local networks can opt to have District Vice Presidents as elected positions on the Governing Board.
- While there is no requirement to have District Vice Presidents, the maximum number of District Vice Presidents in a state should be no more than *one* District Vice President for every *three* Local Networks in the State. (For example: if a state has *ten* Local Networks, there can be a maximum of *three* District Vice Presidents.)

Nominations and Elections Process

Elections

- WHO is being elected by the Governing Board each year: President-elect, First Vice President, Treasurer, District Vice Presidents (in large State Networks only)

[Note: the appointment of the State Liaison is made before the election]

- WHEN must the elections occur:
 - State Liaison appointment must be made by June 1 or before the State Network elections, whichever comes first
 - President-elect, First Vice President and Treasurer must be elected by October 15 and reported to National
- HOW the elections occur:
 - Each Governing Board member entitled to vote can cast one vote, with the exception of local network presidents (or their proxies) who cast a weighted vote based on the number of REALTOR® members in the local network as of December 31, as follows:
 - one vote for the Network’s first 30 REALTOR® members, two votes for 31-60 REALTOR® members, three votes for 61-90 REALTOR® members, and adding one vote for each additional 30 REALTOR® members.

Nominations

- Nominating Committee composition:
 - Chair: Most Immediate Past President able and willing to serve
 - State Liaison
 - Leadership Identification and Development Chair
 - One member (and one alternate) elected by the Governing Board
 - Two members (and two alternates) elected by the membership

Notes:

- no more than two members of the Nominating Committee can be from the same local network
 - it is recommended that no more than 50 percent of the Nominating Committee can be past presidents of the State Network
 - Nominating Committee members must sign a Confidentiality Agreement
 - Eligible members running for office are not eligible to serve on nominating committee
- Nominating Committee process

Days before Election (minimum)	Process Step
60	<ul style="list-style-type: none"> • Establish Committee • Committee members sign confidentiality agreement • Committee members review qualifications and job descriptions for elected positions

60	• Call for Nominations distributed
30	• Applications and Consent to Serve due from candidates
14	• Nominating Committee conducts interviews and validates that candidates meet requirements
14	• Nominating Committee slates at least one qualified candidate for each position
14	• Slate is published
7	• Nominating Committee review any candidates who wishes to run that is not on the slate
0	• Election held

Model Compliance and Roll Out

Model Compliance

State Networks will sign an affiliation agreement each year that will delineate the responsibilities of the State Network and National Women’s Council. The affiliation agreement will contain a monitoring and compliance procedure to oversee and support State Networks in complying with minimum standards set. [Affiliation Agreement and compliance process to be developed.]

State Network Operating Model Roll Out

MARCH-JULY: Model developed, refined and approved by the Women’s Council Executive Committee.

JULY-AUGUST: Draft model vetted with stakeholders, including the Governing Board, RVPs, State Network leadership. State Network model previewed at Network 360.

OCTOBER-NOVEMBER: Bylaws drafted, circulated and approved.

JANUARY-MAY 2020: training, tools and state presentations/webinars developed and implemented, including a State Network bootcamp in at the May Mid-Year meeting; a training team is established.

AUGUST 2020: Additional training for State Network Presidents-elect, State Liaisons and National Liaisons at Network 360.

JANUARY-DECEMBER 2021: State Network Affiliation Agreement signed (January); full Model implementation and transition, with support.

JANUARY 2022: State Networks in full compliance.

Tools and Resources

Tools and resources to support implementation of the State Network model, include:

- Calendar/timeline of when certain tasks need to be completed
- Job descriptions for all positions

- Organizational charts with oversight responsibilities
- Qualifications for positions elected or appointed
- Templates, samples for major state events and processes
- State Annual Business plan template
- Nominations and Elections process procedures
- Templates, sample processes for State Network communication with members and local network leaders
- Recommendations for use of Past Presidents Advisory Committee
- Strategic Planning process template
- Template of a Confidentiality Agreement