# Strengthening Your Board's Capacity To Govern

Suggestions From A Veteran DSS Director



## **Purpose of This Presentation**

To share ideas for strengthening your Board's high-performance Governing Capacity



#### **Board Governance**

#### **Definitions:**

- The framework that structures the Board and how it operates.
- Governance is taking responsibility for developing, defining, and reviewing the organization's mission and for defining the outcomes expected to achieve the mission.



### **Clarifying Board Governance**

- The Board understands its role and responsibilities.
- The Board adopts a clearly defined mission and missiondriven outcomes.
- The Board governs proactively vs. reactively.



### **Clarifying The Board's Role**

- Clearly understanding the Board's governing role versus the Director's leadership and administration role
- Requires honest discussion between the Board and Director
- Some Boards may find developing a clarifying compact/agreement between the Board and Director to be helpful.



## **Governing Based On Mission and Outcomes**

The Board adopts a clearly defined mission statement and mission-based outcomes



#### **An Agency Mission**

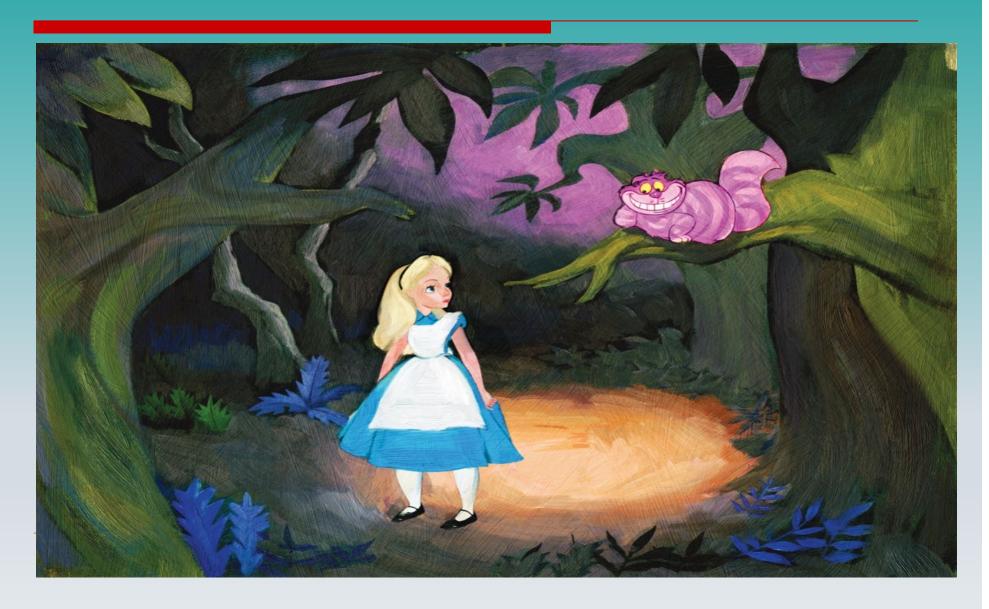
A short statement of why an organization exists

#### **Example:**



The Wilson County Department of Social Services seeks positive, transformative well-being for children, families and adults.

### Where To Go....Does It Matter?



#### **Mission-Driven Outcomes**

These are the outcomes that are necessary for the organization to fulfill its mission.

#### **Example:**

- Children live in safe permanent homes
- Families are economically stable
- Adults live healthy and safe from harm

## **Governing Proactively**

Governing with a sense of purpose and vision



## **Governing Proactively**

The Board defines needed training (both one-time and on-going)

#### For example:

Annual confidentiality and open meetings laws training



## **Governing Proactively**

The Board approves and reviews polices annually.

#### For example:

WCDSS Board Policy for the public addressing the Board.



#### **Mission-Based Governance**

Requires the Board focus its most critical resource, <u>how it spends</u> <u>its time together</u>, on strategic future-oriented issues vs operational detail.

#### **Remember Pareto's Principle**



## Fostering Strategic Board Conversations

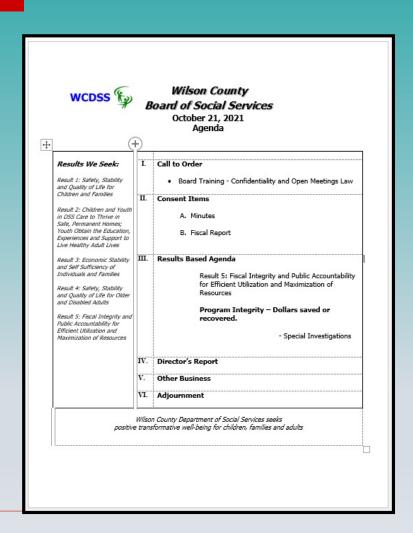
Focusing on strategic governance work means the Board's conversation shifts from simply looking at monthly stat reports to being actively engaged in performance conversations.



#### **Developing A Board Agenda**

To focus it's governance, the Board may benefit from developing a standing agenda structure that helps effectively manage "what" is discussed (agenda items) enabling a strategic focus.





## For Good Board Governance Consider Adopting A Calendar

An annual meeting calendar helps the Board to become more strategic in its review of agency performance and reviewed at Board meetings throughout the year.





Month Mission Based Results LBR Dashboard Performance Reports Presenters Glenn Osborne July 2021 Board Evaluation of Leading By Results Progress Annual Agency Results Based Performance Evaluation Result 2: Quality Work Supports & Employment for Individuals & Child Care: Teen Parents Who Remain In School Tracey Meeks Aug 2021 Families Indicator: 3 Success In Schools\* Result 2: Quality Work Supports & Employment for Individuals & Child Support: Benefits Collected Indicator: 1; Tinacious Perry Sept 2021 Employment: Adults That Increase Their Employability; Indicator: 2 Families Omia Smith, Ashlev Higson, Jobs Recruiter Result 5: Efficient Utilization of Fiscal & Human Resources Program Integrity: Dollars Saved Or Recovered Jessica Murphy Oct 2021 Indicator: 2 Result 4: Quality Customer Service and High Program Customer Service: Needs Met Through First Contact Through Agency Amy Greene, Kim Nov 2021 Compliance Access Points Indicator: 2 Boykin, Andy Summerlin, Tondra Internal Operational Supports: Receiving A High Customer Service Rating: Indicator: 3 Talley, Kirstie Steele Result 4: Quality Customer Service and High Program Community Partner Collaboration: Effectively Collaborating On LBR Candice Rountree Dec 2021 Compliance Performance Results Indicator 4 Porshia Pulley Agency Quality Assurance: Program Compliance Rate Indicator: 5 (Employee Dive Meets on Wheels)\*

## Summary

Ingredients For A High Performing Board:

- □ Be Clear On the Board's Role
- ☐ Govern Based Upon Mission And Outcomes
- □ Govern Proactively

Thank You!