

Strengthening Your Board's Capacity To Govern

Suggestions From A Veteran DSS Director



November 16, 2021

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 mission-driven 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*
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Governing Proactively

Governing with a sense of purpose and vision



Proactive

Reactive

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 policies annually.

For example:

WCDSS Board Policy for the public addressing the Board.



Mission-Based Governance

Requires the Board focus its most critical resource, how it spends its time together, 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.



 Wilson County Board of Social Services October 21, 2021 Agenda	
Results We Seek: <i>Result 1: Safety, Stability and Quality of Life for Children and Families</i> <i>Result 2: Children and Youth in DSS Care to Thrive in Safe, Permanent Homes; Youth Obtain the Education, Experiences and Support to Live Healthy Adult Lives</i> <i>Result 3: Economic Stability and Self Sufficiency of Individuals and Families</i> <i>Result 4: Safety, Stability and Quality of Life for Older and Disabled Adults</i> <i>Result 5: Fiscal Integrity and Public Accountability for Efficient Utilization and Maximization of Resources</i>	I. Call to Order <ul style="list-style-type: none">• Board Training - Confidentiality and Open Meetings Law
	II. Consent Items <ul style="list-style-type: none">A. MinutesB. Fiscal Report
	III. Results Based Agenda Result 5: Fiscal Integrity and Public Accountability for Efficient Utilization and Maximization of Resources Program Integrity – Dollars saved or recovered. - Special Investigations
	IV. Director's Report
	V. Other Business
	VI. Adjournment
Wilson County Department of Social Services seeks positive transformative well-being for children, families and adults	

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.



Wilson County Board of Social Services
Leading By Results



Board Presentation Schedule 2021-2022 **Additional Reports***



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

Summary

Ingredients For A High Performing Board:

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

Thank You!
