

TEAMWORK MAKES THE BOARD WORK



ENHANCING CAPACITY, EFFECTIVENESS, AND PERFORMANCE



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GOVERNANCE SESSION #3

Teamwork Makes the Board Work

- The session will examine the five characteristics of a high performing board and determine how those characteristics help community action boards become better equipped to provide strong governance and intentional oversight. The session will review the checklist for effective board governance, while also discussing how community action agencies are the best thing since sliced bread.



FIVE CHARACTERISTICS OF A HIGH-PERFORMING BOARD

Have a mission-driven mindset.

Be a high-performing board instead of a regular board.

Practice TLC on a regular basis.

Be familiar with the checklist for effective board governance.

Bring the good D.O.P.E. when performing board duties and responsibilities.

HAVE A MISSION- DRIVEN MINDSET



**MISSION
DRIVEN**

ENHANCING CAPACITY, EFFECTIVENESS, AND PERFORMANCE

HAVE A MISSION-DRIVEN MINDSET

What is a mission statement?

- It is a brief description of a company's fundamental purpose.
- It is a short statement of why an organization exists.
- It defines and upholds what a company stands for.
- All programs and services should be in alignment with the mission.
- It is usually reviewed and/or updated during the strategic planning process.



HAVE A MISSION-DRIVEN MINDSET

- Only invite board members to serve on the board who are genuinely concerned about helping the agency achieve its mission.
- As a reminder, conduct effective new board member orientation. This is where you can drill the agency mission in board members from the start.
- Ensure that board members are action-oriented. Each board member needs to be dedicated bringing their skill set to the table.
 - When assigned an individual task
 - When assigned a task within a board standing or ad hoc committee



HAVE A MISSION-DRIVEN MINDSET

- All board members' top priority should be the accomplishment of the agency mission.
- Board members who fall in love with an agency's mission experience higher production levels, engagement, and satisfaction from board service.
- When board members place the mission first, both the agency and its members win.



MISSION
DRIVEN

HAVE A MISSION-DRIVEN MINDSET

- Continually look for resources and use your talents to help the community action agency accomplish its mission.
- Embrace change and innovation to implement high quality programs and overall efficient operations.
- A mission-driven approach assists community action agencies with achieving outstanding results and positive outcomes.



MISSION
DRIVEN

BE A HIGH PERFORMING BOARD INSTEAD OF A REGULAR BOARD



A PRACTICAL APPROACH TO ENHANCE EFFECTIVENESS

BE A HIGH PERFORMING BOARD INSTEAD OF A REGULAR BOARD

- **Regular Community Action Board** - A group of individuals who govern and oversee a community action agency.
- **High Performing Community Action Board** - A cohesive group of community-minded individuals who consistently operate at an above average standard to provide strong governance and intentional oversight of a community action agency.



HIGH PERFORMING COMMUNITY ACTION BOARD

- **#1:** Share a common vision where everyone is on the same page. Understand the goals that they are working to achieve. **(What)**
- **#2:** Collaborate with one another by consistently working together as a team. Take responsibility for the roles/duties that are assigned to them. Challenge each other to be engaged and knowledgeable. Hold each other accountable. **(How)**
- **#3:** To achieve outstanding results and outcomes for low-income individuals, families, and communities. **(Why)**



PRACTICE TLC ON A REGULAR BASIS

ENHANCING CAPACITY, EFFECTIVENESS, AND PERFORMANCE



PRACTICE TLC ON A REGULAR BASIS

- Transparency
- Consistency
- Lead by example



TRANSPARENCY

- Be open and honest without secrets. Information is shared openly but appropriately.
- Be sincere in words and actions.
- Do not have hidden agendas.
- Embrace both positive and negative feedback /discussions.
- Own mistakes, while being proactive in solving all problems.
- Have a unified and collective voice.



CONSISTENCY

- Always behave and be professional. Be dedicated to having candid but courteous conversations.
- Complete the work of the board and perform governance duties in the same way or manner overtime. The goal should be centered around being fair, sensible, and reasonable. However, do look for ways to improve without abandoning core duties, effective functioning, and compliance.
- Use sound judgment, exhibit common sense, and operate in good faith.
- Exhibit unchanging integrity.



CONSISTENCY

- Do not change things up for convenience or to take the easy way out.
- Be dedicated to implementing quality governance on a regular basis in order to prompt trust and respect.



LEAD BY EXAMPLE

Respect the organizational structure and chain of command.

Engage in active listening by listening to one another and executive leadership.

Demonstrate the standards that you like to see and let your actions set the tone for the community action agency.

Be committed to fully understanding the community action agency and engage in effective decision-making.

Be a top tier and high quality member of the board that is dedicated to getting things done.



PRACTICE TLC ON A REGULAR BASIS

- Transparency
- Consistency
- Lead by example



**CONSISTENTLY BRING THE
GOOD D.O.P.E. WHEN
PERFORMING BOARD DUTIES
AND RESPONSIBILITIES.**



ENHANCING CAPACITY, EFFECTIVENESS, AND PERFORMANCE

THE GOOD KIND OF **D.O.P.E.**

Determined	The ability to keep going forward and not give up when facing trials and tribulations
Optimistic	Being hopeful and believing that something good will happen regardless of the situation
Passionate	Having very powerful, intense feelings about something or belief in something
Energetic	Operating or performing with a high level of energy and enthusiasm

CHECKLIST FOR COMMUNITY ACTION BOARDS

- ✓ Implementation of legal duties and fiduciary responsibilities
- ✓ A focus on setting policy and not being involved in day-to-day operations
- ✓ Familiar with agency mission, bylaws, articles of incorporation, funding sources, programs, and regulations
- ✓ Compliant and quality bylaws
- ✓ Enforcement of bylaws and rules of law
- ✓ Effective standing committees
- ✓ Intentional ad hoc committees
- ✓ Promotion of diversity and inclusion of all members



CHECKLIST FOR COMMUNITY ACTION BOARDS

- Professional and effective meetings
- Quality board minutes that document strong governance
- Regular attendance at board and committee meetings
- Strong policies and procedures
- Proper fiscal systems/controls and legal compliance in all areas
- Meet or exceed compliance with all performance management standards
- Knowledge of all major actions taken by the agency
- Engage in effective decision-making based on sufficient information
- Have a commitment to achieve outcomes and results



CHALLENGE TO YOU!

Always Thrive to Be a High-Performing Community Action Board

A cohesive group of community-minded individuals who consistently operate at an above average standard to provide strong governance and intentional oversight of a community action agency.

Berneitha McNair September 2022



**BE COMMITTED TO DOING
YOUR PART TO BE EXCELLENT
SLICED COMMUNITY ACTION
AGENCY BREAD**



HELPING PEOPLE. CHANGING LIVES

BE COMMITTED TO DOING YOUR PART TO BE EXCELLENT SLICED COMMUNITY ACTION AGENCY BREAD

- **#1:** Compassionate and the Heart to Serve
- **#2:** Agency-Wide Mission-Driven Mindset
- **#3:** Competent and Dedicated Internal Stakeholders (Staff, Board, and Policy Council)
- **#4:** Strategic Leadership and Motivated Managers



BE COMMITTED TO DOING YOUR PART TO BE EXCELLENT SLICED COMMUNITY ACTION AGENCY BREAD

- **#5:** Innovative and Forward-Thinking Programs
- **#6:** Mutually Beneficial Partnerships and Community Collaborations
- **#7:** Strong Policies with Consistent Compliance



BE COMMITTED TO DOING YOUR PART TO BE EXCELLENT SLICED COMMUNITY ACTION AGENCY BREAD

- **#8:** Efficient Operating Procedures (Operate Like a Well-Oiled Machine)
- **#9:** Culture of Accountability That Promotes Continuous Quality Improvement to Avoid Becoming Stagnant
- **#10:** Achievement of Outstanding Outcomes for the Agency, Individuals, Families, and Communities



QUESTION AND ANSWER SESSION



SERVICES PROVIDED BY BERNEITHA MCNAIR CONSULTING



**Strategic
Planning
Facilitation**



**Board
Governance and
Policy Council
Retreats**



**Innovative
Leadership &
Management
Training**



**Staff
Development
and In-Service
Training**



**Coaching/
Mentoring
Project
Management**

Thank You!

