



**FAMILY SUPPORT SERVICES OF NORTH FLORIDA, INC.  
BOARD MINUTES  
Conference Room  
Gateway Community Services  
555 Stockton Street  
Jacksonville, Florida**

**February 9, 2010**

**CALL TO ORDER**

The Monthly Meeting of the Board of Directors of Family Support Services of North Florida, Inc. (FSS) was called to order at 11:30 AM by Philip Mobley, Board President. A quorum of voting members was in attendance as set forth in the Bylaws.

**OLD BUSINESS**

- Philip Mobley called for approval of the last month's Minutes that were previously emailed to board members. **Motion was made and duly seconded to approve the Minutes from the January, 2010 board meeting. Motion passed unanimously.**

**Board Strategy Workshop**

The Board Strategy Workshop was led and facilitated by Dinah Kossoff and Joy Korman of Leading Leadership.

Agenda and break out sessions are attached, as well as "The Mission Statement – 6 Questions" and "Parking Lot" ideas to be discussed as future meetings.

The facilitators commented favorably about the board's participation in both Strategic Direction/Mission Board Workshops. Input from board members was extremely valuable. The energy in the room was stimulating.

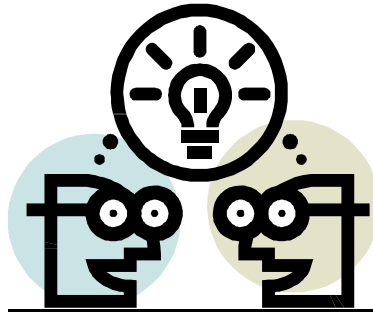
The next step will be meeting with the ad hoc mission committee who will develop a draft mission statement for the full board to analyze.

The meeting adjourned at 1:30 PM.

**Family Support Services  
Strategic Direction Workshop  
Facilitated by Joy Korman and Dinah Kossoff**

**February 9, 2010 – Board Meeting - 11:30-1:30**

**Mission Component - Session Two**



**I. Overview**

- Goals
  - To define relationship with the Department of Children and Families (DCF)
  - To learn about current FSS goals and strategies
  - To learn about future trends, opportunities and challenges
  - To revisit the current FSS mission statement

**II. FSS Goals and Strategies**

**III. Mission Brainstorming**

**IV. Mission Statement**

**V. Closure**

**FAMILY SUPPORT SERVICES  
BOARD OF DIRECTORS MEETING  
WITH SENIOR STAFF**

**MISSION STATEMENT SIX QUESTIONS – ANSWERS**

FEBRUARY 9, 2010

**WHY DO WE EXIST?**

- As a result of privatization of foster care.
- Privatization was thought to be better suited than government.
- We are a community-based and community centered organization which can bridge the gap between government funding with bureaucratic oversight on one hand and directly meeting the needs of children and families in a caring and compassionate way on the other hand.
- To provide and oversee the provision of care to children in danger and families in crisis
- For the children
- To serve
- To facilitate and coordinate help to children and families in need.
- To optimize the quality of life for children and families.
- Prevention
- We are a caring society.

**WHAT IS OUR BUSINESS?**

- The following:
  - To encourage and implement programs that will intervene and promote families to stay together and strengthen them.
  - To oversee adoption and placement of children in Duval/Nassau counties.
  - To help with our kids aging out of foster care – Independent Living.
  - To work with CBC's that are contracted with us in a collaborative manner.
- A not-for-profit social service agency working in concert with government and non-government social service agencies.
- Children
- Improving children's lives.
- Family welfare
- "Family Business" – protect, promote safety and well-being of children, keep families intact when possible, financial support, personal development for clients and caregivers.
- Foster Care, Foster Care Redesign, Prevention, Adoption, Independent Living.
- To develop and train social services – overseeing and doing.
- To advocate for children.

### **WHO IS OUR CUSTOMER?**

- Children and Families in Duval/Nassau Counties.
- Children in need of a family
- Foster Care children and families, Adoption children and families Kin/relative families; Aging out kids.
- The State of Florida
- Department of Children and Families (DCF);
- Various government agencies (Local, State and Federal)
- Community Management Organizations (CMO's); Subcontractor CEO, Directors, Supervisors, Caseworkers, Boards.
- Other Community Providers
- Community
- Taxpayers

### **WHAT DOES OUR CUSTOMER VALUE?**

- Safety for children and community
- Availability of staff
- Quality/adequate services
- Timely response
- Consistency of case managers knowledge
- Well-educated case managers
- Continuity of services
- That each case is unique and should be handled on an individual basis.
- "Breaking the chain" - Kids become productive members of society.
- Being allowed to stay with family
- Courtesy and respect
- Compassion
- Happiness/love for children
- Privacy (appropriate confidentiality)
- Accountability/ good value for dollars invested
- Transparency with services/budgets
- Positive results
- Resolution of perceived issues

## **HOW DO WE DO IT?**

- Hire and train competent staff
- Quality training
- Subcontractors/indirect services
- Direct services
- Aggressively pursuing funding sources
- Educating funders
- By listening to clients and community
- Keeping the best interests of kids as a priority
- Using creative thinking – Foster Care Redesign
- Working with homes and families.
- Requiring accountability of our providers
- With mission in forefront
- Envision, develop and implement an organizational and administrative structure, based on a network of child welfare service providers and other direct and indirect community stakeholders.
- Kind of “United Way” model but with a more hands-on administrative role.

## **WHAT MAKES US UNIQUE?**

- Willingness to change/flexibility
- Ability/willingness to collaborate with state and subcontractors
- Attracting donors and volunteers
- Staff level of ability
- Willingness to be self-critical
- Willingness to shift/ make changes through reflection/ flexibility
- Ingenuity
- Out of box thinking/ innovative/ ingenuity
- We value individual input.
- Passionate leadership
- We have Jim as our leader.
- We care and want to do something about it.
- We’re willing to take chances/ risk taker.
- We’re an established leader in a short period of time.
- Financially viable in regards to being a nonprofit without needing to do “real” fundraising.
- Effectively manage a great deal of money in diverse environments.
- The ability to effectively administer a diverse group of community-based child welfare and home services.

## **FAMILY SUPPORT SERVICES**

## **MISSION WORKSHOP – COMPONENT TWO**

**February 9, 2010**

**PARKING LOT**

- Want continued discussion at board meetings on “Goals and Strategies” – want to discuss measurements and outcomes
- Want more information on Quality Improvement Plan; how plan is submitted to the State. Invite Larry West to a Board meeting.
- Address Family-Centered Practice – are we the Provider/Implementer or the Overseer?
- Direction of funding as programs change (currently have flexibility due to waiver).
  - Does our current contract provide for our needs?
  - Need to know the “hard value” of cost of prevention care – err on the side of child safety.
- Are we just an administrative arm of DCF? Do they see what we’re doing and support us?
- We know that children staying in their own home (Prevention/Foster Care Redesign (FCR)) far outweighs the trauma of removal to foster care. How do we prepare the community for the time when the decision not to remove brings bad results...how do we prevent one negative occurrence from disrupting all the positive outcomes from FCR?
- Need to educate lawmakers in terms of what we do. Board members need a handbook/talking points for meeting with legislators. (*Advocacy Committee could work on this*)