

JCICS Board Meeting  
September 16, 2008  
In Person

**Attendees:** P. Singer, R. Pearlman (by phone), H. Stultz, S. Cox, T. DiFilipo, J. Rolsky, A. Rough, R. Gibson, K. Sacco, K. Wallace, T. Fleeson, L. Brownlee, N. Fox, K. Altweis Nicholson, D. Johnson, R. Harris, J. Ruben

**Absent:** A. Hayo

**Call to Order & Agenda:** R. Gibson at 7:56 AM EST

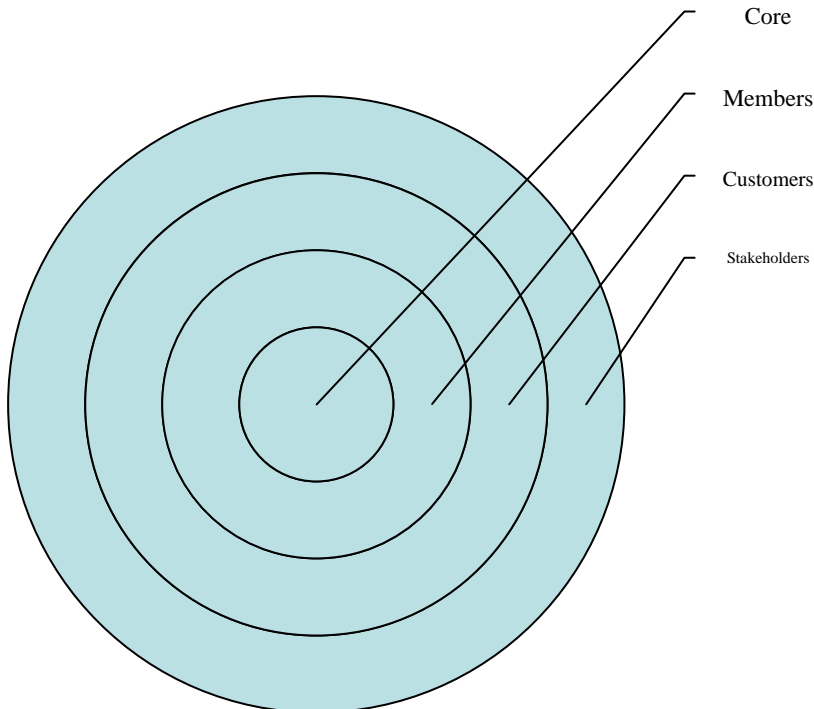
A brief discussion took place regarding the 2009 budget. Suggestions for revision were made that will be voted on in October.

**The Role & Impact of Non-Profit Boards:** P. Meyer of Tecker Consultants

Attributes of Successful Associations and their Boards

*Keys to Association Success*

- Measure success towards goals



- Understand the #1 reason members join is to be part of the community

- The core tends to be those who are most involved, typically the BOD, but should not be strictly defined that way

### *Leadership's Mission*

#### Operational Oversight

- o The board should conduct rigorous self assessment, examining wise use of their time and the way they relate to one another organizationally and personally

#### Strategic Oversight

#### Cultural Oversight

- o Examine core values on a regular basis

### *Micro Case Studies*

1. You receive a negative message from a member and colleague disagreeing with elements of JCICS' strategic plan. You believe that this member has raised several good points and that his/her suggestions should be addressed by the Board.

*What should you do?*

*What is your obligation to the member?*

*What is your obligation to the association and the Board?*

- o Support the member to express their views via the established communication avenues
2. A fellow board member does not support a final policy decision of the board. This board member shared his/her opposition to the policy decision during the board's deliberation. After the meeting, this board member sends a mass email to his/her friends expressing outrage.

*Is this appropriate?*

*Are there other ways of handling disagreement?*

- o Board members need to feel heard in meetings, but understand that being "heard" doesn't mean all other members necessarily agree
  - o Support final majority decision of the board
3. Member attendance at an education program has been declining for five years. The program has been offered by the association for over 25 years and was once considered a "signature" industry event. Through program analysis, it is recommended that the association discontinue this program and shift resources to other initiatives.

*How would you react?*

*How would you decide if this was the right decision?*

- Support final majority decision of the board for what is in the organization's best interest
4. An electronic message is circulating among some members about a recent board decision. The message is inaccurate and suggests that the board operated in a high-handed manner. You participated in the decision and appreciated the way the board assessed the decision and engaged in a candid discussion of the advantages and disadvantages of the decision.

*What would you do?*

*What is the reasoning behind your action?*

- Prioritize colleague to colleague communication
  - Formal collective board response, not just staff response
5. You are a board member and at the annual meeting a member comes to you with a complaint about the CSO.

*What do you do with the information?*

- Listen to the member
  - Encourage member to make direct communication to the full board
  - Differentiate between personal complaint or the direction of the organization
  - Remain supportive of the organization and its efforts
  - Share actionable or trend information with Board Chair and/or CSO
6. As a board member you are approached at the annual meeting by a member who has a complaint about a staff member.

*What do you do with the information?*

- Share the information with the CSO only

### Legal Roles and Responsibilities

### Association Partnerships

### *Each Other*

- Undefined role of executive committee
- Historically came out of the fact that boards were made up of 30-40 members

### *Staff*

### *Members*

- Discussion regarding committee function and structure
- Is this committee work or board work?

### *Other Volunteers*

- Volunteerism in the US continues to steadily increase
- Up in the 25-35 and the 55+ age groups, neutral in the 35-45 age group, down in the 45-55 age group
- Number one reason someone volunteers is because they are asked, the second reason is because it is tied to their career
- People volunteer when it is something they are passionate about
- People volunteer for specific projects rather than ongoing issues
- People are willing to serve for shorter periods of time
- Needs to be an enjoyable experience

### **Mergers:** K. Altweis-Nicholson

24 member agencies responded that were interested in discussions regarding mergers and acquisitions. 6 of them were interested in acquiring other agencies.

JCICS sent a follow-up email to the members with tips and web links regarding mergers and acquisitions.

JCICS will follow-up with those who were strictly interested in acquisitions to see if they would like JCICS to make their names public so interested members can contact them directly.

Discussion took place regarding the impact of agency closures or accreditation denials on waiting adoptive families.

### **Membership:** R. Gibson

Executive session of the whole.

Discussion took place regarding Hague accreditation and JCICS status around the world.

### **Grievance Policy:** K. Wallace

The proposed grievance procedures and grievance form were reviewed. A few minor language changes were suggested. It was also discussed that the procedures will be assessed within 6 months for viability of the new process.

**MOTION: To accept the grievance procedure as amended based on discussion.**  
**J. Rolsky MOVED/ P. Singer SECONDED** **PASSED by Majority**

**Upcoming Board Calls:** October 15; November 19; December 17

## **Board Meeting Assessment: BOD**

Overall directors felt this meeting was productive; decisions were made on several pending issues. Some topics took longer periods of time to work through perhaps because of the discomfort of the board being in a new role and it is hoped that the decision making process will become more efficient with time.

**MOTION: To adjourn the meeting at 2:30 PM EST.**

**D. Johnson MOVED/ L. Brownlee SECONDED PASSED by Majority**

Respectfully Submitted,

Heather Stultz, Secry

### **Action Items:**

1. S. Cox, K. Altweis-Nicholson, N. Fox & J. Rolsky – work on plan for new affiliate acquisition.
2. Finance Committee – make 2009 budget recommendation at the next board call.

### **Open Action Items from September 15, 2008:**

1. H. Stultz & N. Fox – email board with nomination timeline.
2. R. Harris – email BOD with updated flow charts for government structure & contact information.
3. Staff – release Guatemala & Vietnam survey results.

### **Open Action Items from June 24, 2008:**

1. R. Gibson & J. Rolsky – examine the expansion of employee healthcare benefits.
2. T. DiFilipo – send statement regarding members advertisement of pending Hague status to Executive Committee for review.
3. Staff – post finalized Hague status statement on JCICS website.

### **Open Action Items from April 23, 2008:**

1. Staff – notify BOD 24-48 hours before new website goes live.

### **Open Action Items from January 9, 2008:**

1. Ethics Committee – review current SOP to revise sub par standards to Hague language.