

PSSEO Board Self Evaluation 2017

8 out of 11 Potential Responses

1. ***Board members provide the President with items they believe should be placed on the board meeting agenda for discussion.***

Satisfactory: 8

Needs Improvement:

N/A:

Did Not Rate:

Comments:

2. ***Board members review agenda materials prior to the board meeting.***

Satisfactory: 8

Needs Improvement:

N/A:

Did Not Rate:

Comments:

- Board members appear to come to meetings prepared

3. ***The Board package contains sufficient information in understandable language, sensible format and clarity of recommendations on which to base board decisions.***

Satisfactory: 7

Needs Improvement: 1

N/A:

Did Not Rate:

Comments:

- I believe that we may be able to improve reports – a review would be in order
- CEO report needs more accurate info
- The information that is sent in the Board package and added to the website area for the members is just excellent, thorough and timely.

4. ***Board members are encouraged and have sufficient opportunity to participate in Board discussion of items during the course of the meeting so that proposals can be considered carefully and thoroughly and if appropriate, put to a vote during the meeting.***

Satisfactory: 7

Needs Improvement:

N/A:

Did Not Rate: 1

Comments:

- I certainly hope this is the case, but it is for the others to decide
- Board members are always treated with respect and most certainly encouraged to share any suggestions, recommendations or concerns.



5. The views, perspectives and/or opinions of board members expressed at board meetings are received respectfully and considerately.

Satisfactory: 7 Needs Improvement: N/A: Did Not Rate: 1

Comments:

- I certainly hope this is the case, but it is for the others to decide
- We are fortunate Board members indeed, as there is an atmosphere of congeniality and genuine positive regard. It is a very open and accepting group that is thoughtful and reflective.



6. Conflict is managed productively and respectfully.

Satisfactory: 8 Needs Improvement: N/A: Did Not Rate:

Comments:



7. Board members demonstrate a personal responsibility for keeping the meeting moving forward so that sense of relative importance of time spent on agenda items emphasizes the significant issues of association governance.

Satisfactory: 8 Needs Improvement: N/A: Did Not Rate:

Comments:



8. Board meetings are organized and conducted properly, e.g., starting promptly, adhering to reasonable time schedules, meeting within a decent physical environment, having adequate breaks, etc.

Satisfactory: 7 Needs Improvement: N/A: Did Not Rate: 1

Comments:

- It is a challenge for those of us working to participate in the meeting at 4:30 so if consideration could be given to moving the start time to 5:00 pm that would be better.



9. Board members exhibit an understanding of the agency's mission by constantly analyzing whether a topic brought forward before the Board falls within the agency's Core Purpose. Existing and new committees within the agency are also analyzed as to whether they are in existence to fulfill the agency's long-range objectives.

Satisfactory: 5

Needs Improvement: 3

N/A:

Did Not Rate:

Comments:

- Meeting minutes demonstrate that this is true.
- Not sure that all board members are fully aware of the mandate of each of the subcommittees of the board as there are not often reports from each of them to understand what the expectation is as far as reporting.
- The fact that this could potentially use some improvement is more a reflection of where things are at with the redesign, and how that's affecting our ability to develop our strategic plan.
- We have been stalled on labour relations issues for over a year, preventing the board from engaging in analysis of these types of issues.



10. Board members receive sufficient information about PSSEO's programs and services through Chief Executive Officer's reports, Board agenda items, and publications. Through this information, Board members are able to keep current on PSSEO in general and can render informed decisions.

Satisfactory: 5

Needs Improvement: 3

N/A:

Did Not Rate:

Comments:

- OK, but could be improved report format might help focus e.g. MSSA Indicators
- We are still working with the CEO to ensure the Board receives all the information required for good governance.
- The additional presentations from PSSEO staff and AMH partners is greatly appreciated.
- It appears in hindsight that this may not have been entirely true the past few months.
- Other issues have sidelined this work over the past year. Reports have not engaged the board in relevant discussions. Focus on the strategic direction and planning is required for this.



11. Board members keep the President informed of concerns expressed to Officers and Directors about PSSEO and actions taken by Officers and Directors.

Satisfactory: 7

Needs Improvement:

N/A:

Did Not Rate: 1

Comments:

- I have never sought this out – President would know better.

- Board members consistently bring concerns forward appropriately.

[Redacted]

12. Board members are aware of the agency's insurance coverage for its Officer's and Directors' liability and general liability and have access to the detailed document through the PSSEO Website.

Satisfactory: 7 Needs Improvement: 1 N/A: Did Not Rate:

Comments:

- Good idea to review this annually given the current circumstances.

[Redacted]

13. Officers and Directors are aware the agency's official spokesperson is the President or Chief Executive Officer. No communication with press or outside interests should be made by anyone other than the aforementioned.

Satisfactory: 8 Needs Improvement: N/A: Did Not Rate:

Comments:

[Redacted]

14. Board members receive sufficient information about PSSEO's finances, ranging from budget documentation and custom reports prepared by the agency's Financial Manager.

Satisfactory: 6 Needs Improvement: 1 N/A: Did Not Rate: 1

Comments:

- Info is sufficient but further explanation would at times be helpful.

[Redacted]

15. Board members receive the agency's annual audit in a timely manner and the report is clear and easy to understand. Audit recommendations are carefully considered.

Satisfactory: 7 Needs Improvement: N/A: Did Not Rate: 1

Comments:

[Redacted]

16. ***Board members receive sufficient information and preparation materials prior to the finalization of the agency's annual budget, and take advantage of the budget process to consider the most effective allocation of limited resources.***

Satisfactory: 5 Needs Improvement: 3 N/A: Did Not Rate:

Comments:

- Not this year! I believe that the LHIN deadlines were changed making it difficult. Did the Board have opportunity to review the operational plan?
- Not sure that all board members have the opportunity to provide input into the budget preparations.
- Given the need for additional funds to expand PSSEO's range of activities, the budget situation is likely to be fluid for some time.



17. ***The Board reviews the agency's bylaws and policies every few years and/or within the timelines as established within the policy manual and implement change/updates when necessary.***

Satisfactory: 8 Needs Improvement: N/A: Did Not Rate:

Comments:

- Establishing a Lead for Governance has provided a discipline for meeting this objective.



18. ***Board members, in approving and recommending a request, consider the impact upon executive staff time and other costs to be incurred to fulfill such requests.***

Satisfactory: 7 Needs Improvement: 1 N/A: Did Not Rate:

Comments:

- Some Board members have expressed a desire for more information to ensure fully informed decisions.



19. ***Through communication and the formal Chief Executive Officer's Evaluation process, Board members are able to provide constructive comments for improvements in any area where they may feel the Chief Executive Officer should change.***

Satisfactory: 3 **Needs Improvement: 4** N/A: Did Not Rate: 1

Comments:

- Our process for CEO Evaluation is under review.
- It has been a challenge to provide the CEO with constructive feedback.



20. I consistently promote the principles of Intentional Peer Support and the programs of PSSEO

Satisfactory: 8 Needs Improvement: N/A: Did Not Rate:

Comments:



21. I believe that PSSEO has a positive reputation among our healthcare partners and in the communities which we serve.

Satisfactory: 5 Needs Improvement: 3 N/A: Did Not Rate:

Comments:

- Agency development has been slow; capacity pressures exist. A survey of Partners would help.
- I think there could be more formal partnerships established among other healthcare partners, volunteer organizations etc. by inviting other boards to our meetings.
- Perhaps somewhat diminished just recently, but recoverable.
- It is unclear how our community partners view our organization.



22. I attend the agency’s annual meeting, training programs and agency functions on a regular basis and share with the President suggestions for how those events may be improved.

Satisfactory: 7 Needs Improvement: 1 N/A: Did Not Rate:

Comments:

- President is better to answer if suggestions received.
- It is a challenge to attend meetings in person given they are held in Belleville or Kingston, but I do try and attend as many as I can via teleconference or in person when I am able to. Consider hosting events in other parts of Eastern Ontario.
- I have attended everything that has been offered other than an occasional meeting, I am kept well informed.



23. Was there an issue(s) discussed this past year that you feel was not sufficiently resolved?

Yes: 3 **No: 5** N/A: Did Not Rate: 1

**One person answered yes and no.

Comments:

- We need to determine the best way to govern in today's LHIN environment and in collaboration with Partners at Strategic Alliance.
- Board review or external review of the contract for the CEO and evaluation and expectations to ensure transparency and clarification of CEO role and Board role to avoid future issues.
- Budgeting for growth. It might help for the board to consider where PSSEO's growth might take it in 5 years, and what the path for that might be. That would require an estimate of demand, and the pace of growth that PSSEO might reasonably sustain. This should include targets for each of our partners and for each sub-region.



24. Please evaluate your own personal participation with the Board.

Comments:

- I contribute time and energy consistently. I rely significantly on the Corporate Executive Administrator and make demands upon her time.
- I feel I am at a disadvantage having to attend meetings virtually but have a vested interest in the mission, vision and values of PSSEO and would be willing to participate in any event in my local community to promote the organization.
- I have grown with my experience on the board.
- I am happy to have taken on more responsibility with the Board this term and have welcomed the opportunity to continue learning and growing in my position.
- As French Language Lead, I find myself in an interesting position. In theory, I should be advancing the cause of more use of French. In practice, this is highly problematic. PSSEO is far ahead of all the other health service providers in SE Ontario in seeking certification. As with all pioneering activities, there are risks and unknown outcomes. The CEO and the Corporate Executive Administrator have recently given the application for certification attention, but there is work to be done still, and some questions for the board, mostly related to whether the board wants to be required to have 2 francophone members, and exactly what level of service in French can/should be offered in Kingston. At the moment, these questions are low priority. More generally, I have made a few specific contributions which I hope have been helpful.
- This is an exceptional Board that has been the source of a tremendous amount of learning for me. I am so grateful for the respect, the attentive listening and the responsiveness of all concerned. I am impressed with the professionalism and the truly sincere desire of everyone to support PSSEO and of course, any person with lived experience of mental health concerns.
- It has been challenging to participate in as full a manner as possible with other demands and career, family and community commitments. I would like to be available more consistently.



25. How do you feel as a Board member you have grown and what would help you grow further?

Comments:

- It would be helpful to have closer ties with our system partners, a better understanding of how we can work together to gain efficiency and effectiveness.
- I think attending more PSSEO events in my own community would be beneficial if the PSSEO Coordinators would consider opening up more events formally to board members to attend.

- Taking on a Lead position has involved learning much more about both the organization and not-for-profit governance in general. I've had great support from other Board members when needed, and anticipate continuing to lean on them for guidance as I continue to learn more about how to operate effectively in my role.
- This past year has been exceptional and difficult for many. The biggest opportunity for growth has been to understand how better to pick up subtle signals sooner, and so save some of the greatest difficulties from happening. I think I have learned something about doing that.
- I will continue to pursue my own learning and that offered by the board (including suggestions and information that is circulated) as I want to continue to learn and grow. I hope to always be increasing my capacity to support PSSEO as a member of this Board and I am honoured to be a part of such a remarkable group!
- I have learned a great deal around board operations and philosophy as well as labour relations.