



Family-Centred Service System (FCSS) Committee Terms of Reference

Revised March 2013

Purpose of System Governance:

“System Governance is the shared leadership, accountability and evaluation framework for the system of Family Centres and the functions they provide. Governance responsibilities include the scope, mandate, expectations/outcomes, structures, policies, partner roles and responsibilities, and the decision making principles that govern how the system is managed. This body will also be responsible for reporting on the vision, strategic direction and system outcomes to the broader Child and Youth Network at regular intervals.”

Role of Family-Centred Service System Committee:

Strategic:

With respect to the network of Family Centres and the systems that provide intentional connections to other services, the Committee is responsible for:

- setting vision and policy;
- setting expectations and outcomes; and,
- establishing roles and responsibilities for all FCSS system partners (as specified through the Master Partnership Agreement and Annual Neighbourhood Service Plans).

Operational:

The committee will be responsible for establishing and applying the form and process for:

- the selection and on-going confirmation of Lead Agencies for each neighbourhood;
- system resource allocation;
- the review and approval of the Annual Neighbourhood Service Plans developed by the Lead Agency for each neighbourhood;
- the monitoring and evaluation of the Family Centre System, including the work of the governance structure (this excludes individual programs operating within the Family Centre); and,
- Accountability and conflict resolution.

Operating Principles:

A Collaborative Model of System Governance Includes:

- shared responsibility for leadership;
- consensus decisions wherever and whenever possible;
- full and equal partners including: service providers, residents and system partners;
- meaningful engagement; and,
- use of subcommittees.

Representation on FCSS Committee:

Service Partner Representation

- The FCSS Committee will be open to include representation from all service partners.
- Each organization represented on the FCSS Committee must sign/commit to the Master Partnership Agreement which will include: the Family, Professional and Neighbourhood Values; the Core Operating Principles; the Expectations/Outcomes, Roles and Responsibilities of each partner; Statement on Liability; and, identification of Policies and Protocols each partner is expected to have in place.
- The Master Partnership Agreement will be developed and approved by the FCSS Committee.

Caregiver/Consumer Representation

- There must be active, on-going caregiver/consumer engagement at the Centre level
- A process must be developed to make sure caregiver/consumer voices are heard at the System Governance level. However it is too early in both the neighbourhood engagement and the implementation stages to define what this process will be
- At both the Centre and the System levels, caregivers/consumers will be expected to abide by the System's Values, Operating Principles, and established Policies and Protocols

Voting on FCSS Committee:

- Decisions will be made by consensus whenever possible
- Each organization will have one vote, regardless of their size or the degree of their involvement in the Family Centre System. It is the organization's responsibility to identify a "Designated Authority" (or proxy) for voting should the situation arise.
- A Quorum of the Committee will be fifty percent of the membership. A quorum is only required for voting purposes.
- Organizations are responsible for informed voting. If the organization has not been party to Committee discussions on a voting item or is unclear of the consequences of a voting item they are discouraged from partaking in the vote.
- Members shall declare any actual or potential conflict of interest and shall excuse themselves from, and not take part in, deliberations and votes relating to any matter that gives rise to a conflict of interest.
- Robert's Rules of Order will be used to guide the conduct of the Committee where these Terms of Reference are unclear or deficient.

Meeting Frequency:

- The FCSS Committee will normally meet every second month or as required to fulfill its mandate.
- System-level subcommittees will determine their meeting schedules in their terms of reference.

Definitions:

Accountability and Conflict Resolution: establishing and applying the forms and process to determine at what level resolution needs to happen, responsible parties, appropriate accountability mechanisms and consequences.

Active Commitment and Participation: is defined as attending FCSS meetings regularly and participating on a minimum of one subcommittee (where possible). It also means sharing leadership, information, expertise and experience to achieve a Family-Centred Service System.

Conflict of Interest: a situation in which a person has a duty to more than one person or organization, but cannot do justice to the actual or potentially adverse interests of both parties. This includes when an individual's personal interests or concerns are inconsistent with the best for a consumer, or when a public official's personal interests are contrary to his/her loyalty to public business.

CYN Backbone Supports: dedicated staff separate from the participating organizations who plan, manage, and support the initiative through ongoing facilitation, technology and communications support, data collection and reporting, and handling the myriad logistical and administrative details.

Informed voting: a voting member or organization must have the proper knowledge or information about the facts or circumstances that form the substance of the voting item.

Shared leadership: leadership is broadly distributed, stemming from interactions among community members and involves maximizing all of the human resources in the FCSS Committee by empowering members and giving them an opportunity to take leadership positions in their areas of expertise.

CYN Members site.

http://members.londoncyn.ca/fcss_governance

Appendix A- FCSS Structure

