

From the

Executive Director

*F*amily Support Services of West Hawaii (FSSWH) is a private non-profit organization, established in 1979, with the mission "to support families and communities in providing love and care for our children". Under the guidance of a local board of directors, FSSWH delivers numerous programs and services that have a profound impact on the lives of children and families throughout West Hawaii. Our mission statement guides our actions on a "day to day" basis, making our endeavors family focused, family centered and family friendly. We listen carefully to input from our communities and adjust or add new services as needed. We take pride in collaborating with a variety of community groups who, like our own organization, are focused on creating healthier family environments for raising children.

Our programs are found across West Hawaii. We have offices in Kailua-Kona, Waimea, Hawi, and Ka'u. Over seventy FSSWH employees, numerous volunteers and an array of collaborative community groups create the composite workforce necessary to carry out our mission. FSSWH is organized into four primary service divisions: **Child Welfare, Healthy Start, Early Childhood, and Youth Development**. Each division has multiple programs that fall within our mission statement and all strive to empower children, families, and communities. We also work hard to create a work environment for our staff and volunteers that is supportive, encouraging, and friendly.

FSSWH continues to strive for "best practices" throughout the organization. We are accredited by the **Council on Accreditation** for family services programs and have recently completed an intensive "re-evaluation self study" and had a site visit from COA. This process ensures that every program, administrative and Board practice are of the highest quality possible. We have been notified that we are now fully accredited for the next four years.

FSSWH continues to improve its infrastructure through larger and more effective office space, increased management information and communication systems, and overall improvements in administrative oversight to maximize our compliance with our contract and funding sources. We've instituted many refinements to ensure the responsible management of the funds entrusted to us. Our budgets have grown and, most importantly, our revenues have kept pace with, or exceeded, our liabilities. FSSWH prides itself in managing and administering a sizeable budget designed to maximize our service response in the community.

Family Support Services of West Hawaii continues to lead the way in creating healthy environments for families to raise healthy children. However, much more work lies ahead. We are particularly challenged by the impact of drugs on our communities and families. We have dedicated a portion of our time and effort to partner with community groups to continue to provide a response to this identified problem. Above all, we will continue our mission "**to support families and communities in providing love and care for our children.**"

Spirit of **service...**

Quality Improvement


The intent of Family Support Services of West Hawaii is to support the mission of the agency by implementing a comprehensive set of *-going* "Continuous Quality Improvement" (CQI) activities. FSSWH is implementing a CQI process which stresses the responsibility and involvement of all of the agency's stakeholders, defines how FSSWH assesses and improves its overall performance and meets standards that promote quality outcomes. FSSWH's CQI process is designed to ensure that FSSWH will appropriately direct its organizational resources, including personnel, equipment, funds, physical plants, etc., to accomplish the strategic goals of the agency.

FSSWH's CQI system requires:

- Stakeholder participation
- Long-term planning
- Short-term planning
- Internal quality monitoring
- Record Reviews
- Outcomes Measurement
- Measurement of consumer satisfaction
- Feedback mechanisms
- Information management
- Corrective Action

The Annual CQI report for 2001-2002 is on FSSWH's website at <http://www.fsswh.org>. A few of the areas identified, and improved upon through the CQI process this past year, include the following:

- Staff training improved in areas related to computers, 'Ice Use', CPR/First Aid, child abuse and neglect, worker safety, domestic violence awareness, and cultural sensitivity and awareness.
- Human resources improved hiring processes by using standardized questions and improved screening tools.
- The employee benefit package was reviewed and improved through changes in health benefits, investment and retirement planning, life insurance and the Employee Assistance Program.
- Program development (related to the community) identified substance abuse as a problem area and obtained a contract with the Alcohol and Drug Abuse Division which integrated a Substance Abuse Support Counselor in the Child Welfare Division and encouraged agency collaboration on the 'Community Response to Ice' in West Hawaii.
- By survey, 95% of FSSWH consumers noted they would recommend FSSWH services to other family members (with 5% answering, unknown).



Go where there is no path and leave a trail.
Ralph W. Emerson