

IL-NET

CIL-NET · SILC-NET

Quality Beyond Compliance: Taking Charge of Your CIL's True Potential

Using RSA's Checklist for Self-Assessment of the CIL's Business Aspects and Setting of Targets for Quality

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9:15 a.m. – 10:30 a.m.

Presenter:

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Legal documents. Available and current?

- Articles of Incorporation
- 501(c)(3) certificate
- Bylaws; **Best practice – annual review.**
- IRS Form 990 and supporting documents
- Licenses if applicable
- Contracts/written agreements with governments, businesses and community agencies
- Insurance policies; **What coverage is best?**
- Original RSA-approved application for Part C funding

Organizational documents – the foundation

- Mission/Vision Statement
- Program descriptions
- Organizational chart
- Staff roster with disability status (self-disclosed)
- Governing board roster including disability status
- Minutes of governing board meetings
- Administrative policies and procedures
- Personnel/volunteer manuals
- Fiscal policies and procedures
- Financial statements, reports, inventory, audits

Organizational and Personnel Practices

- The CIL uses sound organizational and personnel assignment practices (including organizational chart indicating lines of authority, job descriptions, performance appraisals).
- The personnel practices include affirmative action to employ and advance in employment qualified individuals with significant disabilities.

Recommended Practice: The CIL has personnel policies addressing such areas as wage and salary, fringe benefits, vacation and sick leave, etc.

Ideas for best practice?

Staff Development and Training

- The CIL includes personnel who are specialists in the development and provision of IL services and in the development and support of centers.
- The CIL has established and maintains a **program** of staff development for all classes of positions involved in providing IL services and, where appropriate, in administering the CIL program.
- The staff development program is directed at improving the skills of staff directly responsible for the provision of IL services, including knowledge of and practice in the IL philosophy.

Staff Development, cont'd.

- The staff receives training on how to serve unserved and underserved populations, including minority groups and urban and rural populations.

Recommended Practice: The CIL has a governing board training and development program.

Some best practices: A written plan for training for staff based on their job duties, and for board at orientation and annually, with documentation that training is completed. Link staff plans to their performance appraisal.

Other ideas for best practice?

Let's look quality monitoring options...

- While we can and should monitor ourselves, sometimes we need the eyes of a third party.
- We may want to look at creating a team of people to do this, or at purchasing this service from others.
- Here is a sample on the topic of Staff Development from the California peer system

Some CA centers chose to identify areas of expectation for personnel management

2.B. The organization operates under a defined structure with clear duties and responsibilities for staff.

Rate these items:

2.B1. CS There are written job descriptions for all employees.

2.B2. CS Job descriptions define essential duties of each position.

2.B3. CS There is an organizational chart which reflects the structure of the organization and the supervisory responsibilities of staff; this is available and shared with stakeholders.

2.B4. The board of directors has approved the organizational chart and approves major changes to job duties.

2.B5. The center provides for staff development and training. Documentation/demonstration may include copies of the job descriptions and organizational chart. Essential functions are specified.

CS = Critical Standard.

Think about how we can work together to assure quality in Independent Living

- Peer review is a hallmark – and flows naturally from our philosophy.
- The most complete version of this comes out of Wisconsin and you will hear about it later this morning.

Conflict of Interest – what safeguards?

- Policies preventing a person (employee, board member, volunteer) from participating in an administrative decision regarding a project if the decision is likely to benefit that person or a member of his or her immediate family...
- or that person who is a public official or has a family or business relationship with the CIL...
- or the person in the project could use his or her position for a purpose that is, or gives the appearance of being, motivated by desire for a private financial gain for that person or others.

Above reproach

Let's talk about transparency.

- Webster says something is transparent if it is "able to be seen through. : easy to notice or understand. : honest and open : not secretive."
- Center should seek not only to meet the requirements around conflict of interest but to be transparent and above reproach in all its dealings.
- Secretive centers – harmful to the reputation of all.

Best practice: Written codes of ethics; board and staff receive training and sign that they agree.

Other ideas for best practice?

Confidentiality

The CIL has adopted and implemented **policies and procedures** to safeguard the confidentiality of all personal information, including photographs, publicity releases and lists of names that comply with 34 CFR 364.56(a) requirements including but not limited to:

- protecting current and stored personal information.

Confidentiality, cont'd.

- informing IL applicants or consumers, authorized representatives, service providers and others, as appropriate, about the confidentiality of personal information and the conditions for gaining access to and releasing this information.

Recommended Practice:

- The CIL has meeting space that ensures that consumers' confidentiality is protected when meeting with staff.
- Policies and procedures are written and staff are trained and implement them.

Ideas for best practice?

Prohibition against lobbying

EDGAR 34 CFR 82.100; 2 CFR 230, Attachment B, Item 25

- The CIL has on file a signed and dated copy of the Certification of Lobbying Form ED-80-0013 against using federal funds to influence or attempt to influence any federal agency or Congress through lobbying activities as described in 2 CFR 230, Attachment B, Item 25 and EDGAR 34 CFR 82.100.

Recommended Practice:

- Incorporate provisions safeguarding against lobbying in written policies and procedures which staff understand and implement.

Ideas for best practice?

There are a few other administrative standards, but you get the idea...

- Using RSA's checklist covers many areas that lend themselves to outcome measures.
- Then we have to decide which outcomes matter the most to us.

Video clip of Mike Hendricks – How to Choose Which Outcomes to Measure

<http://ilru.mediasite.com/mediasite/Play/9f2d1b8967364b9682f0bf1deefcac301d>

How will you use what you are learning?

Tools soon get rusty if they are left in the toolbox!
Ideas are useless unless used. — *Unknown*

Questions and Answers?

For more information

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