



Pat Murphy

For more advise about how to minimize damaging claims, contact Pat Murphy at Patm@millercares.com.

Nonprofit Risk Management Snapshot

Social Services - Best Practices

These nonprofit best practices may help when it comes to your insurance renewal, providing more protection if a claim where to occur.

Background Checks

Staff and New Hires - Recommend every year for staff who primarily work with vulnerable population daily. Every three years for all other staff.

Volunteers

Do you have written guidelines for screening or disqualifying volunteers? Have you audited HR files to make sure this is happening?

Well written and updated policies & procedures

Abuse Procedures - When was the last time you updated/reviewed? No Tolerance Disciplinary Action Policies – do you have them in place?

Mandatory and Recurring Training

Formal training is essential; web based or classroom; required of all staff/volunteers on a structured, recurring bases; Training should be a condition of employment.

Appropriate Staff/Volunteer Ratios

Behavior Management/Crisis Management Policies

Proper Licensure & Accreditations

Safety/Risk Management Committee

Monthly meetings; agenda continuous and on-going; uses trends to develop strategic actions plans

Complete and Accurate Job Descriptions (beyond academic)

Descriptions clearly outline essential duties and skills necessary to fulfill the requirements; hiring is dependent of job

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Staff Retention

Performance reviews consider individualized staff development needs; organization committed to training, advancement from within, employee recognition programs

Hire / Fire Processes

Corrective action plans used and documented
Documented hiring process that consider bias and discriminatory actions

Onboarding Procedures

Full orientation is scheduled and completed within specific time frame, includes job shadowing and mentoring, high level of supervision

Informed Consent

All aspect of care, treatment, and services explained to consumer and parent/guardian noting benefits and drawbacks, sign offs

Behavior Management

Verbal de-escalation the rule. "Hold" only used to protect consumers or others; well documented, all staff property trained and refresher training mandated twice per year.

Duty to Report

Organization reports to proper authorities and insurance agent/carrier at the same time that they begin their internal investigation.

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