

SSCIP's

SSCIP, IntelliCorp® Partner to Help Members Keep Clients Safe



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As a human-services organization, you provide invaluable benefits that improve the lives of individuals in your community. Unfortunately, the nature of your clientele may prompt criminal offenders to look for an easy way in to your organization. As you know, the people you serve are often more vulnerable to abuse, neglect, and criminal acts than the general population.

Perpetrators search for:

- Organizations that don't prescreen their employees
- Places to work where they can slip through undetected
- An easy way to gain the trust of parents and caregivers

You can help protect your organization and the clients you care for. The Social Service Contractors Indemnity Pool (SSCIP) is collaborating with IntelliCorp® to offer background checks for SSCIP Members. Background checks from IntelliCorp can help you rest easy—knowing your organization is doing what it can to help ensure the safety of your employees and your clients.

IntelliCorp Offers Intelligence for Better Decisions

IntelliCorp is a premier nationwide provider of background checks and employment and volunteer screening. IntelliCorp provides customers with instant, affordable access to nationwide criminal-records information. Working with IntelliCorp can help you avoid costly hiring and

recruiting mistakes, and limit your exposure to risk and litigation.

A Unique, Full-service Approach

The platinum package available to all SSCIP Members includes:

- **Super Search** — searches criminal records in 42 states plus the District of Columbia and sex-



offender records in all 50 states

- **Sex Offender Registry** — searches sex-offender records in all 50 states
- **Identity Verification** — searches more than 23 billion records using an individual's Social Security Number to verify an individual's identity and current and former addresses
- **Terrorist Database** — searches data from the Office of Foreign Assets Control (OFAC) of the

see **Help Keep Clients Safe** on page 5



PRESIDENT'S LETTER

Dear SSCIP Members:

As with many non-profit organizations, one of the keys to SSCIP's ongoing success has been the quality of individuals who have always volunteered to serve on our Board of Trustees. In keeping with that tradition, on behalf of the Board, I would like to welcome Richard Hargrove as SSCIP's newest Trustee. Richard replaces Chris George, who resigned from the Board after leaving his position with SSCIP Member, Native American Connections.

Richard Hargrove is the Director of Operations of the Arizona Integrated Residential Educational Services (A.R.I.E.S.) in Tucson, and he brings a wealth of Arizona social service knowledge and many years of experience to our Board. He will serve out the remainder of Chris George's term through the summer of 2008. I'd also like to thank Chris for his dedicated service to the Pool and wish him well in his future ventures.

As most of our Members are aware, the 47th Session of the Arizona Legislature is currently underway. As part of SSCIP's ongoing commitment of service to its Members, the Board of Trustees has made arrangements with the Administrator and with the Pool's lobbyist to closely monitor any bills which might affect insurable liability exposures faced by SSCIP agencies.

With assistance from the Administrator, the Board has purchased a sophisticated software program that will allow us to monitor all proposed legislation as each bill works its way through various committees during the legislative review and amendment process. By searching the text of proposed legislation for pre-selected key words relating to insurance, liability and social service issues, the software allows us to monitor original verbiage contained in bills as they are introduced, as well as any revised verbiage contained in subsequent amendments. When a bill is identified as being one that might affect the insurable liability exposures faced by our Members, it will be brought to the attention of SSCIP's Legislative Review Committee for consideration. The Committee will then determine if the Pool should participate in any lobbying efforts, either in support of, or opposition to, the proposed legislation.

With many plaintiff attorneys using Arizona's "Vulnerable Adult Statutes" to target Arizona's social service and health services industries, we feel it is important to be aware of legislation that could affect the liability exposures faced by many of our Members. We also believe it is important that the State's legislators understand how the laws they enact can affect the ability of our Members to continue to provide affordable social services to their clients.

As always, the SSCIP Board is pleased to be able to enhance the services the Pool provides to its Members and, we welcome any input on how we can further benefit our membership and the clients they serve.

Sincerely,

A handwritten signature in black ink that reads "Richard W. Hill". The signature is written in a cursive, slightly slanted style.

Rick Hill
President, SSCIP Board of Trustees

The PAL Program:

A Unique Tool for Members with Personnel Issues

Anyone who supervises a team of employees can tell you that making fair, fiscally sound and legally compliant personnel decisions can sometimes be challenging. However, if you are a SSCIP Member with Directors & Officers (D & O) coverage through the Pool, the process can be made a bit less daunting with assistance from SSCIP's PAL, or Personnel Assistance Lifeline Program.

The PAL Program was established as an added benefit for SSCIP Members, to provide them with needed guidance when personnel issues arise. The advice provided through the PAL Program can help Members avoid or mitigate costly employment claims or lawsuits.

Attorneys from the law firm of Lewis & Roca work with SSCIP Members to provide them with free legal advice on particular personnel issues. SSCIP Members with D & O coverage may receive up to one hour, per issue, of free legal telephone advice on personnel matters covered by the PAL program.


The PAL program provides Members with a unique loss control tool. Members can seek legal advice on personnel issues related to:

- employment termination
- FMLA issues
- ADA issues
- salary issues

- allegations of retaliation, discrimination, sexual harassment, or hostile work environment

In 2004 SSCIP Members generated 50 PAL contacts. The PAL program costs SSCIP a nominal amount in annual legal fees but helps save the Pool and its Members tens of thousands of dollars in costly employment litigation and indemnity payments.

It is important for SSCIP Members to understand that any conversations with PAL Program attorneys are confidential. You should also remember that when you speak with an attorney regarding a PAL issue, you should describe the particular situation concisely and thoroughly, including all details. What you might think is not a relevant piece of information could be very important to the attorneys in analyzing the issue. After your conversation, the attorney will advise you on the best strategy for keeping in compliance with the law in order to avoid, or at least mitigate, a personnel claim or lawsuit.

If you have questions about the employment related issues outlined above, your first stop should be Southwest Risk Services, the SSCIP administrator. The Administrator's staff will confirm that your agency has D & O coverage with SSCIP and then refer you to a Lewis & Roca employment attorney. You can contact Southwest Risk Services at (602) 996-8810. 

Meet LOLA:

New Tool Helps Monitor Legislation Important to Members


The SSCIP Board of Trustees recently purchased an advanced software program that is being used by Southwest Risk Services' staff to monitor all proposed legislation in the Arizona Legislature. This new tool, called Legislation on Line Arizona (LOLA), is a Web-based, legislative information service used by leading lobbyists and government affairs professionals.

LOLA will help Southwest Risk Services' staff identify significant pending legislation related to insurance, liability and social service issues that could potentially impact claim exposures to SSCIP Members and the Pool. Staff will consider each pending piece of legislation for possible referral to SSCIP's Legislative and Bylaws Committee. The Committee will then decide if any proposed laws warrant additional action, including possible lobbying efforts either for or against a pending bill

The LOLA software works by allowing the user to search the text of proposed bills for key terms selected by the user, in this case, Southwest Risk Services' staff. The user predetermines

key words to be used in the search and the software program targets in on these references. LOLA can repeatedly search the text of proposed bills as they proceed through committee reviews and revisions, allowing for both a search of original verbiage in bills that are introduced, as well as revised verbiage in the text of subsequent amendments.

The Board hopes that investing in the LOLA software will allow Southwest Risk Services' staff to monitor proposed legislation that would potentially increase insurable liability exposures faced by SSCIP Members, which would eventually affect Member premiums. Among bills that would be of interest include any that relate to Arizona's "Vulnerable Adult Statutes" in light of the prevalence of plaintiff attorneys who are using those laws to target Arizona's social service and health service industries.

If you have questions about the LOLA program or about any pending legislation relating to liability exposures faced by Pool Members, contact Southwest Risk Services at (602) 996-8810. 

SSCIP'r

Featured Agency: Arizona Youth Partnership

Good news travels quickly, which is one reason the Pima Youth Partnership is now the Arizona Youth Partnership. With the success of its programs for children, youth and families in rural communities and Native American Reservations in southwestern Arizona, the organization has expanded to include working with people in the White Mountains region of northeastern Arizona in Apache and Navajo counties, as well as Pinal and Gila counties.

The Arizona Youth Partnership provides services and programs that are proven successful, accessible, cost effective, compassionate, fun and responsive. Some of the organization's programs have won national awards, and have been recognized by the Governor's Office and the Substance Abuse and Mental Health Administration as one of two sites in southern Arizona to participate in the National Reach Out Now to 5th Graders Substance Abuse Prevention Week.

Arizona Youth Partnership incorporates coalitions within the community to implement programs and strategies to promote healthy youth, parents, families, and communities. Some programs and their results include:

- After school programs that provide academic, social, and recreational enrichment for youth in elementary and middle school.
 - In 2003-2004, 113 youth participated in the After School Programs
- Life Skills Education that helps increase school attachment and reduce academic failure. Children participate in a Teen Outreach Program that includes community service, weekly small group discussions, and service learning.
 - With more than 370 youth participants, results showed:
 - ◆ Increases in GPAs for more than 1/3 of program participants
 - ◆ Decreases in referrals to the principal or disciplinarian

- ◆ Decreases in suspensions and expulsions for program participants
- ◆ Increases in school commitment
- ◆ Decreases in unexcused absences from school
- Life Skills Training to address substance abuse and violence prevention through drug resistance skills, personal self-management skills, self-image and goal setting, and general social skills.
 - In 2003-2004, more than 370 youth participated in life skills education in Ajo, Catalina, Marana, in San Simon on the Tohono O'odham nation, on the New Pascua Yaqui Reservation, and Old Pasqua Yaqui Reservation, for an increase of 25% over last year.



Life Skills Program attendees, left to right, Abby Bruno, Gabi Archunde and Bryonna Madrid from Catalina in Pima County

Some of the organization's other successful programs include Teen Pregnancy Prevention; Teen Nights for social and recreational activities in a safe, alcohol-, tobacco- and drug-free environment; a violence awareness/prevention group; and a Youth Advisory Council that promotes youth leadership, community involvement and personal development.

"We owe the success of the organization to the commitment of our Board of Directors, staff and the communities that ask for our programs and presence," said Luan Wagner, Arizona Youth Partnership executive director. "The Arizona Youth

Partnership is one of the very few rural providers that can fully evaluate whether our work pays off. Plus, our programs are fun and our staff are compassionate, smart and active members of the community."

The Arizona Youth Partnership (and predecessor Pima Youth Partnership) has been in existence since 1990. With the success and impact of its programs, it is sure to celebrate many more milestones in the future. For more information on the Arizona Youth Partnership, visit www.azyp.org, or call (520) 744-9595. ◆◆◆

Help Members Keep Clients Safe

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U.S. Department of the Treasury to ensure that organizations and individuals do not enter into transactions with persons or organizations involved in terrorism, international narcotics trafficking, or activities related to the proliferation of weapons of mass destruction

- **Single County Search**—conducts one search at the county-court level for felony and misdemeanor charges, where available. The platinum package is available for \$9.95 per search, an exclusive pricing for SSCIP Members.

Getting started is easy

Follow these instructions:

1. Visit **www.intellicorp.net** and click on "Sign-up Today."
2. When prompted, enter promotion code **SSCIP**.
3. Fax a photocopy of one of the following documents to **(440) 519-0261**:
 - business license
 - vendor license
 - federal identification number on a legal/government document

Mention **SSCIP** in your fax.

The system will invoice you when you register. You can pay by monthly invoice or credit card. If you choose monthly invoicing, you must complete IntelliCorp's Credit Authorization Form. You can submit the form online during the registration process or fax it to **(440) 519-0261**.


IntelliCorp submits all invoices through e-mail. You will be invoiced on the first business day after the end of the month. If you pay by credit card, you'll receive an e-mail statement. If you need assistance, contact IntelliCorp's Client Services Department, Monday through Friday from 8:30 AM - 5:30 PM, Eastern time. You can:

- click the "Live Help" button on every page on the IntelliCorp Web site
- e-mail **mgarbincus@intellicorp.net**
- call **1-800-539-3717, ext. 145**

Once you establish your account, you can perform searches by visiting the IntelliCorp Web site at www.intellicorp.net.

Please note: *The background information available through IntelliCorp will not substitute for complying with any statutory or contractual State of Arizona requirements for agency employees to obtain a Fingerprint Clearance Card, nor will it ensure compliance with any other statutory or contractual privileging or credentialing requirements mandated by the State or its departments. SSCIP agencies should **always** refer to State statutes and to their individual State contracts for specific privileging/credentialing requirements and take*

the necessary action to comply with therewith.

If you have questions about the background check services, contact Southwest Risk Services at (602) 996-8810. 

Organizations that prescreen can:

- identify past offenders and potential offenders with histories of violent crime or drug abuse
- deter potential abusers and criminals
- prevent loss and litigation
- preserve profits and credibility

Welcome NEW MEMBERS

SSCIP would like to welcome the following new Members:

- | | | |
|---|---------------------------------------|---|
| ◆ Arizona Quality Providers, LLC | ◆ Golden Oaks Ranch, LLC | ◆ North Phoenix Visions of Hope Center; dba Behavioral Health/Consumers in Action |
| ◆ Body Positive, Inc. | ◆ Good Neighbor Alliance | ◆ One Special Place |
| ◆ Child & Family Support Services, Inc. | ◆ Human Services Campus, LLC | ◆ Quality Care Assisted Living, Inc. |
| ◆ Christie Priem, dba Chirp Communications Consulting | ◆ Individual Achievements Association | ◆ Scottsdale Treatment Institute, PLC |
| ◆ Direct Care Personnel | ◆ NAMI Southeastern Arizona | |
| | ◆ Noble Care Corporation | |

Staff Training is Essential in Helping to Eliminate Risk in Your Organization

According to the Nonprofit Risk Management Center, a national nonprofit group established to provide assistance and resources for community-serving organizations, many nonprofits implement careful screening procedures for applicants in focusing on risk management. However, it is also essential to include thorough staff training for volunteer and paid personnel.

When organizing training goals for your organization, consider the following:

- A thorough orientation to the organization's policies and procedures, with special emphasis on those designed to protect the health and safety of the organization's service recipients, caregivers and the mission and reputation of the organization itself
- In-service training on general topics related to the safe delivery of specific programs and activities, and insight on the organization's clientele

The Nonprofit Risk Management Center has developed the following questions to help organizations with designing a training process:

- **What are your organization's usual practices for staff training?**

Many organizations have ongoing staff training programs. Your risk management training should be incorporated into other existing organizational training practices.

- **Who will do the training?**

Selection of instructors will influence the nature of your training program. Training might be delivered by a staff member, outside consultant, or in some cases, a law enforcement officer or other government official (e.g., child protective services worker).

- **How will the training be delivered?** Will individuals undertake training individually or in a group session? Must participants gather in a single location or can they

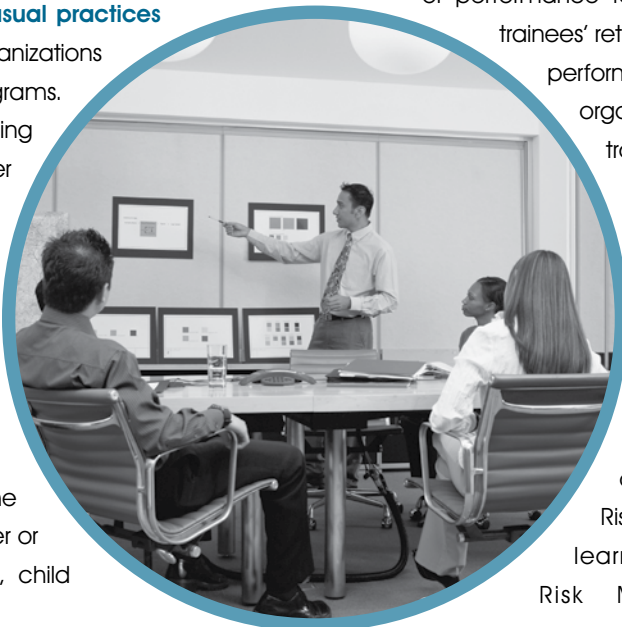
be trained from remote locations? A growing number of organizations are choosing online and video-based training programs to help ensure consistency of content and lower costs. Keep in mind that if training costs are prohibitive to the nonprofit, the risk of untrained staff increases; some staff may not be trained as dollars run out to continue a costly training program.

- **When will the training be provided?** Your organization may begin training staff in child abuse prevention before applicants are placed. One national mentoring organization conducts program orientation sessions for applicants. The orientation stresses the organization's position on child abuse, thereby setting a tone for subsequent training and perhaps inducing potential abusers to withdraw their applications. Always consider the audience when scheduling training—if your volunteers are busy professionals, consider how you can offer meaningful training without taxing their busy schedules.

- **How will training be evaluated and documented?** When your staff is trained, how will you measure the fulfillment of the training objectives? Good training includes oral, written, or performance tests at the end to measure the trainees' retention of knowledge and ability to perform the skills they were taught. Your organization may need to maintain training records that document participation in training and post-training test results.

Effective training can have positive results in helping to manage risk for your organization. For training questions related to your organization, contact Southwest Risk Services at (602) 996-8810. To learn more about the Nonprofit Risk Management Center, visit

www.nonprofitrisk.org.



Keep Warm and Safe: Heater Tips from the U.S. Consumer Product Safety Commission (CPSC)

During the cooler weather, portable heaters and fireplaces are often used to help keep the chill to a minimum. It is important to exercise caution when using portable heaters, and to know how to properly use fireplaces.

The U.S. Consumer Product Safety Commission (CPSC) notes that “most deaths and injuries from heaters and fireplaces happen in the winter months,” and that “every home (or establishment) needs working smoke alarms and a carbon monoxide alarm.” The CPSC sites that, in a recent year:

- there were approximately 10,900 residential fires and about 190 deaths associated with portable or fixed space heaters
- there were 15,500 fires and 40 deaths associated with fireplaces and chimneys
- an average of 85 people die each year from carbon monoxide poisoning caused by heating systems, ranges/ovens and water heaters

The CPSC recommends the following information to help members of the public protect themselves from the dangers of portable heaters and fireplaces.

Heater Safety Tips:

- Use a heater that has been tested to the latest safety standards and certified by a nationally-recognized testing laboratory. These heaters will have the most up-to-date safety features; older space heaters may not meet the newer safety standards. The CPSC requires kerosene heaters to have an automatic cut-off mechanism to extinguish a flame if the unit tips over; electric heaters to have a similar automatic turn-off mechanism; and kerosene heaters to have more guarding around the heating coils of electric heaters and the burner to help prevent fires. Unvented gas space heaters require oxygen depletion sensors to help prevent carbon monoxide production from inefficient combustion.
- Place heaters on a level, hard and nonflammable surface, and not on rugs, carpets or near bedding or drapes.
- Keep doors open to the rest of the house if using an unvented, fuel-burning space heater. Make sure the heater meets current safety standards to shut off if oxygen levels fall too low. Ensure the heater is correctly rated for your home or facility. Oversized heaters could deplete the available oxygen, causing excess carbon monoxide to be produced. Keep a window in the room open at least one inch to help ensure proper ventilation. Follow the manufacturer’s instructions to provide sufficient combustion air to prevent carbon monoxide production.
- NEVER leave a space heater on when you go to sleep. Never place a space heater close to any sleeping person.

- Turn off the space heater if you leave the area. Keep children away from space heaters.
- Have gas and kerosene space heaters inspected annually.
- Do not use a kitchen range or oven to heat a house, as it could overheat or generate excessive carbon monoxide.
- Be aware that mobile homes require specially-designated heated equipment. Use only electric or vented fuel-fired equipment.
- Have a smoke alarm with fresh batteries on each level of the house, inside every bedroom, and outside the bedrooms in each sleeping area. Use a carbon monoxide alarm outside the bedrooms in each separate sleeping area.

Fireplace Safety Tips:

- Have flues and chimneys inspected before each heating season for leakage and blockage by creosote or debris.
- Open the fireplace damper before lighting the fire and keep it open until the ashes are cool. Never close the damper before going to bed if the ashes are still warm. An open damper will prevent build-up of poisonous gases inside the home, especially while others are sleeping.
- Never use gasoline, charcoal lighter or other fuel to light or relight a fire because the vapors can explode. Never keep flammable fuels or materials near a fire. Never store flammable liquids in your home.
- Never use charcoal in a fireplace because of the risk of carbon monoxide poisoning.
- Keep a screen or glass enclosure around a fireplace to prevent sparks or embers from igniting flammable materials.

Weather Facts to Make You Shiver:

- According to USA Today, the coldest temperature ever officially recorded in the United States was in Prospect Creek Camp, Alaska, along the Alaska pipeline about 20 miles north of the Arctic Circle. The temperature: -79.8 degrees Fahrenheit.
- Yuma is Arizona’s warmest winter city and the sunniest year round place in the United States.
- Arizona’s coldest recorded temperature was -40 degrees Fahrenheit in Hawley Lake on Jan. 7, 1971.
- Three out of 10 visitors come to Arizona in the three-month period from January to March to take advantage of the moderate temperatures.



2005-2006 SSCIP BOARD OF TRUSTEES

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The Social Service Contractors Indemnity Pool (SSCIP) newsletter is published quarterly by the Pool's Administrator:

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SSCIP is a non-profit corporation created in 1986. Its primary purpose is to provide property and casualty coverages to social service providers contracted with the State of Arizona and other political subdivisions.

SSCIP is governed by a 15 member Board of Trustees elected by its members. The newsletter is published in a continuous effort to inform and educate its members. Suggestions for articles are welcome.

SOCIAL SERVICE CONTRACTORS INDEMNITY POOL

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