

## **DSN BOARD/PROVIDER BOARD OF DIRECTORS TRAINING GUIDE**

The Contract for Person Centered Services and Supports between the South Carolina Department of Disabilities and Special Needs (DDSN) and DSN Boards/Providers requires training to be supplied to the Boards of Directors that govern the Provider organizations (Article II. S). This training is intended to strengthen the performance of the DSN Boards/Providers and enhance the quality of services and supports delivered to the consumers. The following guide is intended to clarify this contractual requirement and offer DSN Boards/Providers assistance to develop/update their specific Board of Directors training plan.

### **I. Frequency/Amount of Training**

#### **A. Orientation**

Each member of the governing Board should receive an overview of the operations of the respective provider organization and the structure and protocol of the governing Board.

Orientation training should last at least three hours.

Orientation training should be provided within 90 days of appointment to Board.

#### **B. On-Going**

Members of the governing Board should receive training in more advanced topics of effective Board operations.

Board Members should receive at least six (6) hours of advanced training every three years.

### **II. Qualified Trainers**

#### **A. Orientation**

Orientation training should be provided to each new Board Member by the Executive Director and other administrative staff.

It is recommended that a Board Member also assist in orienting new Board Members.

#### **B. On-going**

On-going training should be supplied by an entity that has documented experience in delivering effective training to governing Boards.

This trainer should not be directly associated with the respective provider organization.

The following entities are good resources to supply Board of Directors training:

- University of South Carolina/Institute for Public Service and Policy Research  
<http://www.ipspr.sc.edu>
- The Board Source <http://www.boardsource.org>
- Carver Governance Design, Inc. <http://www.carvergovernance.com>
- Cain Consulting Group, Inc. <http://www.cain-consulting.com>
- South Carolina Association of Nonprofit Organizations <http://www.scanpo.org>
- Local Technical Colleges

It is acceptable to deliver the training via satellite/internet or videotape if there is an outside entity who serves as a facilitator to lead discussion among the Board Members regarding the information presented.

### III. Training Topics

#### A. Orientation

Orientation training should focus on the specific mission, history and operating practices of the respective provider organization and DDSN and familiarization with the practices of the respective governing Board (e.g., Committees, Meetings, Planning, Fiscal/Program Oversight, Code of Ethics, Board Member/Executive Director role clarification).

Orientation training should be sufficiently detailed to equip the Board Member to effectively discharge their responsibilities.

The orientation training should include a visit to a representative sample of the provider facilities to directly observe the provision of services.

It is recommended that each Board Member be provided with a Board Member Manual which can be used as a future reference guide which is revised as needed.

#### B. On-going

Training should focus on more advanced issues relating to effective governance.

Topics such as risk management, legal liability, independent audit review, Board team decision-making, CEO hiring/evaluation, benchmark analysis, financial planning strategies and community relations would be appropriate.

It is also recommended that Board Members be kept abreast of relevant developments in the disabilities field, South Carolina, the community of operation, DDSN and the provider. However, this training will not be credited toward the required Board training.

### IV. Training Format

#### A. Orientation

Training should typically be completed in a one-to-one session.

B. On-going

Training for Board Members should be completed as a group. Discussion among Board Members regarding the implications of the training received for operations of the respective governing body should be a focus of the training.

V. Record of Training

Records of both orientation and on-going training of Board Members should be maintained by the Provider.

The record should identify who was trained, date of training, trainer, trainer credentials, length of training and training topics.

These records should be available for review by DDSN/duly appointed.

representatives based on agency record retention practices and training procedures.