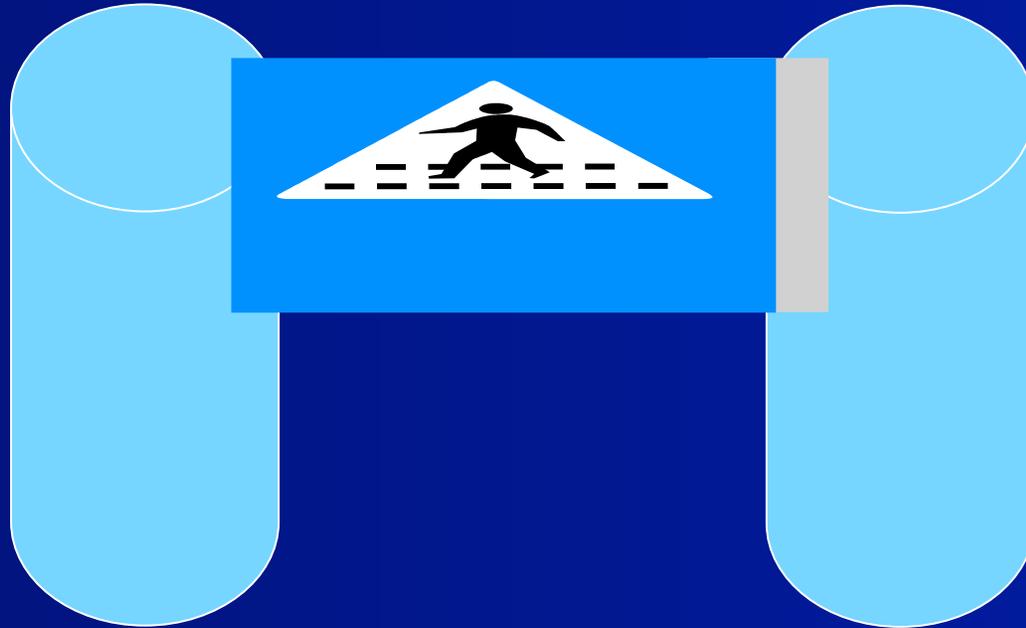


Two Silos and a Crosswalk



Two Silos and a Crosswalk

Friday, October 26, 2012
8:30 – 10 a.m.

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Disclaimer:

This presentation is intended to contain general information only – not specific legal advice. Consult with legal counsel familiar with your program and the laws applicable to it.

Perspective:

Your primary goal is, or should be, a quality program.

A quality program takes care of its clients and itself.

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The image:

These two responsibilities – to the client and to the organization - are the silos of an effective risk management plan. They are interdependent. They are frequently refreshed.

Silo #1:

Silo #1 contains those aspects of your operations which most directly affect your clients. This is the “front line” in managing the risk of loss to your clients, including meeting (or not) your legal duty of care owed to them.

Silo #2:

Silo #2 contains those aspects of an organization's management which anticipate and deal with a loss to a client and a loss to the organization.

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The Crosswalk:

The crosswalk between the two silos represents their interdependence and relatedness. It is a busy place - a dynamic medium. It is the control center for analyzing and managing risks.

What's in Silo #1:

(The weeds, the “deep grass”.)

- A. Disclosures, information exchange
- B. Emergency response
- C. Environment
- D. Program practices and policies

Silo #1 (continued)

E. Gear

F. Records

G. Administration

H. Students and staff - screening, training, supervision and separation).

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What's in Silo #2?

(“clippers”, to get out of the weeds)

- A. Contracts (staff, vendors, clients)
- B. Limited liability form of business
- C. Insurance
- D. Wise use of professionals

Silo #2 (continued)

E. Prevailing Practices

F. Emergency Response Plan

G. Releases, indemnities, etc

H. Standards

The crosswalk:

(Connecting the silos)

Analyze and manage.

1. Analyze and align your mission, activities, people and risks. Don't do anything the risks of which you cannot reasonably manage.
2. Manage the risks of the activities that remain.

The Crosswalk:

This is where the organization observes and reacts to operations issues (Silo #1) and adjusts the admin tasks (Silo #2), to manage and minimize the risks of loss.

(Examples of this inter-relatedness:)

Silos that have been thoughtfully stocked, refreshed and integrated will produce positive results for you organization:

1. A quality program, with fewer incidents and more satisfied clients
2. An effective response to an incident
3. A positive resolution of a conflict, including a suit.
4. Enhanced ability to bear a loss, including insurance.

Summary and conclusion -

“Life is best organized as a series of daring adventures from a secure base.”

John Bowlby, Child Psychologist