



## Involved in the Field and with Providers to Ensure Quality Outcomes

*A Different Perspective  
from an Insurance Group*



**irwin siegel  
agency inc.**

insurance & risk management  
human service programs

PO Box 309, Rock Hill, NY 12775  
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Supporting Those  
Who Support Others™

# Customized Insurance & Risk Management for the Human Services Field

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Our insurance products are designed to allow you the maximum support on your quest to achieve quality outcomes

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Liability, Property, Auto, & Crime.

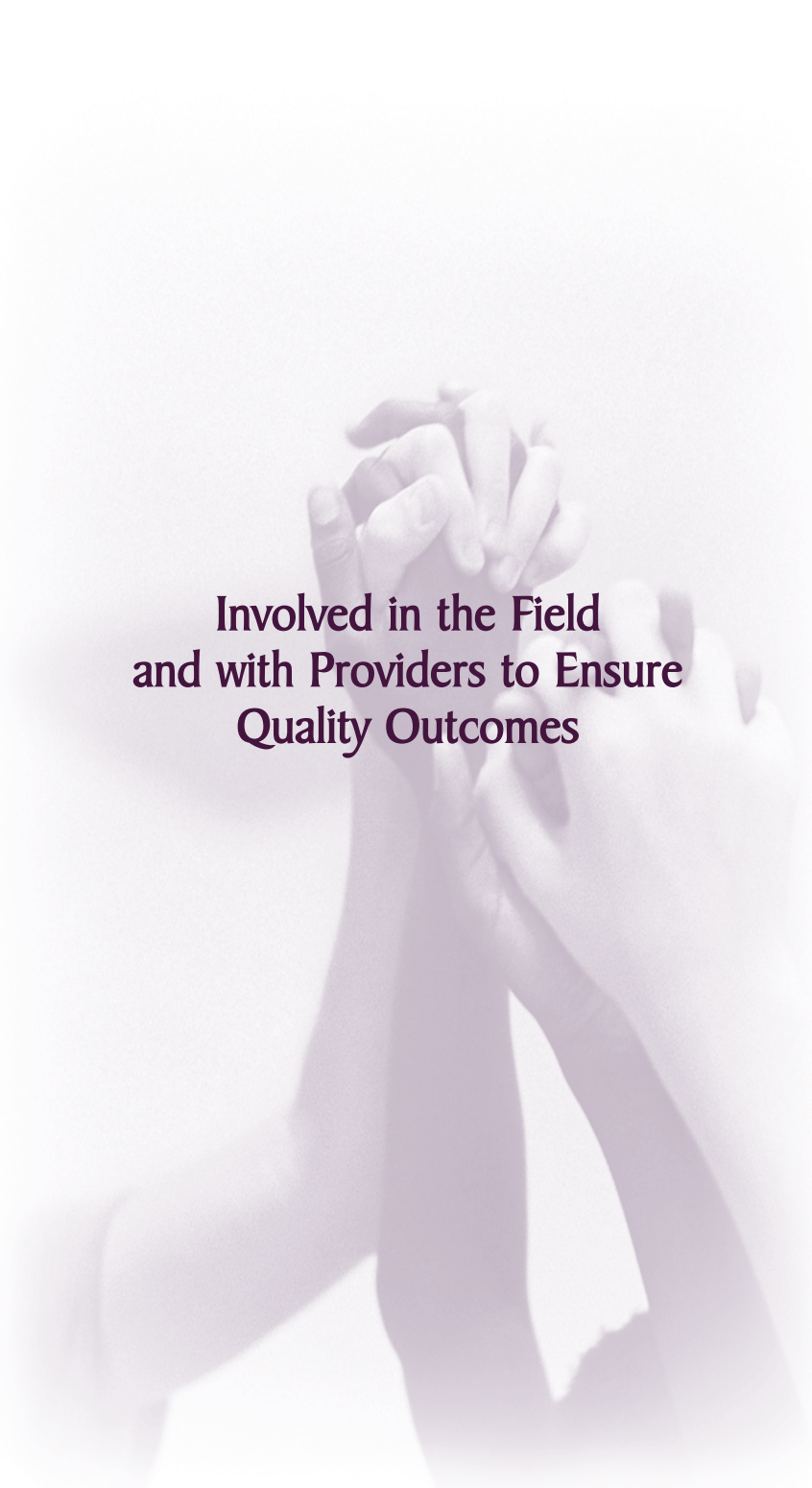
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## Involved in the Field and with Providers to Ensure Quality Outcomes

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## About Irwin Siegel Agency, Inc.

## Leadership

Irwin Siegel Agency, Inc. (ISA) is a leading insurance and risk management organization serving the Human Service field and insuring service providers in 49 states and the District of Columbia. ISA continues to set the standards of quality, innovation and value when it comes to developing new programs that meet the dynamic nature of the Human Services field.

Today, the ISA family has grown to over 70 employees, all believing in Irwin's mission from almost a half a century ago. Each employee has direct experience in his/her specialization, creating a strong knowledge base from which to build a stable product. ISA currently provides insurance packages to Developmental Disability, Behavioral Healthcare, Addiction Treatment and Community/Social Service organizations in 48 states. ISA also has a Specialty Lines Division offering Directors & Officers Liability, Workers' Compensation, Healthcare GL/PL, Excess Abuse, Umbrella & Crime, as well as several other coverages.

Along with this quality insurance product, ISA's Risk Management Department is staffed with individuals experienced in the human service industry. They work with the Claims Division to analyze claim trends and loss data to create timely, relevant resources for customers. This proactive approach allows each customer to use any combination of online trainings, books, videos, seminars and booklets to customize its own mission-specific risk management program.

In addition to being reviewed by the Risk Management Department, claims are monitored by the agency and are handled on an individual basis, taking into account the loss control objectives of the insured. The adjusters are knowledgeable about issues surrounding Right to Risk, self-determination and community integration, and customers are given information on how to manage claims to help facilitate a smooth process and the quickest possible resolution.



***“Leadership is to direct the performance and activity of an organization. Leaders bring their own values and inspiration to the challenge. Leaders plot a course and help steer the ship towards its mission. Where does leadership focus? What are the core areas? What is critical to achieving quality outcomes? Leaders understand that their role is not to overpower their staff but to empower them, to allow for the ‘pioneers’ as well as the ‘settlers.’ ”***

*- Pinnacle: A Leader's Quest for Excellence*

- [Pinnacle: A Leader's Quest for Excellence](#) - informational resource discussing leadership challenges and starting organizations on the path to quality outcomes, [www.siegelagency.com](http://www.siegelagency.com).
- [Online Pinnacle Program](#) - interactive assessment tool for organization leadership and quality assessment.
- [Leadership Forum](#), Irwin Siegel Agency, Rock Hill, NY. Summary white paper.
- [Leadership Award](#) - recognizing executive directors in the Human Service Field for outstanding leadership and dedication to quality supports and services.
- [ANCOR Foundation](#) - Several activities supported by ISA to include Annual Management Practices Conference
- [“Leadership:” A Quest for Quality](#) - Article by John Rose, VP, ISA.

## Direct Support Professionals

Resources for those who work with individuals with disabilities.

### Best Practices

- Stars Program - a competency based curriculum for DSPs who have completed initial orientation and training, [taylor@hsri.org](mailto:taylor@hsri.org).
- CMRA FrontlineU - a standardized training program for direct care workers to improve the quality of services for individuals with disabilities, [www.frontlineu.org](http://www.frontlineu.org).
- AAMR Direct Support Professionals Division - strengthen the working relationships and partnerships between direct support professionals, self-advocates, other consumer groups and families while promoting systems reforms that provide incentives for educational experiences, increased compensation and access to career pathways for direct support professionals through the promotion of policy initiative, <http://www.aamr.org/Groups/si/SP/>.
- Moving Mountains Award - presented to organizations and agencies that have demonstrated best practice in direct support workforce development. [www.nadsp.org](http://www.nadsp.org)
- Congressional Resolution 21: "Direct Support Professional Recognition Resolution" - passed in October 2003.

ISA goes beyond resources and insurance when working with the Human Service field. It works with many national associations such as AAMR, ANCOR, USpra, NADSP, NAATP, SPAN USA and various state associations in an effort to improve the quality of outcomes for the individuals served.

Examples of this unique involvement include ISA addressing the Long-term Care Task Force in Kansas regarding quality and liability. New Mexico uses our vehicle safety resources and recommends them to its providers. Iowa and Delaware have engaged ISA in discussions and workshops on topics of consumer directed service delivery and associated Risk Management issues. In Pennsylvania, the Deputy Secretary for MR/DD services consulted ISA regarding a proposed system of service delivery. ISA is currently involved with projects in various other states as well.

ISA represents the interests of people with disabilities within the National Safety Council and is an advisor to the John F. Kennedy, Jr. Institute. ISA has also hosted a series of leadership symposia to develop the next generation of leaders for provider associations.

ISA has stayed true to its mission of providing quality insurance and support to the human service field. We continue our mission with innovative and essential products and resources created around the needs of providers. ISA will always offer the products they need, the services they expect, and the recognition they deserve. Over the years, Irwin Siegel Agency



Support the NAC - ANCOR  
National Advocacy Campaign  
[www.supportnac.org](http://www.supportnac.org)

## Quality Service Recognition Awards

has been the proud recipient of many awards, including the National Safety Council's "Distinguished Service to Safety Award" and the AAMR "Presidential Award."

ISA is also the proud sponsor of several other awards, including:

### ***Commitment to Quality Award***

The Private Providers Association of Texas (PPAT) and Irwin Siegel Agency, Inc. (ISA) present the Commitment to Quality Award each year to an executive director of a PPAT member agency who best represents the overall mission of PPAT in the category of quality management.

### ***Direct Support Professionals Recognition Award***

The DSP Award is presented annually to direct support professionals who demonstrate excellence, creativity and commitment in assisting and enhancing the lives of individuals with disabilities.

### ***Irv Rutman Award***

This is an annual award presented to an executive director of a psychosocial program who demonstrates leadership in the psychosocial rehabilitation field and promotes the mission of the United States Psychiatric Rehabilitation Association (USPRA).

### ***Leadership Award***

This award was developed by ISA for UCP affiliates and is currently being awarded by the UCP to its members. The award is presented annually and honors executive directors who have earned achievements with practical, day-to-day management that results in quality outcomes.

### ***Robert Guthrie Award for Advances in Biochemical and Molecular Genetics***

This award is co-sponsored by the American Association on Mental Retardation (AAMR). It is presented at their annual meeting to an individual actively engaged in laboratory investigation that promotes Dr. Guthrie's lifelong dedication to the prevention of hereditary diseases.

## Direct Support Professionals

Resources for those who work with individuals with disabilities.

### Strategies for Recruitment/Retention

- Larson, Staff Recruitment & Retention: Study Results and Intervention Strategies, 1998, American Association on Mental Retardation, [www.aamr.org](http://www.aamr.org).
- Staff Recruitment & Retention Strategies: Results and Analysis of the Staff Recruitment & Retention Survey, 1999, Irwin Siegel Agency.
- The Direct Support Workforce: Challenges & Initiatives, 2001, Irwin Siegel Agency.
- Supervisors - [The Revolving Door Curriculum](#) Nancy McCulloh, University of Minnesota - NTIFFS, <http://rtc.umn.edu/ntiffs>.

### Reaching Up

- Reaching Up is a nonprofit organization that was founded in 1989 by the late John F. Kennedy, Jr. In 2000, it joined with The City University of New York to establish the John F. Kennedy Institute for Worker Education. Its mission is to support the higher education and career development of frontline workers in health, education and social service organizations. [wiebh@cunyvm.cuny.edu](mailto:wiebh@cunyvm.cuny.edu).

### Resources

- Human Services Research Institute, [www.hsri.org](http://www.hsri.org).
- Irwin Siegel Agency, Inc., [www.siegelagency.com](http://www.siegelagency.com).
- Mid-Hudson Coalition, [www.midhudsoncoalition.org](http://www.midhudsoncoalition.org).
- Self Advocates Becoming Empowered, [www.sabeusa.org](http://www.sabeusa.org).
- Department of Labor Apprenticeship for Direct Support, [www.dol.gov](http://www.dol.gov).
- College of Direct Support, 865-934-0221, [www.collegeofdirectsupport.com](http://www.collegeofdirectsupport.com).

## Direct Support Professionals

Resources for those who work with individuals with disabilities.

### Quality Mall - [www.qualitymall.org](http://www.qualitymall.org)

Quality Mall is a place where you can find an abundance of free information about person-centered supports for people with developmental disabilities. Each of the mall stores has departments you can look through to learn about positive practices that help people with developmental disabilities live, work and participate in our communities and improve the quality of their supports.

### Health & Safety Store at [www.qualitymall.com](http://www.qualitymall.com)

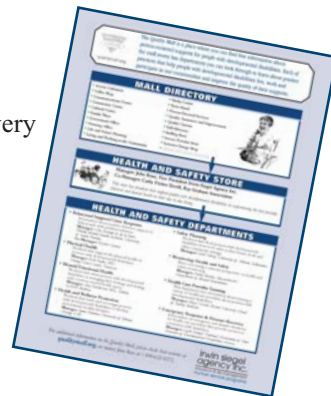
Co-Manager: John Rose, Irwin Siegel Agency, Inc.

Co-Manager: Cathy Ficker-Terrill, CEO, The Ray Graham Association

The Health & Safety Store contains products that support people with developmental disabilities to experience the best possible physical and mental health in their day-to-day lives. Quality products promote the health of people in effective and respectful ways.

### Health & Safety Departments

- ❖ Behavioral Support/Crisis Response
- ❖ Emergency Response & Disaster Recovery
- ❖ Health Care Provider Training
- ❖ Health and Wellness Promotion
- ❖ Mental/Emotional Health
- ❖ Monitoring Health and Safety
- ❖ Physical Health
- ❖ Safety Planning



### National Alliance of Direct Support Professionals (NADSP)

- NADSP is a national coalition of organizations and individuals who are committed to addressing the direct support workforce concerns. Their mission is to promote the development of a highly competent human service workforce that supports individuals in achieving their life goals. For additional information see the website at [www.nadsp.org](http://www.nadsp.org).
- *Frontline Initiative* is a NADSP sponsored newsletter that is written by and for DSPs. Each issue addresses an important topic or theme faced by DSPs.
- *Code of Ethics* - DSP

## President's Message

Irwin Siegel Agency (ISA) understands the numerous challenges facing providers today, including workforce issues, funding shortages, Medicaid audits, succession planning, quality assurance in service delivery and system capacity, to name a few. We understand these issues because we are actively involved in seeking solutions through collaboration with providers, universities, governmental entities and other stakeholders. For example, ISA has been instrumental in creating awareness for the need to enhance the profession of the direct support worker, realizing that the quality of the outcome is equal to the quality of the workforce. As early as 1990, ISA was working with AAMR (AAIPD) to bring recognition and awareness to direct support. Today, we continue to be involved with Direct Support Professionals (DSP) by our involvement with the NADSP and our ISA recognition award.

In other areas of field support, we have developed resources to assist providers in supporting an individual's choice and right to risk through tools like our Individual Risk Management Plan (IRMP). The development of our risk management resources is the result of understanding your needs and our committing ourselves to "supporting those who support others" and the field of disabilities.

ISA has been developing and customizing comprehensive insurance coverage and risk management solutions for the field for over 30 years. As we continue to grow together, we will be there with you as you continue your journey on the road to community in pursuit of your mission to enhance the quality of life for those you support.

*Howard Siegel*

President, COO



## The Risk Management Department

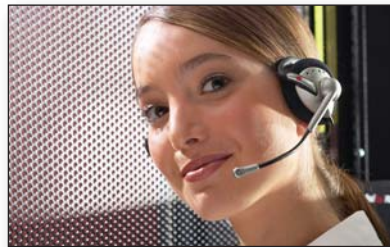
Managing risk within the world of Human Services presents a significant challenge to providers. Only by accepting risk and recognizing its inherent role will your organization truly be able to provide quality services and supports. How well you manage risk is the key to your organization's success. ISA's Risk Management Department is committed to helping you manage your distinct risks and control losses while advocating for quality outcomes and services.

The ISA philosophy is to go beyond what is expected. To achieve this end, we have devoted ourselves to supporting our customers in their efforts to exceed the standard of quality care as we continue to play a dynamic role in the many arenas of the Human Service field.

Our Risk Management Division takes a proactive approach when it comes to supporting our customers' loss control and quality improvement initiatives. Our involvement begins with the quote proposal and is enhanced by the account support cycle.

Our risk management professionals have personal experience in the Human Service Field, giving them a rare combination of knowledge and understanding. Our solutions are creative, comprehensive, realistic and above all, successful.

ISA has assigned Client Service Representatives to every customer to support your risk management efforts. Your Client Service Representative is there to answer your questions, respond to your problems, and to help you choose those resources that best serve your mission.



## ISA Partnered Services

### 15-Passenger Van Online Training Course

Lexington Insurance

Irwin Siegel Agency, Inc. and Lexington Insurance are pleased to offer an on-line training course titled, 15-Passenger Vans. The course is available free-of-charge until April 16, 2007!

15-passenger vans are more likely to roll over than any other type of vehicle. This course is designed to teach safe van driving techniques that will drastically reduce the risk that passengers and drivers will suffer injury or even death.

This 40-minute course shows the differences between driving a 15-passenger van and driving a car as well as safe van-driving techniques. It is easy-to-use and allows your employees to log in and complete the course at their own pace. The system also enables you to track their progress.



## ISA Partner Services

### QPR Online! Suicide Prevention and Patient Safety Initiative

Eastern Washington University's Office of Continuing Education

Irwin Siegel Agency in partnership with the QPR Institute and Eastern Washington University, is offering a new, multi-media, interactive, online suicide prevention gatekeeper training program. QPR Online! is being Offered to ISA insureds for a reduced rate of \$24.95.

QPR stands for Question, Persuade and Refer, three skills necessary to recognize suicide warning signs and take immediate action to prevent a suicide attempt. **QPR Online!** teaches clinical and support staff, advocates, family members and others how to recognize suicide warning signs how intervene to save a life.

### Toll-Free Confidential Helpline on Abuse Prevention

Praesidium

Irwin Siegel Agency, Inc. and AIG have partnered with Praesidium, a national leader in setting up abuse prevention programs through the risk management process. Praesidium helps agencies reduce the risk, or potential of abuse that a consumer will be sexually or physically abused by an employee, volunteer, or any other program participant.

ISA insureds have access to use the confidential Praesidium toll-free Help Line to discuss anything that may keep programs safe from abuse and eliminate situations that may lead to a claim. For example:

- ❖ How to screen employees and volunteers.
- ❖ How to identify risks in programs.
- ❖ What to consider when starting new programs.
- ❖ How to respond to an allegation.
- ❖ What to do about suspicious interactions between an employee and a consumer.

Typically a fee-based service, this toll-free Help Line is offered to ISA insureds at a no-cost.

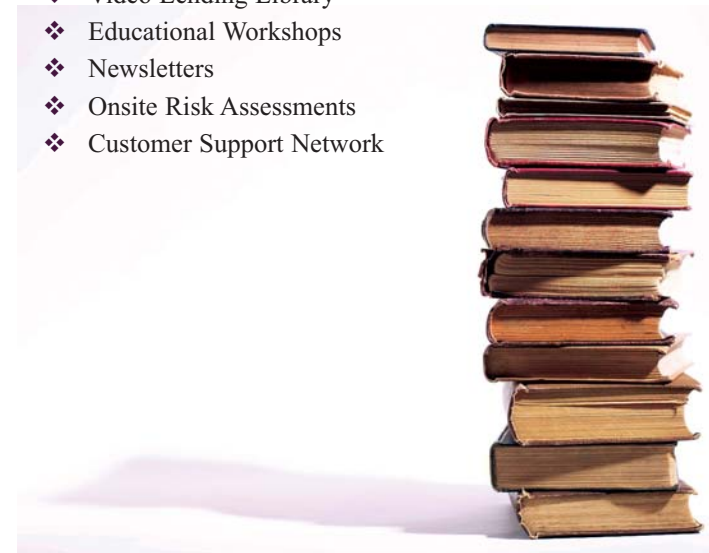
## The Risk Management Department

### Resource Topics Include:

- ❖ Management Accountability
- ❖ Employee Dishonesty
- ❖ Leadership
- ❖ Quality Management
- ❖ Scalding Prevention
- ❖ Motor Fleet Safety & Management
- ❖ Investigation Process
- ❖ Disaster Preparedness
- ❖ Safety for Self Advocates
- ❖ Wage & Hour Issues
- ❖ Behavioral Management
- ❖ Medication Errors
- ❖ Right-to-Risk - Individual Risk Management Planning
- ❖ Crisis Management & Dealing with the Media

### Other Risk Management Services:

- ❖ Online Informational Links for Human Services
- ❖ Online Training Programs
- ❖ Video Lending Library
- ❖ Educational Workshops
- ❖ Newsletters
- ❖ Onsite Risk Assessments
- ❖ Customer Support Network



### Pinnacle Quality Assessment Tool

The Pinnacle program is a proactive online assessment tool that guides organizations on the road towards quality improvement. The human service organization's environment has a dynamic change of daily activities and operations. The demands of staying in step can easily distract one from carrying out the formal evaluations and plans for improvement that are crucial to a culture of quality.

The Pinnacle program is intended to provide a framework for assessing key areas typically associated with quality management programs and to identify areas that need support. Areas of focus are Operations/Programs, Administration and Loss Control.

Upon completion of the assessment, the user receives a benchmark comparing his/her score to the national average.



### Driver Training Program

ISA's Online Driver Training Program instructs your van drivers in the vital driving techniques they need to perform their job safely. Eight, 20-minute modules take your van drivers through topics such as situational driving, following distances and backing safety.

Our policyholders have complete access to the online Driver Training Program, 24 hours a day, 7 days a week via the Internet. You may use this training program for *new employee training, refresher training and/or post-accident training.*

Maximum flexibility allows the van driver to complete the entire program or just a specific module, at his/her discretion and convenience.

The program is self-paced and interactive. Knowledge of the material is reinforced using case studies and a test at the conclusion of each module. A glossary of important terms used throughout the course and driver bulletins covering key concepts are available to be printed.

### Fleet Management

Allstate Fleet Services

ISA has partnered with Allstate Fleet Services and Finance in an effort to provide you with an additional resource to help you manage your organization's vehicles. As a valued customer of ISA, we are offering a vehicle management program from Allstate to meet all your fleet needs. The following is a list of services they offering:

- ❖ Direct manufacturer purchasing of all types of domestic vehicles (including wheelchair equipped vehicles) and some foreign brands.
- ❖ Free vehicle disposal services for any organization participating in any of Allstate's other services.
- ❖ Leasing and financing of vehicles and equipment.
- ❖ Maintenance and accident management through Allstate's national account programs with discount pricing and complete custom reporting.
- ❖ Universal fuel card to control costs, minimize theft and monitor usage.
- ❖ Vehicle tag and title service with free renewals for all leased or financed vehicles.
- ❖ Allstate will ensure that you receive all the price incentives that you qualify for.



## ISA Partner Services

### Affordable Background Checks

Intelicorp

ISA, in conjunction with AIG, has partnered with IntelliCorp, an ISO Subsidiary, to offer comprehensive and affordable background checks for all Irwin Siegel Agency insureds. IntelliCorp, a premier, nationwide provider of background checks and employment & volunteer screening, will be offering a special “Platinum Package” at a discounted rate to all ISA insureds.



### Telephone Seminar Series

AIG

As an ISA Customer you are eligible for AIG’s FREE Risk Management telephone seminar series. The series is meant to help General Liability and Professional Liability insureds recognize situations that could lead to a claim or a loss. The seminar series will also provide information on preventative measures that can help reduce risks. The best part is that you will be able to do this all from the comfort of your own office. Simply fill out the form on our website, then when the date arrives dial a toll-free number, enter the PIN provided to you, and you will be connected. Past topics have included: Fleet Risk Management, Creating a Culture of Safety, and Lessons Learned: Slips/Falls.

### Adaptive Vehicles

MobilityWorks

ISA has also partnered with MobilityWorks, a company who makes and modifies vehicles for provider agencies. Since 1986, MobilityWorks has been dedicated to satisfying the transportation needs of mobility-restricted individuals and those who are in the business of assisting persons with specialized transportation needs. MobilityWorks is sensitive to the needs and requirements of your consumers and creates custom solutions to what may appear to be the most challenging of circumstances.

## Online Training Programs

### Incident Management Training Program

Risk managers believe that thorough and complete investigations of accidents and incidents lead to the implementation of corrective actions and new policies, which will eliminate or reduce the recurrence of the untoward event. Accurate reporting, better investigations and solid corrective actions lead to reduced chances of dangerous events happening again.



In this online primer, the reader will be able to review:

- ❖ What is an incident?
- ❖ What do you need to report?
- ❖ Who needs to be notified?
- ❖ How do you write a report?
- ❖ How do you investigate an incident?
- ❖ The most common mistakes in incident management
- ❖ If it happens to you, what will you do?
- ❖ Using 911 - Emergency Response
- ❖ Applying CMS Key Components to reduce, detect and prevent abuse and neglect

Our policyholders have complete access to this Incident Management Training Program, making it easy to access training at any time during the day or night. The program is self-paced and interactive.

Knowledge of the material is reinforced throughout the course using case studies, practice opportunities and a glossary of important terms. Additional resources are also identified.

### Passenger Assistance Safety & Securement

Passenger Assistance, Safety & Securement is an online training program giving service providers the resources to educate staff on the safe handling and operation of wheelchairs during everyday use and while being transported in vehicles. It also discusses sensitivity to the consumer, proper techniques for lifting and transferring, basic principles of a wheelchair, proper techniques for assisting passengers who use wheelchairs on and off a vehicle by using a ramp or lift, occupant restraints and wheelchair securement, accommodating consumers for different types of weather and emergency evacuation.

Similar in format to its companion program, online Driver Training Program, PASS is available to our policyholders in a flexible format to meet all of the training needs of those who transport consumers who use wheelchairs.

Make this program an integral part of your training and ensure the safe transportation of your program participants.



### Van Tip Over Tutorial

The Van Tip Over Tutorial is a 10-minute presentation that discusses basic safety concerns with 10 - 15 passenger vans. Topics include how to avoid accidents and tip over situations, and what to do when tip over takes place.

### Partnership for People with Disabilities

Virginia Commonwealth University

Irwin Siegel Agency, Inc. has established a close relationship with The Partnership for People with Disabilities. An organization that is recognized by the U.S. Administration on Developmental Disabilities (ADD) as a University Center for Excellence in Developmental Disabilities (UCEDD). Through the Partnership, ISA is offering a new web course on "**Abuse and Neglect of Children with Developmental Disabilities: A Problem of National Significance.**" This Web course was developed for health professionals and other professionals who serve children and adults with developmental disabilities.

In view of the seriousness of the problem of maltreatment of persons with developmental disabilities, and the scarcity of training on this topic, ISA requested permission to make this course available to their customers. The Partnership for People with Disabilities has agreed to offer the course to ISA customers at a 49% discount.

### Course Highlights:

- ❖ Nationally tested curriculum
- ❖ Ongoing Registration
- ❖ Continuing Education Credits
- ❖ Self-paced Instruction
- ❖ Several Formats available for accessibility
- ❖ And more...

Features interactive graphic design, including video interviews with children and adults with developmental disabilities, their caregivers, and disabilities specialists. To view the Annotated Course Outline and a Sample Module, visit the course website at: <http://www.vcu.edu/partnership/maltreatment>

