

Board Member Roles & Responsibilities



Logan Y. Royals, Esquire- SCDMH Staff Counsel

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Agenda for Today:

- ▶ Board Responsibilities (Statutory and Otherwise)
- ▶ Legal Considerations
- ▶ Dos and Don'ts



Board Training Manual

- ▶ One stop spot for:
 - ▶ Center Board Roles and Responsibilities (pg 6-8)
 - ▶ Job Descriptions (pg 11)
 - ▶ Bylaws! (pg 14-17)
 - ▶ Definitions of Services (pg 18)
 - ▶ Target Service Populations (pg 19-21)
 - ▶ Statutory and Legal info

Board Responsibilities (Big Picture)

Board Oversees:

- Big Picture
- Agency Mission



XD Oversees:

- Day to Day Operations
- Personnel



Board Responsibilities (Continued)

- ▶ Per Training Manual and SC Code §44-15-70:
 - ▶ Focus on the Center's Mission (§§ 1,5,7)
 - ▶ Advise XD on Policies (§6)
 - ▶ Recruit Local Financial Support (§4)
 - ▶ Assist in Hiring XD (§2)
 - ▶ Evaluate Center Programs (§3)

Legal Considerations

- ▶ Board Members are Volunteers
- ▶ State Law empowers DMH to insure volunteers to the same extent as FTEs
- ▶ Liability insurance obtained via the Insurance Reserve Fund for volunteers (including Board Members) acting in their official capacity
- ▶ Function in advisory capacity
- ▶ Allow XD to focus on day-to-day operations
- ▶ Elections!
- ▶ Freedom of Information Act (FOIA)

Do's and Don'ts: If you get a complaint

▶ Do:

- ▶ Take note of complaint and document source
 - ▶ Common sources: clients, families, community, stakeholders, employees, etc.
- ▶ Refer complainant to management or other available process (i.e., Patient Advocate, Compliance, etc.)
- ▶ Ensure there is a process to address complaints that it is consistent with DMH policy and procedures

▶ Don't:

- ▶ Ignore complaints
- ▶ Investigate them yourself

Do's and Don'ts: Acting as an Advocate

▶ Do:

- ▶ Advocate or lobby for the Center within DMH
- ▶ Advocate or lobby for the Center with State elected officials (no gifts of value)
- ▶ Advocate or lobby for the Center within the community
- ▶ Act as a Board in advocating for the Center
- ▶ Collaborate all actions with management

▶ Don't:

- ▶ Act as an individual
- ▶ Fail to inform management

Do's and Don'ts: Issues with XD

Do:

- ▶ Treat concerns about management with seriousness and discretion
- ▶ Discuss as a Board
- ▶ Review whether Board shares a collective concern about management. If so:
 - ▶ Address with management first
 - ▶ If concerns persist, address with DMH

Don't:

- ▶ Foment gossip

Do's and Don'ts: Requests for Info

▶ Requests for information by Board members

▶ Do:

- ▶ Review requests for appropriateness
- ▶ Share information based on relevant requests necessary to Board service

▶ Don't

- ▶ Share information that exceeds Board responsibilities or violates patient or employee privacy
- ▶ Engage in burdensome or divisive requests

Do's and Don'ts: Acting as a Board Member

Do:

- ▶ Understand Board's role
- ▶ Take governance responsibilities seriously
- ▶ Remain cognizant of the difference between governance and operations
- ▶ Be aware of slippery slopes (issues that will draw Board into operations)

Don't:

- ▶ Engage in operational issues that are the responsibility of Center management

Questions?

Contact Info:

General Counsel: Beth Hutto, (803) 898-8557

Deputy Director for CMHC: Deborah Blalock, (803) 898-8348

Patient Advocate: Rochelle Caton, (803) 898-8570