



# Let's Talk...

with Kelly Wells

With Special Guests:

Cynthia Smith, PD, Metropolitan  
School District, Mt. Vernon, IN  
and

Sandy Crawford, PD, Alton  
Community School District, Alton, IL

# Managing Contracts and Supervising Staff



# Alton Community School District, Alton, IL -- 2009

## Demographics

- ◉ Located 20 miles from St. Louis, MO
- ◉ 6,500 students (58% White, 32% African American, 2% Hispanic, 11% Other)
- ◉ 58% free/reduced lunch rate

# Metropolitan School District, Mt. Vernon, IN -- 2008

## Demographics

- Over 20,000 students
- 3 counties
- 8 school districts, including the Catholic Diocese Schools

# Managing Contracts



"I agreed to guide you. My contract says nothing about pulling a sleigh."

# Mt. Vernon, IN

- ◉ Contracts Managed
  - Social Workers
  - Case Managers
  - SRO's
  - Local Evaluator

# Alton, IL

- ◉ Contracts Managed
  - SRO
  - Mental Health Specialist
  - Local Evaluator
  - Student Assistance Coordinator
  - Substance Abuse/Bully Prevention Program



# Alton, IL

## Tips for Preventing Problems

- ◉ Know state statutes and local board policies
- ◉ Clear internal and external communication
- ◉ Specify performance indicators
- ◉ Identify potential conflicts of interest
- ◉ Be aware of systems differences

# Mt. Vernon, IN

## Changes to Contract

- ◉ Contract for social workers – incorporate new language
- ◉ SS/HS grant language must be in all media and press coverage
- ◉ Data confidentiality

# Mt. Vernon, IN

## Issues/Mending Relationships

- May have to remind provider that certain items need to happen since they are part of the contract
- Many staff/providers have healthy relationships/good communication
- Go to lunch! Neutral site where you can talk through issues
- RFP process – reminds providers there are other agencies that can do the work

# Alton, IL

## Addressing Under-Performance

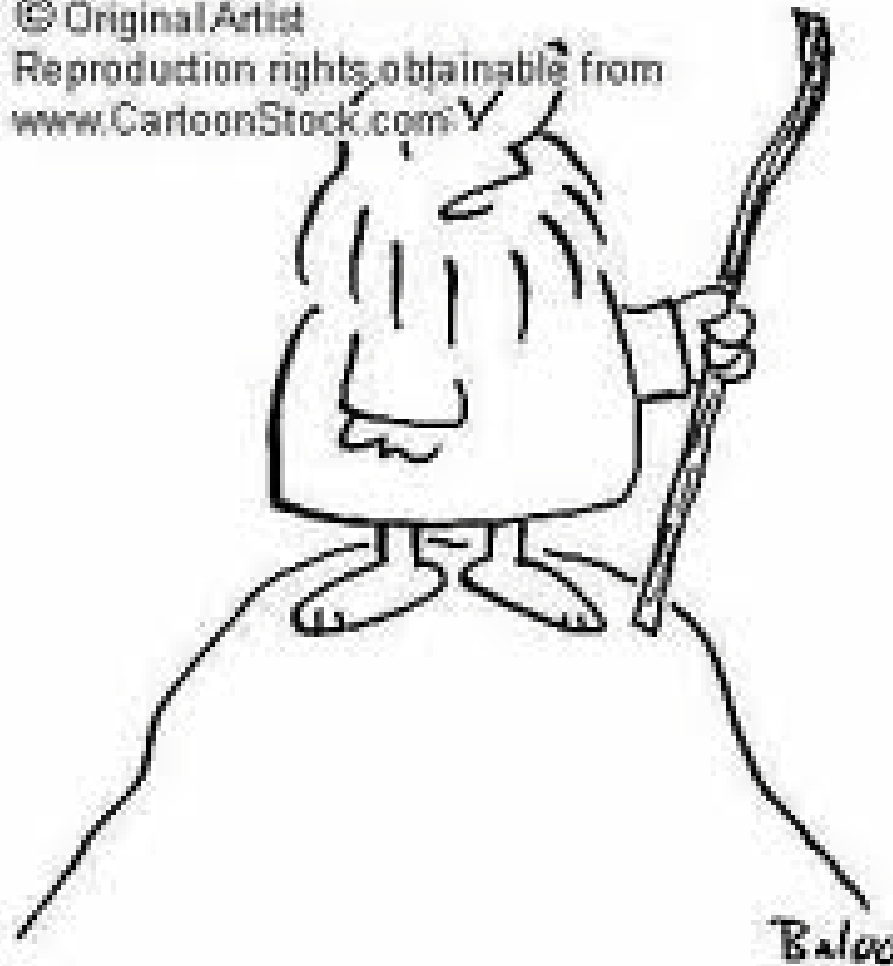
- ◉ Clear expectations
- ◉ Regular monitoring
- ◉ Regular reporting
- ◉ District policy (e.g. staff evaluations)
- ◉ Documentation

# Alton, IL & Mt. Vernon, IN Monitoring

- ◉ Informal – conversations and feedback
- ◉ Formal – regular meetings, at least quarterly
- ◉ Location of staff member – in same building or another location?
- ◉ Monthly grant activity reports from both grant and contracted staff

# Collective Bargaining

© Original Artist  
Reproduction rights obtainable from  
[www.CartoonStock.com](http://www.CartoonStock.com)




Search ID: rman4850

"Now what? — The Pharaoh says he's never heard of collective bargaining."

# Alton, IL & Mt. Vernon, IN

- ◉ Know the “hot spots” or areas of contention (e.g., sub-contracting)
- ◉ Be aware of the collective bargaining climate
- ◉ How is your contract unique?



Audience



# Supervising Staff



# Alton, IL

- ◉ Supervises 16 Staff Members
  - 3 Social Workers
  - 6 Social Skill Tutors
  - Mentoring Coordinator
  - 2 Truancy Intervention Officers
  - Case Managers
  - 2 Clerks
  - 2 Early Childhood Home Educators

# Mt. Vernon, IN

- ◉ Supervises
  - Administrative Assistant
  - Fiscal Assistant
  - 3 County Coordinators
    - Oversee staff in their counties (9 social workers, 3 mental health case managers, school resource officers)

Plus...clinical directors for case managers and social workers and SRO supervisors

# Alton, IL

## Supervising Staff from a Distance

- ◉ Orientation and mentoring
- ◉ Designated on-site supervisory or contact person
- ◉ Written and emergency procedures
- ◉ Schedule of visits and contacts
- ◉ Open communication

# Mt. Vernon, IN

## Supervising Staff from a Distance

- Staff completes monthly reports
- Check in with them regularly via e-mail or phone (some staff prefer the phone)
- Visit in-person when possible

# Mt. Vernon, IN

## Checking in with Staff

- ◉ Send gentle reminders via e-mail, text, or visits - is everyone getting their work done?
- ◉ Check with contracted staff to make sure that they are not being asked to do anything outside their scope of work

# Mt. Vernon, IN

## Monitoring Contract Staff

- ◉ Monthly reports completed by all contracted staff
- ◉ Monthly site visits with all contracted staff
- ◉ Feedback from school building principals
- ◉ Mental health clinical supervisor attends CMT meetings

# Alton, IL

## Monitoring Contract Staff

- Meet monthly, bi-weekly, and informally (small district – “bump” into each other in school buildings)
- Monthly reports



# Mt. Vernon, IN

## Trainings

## Professional Development

- Orientation to SSHS grant procedures (invoicing, requesting funds, programming around EBI's)
- Professional development requests are limited due to substitute pay


# Alton, IL Trainings Professional Development

- ◉ Orientation to district mission/culture/policies and emergency procedures
- ◉ CLC
- ◉ Seek staff feedback and input

# Alton, IL and Mt. Vernon, IN Staff “Jumping Ship”

- ◉ Preparation and well-defined descriptions and procedures – periodically updated
- ◉ Flexibility!
- ◉ Plan for sustainability





Audience