

**Cuyahoga County Division of Children and Family Services
(CCDCFS)
Policy Statement**

Policy Chapter: Management
Policy Number: 10.06.01
Policy Name: DCFS Speakers Bureau

Original Effective Date: 05/31/1995
Revision Date(s): 02/22/2008, 04/15/2004
Current Revision Date: 08/01/2015
Approved By: Thomas D. Pristow

PURPOSE: As an integral part of a comprehensive organizational communications package, this policy addresses the need for a Division of Children and Family Services (DCFS) Speakers Bureau which provides speakers to outside groups when requested and appropriate.

SCOPE: This policy applies to the members of the DCFS Speakers Bureau (SB).

POLICY

- A. The Division of Children and Family Services (DCFS) maintains a Speaker's Bureau comprised of DCFS staff that give presentations and educates the community about agency services and outcomes for children and families served.
- B. In accordance with the procedures listed below, the Speakers Bureau will be managed by a designated coordinator.

PROCEDURES

- A. The Speakers Bureau Coordinator:
 1. Maintains an up-to-date roster of all volunteer speakers.
 2. Processes requests made by outside groups for a DCFS speaker.
 3. Develops a speaking engagement rotation, ensuring all appropriate requests are met.
 4. Provides written confirmation of assignments to the requestor and the speaker.
 5. Maintains a log of all requests that contains the following information:
 - Time, date, and location of the speaking engagement
 - Expected number of participants and requested topic/focus
 - Name of the requesting organization and audience
 - Contact person's name, phone number and e-mail address
 - Speaker assigned to each engagement
 - Evaluation forms/ speaker performance

6. Assists the speaker with preparations for educational presentations.
 7. Provides printed child welfare materials when requested.
 8. Provides up-to date information regarding the agency's mission, vision and values to be included in the Speakers Bureau Resource books.
 9. Holds meetings quarterly (at minimum).
- B. Speakers present the agency's message in a positive, appropriate and professional manner. All active members of the Speaker's Bureau are expected to maintain a Speaker's Bureau Resource Book with current materials that are referenced during presentations and/or provided as handouts to the audience and complete required training.
- C. Prospective new members
- Need supervisor's approval; confirming current responsibilities.
 - Must possess a minimum of 3 years child protection experience with DCFS.
 - Must shadow speakers for 3 months—attending a minimum of 4 presentations by different speakers.
 - Must be interviewed by a panel of SB members and recommended.
 - Are mentored and paired with an experienced SB member for their initial presentation.
- D. The content of all speeches given on behalf of DCFS will be in accordance with specific guidelines, and all speakers will be made aware of these guidelines via the form - ***Outline for Speeches to Outside Groups***). All speeches include:
1. Elaboration of the DCFS vision, values and mission statement;
 2. Explanation of work processes (dependent upon the purpose of the presentation);
 3. Clarification about when DCFS removes children from their homes; and
 4. Recruitment - the need for more foster/adoptive homes.
- E. At the conclusion of each speech, the speaker will inform the requestor that the ***Speaker's Bureau Evaluation Form*** will be emailed to them within 72 business hours. This form may be returned via e-mail or faxed back to the SB coordinator. Certificates of completion are not provided by DCFS; however, the assigned speaker will sign certificates provided by the requestor's organization to acknowledge participation.

SEE ALSO:

- **Cuyahoga County Division of Children and Family Services Policies and Procedures Manual**
- Policy 6.02.01 – Foster and Adoptive Recruitment
- Policy 7.04.01 – Sharing and Dissemination of Confidential Client Information

FORMS:

- Speakers Bureau Evaluation Form
- Outline Suggestions for Speeches