



Morgan Support Services Organizational Philosophy

The philosophy behind the organizational structure of MSS is that every position within the agency plays a role in making sure that the folks we support receive the best possible services. In the pyramid diagram, the idea is that from bottom to top, every position is meant to support the efforts of the position above it.

Look down to see to whom you can turn. Look up to see who turns to you.

Executive Leadership

The role of the Executive Director is to determine the course that agency efforts will take and ensure it maintains the necessary resources to stay the course. He bases agency decisions on his observations and analysis of the industry, the expressed needs and preferences of all stakeholders, and the legal and financial considerations that underpin all business decisions. The Executive Director commits to steering the agency in a direction that will lead to longevity and growth; providing the resources necessary to support agency efforts; and being a mindful steward of the financial assets of the agency.

Russell establishes the path that the agency will follow and makes sure we have what we need along the journey.

Administrative Leadership

The Administrative Leadership Team consists of the role of the Administrative Director and the Director of Staff Development. The purpose of this team is to make sure that the agency is aware of and in compliance with the requirements, standards, rules, regulations, and laws that dictate how we do business. Policies and procedures are established to determine how we're going to keep everything we do – from how we speak to people to what we write down and where we store our records – is done correctly and thoroughly. Training and practice in health and safety practices, building inspections, and tracking incidents help us to maintain a safe environment. The Administrative Leadership Team also works to make sure both our clinical and our personnel files are accurate and complete and reflect the full measure of quality that we encompass. All administrative clinical duties also fall to this team, including the preparation of documents that represent the services we provide to folks who the documents we use to record those services, and the reports that show the progress that they are making as a result of those services.

Amanda and Shawna make sure we can show that we're doing everything right.

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Clinical Leadership

The role of the Clinical Leadership Team is to understand the support needs of the people who use our services and to ensure that direct support staff are well prepared to meet them. Team members serve both from the administrative and the direct support realms. They commit to understanding the support preferences and needs of the people who use our services; ensuring direct support staff have the knowledge and tools necessary to provide person-specific services according to service definitions; and facilitating communication regarding clinical and programming matters between internal and external team members.

Mickala and Courtney make sure everyone in the agency and the team members from other agencies know about the supports needs and preferences of the folks we support and the progress they are making.

Program Leadership

The role of the Program Leadership is to ensure the agency has sufficient resources to provide a meaningful day experience to the people who choose our agency; see to it that we have sufficiently trained staff to meet required ratios; coordinate the logistics of day-to-day activities to make sure individual needs and preferences are taken into consideration, and make sure that staff have the resources they need to provide high quality services. The Program Managers and Program Coordinators work in conjunction to meet these aims.

Dykeeta and Ron make sure that we have the staff and the resources on a daily basis necessary to provide meaningful days to all the people who choose our agency for their day support and supported employment service needs.

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Direct Support Team

The role of the Direct Support Team is to implement program and clinical activities with the folks with whom they are assigned to work. This role may be a permanent assignment, such as for Team Leaders and other team members who serve as staff, or a supplemental assignment, such as for Program Coordinators and the Program Manager. The Habilitation Technician must be flexible in meeting the needs and preferences of the person or people to whom they are assigned to work. They must document all activities as dictated by policy and procedure. They are the front line staff for identifying and reporting health and safety concerns. Habilitation Technicians commit to following all policies and procedures regarding agency operations; providing high quality, responsive services to the people who use our services; and completing accurate, meaningful, and timely documentation of services.

The Direct Support Team makes sure that the folks we support have Meaningful Days, which includes making sure they are happy, healthy, and safe.

One position not represented on the pyramid is our Receptionist. In reality, this position serves as the mortar between the levels of the pyramid. The role of the Receptionist is to ensure the agency is able to present a pleasing and professional impression to everyone who walks through the agency's doors. He maintains the physical appearance of the lobby, signs visitors in and out, and provides information as needed. He shares information with staff to make sure the days run smoothly. He records data as requested to support agency activities and performs any other duties assigned to him. The Receptionist commits to providing a good experience to agency visitors. First impressions matter, and the Receptionist is the Face of the Agency for all visitors.

Jamie makes sure we make a good impression on everyone who walks through the door. He also helps us track who comes and goes.

Flexibility

Although each layer of the pyramid appears well defined, in reality there is much fluidity between them. Any given day may find a member of the Program Leadership Team providing direct support as well as performing clinical duties. The secret behind the success of MSS' leadership team is its flexibility and willingness to pitch in where help is needed.

MSS Leadership is flexible and ever evolving to maintain the momentum of the agency's mission.

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The person who serves at the bottom of the pyramid, the Executive Director, must consider the needs of every team member above him. Failure at any level of the pyramid ultimately becomes his responsibility, as he must shore up every level to make sure that the levels above are stable. Find where your job description is located on this pyramid. Look up one level – that’s the team member who counts on you to do your job well every day. Look one level down – that’s the team member whose job it is to make sure you have what you need to do your job well. That person one level down could not complete his or her job effectively if it were not for the team member another level down.

That is the nature of teamwork, and it is a vital component of the success of the agency.

Commitment at every level of the organization is absolutely necessary to the success of the agency.