



# Morgan Support Services

presents



# The IMPACT Program

## Ongoing Training for the Real World



# Morgan Support Services Mission Statement

Morgan Support Services raises the bar in the provision of support services for people in our community living with behavioral health diagnoses and/or developmental disabilities by creating a responsive, inviting, and professional environment in which those we support, those we employ, and our community partners may begin to believe the unbelievable, imagine the unimaginable, and achieve that which may have seemed unachievable.



# Morgan Support Services Mission Statement



Our mission statement is more than a collection of words. It is a carefully crafted statement that reflects what we see as being the primary purpose that our agency exists. It stands as a testament for what can set us apart from other provider agencies.

Let's look at each piece of the Mission Statement and how it applies to what we do on a daily basis.



# Morgan Support Services Mission Statement

**Morgan Support Services  
raises the bar in the  
provision of services for  
people in our community  
living with behavioral health  
diagnoses and/or  
developmental disabilities...**



# Morgan Support Services Mission Statement



The people who choose Morgan Support Services as their provider are referred to as “people,” not “clients” or “consumers.” We avoid using the “c” words to emphasize the fact that there are more similarities between the people we support and the people we employ than there are differences. The people who utilize our support services do not give up their right to be respected when they walk through our doors, and they are not “lesser” because they need support.



# Morgan Support Services Mission Statement

The people who qualify for our services are people who have been identified as having behavioral health diagnoses and/or developmental disabilities. Our contract with the Medicaid waiver managed care organizations who pay for those services dictates the criteria for the services that we provide and the people who are eligible for those services.



# Morgan Support Services Mission Statement



“Raises the bar” – the most powerful part of the Mission Statement. What does it mean to raise the bar? We are under the watchful eye of numerous oversight agencies, each of which has established its own criteria and review process to make sure that we are meeting the basic requirements of any agency in this field. Morgan Support Services, however, meets those requirements and then goes above and beyond. We search for creative ways to provide services that will be meaningful and impactful on the lives of people who choose our agency. We have seen the impact that raising the bar has had in this industry in our community, and we pride ourselves on making an overall positive impact through our everyday activities.





# Morgan Support Services Mission Statement

... by creating a  
responsive,  
inviting, and  
professional  
environment...



# Morgan Support Services Mission Statement



You don't have to be in the building long to see that Morgan Support Services provides support services that have a positive and creative edge. There are numerous programming initiatives in play at all times that provide folks with a variety of experiences they may not find in other aspects of their lives. That's the "inviting" part of our agency. The "responsive" part is that we vary what we do and how we do it based on the feedback that we get from the folks we support and other stakeholders. Administrative staff is consistently available to speak with the folks we support and other stakeholders and take personal interest in how people are feeling about the services we provide. The "professional" part of the statement refers to the quality of people we hire, the extent of the training and supervision we provide, and the commitment on the part of all staff to learn everything they need to know to be able to provide the highest quality services.



# Morgan Support Services Mission Statement

In short, it is our mission to create an environment within the agency that makes people eager to come back the next day, that moves and changes according to the changing desires and needs of the people we support, and where the people we support and our other stakeholders can be confident that our professional staff will provide the highest quality services.



# Morgan Support Services Mission Statement



...in which those we support, those we employ, and our community partners...

# Morgan Support Services Mission Statement

The primary reason our agency exists is to provide services to folks we support.



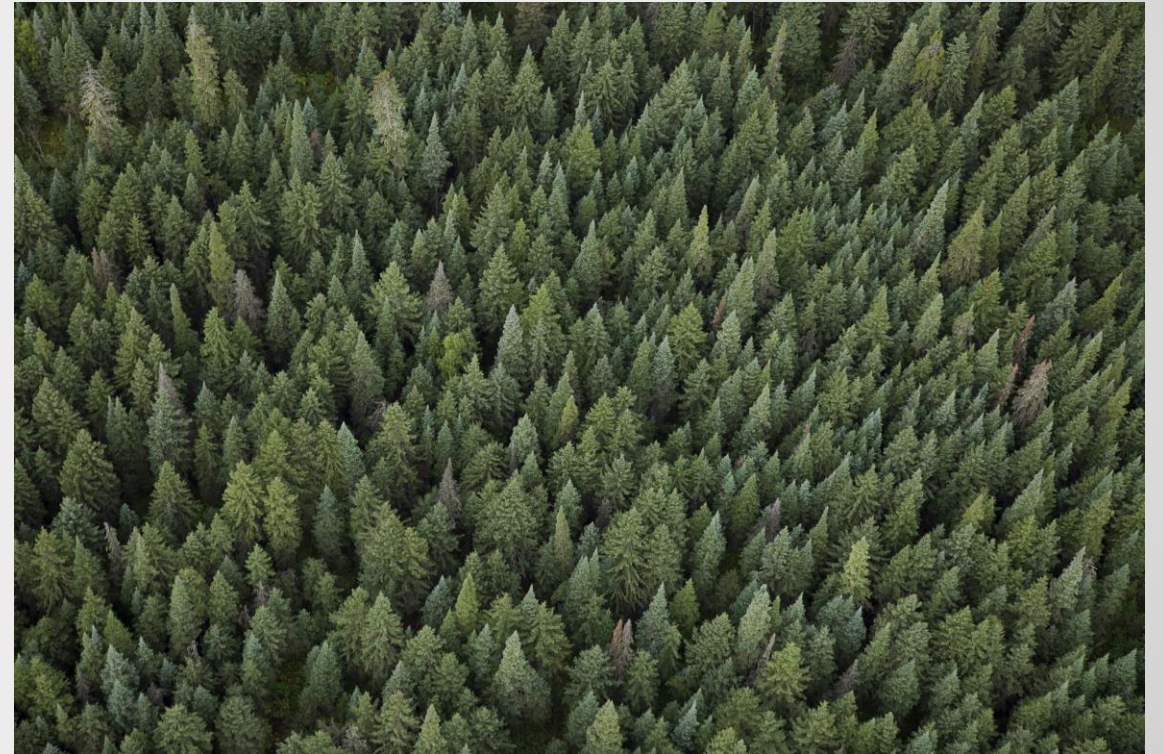
# Morgan Support Services Mission Statement



They must always be looked up on as our top priority. Without top quality committed staff, we could not address the desires and needs of the folks we support. For that reason, the people we employ must understand and buy into our mission.

# Morgan Support Services Mission Statement

Our community partners, also referred to as other stakeholders, are crucial to our survival as an agency. That group includes families, guardians, care coordinators, other providers, trainers, auditors, contractors such as our IT guy, businesses with whom we do business, places we visit during programming hours, and basically anyone who has anything to do with the agency or anything to say about the agency.



# Morgan Support Services Mission Statement



We are accountable on all fronts, not only because our services are funded by taxpayers, but also because we have agreed to provide services to a vulnerable population, and the community at large has a moral obligation to make sure that we are doing it ethically, safely, efficiently, professionally, and well. Our reputation is one of our greatest assets, and our community partners hold that asset in their hands.





# Morgan Support Services Mission Statement

**...may begin to believe  
the unbelievable,  
imagine the  
unimaginable, and  
achieve that which may  
have seemed  
unachievable.**



# Morgan Support Services Mission Statement



These phrases are more than just flowery words. They hold a meaning that is near and dear to the heart of this agency and, in essence, is the reason that it exists. When Russell founded Morgan Support Services, he knew that it would never make him rich. None of us works for MSS because of the big paychecks. It has been said that people don't work in social services because of the income – they work in social services because of the outcome.



# Morgan Support Services Mission Statement

In our case, the outcomes that drive our agency are those things that the folks we support are able to see as improvements in their lives because of their involvement with us. Like each one of us, the people who choose to use our services have lived with both real and perceived limitations. Some of us may have wanted to be professional athletes but found that our physical abilities were best suited for other career choices.



# Morgan Support Services Mission Statement



We may wish that we could fix and maintain our cars without incurring the expense of a mechanic, but at some point we'll find ourselves writing out those big checks. A few of us have aspirations for acquiring more education and are trying to figure out how to balance school with work and family life. The point is, we all have dreams about what we want life to look like for ourselves, and we all need support in making those dreams come true.



# Morgan Support Services Mission Statement

So what are the dreams held by the people we support? Who in their lives is helping them to identify those dreams and figure out how to make them come true? Who in their lives is helping them put the supports in place to reach those dreams? Who in their lives is supporting them in seeking out the things that make life worth living?



# Morgan Support Services Mission Statement



**That's where we come in.**

By no means are we the only folks in town who care about the folks we support. We may not even always be the best agency for any one person. But when we are honored with the trust of someone who wants us to be that factor in their lives, we are committed to living up to that honor.



# Morgan Support Services Mission Statement

That is why, as an employee of Morgan Support Services, you must commit to applying this Mission Statement to everything you do as an employee. Whether you're helping to prepare for an upcoming audit or helping someone fix her lunch; whether you're writing a proposal for a new program initiative or helping a person to write his name on a job application; whether you're completing a training activity to develop a further understanding of a complex agency policy or supporting a person who is learning how to pick out marbles that are all the same color – you are doing something that is furthering the agency's mission.



# Morgan Support Services Mission Statement



It may be easy to lose sight of the big picture when you're knee deep in your day to day job responsibilities. It's a good idea to stop every once in a while and think about the mission that is guiding our agency. If you remember why you're doing what you're doing, you can feel better about every part of it.





# Morgan Support Services Mission Statement

And remember – the Mission Statement applies to you as an employee as well.

**What do you believe you can become?**

**What things can you imagine?**

**What would you like to achieve?**



# Our Mission

**Morgan Support Services**

**Raises the Bar**

**in the provision of Support Services**

**for people in our community**

**living with behavioral health diagnoses and/or developmental disabilities**

**by creating a**

**Responsive, Inviting, and Professional Environment**

**in which Those We Support,**

**Those We Employ,**

**and our Community Partners**

**may begin to**

**Believe the Unbelievable,**

**Imagine the Unimaginable,**

**and**

**Achieve that which may have seemed Unachievable.**



Find Out More at  
[mssconfidential.com](https://mssconfidential.com)