



Quality Management Committee Resolution

QMC.001 – Jobs Inclusion Resolution

4th Committee (2023-2024)

Approved with Amendment on March 28, 2023

Sponsor: Wyatt Haro

Introduced: February 2023

Status: Approved

SECTION 1. SHORT TITLE.

This Resolution may be cited as the “Jobs Inclusion Resolution”.

SEC. 2. FINDINGS.

Quality Management Committee finds the following:

- (1) Following the creation of the Quality Management Program in 2019, there has been ongoing attempts to improve data quality and reduce gaps in performance measures.
- (2) According to a recent report of performance measures, there are several areas in which the agency can improve outcomes and performance evaluations.
- (3) An ongoing Quality Improvement Project known as the Quality Management Report has been being utilized as a tool to make these improvements since March 2020.
- (4) There have been modifications to the procedures and methods to use the tool based on input from case managers and program managers.
- (5) The feedback and input have been welcomed, but based on recent conversations and engagement with the various Quality Management activities, there are many within the agency that are unfamiliar with the purpose of the Quality Management Program and their role in it.

SEC. 3. REVIEW OF JOB DESCRIPTION.

- (a) IN GENERAL.—Not later than 90 days after the date of enactment of this resolution, the Executive Director should instruct Human Resources to determine the appropriate wording and placement within all job descriptions within the agency to include a clear explanation for each person’s role within the Quality Management Program (“Program”), the Quality Management Committee (“Committee”), and Quality Improvement Projects (“Projects”), to include—
 - (1) All employees and volunteers are responsible for participating in Program tasks and Projects when designated by the Committee and/or a Program Manager.
 - (2) All employees and volunteers are responsible for providing input and feedback to appropriate Program or Committee representatives when they have identified a potential improvement method, including, but not limited to—
 - (i) Modification of procedures and/or policies to improve client services, employee performance, and data quality;
 - (ii) Production or elimination of materials used while providing services;
 - (iii) Modification of workspace, workgroup, and/or work methods;
 - (iv) Creation of equitable services;
 - (v) Creation of collaboration and partnerships; and
 - (vi) Creation, Modification, Elimination of any and all things that increase our ability to meet the agency Vision and Mission.

SEC. 4. GUIDANCE.

- (a) GUIDANCE FOR HUMAN RESOURCES AND PROGRAM MANAGERS.—The Executive Director shall issue guidance for Human Resources and Program Managers on how to—

- (1) Identify specific roles within the agency and identify their role in the Program;
 - (2) Define each person's individual responsibility to the Program and Miracle of Love, Inc. ("Agency") for engagement in quality improvement in services, work environment, and client and employee satisfaction;
 - (3) Identify and define specific tasks within a role that are crucial to maintaining quality improvements and accurate data; and
 - (4) Identify methods the individual can shape and support future improvement.
- (b) GUIDANCE RELATED TO THE COMMITTEE.—The Executive Director shall issue guidance to Human Resources and Program Managers on how any interested employee, volunteer, or client may participate in, and become a member of, the Committee and Projects.

SEC. 6. ENFORCEMENT.

- (a) Not later than 180 days after the 90 day period in SEC. 3.(a), the Executive Director and Human Resources should finalize and approve updated job descriptions.
- (b) Upon the final version of job descriptions, each employee and volunteer should be provided a copy by their Program Manager and allowed ample opportunity to inquire about any changes, express concerns, or voice their opinion, prior to signing.
- (c) Engagement of each employee and volunteer with the Program, Committee, and Projects will be documented and reported to Program Managers on a regular basis, not less than once per month, by the designated Quality Management Program representative, and shall include participation status—
 - (1) In a designated Project;
 - (2) In a designated Task;
 - (3) In meetings; and
 - (4) In feedback.
- (d) It will be the responsibility of each Program Manager to provide direct feedback to the employee or volunteer, and take appropriate action to correct any areas of poor performance, and celebrate areas of excellent performance.
 - (1) In conjunction with Human Resources and the Executive Director, Program Managers will draft wording and evaluation scoring to employee performance reviews at ninety (90) days and annually for Quality Management engagement.
 - (i) The Executive Director and Human Resources shall provide guidance to the Quality Management Program Manager for data to be provided to Program Managers to complete employee evaluation.
- (e) All reports made by the designated Quality Management Program representative to a Program Manager will be provided to the Executive Director for follow up with the Program Manager.
- (f) When appropriate, the Quality Management Program representative will submit reports to the Office Manager/Human Resources.

SEC. 7. INTENDED PURPOSE.

- (a) It is the intention of the Quality Management Committee to foster an environment where all stakeholders of Miracle of Love, Inc., are able to feel empowered to seek ways to improve services provided to the community, improve employee work flows, and introduce those ideas to the Committee and agency leadership.
- (b) It is the intention of the Quality Management Committee to remind every employee and volunteer of their responsibility to strive for continuous improvement within all areas of the agency.

- (c) It is the intention of the Quality Management Committee to demonstrate to funders, clients, and any person that may be impacted by Miracle of Love, Inc., that continuous improvement is a top priority at the Agency.

Amended March 28, 2023

SEC. 6. (d)(1) Adds instruction for adding Quality Management engagement assessment to employee ninety (90) day and annual employee reviews.

SEC. 6. (d)(1)(i) Adds instruction for providing guidance to Quality Management Program Manager on data to be provided to Program Manager to use for completing assessment described in SEC. 6. (d)(1).