Standardizing Policies & Procedures



Quality Assurance Manager (QAM) oversees Requesting/Identifying Need Form (Microsoft Form, anyone in LM can fill out)

Brand New

- What exactly is the need
- Does anything
- already exist If yes, attachments

Revisit Existing

clarity, etc)

attachments

Add

- Specific Contract Ask Why does it What exactly is the need revision (language,
 - · Does anything
 - already exist If yes, attachments

https://forms.office.com/r/mYPBP6rFne

QAM assesses the need, determines the scope, and researches what already exists

- 1.Is more info from the form needed?
- 2.1s this a Programs & Services convention?
- 3. What is the highest level policy?
- 4. What already exists internally? What already exists externally?





QAM utilizes templates and resources to construct the policy, procedures, staff facing and client facing documents, and tracking systems

- 1. Fill in policy template
- 2. Fill in procedure template
- $3. \\ \text{Create client facing documents, forms, and/or language for}$
- 4. Create data tracking system (I&L)

DEIB Leadership answers the following questions and makes notes and adjustments as needed then returns documents with notes/adjustments to QAM

1. Do these documents and contents have a clear purpose, providing clients with an explanation of the subject matter?

2. Is the language in this form clear, simple, and concise?

3. How does this form and its contents consider and respond to cultural and historical issues relevant to the target population? *not full list of questions





- expertise 1. Grants, Contracts, & Compliance reviews for funding compliance
- 2. Legal reviews for legal compliance
- 3. Human Resources reviews for staffing compliance



Program Teams are provided the necessary information, documentation, and training to implement the new way

- 1. Which programs?
- 2.How much 1-1 time?
- *Make sure its teaching them to fish (where is the information so they can go back and look again)





- 2. Try and analyze at a specific program for time (week/month)
 - What do staff say? What do clients say?
 - Is it effective, efficient, equitable?
 - · What does it not cover?
- Were there any unintended consequences?
- 3. Revise as needed 4. Repeat as needed





Communication to internal stakeholders

- Email from admin to all about notion change
- · Email from admin to specific departments about details of change (GCC, marketing, I&L, etc)

Communication to external stakeholders

- Grants/Contracts Compliance (GCC) will communicate with funder stakeholders
- · As needed, Community Partner Director will communicate to government entities

Quality Assurance Manager (QAM) will collaborate with colleagues and may assign other staff for any of the stages as needed due to resource and/or expertise needs