



Enjoy four TED-Style presentations supporting Quality through the pillars of *Voice, Access, Innovation, and Equity*.



## Implementing Standards to Move from Qualified to Quality

There is a long-standing need for residential care quality standards. A program may be qualified by a system for reimbursement, but does that mean the intervention is high-quality? The Quality Standards Assessment (QSA) is an innovative and adaptable assessment system for residential programs. Developed by researchers, service providers, and consumers, it measures research-driven standards spanning eight domains. We discuss the importance of adopting and measuring quality standards, why providers should take the initiative, and how the QSA enables self-evaluation and continuous quality improvement ahead of external requirements. The QSA is grounded in principles of choice, voice, and equity for providers and consumers.

**Shamra Boel-Studt, Ph.D., MSW, Associate Professor, Florida State University; Faculty Affiliate, Florida Institute for Child Welfare**

## Turning Lived Experiences Into Shared Ones: Creating Safety, Hope and Space for Youth Voice

Creating high quality youth-centered programs that prioritize youth voice requires innovation, collaboration and opportunity for youth to connect with well-trained adults with shared lived experiences. My Life My Choice, a survivor-led program focused on ending the commercial sexual exploitation of children specializes in fostering survivor leadership and voice by turning lived experiences into shared ones. Hear about our lessons learned in supporting young people as they move from seeing themselves as victims, to developing a sense of their survivor identity, and becoming leaders in their own lives and the lives of others.

**Audrey Morrissey, Associate Director and National Survivor Leadership Director; Nikki Valila, Director of Training, My Life My Choice, a program of JRI**

## Innovation, Investment, Impact: The Road to QUALITY.

You want a quality program. You want to decrease restraints, increase clinical outcomes, and improve your google reviews. You want to be known for your innovative and forward thinking. The answer is simple. Invest in a good clinical model and hire great staff to implement and run the program. Of the two the development, training and retention of a quality workforce is the most challenging. To develop a quality work force takes a focused and consistent commitment by senior leadership including the board. Today's talk will focus on how that commitment can have a positive impact on Key Performance Indicators.

**Robert E. McCartney MSW, CEO, The Barry Robinson Center**

## How to Advance From Zero – The Moments When Everything is Possible

Becoming effective in engagement online is not only crucial for agencies who serve both youth and adults; it's imperative. Before the pandemic, Youth Era spent over a decade learning how to engage with young people in online spaces with distance learning and maximizing social media. This expertise drove the University of Oxford to partner with Youth Era on creating a transformational five-day virtual event called Uplift. Built on a solid foundation of youth voice and equity, Youth Era's international work has improved access and online engagement leading to life-transforming experiences for all involved, regardless of where they live.

**Martin Rafferty, CEO, Youth Era**