



Okpara Rice, MSW
CEO
Tanager Place



Don Taylor, LCSW
Regional Executive Director
Pacific Clinics



John Damon, PhD
CEO
Canopy Children's Solutions

Connecting to Community: Impact Without Walls

LESSONS FROM THE LEDGE

How calculated risk taking can
lead to larger impact

Okpara Rice, CEO
Tanager Place, Cedar Rapids IA



1. Know who you are

Your WHY, Your Values, Your Mission



2. Recognize need

“

"It is hard to understand an adolescent feeling that the only way out of his/her anguish is death, and even more difficult to fathom the many younger children who contemplate ending their lives,"

David Axelson, MD, Chief of Psychiatry and Medical Director of Behavioral Health at Nationwide Children's and Chief of Child and Adolescent Psychiatry--2016



3. Turn down the noise



Why would we do this event?



How will you fund it?



Will anyone really come?

4. Try new things





5. Don't let growing pains stop you

6. Empower Growth; Inspire Excellence



Meraki—Greek word describing when one does something with heart, soul, creativity, and one's true passion. A person with Meraki does their work authentically by harnessing all their inner greatness. They inspire others to find their own passion and greatness.

How do you lead?

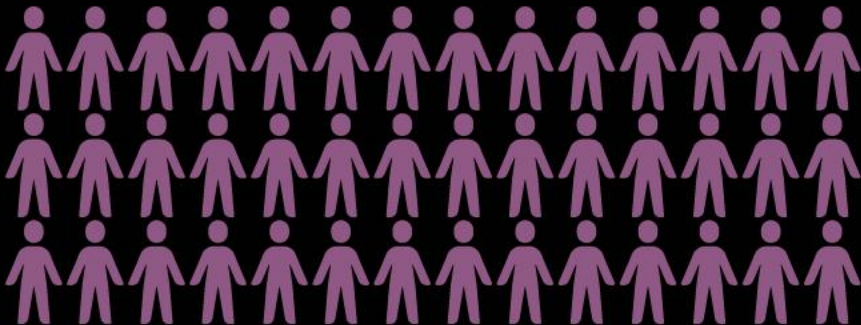
7. Thrive in new spaces

Official Launch March 2021

300+ hrs of Learning Delivered



4300+ Learning Participants



8. Take the plunge!



Thank you, Okpara!





Pacific
Clinics

Evolution: How focus on needs and values led to change and quality

July 2022





A Pioneer In The
Wraparound Philosophy
For California

Pacific Clinics Overview

Our Vision

To be trusted leaders in behavioral health and social services by providing innovative, research-based care

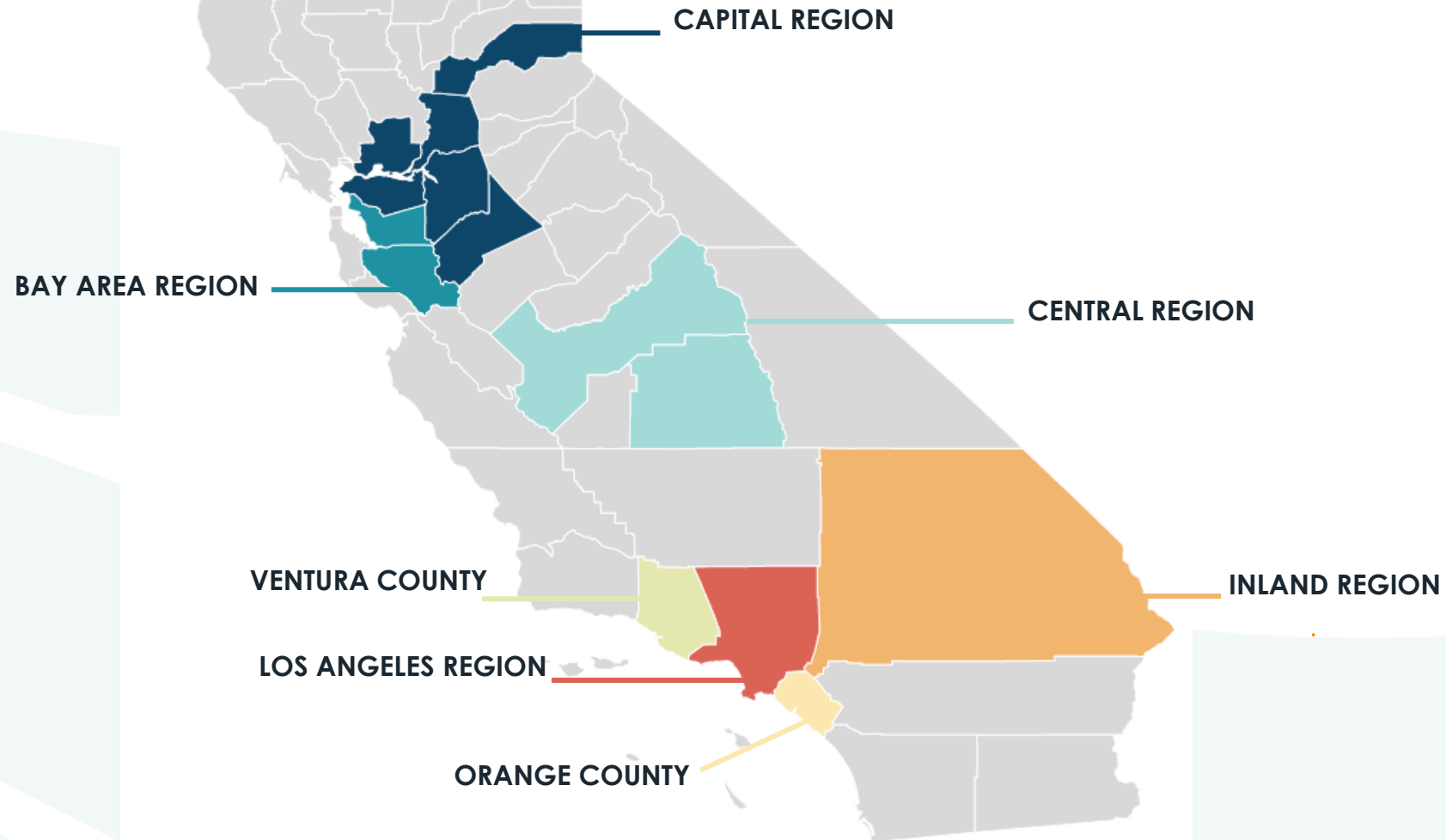
One of California's largest **comprehensive** nonprofit behavioral health providers serving more than **35,000 children and their family members** for over **150 years**

Offering a **state-of-the-art whole person approach** to children, adolescents and adults with complex behavioral challenges; **solving complex mental health problems** using a strength-based approach to define and individualize services

Committed to **working collaboratively** toward equitable and just systems and communities

SERVICES AT A GLANCE

PEOPLE SERVED ACROSS CALIFORNIA



Core Service Lines



**Foster Care and Adoptions;
Complex Care**



**CalAIM: Case Management;
Community Supports**



**Neurodevelopmental Services
Program**



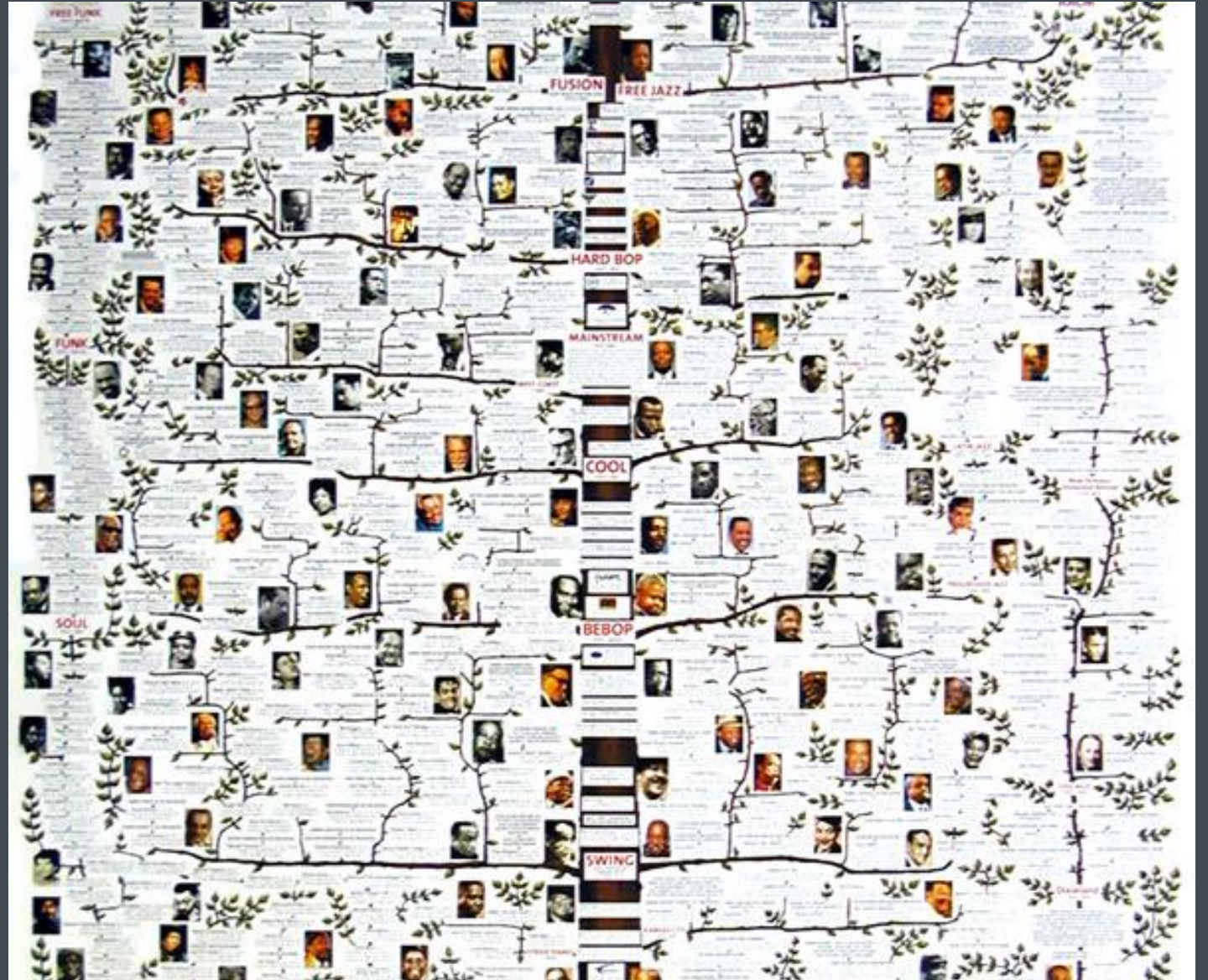
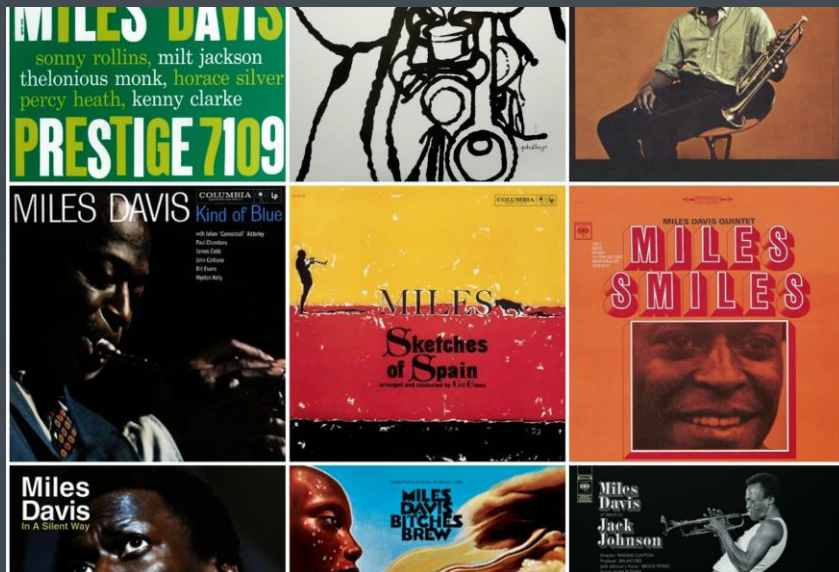
**Intensive and Outpatient Mental
Health Services/ Child Psychiatry**



**School-based Services and
Integrated Behavioral Health Care
(CCBHC)**



Crisis Care Services





Roots and Branches

**Needs + Values >>>
change + quality**

- **Residential >>>
Wraparound**
- **Wraparound >>>
Professional
Parents**

Partner to solve the problem

- Crowded shelter
- Mixing of behaviors
- Impact on younger “innocents” and developmental delay
- No exit

Innovative solution - Matrix

- Community-based
- Trauma and ILP focused
- Family Search and Engagement
- Specialized homes (Professional Parents)

Complex Needs

Impact without walls





Individualized Complex Care

Innovative Partnerships

Needs: intense behaviors, no permanency plan, in offices and multiple placements

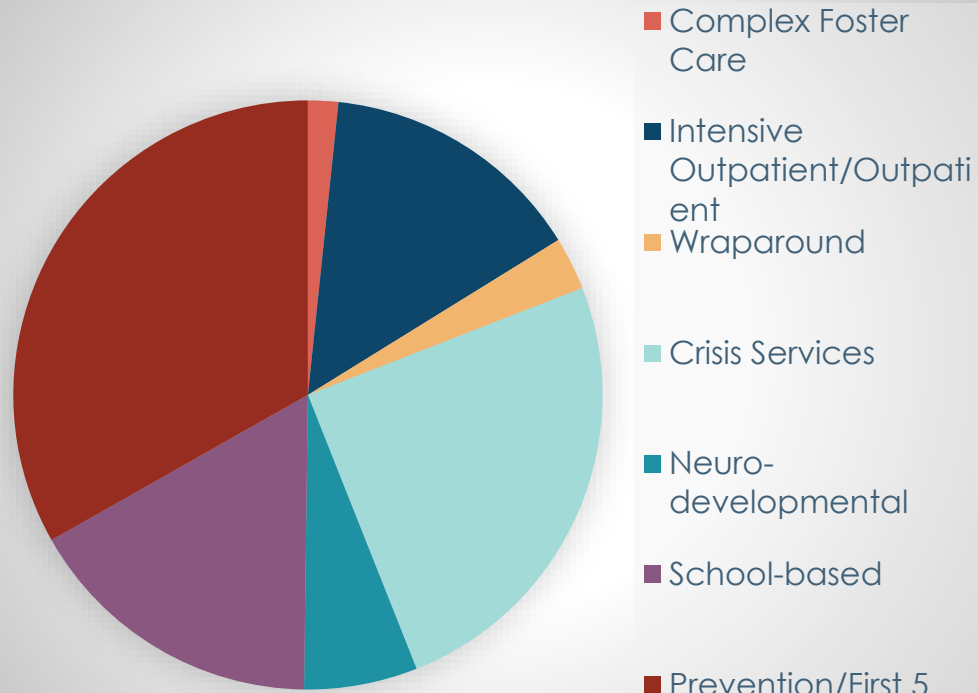
Values: commitment to this population and **state, county, provider partnership**

Change: risk indicators high; Professional Parent promising; **Decision Point** >> individualized, community, and crisis care

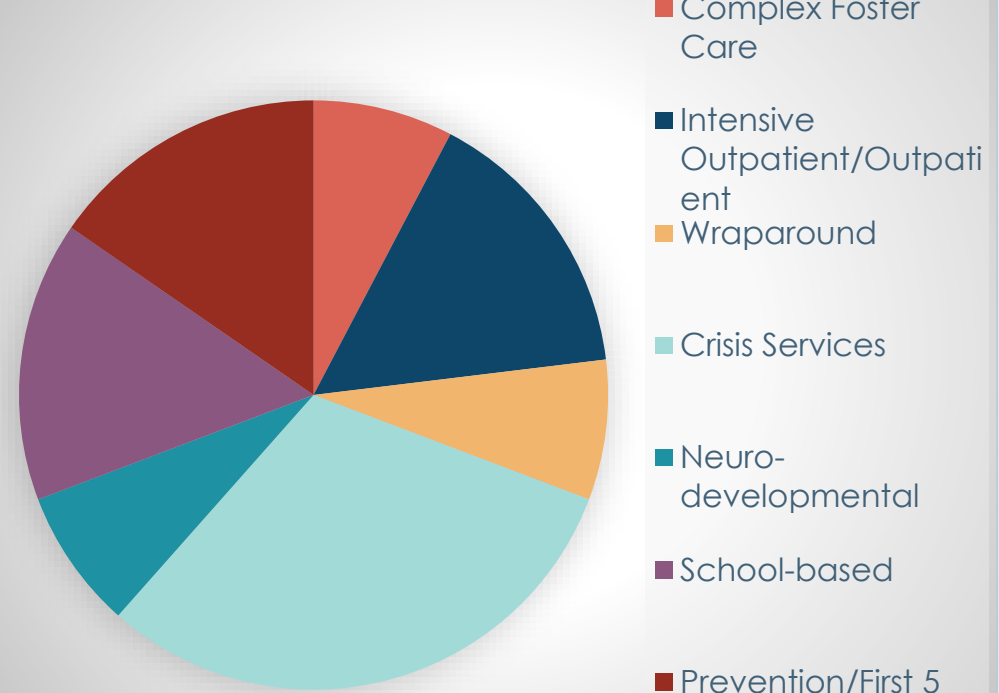
Quality indicators: recruiting Professional Parents; values in place; risk manageable; kids are (re)connected

Bay Region Service Lines

Individuals Served



Revenue



Quality and Outcomes

Child and Adolescent Needs and Strengths (CANS)- FY20

The CANS is administered to customers at admit, every six months, and again at discharge. The CANS measures a customer's needs and strengths related to domains such as Behavioral and Emotional Needs, Life Functioning and Risk Behaviors.

30%

Threshold

625

Total Customers

8.9

Average actionable items per customer

5.1

Average improved items per customer

97%

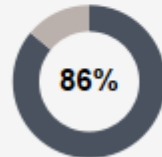
of customers improved on 30% or more actionable items across all domains

Satisfaction Dashboard

The Youth Satisfaction Survey (YSS) is distributed to customers and families within two weeks of discharging from a program. A random sample of customers are also surveyed during the Consumer Perception Survey period in November and May each year.

Family Satisfaction Survey (YSS-F)

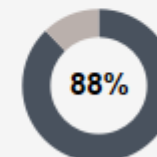
(Parents and Caregivers)



of families and caregivers were satisfied
(rated an average of at least 4.0 out of 5 on survey items)

Youth Satisfaction Survey (YSS)

(Customers aged 13-17)



of youth customers were satisfied
(rated an average of at least 4.0 out of 5 on survey items)

Key Takeaways

- What are you playing?
Core Values, Community Needs set the foundation
- Boldly consider changing the music – partnerships, approaches, and new sounds
- Is the audience responding?
Are youth and community better; is program/agency is thriving

22



Thank you, Don!





66TH ANNUAL CONFERENCE
July 11-14, 2022 ♥ Louisville, KY
www.togetherthevoice.org

Power to Empower: Fueling Your Innovation Engine to Create Value

Connecting to Community | Impact without Walls



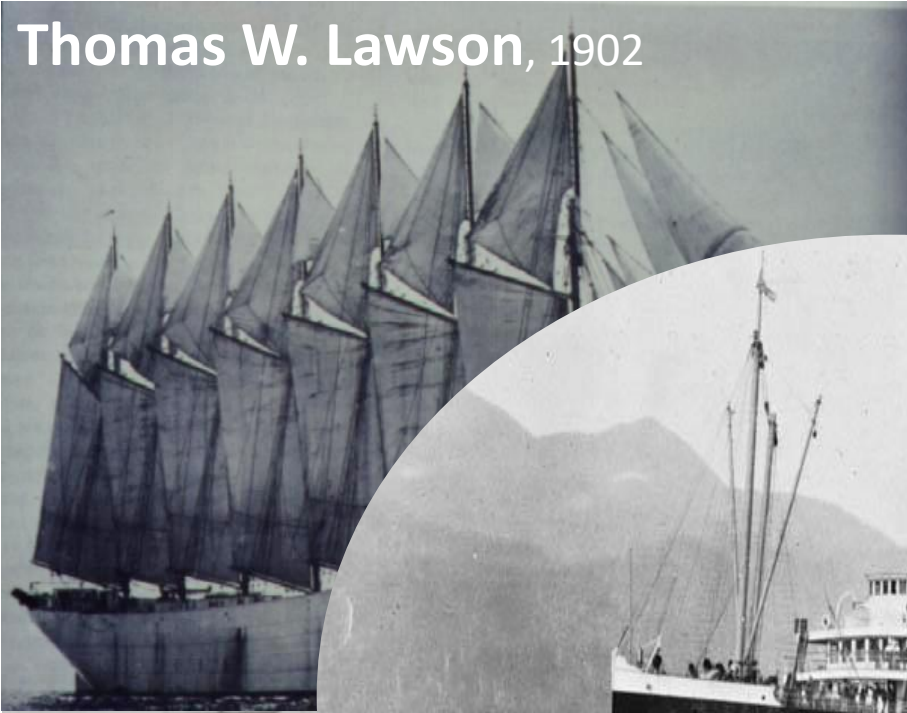
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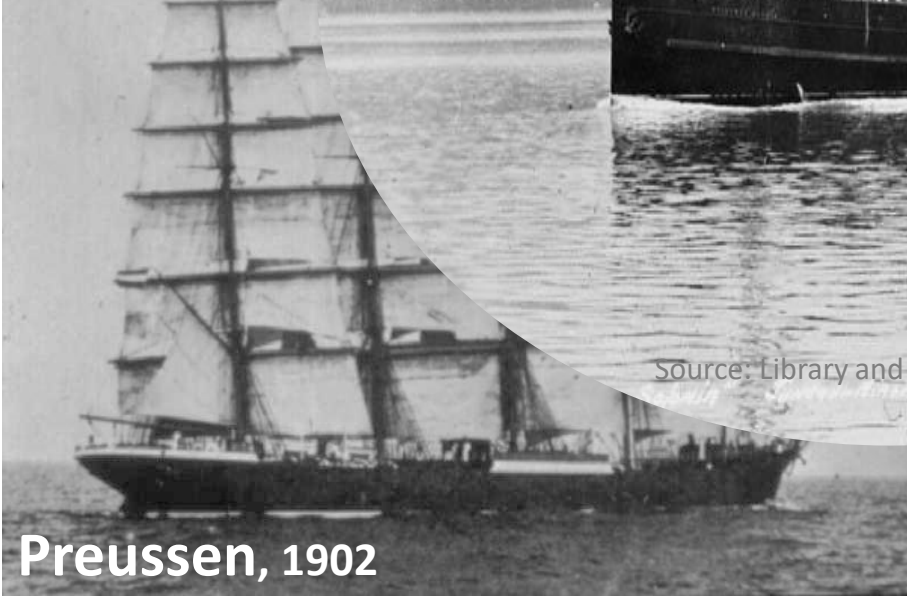
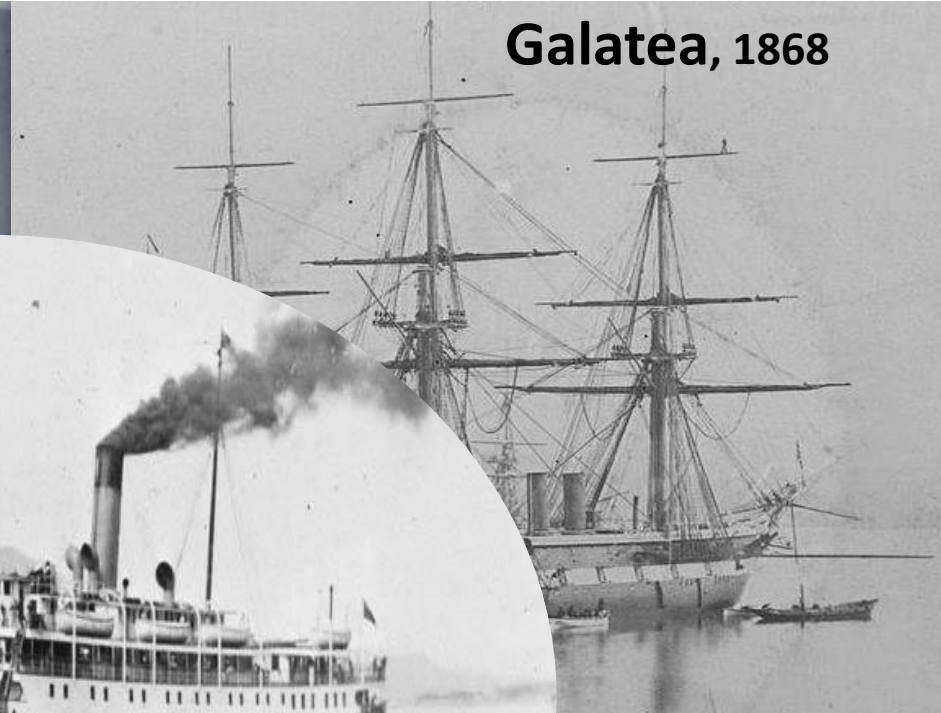


110 YEARS
of transformation

Thomas W. Lawson, 1902



Galatea, 1868



Preussen, 1902



Source: Library and Archives Canada



HMS Minotaur, 1868



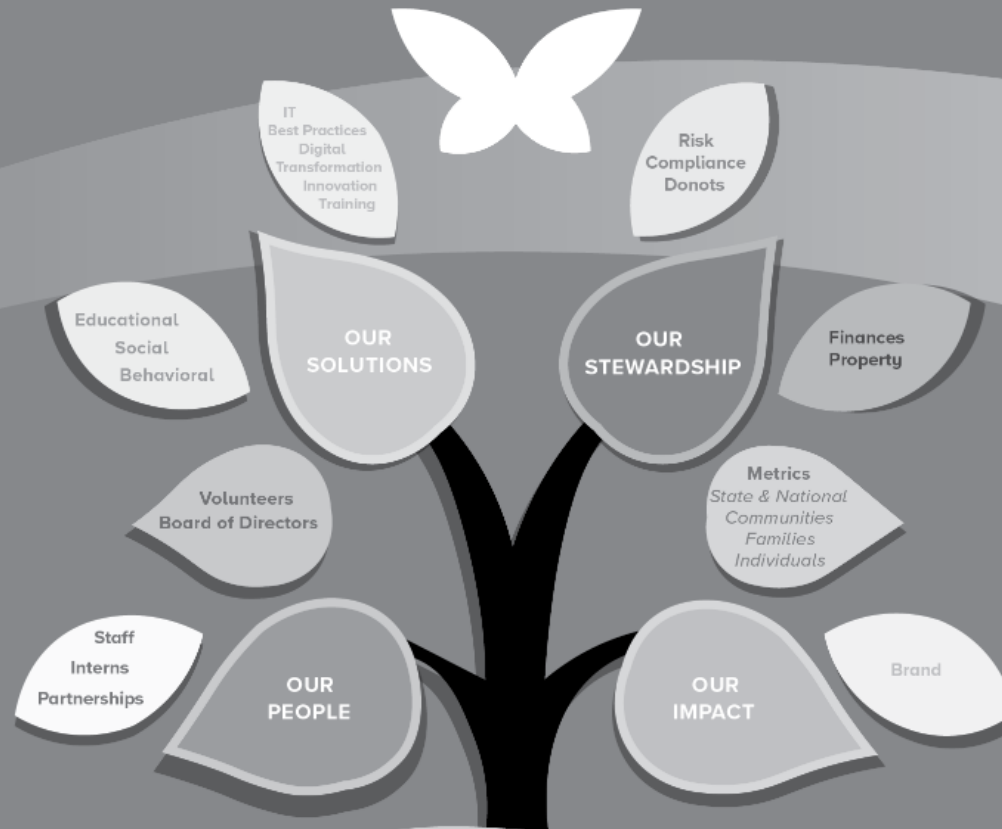
What Powers Our Innovation?

“The source of all innovation is what is the most humane quality that we all have, which is **empathy**.”

Microsoft CEO | Satya Nadella



WHAT



WHY

MISSION

HOW

SMART

Disciplined Thought
Confront the Brutal Facts
Hedgehog

Disciplined People

Right People = Humble, Hungry, & Smart
Servant Leaders

Disciplined Action

Culture of Discipline
Responsibilities, Not Jobs
Technology as Accelerator
Build Unstoppable Momentum

VOICE

RELATIONSHIPS

JOY

VERY
BEST

HEALTHY

Minimal Politics

Low Confusion

Five Behaviors of a Cohesive Team

Trust, Conflict, Commitment, Accountability, Results

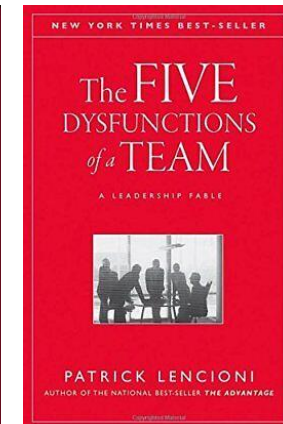
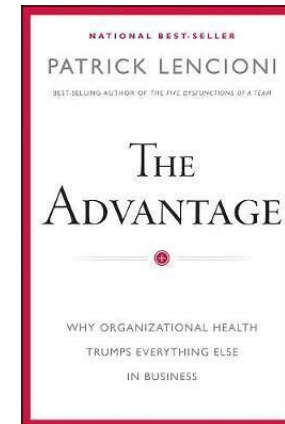
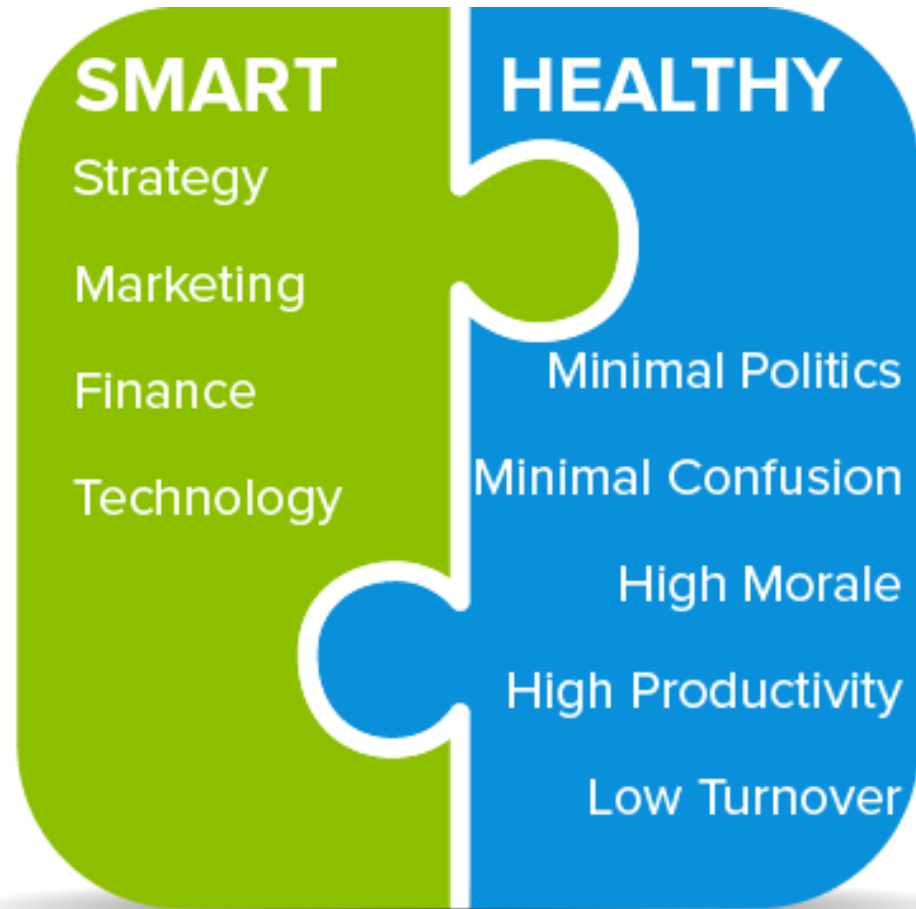
Building Greatness to Last

Build Future Leaders
Commit to "Nimblity"
and Unchanging Values/Mission

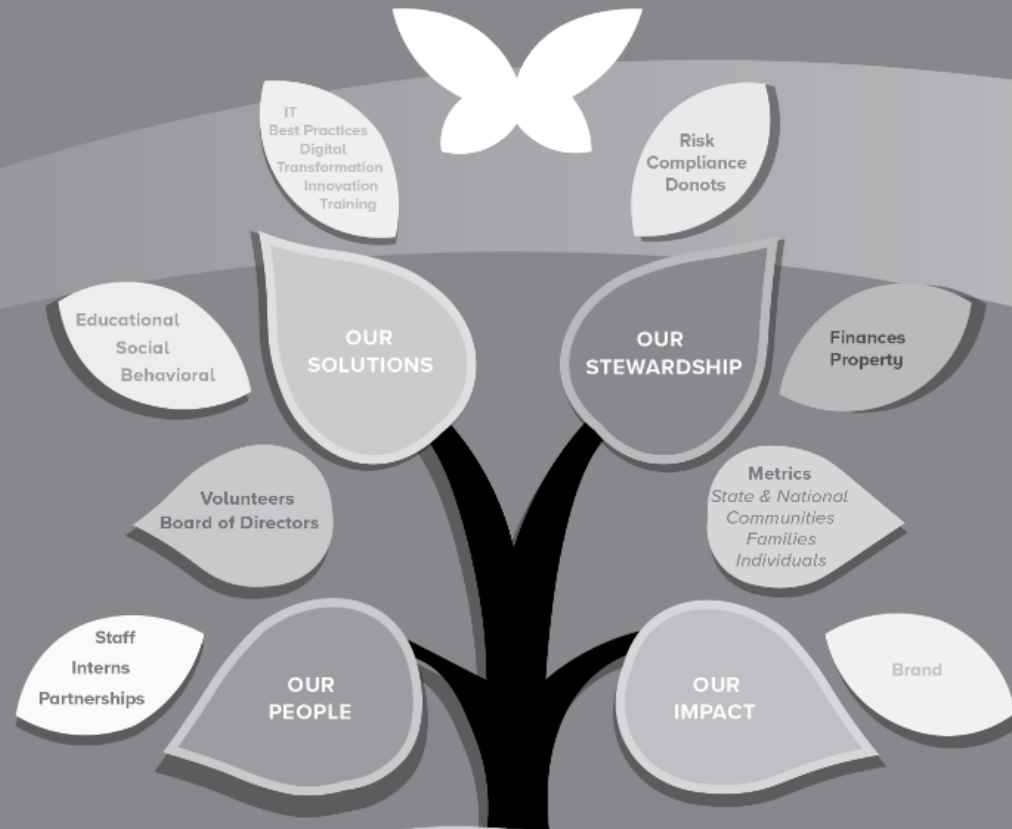
Four Disciplines of Organizational Health

Build Cohesive Leadership Team, Create Clarity, Over Communicate Clarity, Reinforce Clarity

Tearing Down Walls on the Inside



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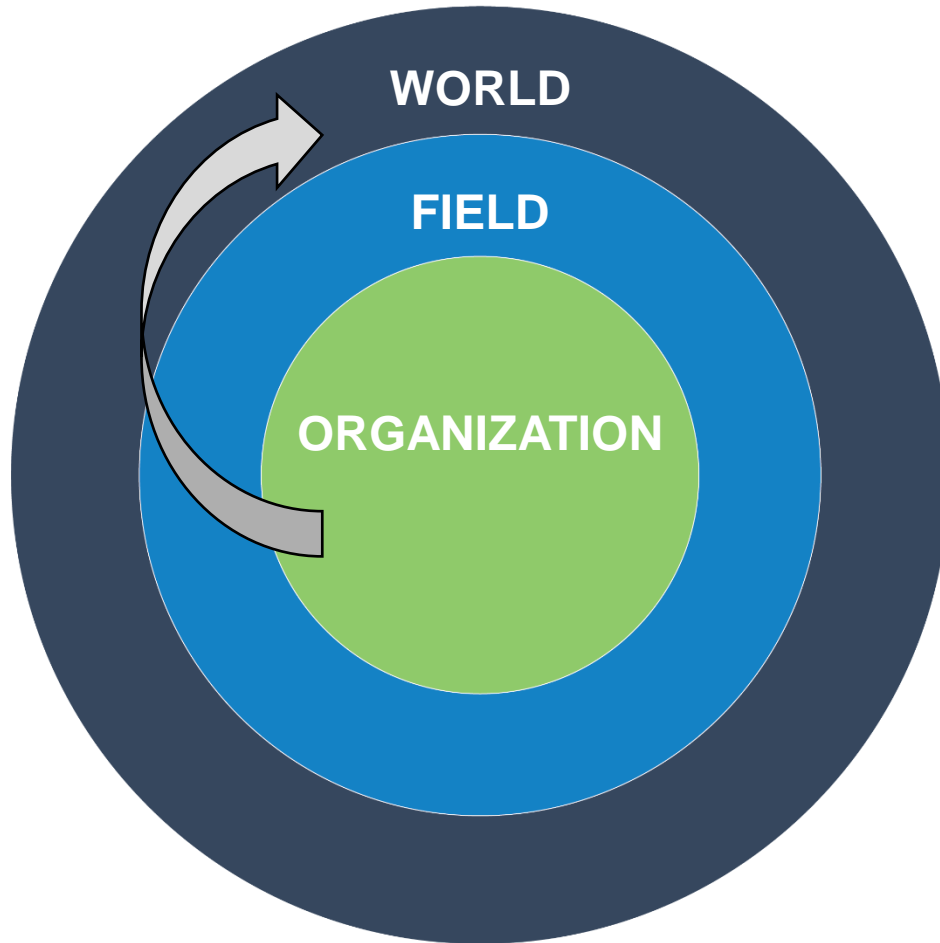
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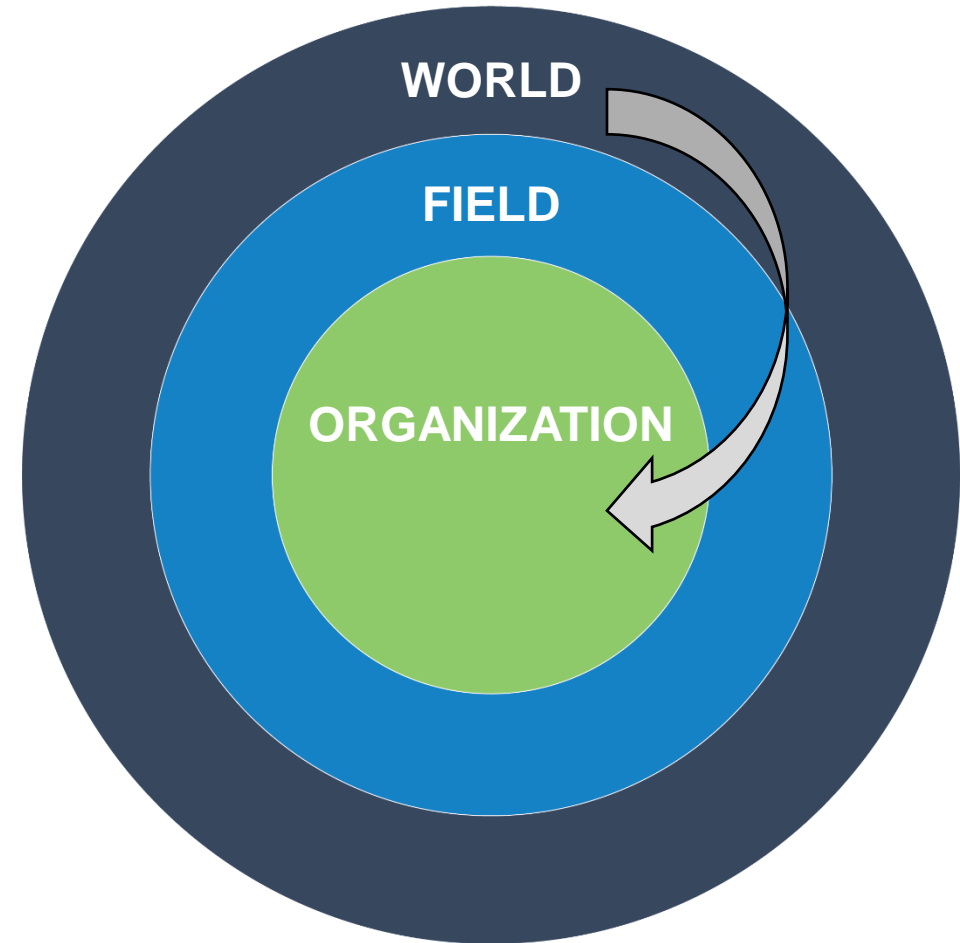
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Tearing Down the Walls to the Outside

Inside-Out Thinking

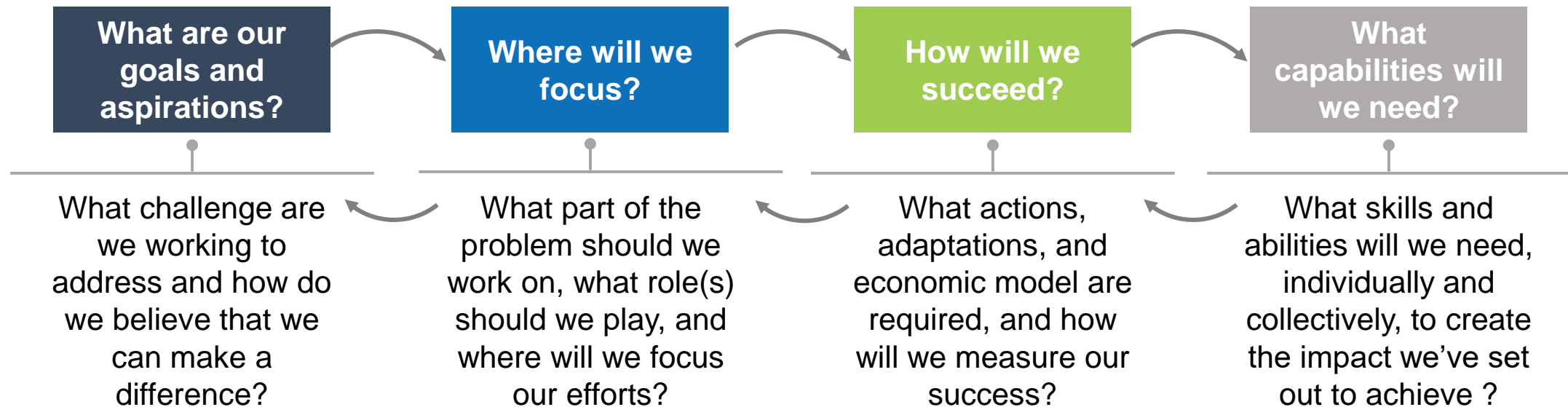


Outside-In Thinking



Strategic Choice Cascade

Thinking through strategic choices with the Choice Cascade links decisions on goals with key focus areas, critical activities, and capabilities required for success – **anchored against our mission and values.**





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*Some material adapted from the books, *Why Organizational Health Trumps Everything Else in Business*, by Pat Lencioni, and *Good to Great: Why Some Companies Make the Leap... and Others Don't*, by Jim Collins.

Thriving Through Values-Based Innovation

“**How**” you do what you do will determine your success – Smart & Healthy

Smart & Healthy behaviors flow through your “**why**” to generate values-based innovation that thrives (your “**what**”)

Our People

- Great Place to Work
- DEI Work
- Workforce Pipeline
- Leadership Academy
- Transformational Partnerships

Our Solutions

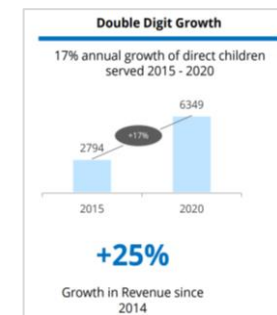
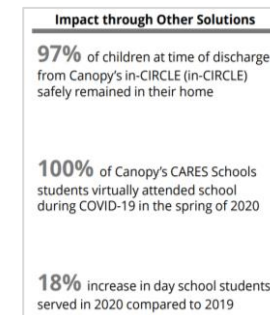
- Behavioral Health
- Education
- Social Service
- IT
- Digital Transformation

Our Stewardship

- Risk and Compliance
- Advancement
- Legislative Efforts

Our Impact

- Quality Efforts Metrics/KPIs
- Privileging Voice
- Brand



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CANOPY
Children's Solutions

mycanopy.org

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