



EMERGING BEST PRACTICES CONFERENCE

Innovations on the Horizon: Programs, Technology and Services for the Future

PROGRAM

Tentative schedule. Subject to change.

Last Updated 11/15/23

Tuesday, November 28

1:00 – 2:00 p.m.
King Charles Foyer
5th Floor

Registration

2:00 – 2:15 p.m.
King Charles Ballroom
5th Floor

Welcoming Remarks and Conference Overview

Michele Madley
President and CEO, Gibault, Inc.
President, NACBH

2:15 – 3:35 p.m.
King Charles Ballroom
5th Floor

Strategic Partnerships for Mission Success

Scott Cotenoff
Partner
La Piana Consulting

Unlock the keys to strategic partnerships in this comprehensive session. Delve deep into the world of mergers and alliances and equip yourself with practical information and the essential skills for assessing, negotiating and seamlessly integrating powerful collaborations. Discover how these partnerships can not only expand your organization's horizons but also supercharge program effectiveness, propelling your mission to new heights.

3:35 – 3:45 p.m.

Transitional Break

3:45 – 4:45 p.m.
King Charles Ballroom
5th Floor

Promoting Resilience and Emotional Health: SAMHSA's Vision for Children, Youth and Families

Gary M. Blau, PhD
Senior Advisor for Children, Youth and Families
Substance Abuse and Mental Health Services Administration
(SAMHSA)

In this engaging session, you will gain valuable insights into SAMHSA's response to the evolving landscape of child, youth and family behavioral health. Dr. Blau will explore key

components of SAMHSA's 2023–2026 Strategic Plan, and will provide an overview of SAMHSA's priorities, which include: expanding mental health promotion and primary prevention of substance use; increasing access to equitable behavioral health programs by integrating services and expanding capacity; and reducing health disparities and promoting culturally appropriate services. Dr. Blau will also discuss the role of technology to support the behavioral health of children, youth and families.

Please Note: This session is subject to change and will not occur in the event of a government shutdown.

Wednesday, November 29

8:00 – 8:45 a.m.
King Charles Foyer/Del Prado
5th Floor

Registration and Breakfast

9:00 – 9:05 a.m.
King Charles Ballroom
5th Floor

Day Two Conference Welcome

9:05 – 10:20 a.m.
King Charles Ballroom
5th Floor

Partnering for Success: Achieving Community Impact through Strategic Collaboration

Michelle K. Murray, PhD
President and CEO
Nexus Family Healing

Paula Minske, MS, LMFT
Vice President of Clinical Services
Nexus Family Healing

During this presentation, you will gain knowledge on how to collaborate with payers, government and healthcare stakeholders to reimagine mental and behavioral healthcare delivery. You will learn how to position your organization for success, identify partnerships that work and design unique programs with effective approaches, partnerships, service delivery and financing. The speakers will guide you through three innovative programs, including a walk-in crisis center, a program that bridges in-home family services with residential care, and a wrap-around transition program for youth. You will also benefit from valuable lessons learned.

10:20 – 10:35 a.m.
King Charles Ballroom
5th Floor

Morning Break

10:35 – 11:35 a.m.
King Charles Ballroom
5th Floor

Maximizing Program Impact: How Quality Assurance Coaching Helps Increase Model Fidelity and Improves Staff Performance

Kimberly Selvaggi
Chief Strategy Officer

Community Solutions, Inc.

Judith McCusker, MS
Director of the Learning Institute
Community Solutions, Inc.

For 20 years, The Learning Institute @ CSI has worked to develop Quality Assurance Support Coaching, which is a cost-effective and innovative way to achieve positive outcomes by elevating staff performance. Providing routine and accurate performance feedback to staff is associated with improved productivity, profit and other outcomes (for staff). While the original goal of QA Support Coaching was to ensure model fidelity, the method used by The Learning Institute @ CSI is individualized, relational and strengths-based, resulting in effective staff development. This unique approach can increase job satisfaction and, as performance improves, increase effectiveness with clients.

QA Coaching is a customizable set of processes that works toward enhancing staff performance in the delivery of client services. This presentation will go over the steps in this process, the feedback received to date and the research conducted in collaboration with the University of New Haven to verify the outcomes and advantages of this approach in ensuring better results for clients.

11:35 – 11:45 p.m.

11:45 a.m. – 12:45 p.m.
King Charles Ballroom
5th Floor

Transitional Break

No Money, No Mission: How Diversified Funding Strengthens and Sustains

Moderator:

Lisette Burton, JD
Chief Policy & Practice Advisor
Association of Children's Residential & Community services
(ACRC)

Panelists:

Sandy Dillon-Dick
Risk Officer
George Junior Republic

Tonya Hotchkin LMFT, RPT, CTRP-C
VP of Clinical Services
Tanager

Schuyler Siefker
Executive Director
St. Augustine Youth Services

Dr. Caelan Soma
Chief Clinical Officer
Starr Commonwealth

In the wake of the global pandemic, you may have developed an aversion to the word “pivot,” but successful organizations and leaders have managed to do just that again and again. These organizations are not just reacting to changing times. Keeping their mission as their north star, they anticipate what’s next and what’s needed. They create opportunity and fulfill community demand. Whether you adjust or expand who you serve, how you serve or what service you provide, diversification can build on your organization’s expertise, reduce reliance on a single partnership or contract and spur innovation to everyone’s benefit. This engaging panel includes leaders from Iowa, Michigan, Pennsylvania and Florida who are tapping into new funding streams to strengthen and sustain organizational impact. Panelists will share how their organizations embraced creative thinking and transformed ideas into financial realities. Together, panelists and participants will identify key considerations for successful diversification efforts.

12:45 – 2:00 p.m.

Lunch – on your own

Enjoy a break for lunch at your leisure. There are various dining options available within a short walking distance from the conference venue. Use this time to network with fellow attendees, explore the local dining scene or simply take a relaxing break.

2:00 – 3:00 p.m.
King Charles Ballroom
5th Floor

Change and Adaptation – Mission-Driven Risk Taking

Moderator:

Alyssa Goduti, MPA
President and CEO
Adelbrook Behavioral & Developmental Services

Panelists:

Sabrina Demsky-Cameron, DSW, LCSW
Executive Vice President and Chief Clinical Officer
Adelbrook Behavioral & Developmental Services

Monica Carras, MS, BCBA, LBA
Director of Behavioral Services for Residential Programs and Training
Adelbrook Behavioral & Developmental Services

Brian Heslin, MA, MBA, BCBA, LBA
Director of Behavioral Services and Quality Assurance
Adelbrook Behavioral & Developmental Services

This session will tell the story of successful change management through innovation, adaptation, resilience and communication, all rooted in mission. As the priorities of funders, state policies, regulatory structures and the market are constantly changing, keeping a focus on its 123-year-old core mission has helped Adelbrook Behavioral and Developmental Services not just survive, but thrive as it shifted from supporting children involved in the juvenile justice system to becoming a leader in services for children with Autism Spectrum Disorders. This successful conversion rested in the ability to understand the organization’s

strengths and opportunities, willingness to take risks, ability to engage and garner the support of stakeholders, and capacity to creatively adapt clinical and service models to meet the needs of those with ASD and their families. This focus on innovation led to rapid expansion of residential and educational programs, growing the organization by nearly 500 employees in 10 years. This culture of change and innovation continues to support the growth and development of new one-of-a-kind service models such as a new behaviorally-focused children's weekend respite program and a Children's Step-Up/Step-Down program to prevent youth with ASD from lingering in hospital emergency departments. The panel will share their experiences in leading change from a leadership/governance perspective, clinical/ therapeutic view, educational services lens, and human resources perspective.

3:00 – 3:15 p.m.

King Charles Ballroom
5th Floor

3:15 – 4:00 p.m.

King Charles Ballroom
5th Floor

Afternoon Break

How AI Can Assist Behavioral Health Professionals

Peggy Larkin Kelly, M.S. LPC (GA) & (AR)
Chief Clinical Officer
Youth Home

Nisheeta Setlur
Vice President, Customer Success
Eleos Health

Explore how an AI platform can assist therapists with clinical documentation, provide key analytics, and contribute to happier employees. The residential therapists at Youth Home were overwhelmed by the extensive documentation requirements, leading to after-hours and weekend work that affected morale and productivity. This session will delve into Youth Home's experience with the start-up Eleos Health and the remarkable results achieved within the first six months of use.

4:00 – 4:30 p.m.

4:30 – 5:30 p.m.

Beach Pavilion

Transitional Break

Networking Reception

Gather with NACBH long-time members, friends and colleagues for a networking reception.

Thursday, November 30

8:00 – 8:45 a.m.

King Charles Foyer/ Del
Prado
5th Floor

Registration & Breakfast

9:00 – 10:30 a.m.

King Charles Ballroom
5th Floor

Scaling Hope

John Damon, PhD
CEO

Canopy Children's Solutions

Michael O'Neil, JD, MBA
CEO
Get Well Network

Dale Cook
Co-Founder and CEO
Learn to Live

As our children and families face the most vexing mental health challenge of our lifetime, we must reimagine the current system of care. The current ecosystem is confusing and inaccessible for kids in need, inefficient for providers and costly for those paying for care. Inspired and supported by the larger Aspen Institutes community, this presentation will share the work of three Aspen Fellows who are developing a technology-enabled service network to transform care management and deliver personalized, holistic youth mental health and well-being at scale. This promising solution brings youth and families a comprehensive portfolio of resources from wellness to self-guided digital programs or direct access to critical crisis resources when needed and offers a blueprint for innovating in this mental health crisis through strategic partnerships.

10:30 – 10:45 a.m.

King Charles Ballroom
5th Floor

Morning Break

10:45 a.m. – 12:00 p.m.

King Charles Ballroom
5th Floor

Integrating Child Welfare and Behavioral Health to Improve Outcomes

Jenny Cooper
Chief Research & Development Officer
Benchmarks

Integrating child welfare and behavioral health can improve outcomes for children and families involved in both systems. This presentation will review a trauma-informed community approach that standardized a trauma screening and behavioral health assessment. This approach leads to improved mental health, reduced trauma, and increased system integration. By leveraging system resources, a community's trauma responsiveness is increased and the workforce is stabilized.

12:00 – 1:30 p.m.

Lunch – on your own

Enjoy a break for lunch at your leisure. Use this time to network with fellow attendees, explore the local dining scene, or simply take a relaxing break.

1:30 – 2:15 p.m.

King Charles Ballroom
5th Floor

Harnessing Tax Credit Opportunities

Moderator:
Patricia Delano
President & CEO

Jackson-Feild Behavioral Health Services

Panelists:

Heidi Noel

Sr. Director of Advancement

Canopy Children's Solutions

Christina Lennon

Chief Strategy and Implementation Officer

Wellroot Family Services

Explore real-world success stories from organizations that have harnessed tax credits to bolster their children's behavioral health initiatives. This engaging panel session offers varying perspectives on the potential benefits and challenges associated with the utilization of tax credits.

2:15 – 3:00 p.m.

King Charles Ballroom

5th Floor

The Intersection of Vicarious Trauma and Social Justice

Patricia Wilcox, LCSW

Vice President for Strategic Development

Klingberg Family Centers

Aminah Ali, LMSW

Therapeutic Foster Care Clinical Coordinator

Klingberg Family Centers

In today's climate of staff shortages and difficulty hiring, it is even more important that agencies pay attention to the effect of the difficult work on our employees' vicarious trauma. Yet we rarely examine the ways in which the impact of the work and the remedies available differ for our staff of color. As we design workforce development we must explore how multi-generational trauma, current experiences of racism at home and at work, myths about and lack of access to some forms of support result in uneven equity for our employees of color. The voice of our employees can help us tailor our improvements to provide access to all our employees to thrive within our workplaces.

3:00 – 3:15 p.m.

King Charles Ballroom

5th Floor

Closing Remarks

David Mullins

President & CEO, Crossroad Child & Family Services,

Vice President/President-Elect, NACBH

Jennifer Duckworth

Executive Director, NACBH