



**EMERGING
BEST PRACTICES
CONFERENCE**

Our People are the Point

Navigating
Workplace Issues
and Organizational
Health

NACBH

National Association *for* Children's Behavioral Health

www.nacbh.org



The National Association for Children's Behavioral Health will be reconvening in person for our annual Emerging Best Practices Conference this winter. From the "Great Resignation" to the rise in "Quiet Quitting," there is no question that drastic changes in the workforce landscape are impacting the behavioral health and human services industry.

This year's conference entitled "Our People are the Point: Navigating Workplace Issues and Organizational Health" will address key workplace challenges and uncover tactics to assess and strengthen your organization's health. Topics will include innovative compensation and benefits that will help you stand out as an employer, approaches and tools to better engage employees throughout all stages of the employee lifecycle, and how to create an inclusive culture of continual improvement.

This conference is ideal for senior leaders within children's behavioral health who are looking to develop their organizational strategies and elevate their workplaces. Engage in thought-provoking conversations and build relationships with like-minded professionals who share a passion for delivering the highest quality care.

Prior to the conference, there will be a half-day of discourse on Wednesday, November 30 around envisioning the future of the field. The conference will officially kick off on Thursday, December 1.

PROGRAM

Updated 11/17/22

Wednesday, November 30

2:00 – 3:30 p.m.
King Charles
Ballroom 5th Floor

Navigating the Future Forum

Join us for an open discussion of conference hopes, workplace issues, and personal accounts of innovative solutions enacted.

3:30 – 5:00 p.m.

The Administration's Mental Health Agenda for Children, Youth and Families

King Charles
Ballroom
5th Floor

Gary Blau, Ph.D.
Senior Advisor for Children, Youth and Families
Substance Abuse and Mental Services Administration
(SAMHSA)

The COVID-19 pandemic has significantly impacted the mental health of America's youth and families and has exacerbated the mental health challenges that existed prior to the pandemic. As part of the federal response, the Biden Administration announced a national mental health strategy to strengthen system capacity, connect more people to care, and create healthier environments. The plan includes enhancing the array of community-based mental health services for children, youth, and families. To implement the President's call to action, the Substance Abuse and Mental Health Services Administration (SAMHSA) is taking a public health approach to enhance and expand access to proven behavioral health wellness and prevention strategies, treatments, and recovery supports.

Preceding NACBH's Emerging Best Practices Conference, a plenary session will be provided by Gary Blau, Ph.D., Senior Advisor for Children, Youth and Families at SAMHSA. During this session, "The Administration's Mental Health Agenda for Children, Youth, and Families," Dr. Blau will highlight the President's 2023 budget proposal, along with SAMHSA's current priorities, including collaboration with schools, primary care, and other child-serving systems. He will also focus on the importance of developing and implementing a child and youth crisis continuum, and strategies to improve the mental, emotional, and behavioral health and wellness of children, youth, young adults, and families across the country.

Thursday, December 1

7:45 – 8:45 a.m.
King Charles
Foyer/Del Prado
5th Floor

Registration and Breakfast

8:45 – 9:00 a.m.
King Charles
Ballroom
5th Floor

Welcoming Remarks and Conference Overview

Charlene Hoobler, Chief Operating Officer, The Barry
Robinson Center and NACBH President

9:00 – 10:00 a.m.
King Charles
Ballroom
5th Floor

Making the Most of What You've Got: Free or Low-Cost Benefits and Perks that Can Help Shape Your Culture and Retention Plan

Kelly DeStefano, M.A., SPHR, SHRM-SCP
Chief Human Resources Officer
Youth Home

What do you do when you don't have unlimited money and need to recruit and retain people for a very challenging industry? You turn your thinking on benefits inside out and really find out what is important to your employees. Some of that process is easy and others, not so much. Join this timely session to discuss some of the challenges that we all face with recruitment, retention, and culture. Leave with tools for evaluating your current offerings, new ideas to amplify your benefits and perks package, and tips on how to relate your offerings to culture and retention.

10:00 – 10:15 a.m.
King Charles
Ballroom
5th Floor

Break

10:15 – 11:45 a.m.
King Charles
Ballroom
5th Floor

Social Justice Issues in Supervision

Pat Wilcox, LCSW
Vice President for Strategic Development
Klingberg Family Centers

Aminah Ali, LMSW
Clinical Coordinator, TFC and PPSP Programs
Klingberg Family Centers

This workshop will highlight one critical tool that can reduce burnout, secondary trauma and compassion fatigue: trauma-informed supervision through a social justice lens. This approach to supervision begins with the personal and extends to the professional. Personal histories, identities, characteristics and psychological experiences of supervisors, as well as structural and environmental conditions of the organization, are considered in supervision. This perspective promotes the role of the supervisor as a leader in establishing a culture within their team that is responsive to and inclusive of the positionalities and unique experiences of clients and colleagues. By the end of this session, participants will learn how to improve their interactions with supervisees while leading their teams and organizations in achieving truly inclusive diversity.

11:45 – 1:15 p.m.

1:15 – 2:45 p.m.
King Charles
Ballroom
5th Floor

Lunch – on your own

Pay Now or Pay Later: How Investing in Your Workforce Pays Off

Lisette Burton, J.D.
Chief Policy & Practice Advisor
Association of Children's Residential & Community Services (ACRC)

Kevin Roach, MSW
CEO
MCHS Family of Services

With strapped budgets, skyrocketing costs, and increased expectations, how do agencies meaningfully invest in their workforce? As more employees leave in record numbers and the labor market tightens, how can agencies compete? In 2022, the Association of Children's Residential and Community Services (ACRC) conducted a compensation survey to better understand recruitment and retention concerns and to see what, if anything, is helping agencies attract staff into direct care roles, where work-from-home is not an option. Learn from the aggregated response of over 100 child and family-serving organizations representing 3 countries and over 30 states. Then, dive deep into one organization's journey to measure both the cost of stress, burnout, and turnover amongst their workforce, and the value of investing in their culture and their employees. By focusing on the data, implementing practical solutions, and continuously measuring the return on investment, the organization was able to reduce its turnover from 75% to 18% in the last five years and save over half a million dollars annually.

2:45 – 3:00 p.m.

King Charles
Ballroom
5th Floor

Break

3:00 – 4:00 p.m.

King Charles
Ballroom
5th Floor

Expand the Resiliency Zone: An Examination into One Agency's Use of the Community Resiliency Model

Allison Ashe, MTS
President and CEO
Wellroot Family Services

In Georgia, the Community Resiliency Model (CRM) is being used to alleviate the mental health pandemic occurring alongside COVID-19. Based in neuroscience, CRM is an evidence-informed approach to population

mental health in times of both stability and crisis. The model is an inexpensive, feasible approach that can be adapted and sustained for staff, practitioners and the clients we serve. Previous CRM research demonstrated increased well-being in members of low-resource and low-recovery communities and reduced secondary traumatic stress and an improved sense of well-being among front-line healthcare workers. After this session, you will gain skills to develop an intentional practice of CRM skills that build resiliency and awaken hope.

4:00 – 4:30 p.m.

King Charles
Ballroom
5th Floor

NACBH 2023 at a Glance

Michele Madley, Chief Executive Officer, Gibault Children's Services and NACBH Vice President/President-Elect

5:30 – 7:00 p.m.

Beach Pavilion

Networking Reception

Gather with NACBH long-time members, friends and colleagues for a celebratory reception that will honor Pat Johnston's contributions to the industry.

Friday, December 2

7:45 – 8:45 a.m.

Del Prado
5th Floor

Breakfast

8:45 – 10:00 a.m.

King Charles
Ballroom
5th Floor

Leading Through Organizational Change

Debbie Reed, Ph.D.
President and CEO
Chaddock

Leading in the nonprofit sector is different from leading in the for-profit or public sectors. This is especially true leading during times of transition and organizational change- yet many leadership development programs fail to highlight the unique skills your people need to succeed in the nonprofit environment. This interactive session takes a deeper dive into research that identified five key ways strategic leadership in nonprofit organizations is unique when compared to the other sectors. The session will then offer senior leaders specific strategies for identifying and growing leaders within their organizations in ways that contribute to, rather than distract from, organizational effectiveness and growth.

10:00 – 10:15 a.m.
King Charles
Ballroom
5th Floor

Break

10:15 – 11:45 a.m.
King Charles
Ballroom
5th Floor

Build Your Bench: Investing and Retaining the Next Generation of Leaders

Erin Saylor, LCSW
Managing Director of Behavioral Health Services
Child and Family Agency of Southeastern CT

Courtney Seely, LCSW
Senior Director of Behavioral Health Services
Child and Family Agency of Southeastern CT

Every organization needs a “bench” line-up of skilled players for their team. This workshop will highlight a non-profit “Leadership Training Academy” based on eight key leadership competencies built into a 12-month curriculum for new and emerging leaders. Using behavioral health case studies, participants will actively learn a successful organizational response to low staff morale and burnout which directly impacted retention and engagement. Attendees will learn needs-based assessment processes aimed at identifying future leaders internally and leave with tools to systematically approach their own organization-based needs and improve retention of their “Leadership Bench.”

11:45 – 1:15 p.m.

Lunch – on your own

1:15 – 2:15 p.m.
King Charles
Ballroom
5th Floor

Recruiting Differently Panel

Moderator:
Steven A. Girelli
President/CEO
Klingberg Family Centers

Panelist:
Amy Hyer
Director of Human Resources
Chaddock

Deborah Howard, D.M.
Chief Compliance Officer
Crossroad Child & Family Services

Taheti Watson, CDE, SPHR, SHRM-SCP
Chief Diversity, Equity, and Inclusion Officer
Canopy Children’s Solutions

Hiring within an era dubbed “the Great Resignation” has distinctive challenges that require organizations to reassess their processes and adapt to the changing employee mindset. Hear from your colleagues as they discuss top hiring headaches and outline creative and inclusive approaches they have applied in an effort to overcome recruitment and retention obstacles.

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

New Perspectives on Taking Care of Ourselves and Each Other in Our Work

Pat Wilcox, LCSW
Vice President for Strategic Development
Klingberg Family Centers

Many programs are currently struggling with staff shortages, staff turnover and difficulty hiring. Within the work, healers are experiencing extra-high workloads, adjusting to the new realities as we emerge from COVID, and responding to clients who have suffered complex trauma. This workshop will use current research and polyvagal theory to explore how safety and connection at work can support creative, energetic, and hopeful treaters who find satisfaction in their jobs. The workshop will also examine the social justice issues that arise within vicarious traumatization, and steps we can take to create a culture that actually sustains our diverse workforce.

3:15 – 3:30 p.m.
King Charles
Ballroom
5th Floor

Closing Remarks

Michele Madley, Chief Executive Officer, Gibault Children’s Services and NACBH Vice President/President-Elect

Madison Wallace, Project Coordinator, NACBH

Jennifer Duckworth, Association Director, NACBH

Venue & Accommodations

The Don CeSar
3400 Gulf Boulevard, St. Pete Beach, FL 33706

Registration and hotel information: <https://www.nacbh.org/emerging-best-practices-conference>.



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NACBH is grateful for the generous support of our participating sponsors:



Family Behavioral Health



Many thanks to our accrediting bodies who support NACBH members: The Joint Commission, the Council on Accreditation (COA), and CARF International.