

# EVIDENCE AND TRANSFORMATION: TAKING PERSON-CENTERED CARE TO SCALE



## 14<sup>th</sup> ANNUAL TCOM CONFERENCE

October 3–5, 2018

The Drake Hotel | Chicago, IL

### BACKGROUND

TCOM: Transformational Collaborative Outcomes Management is an approach grounded in the philosophy of a shared vision to help people achieve wellness goals as they navigate healthcare, child welfare, juvenile justice, behavioral health, education, and other complex systems around the world. The annual TCOM Conference is jointly hosted by The Praed Foundation and Chapin Hall at the University of Chicago.

This year's conference theme is Evidence and Transformation: Taking Person-Centered Care to Scale. Person centered care is a central tenant of the TCOM philosophy—keeping the child/youth, adult, and family at the CENTER of everything we do. If the person is an equal partner in the use of the TCOM tools and the care process, then it is possible to go to scale with the vision of people as equal partners.

#### KEY CONFERENCE OBJECTIVES—

- Recognize methods that can be used in other populations
- Describe the breadth of resources available to all members of the collaborative
- Discuss the goals of a person-centered care system
- Describe national and local efforts of TCOM implementations
- Recognize the impact on-going learning and education has on the people we aim to help
- Provide proven strategies and practical methods that can be brought to agencies all over the country
- Analyze implementation and training data

#### PRESENTATIONS WILL REPRESENT—

4 Systems of Care: Behavioral Health, Justice, Child Welfare, Education

5 TCOM Implementations: ANSA, CANS, CAT/CSPI, SSIT, Trauma

#### ABSTRACTS WILL COVER—

- Communimetrics
- Person-Centered Care
- Training and Coaching
- Supervision
- Implementation
- Information Management

\*The Praed Foundation has applied to professional regulatory boards for up to 16 continuing education credits and will later confirm the exact details. At the end of the conference, all attendees will receive a survey to complete for continuing education requirements.

### [REGISTER NOW FOR THE CONFERENCE!](#)

*Registration for the 14<sup>th</sup> Annual TCOM Conference can be accessed online via the Eventbrite platform. Be sure to fill out all required information as outlined on the registration form and any supplemental information needed. All personal information will only be used for the purposes of this conference and TCOM Communications.*

For more information on the conference, contact Katherine Sun, [ksun@chapinhall.org](mailto:ksun@chapinhall.org)  
or visit the conference page at [TCOMConversations.org/TCOM2018](http://TCOMConversations.org/TCOM2018)

## EVIDENCE AND TRANSFORMATION: TAKING PERSON-CENTERED CARE TO SCALE

### About the Praed Foundation—

Founded in 1998, the Praed Foundation seeks to support transformational activities in human services with a special emphasis on improving the lives of children and families. The primary work of the Foundation is in support of a mass collaboration of individuals who seek to use evidence-based assessments as an approach to working together to maintain the focus in human service enterprises on the people they serve. As such, the Praed Foundation maintains the copyrights on the Child and Adolescent Needs and Strengths, the Family Advocacy and Support Tool, the Crisis Assessment Tool, and the Adult Needs and Strengths Assessment to ensure that they remain free for anyone to use who shares this commitment.

### About Chapin Hall at the University of Chicago—

Since its inception as a research and policy center in 1985, Chapin Hall at the University of Chicago has focused on a mission of improving the well-being of children and youth, families, and their communities. In all our work, we aim to produce relevant, timely, and actionable solutions, and support partners in developing practical tools and strategies based on evidence. Chapin Hall engages in direct, purposeful collaboration. We partner with all levels of government, non-profit organizations, philanthropists, fellow researchers, and others who work tirelessly to address challenges facing children, youth, and families in the United States and beyond.

For more information about this conference, contact

Katherine Sun

Email: [ksun@chapinhall.org](mailto:ksun@chapinhall.org)

Phone: +1 773 256 5226

The Praed Foundation

550 N Kingsbury St, Suite 101

Chicago, IL 60654

EVIDENCE AND TRANSFORMATION:  
TAKING PERSON-CENTERED  
CARE TO SCALE

DRAFT AGENDA

WEDNESDAY, OCTOBER 3, 2018

	Pre-Conference Sessions	Presenter(s)
9:00 – 12:00	TCOM Trainer Booster*	Robin Orlando, et all.
	Supporting Collaborative Assessment with the TCOM Tools: Training for Supervisors	Shawana Booker, Cynthia Schelmety, April Fernando, Suzanne Button
	Making Meaningful Use of CANS Data: Examples of how to use your existing CANS data to engage, inform and transform.	Kate Cordell

\*Registration for this session will take place on [www.TCOMTraining.com](http://www.TCOMTraining.com). You must already be a certified trainer to attend.

	Topical Interest Sessions	Presenter(s)
1:00 – 4:00	Action Planning with the CANS	Mark Lardner, Neil Mallon
	Principles of TCOM Supervision: From program level, to clinician level (and back again!)	Dan Warner, April Fernando
	Team-based Tools for Improving TCOM Practice: Mindful Organizing and Psychological Safety	Michael Cull
	Predictive Modeling Using the CANS in Wraparound; Precision Analytics: Delivering Precise and Personalized Practice	Wendy Bowlin, Stephen Shimshock
	TCOM Provider Collaborative: Coaching for Success	Nelita Wallingford, Josh Nellist, Jen Cardenas, Brandon Howlett, Mary Nichols, Cynthia Schelmety, Jennifer Lockwood, Suzanne Button, Angela Pollard, Mercedes Busby
	When All You Can Trust is the Story: A Parent's Perspective on the CANS; Building Change: How to use tools of persuasion to make positive change for families	Jennifer Griffis; Marianne McMullen

4:00 – 5:00	Utilizing CANS in the Wraparound Planning Process	Danielle Phillips, Rebecca Strachan
	Impact of Worker Turnover on Youth in State Custody	Karisa Smith
	Trauma and Increased Risk for Youth in Wraparound	Barbara Ann Dunn, Sharon Weber

THURSDAY, OCTOBER 4, 2018

	Opening Plenary	Presenter(s)
9:00 – 11:00	Opening Plenary <i>Am I Really Needed Here? A Parent Perspective on Transforming a State System of Care</i> <i>Person-Centered Management and Translational Research</i> <i>Person-centered Care and the Experience Economy. Setting the stage for transformation</i>	<i>April Fernando, Janet Hoeke, Betty Walton, Wendy Harrold, Gina Doyle, Dr. John S. Lyons</i>

	Session 1	Presenter(s)
12:30 – 1:30	Value Based Purchasing Models Using the CANS	Barbara Ann Dunn
	Person-Centered Management and Translational Research, Part 2	Betty Walton, Gina Doyle, Wendy Harrold
	Successes and Lessons Learned of an Agency-wide Implementation of the CANS	Katherine Tsai, Rachel McClements, Tiffani Tran
	The Integration of TCOM and Data Analytics to Improve Service Delivery and Screening for Victims of Human Trafficking	Neil Mallon, Wana Jin, Heidi Alvarez
	TCOM Principles at the Organizational Level	Cinthyia Chin Herrera, Erin Rosenblatt
	Spreading TCOM through 'Spaced Education'	Tiffany Goodpasture, David Lomascolo, Richard Epstein
	Promoting a Safe Therapeutic Environment with the Effective Use of Sanctuary Model Tools	Erica Angert
	Fostering Radical Collaboration: Regional Reflections on CANS Implementations	Jen Leland, Jen Cardenas

For more information on the conference, contact Katherine Sun, [ksun@chapinhall.org](mailto:ksun@chapinhall.org)  
or visit the conference page at [TCOMConversations.org/TCOM2018](http://TCOMConversations.org/TCOM2018)

EVIDENCE AND TRANSFORMATION:  
TAKING PERSON-CENTERED  
CARE TO SCALE

	Session 2	Presenter(s)
1:40 – 2:40	Implementation to Sustainability and Everything in Between	Esther Ting, Ina Mendez
	The Consultative Role of Nursing in Fostering Safe Reliable Care to Children within Public Child Welfare	Betsy Lowe
	Texas TCOM Implementation	Mark Catalano, Marisol Acosta, Chera Tribble, Jondell Lafont-Garcia
	Trust and Transition of Care: A care management approach to decreasing emergency room use amongst high risk populations	Haileigh Nelson, Ada Umubera, Martha Vargas
	Using the CANS to reduce Truancy & Absenteeism	Ellen Kinoy, Steve Monroe, Carmen Balingit
	From the Ground Up: Building a Foundation for the CANS in Vermont	Cheryle Bilodeau, Alison Krompf, Belinda Bessette
	Implementation, Progress, and Person-Centered Care: Kentucky's Experience	Lizzie Minton, Dorothy Hickerson
	What a Mayan Community can Teach us about Health Care and Education: Understanding Person-Centered Care from a Guatemalan Perspective	Max Kintner

	Session 3	Presenter(s)
2:50 – 3:50	Integrated Case Management: Value-Based Assistance for Complex Medical and Behavioral Health Patients	Rachel Andrew
	Fostering Employee Learning on a Budget: Analytics Academy Case Study	April Shaffer, Kathy Gracey
	Using Creativity, Innovation, and Collaboration to Improve Out-of-Home-Care in Kentucky	Nathan Lubold, Lizzie Minton
	New Partners in an Existing TCOM Implementation	Dan Warner, Barbara Ann Dunn
	Building Response Flexibility: Tools for Navigating Conflict and Creating Safety	Tarah Kuhn, Jon Ebert
	Creating a Shared Vision in a Therapeutic Day School Setting	Emily Shapiro, Melissa Villegas
	Establishing a Safety Culture through Assessment Integration	Michelle Law, Julie Rotella
	Statewide Implementation of CANS with support of eCANS	Liz Kromrei, Fred Wulczyn

	Session 4	Presenter(s)
4:00 – 5:30	Measuring Well-Being with the CANS	Mark Lardner, Neil Mallon, Wana Jin
	Communitic Supervision: A Person and Results Centered Framework	David Channer
	Understanding Trauma-Related Needs across the Developmental Spectrum <i>Part 1: Understanding and Assessing Early Childhood Trauma: Improving Engagement and Assessment Techniques with Caregivers</i> <i>Part 2: Nothing About Us Without Us: Understanding the Trauma Needs of Transition Age Youth in Illinois</i>	Cassandra Kiesel, Tawny Spinelli, Alexandra Morford, Lindsey Weil, Tracy Fehrenbach, Tracey Riley, Nicole St. Jean
	Child Welfare Practices for the Well-Being of LGBTQ and Gender Expansive Children and Youth	Vida Khavar
	Beyond Compliance: Building Response Flexibility in the Juvenile Justice System	Melissa Cyperski, Megan Adams, Tarah Kuhn, Jon Ebert
	Transformation through Skills Building-Connecting Relationships & Emotions	Kenneth McGill
	CAN We Talk? Collaborative sharing between child welfare/juvenile justice agencies considering TCOM Implementation	Kyla Clark, Tanya Albornoz

EVIDENCE AND TRANSFORMATION:  
TAKING PERSON-CENTERED  
CARE TO SCALE

FRIDAY, OCTOBER 5, 2018

	Closing Plenary	Presenter(s)
8:30 – 10:00	Closing Remarks <i>Building a Shared Vision in a Residential Treatment Care Setting: The Italian Experimentation</i> <i>Persons, Centered, Caring: Zen Principles in TCOM</i>	Antonella Di Troia, Anna Didoni, Dan Warner

	Session 5	Presenter(s)
10:10 – 11:10	Dynamic and Interactive Administrative Reporting	David Schlueter, Ryan Jarrett, Richard Epstein, Michael Cull, Rameela Chandrasekhar, Kathy Gracey
	All Metrics are not Created Equal: A Closer Look at Measuring Severity of Need and Well-Being	Jesh Harbaugh, Sarah Accomazzo, Leticia Galyean
	Training Beyond CANS 101	Alexandra Ba stien, Isaura Rodriguez
	Leveraging Power BI to Focus on CANS Data in Work with Youth/Families	Amanda Thompson, Jerome Scriptunas
	Improving Our Culture: The use of the Safe Systems Improvement Tool (SSIT) and the Confidential Safety Reporting System (CSRS)	Melandie Simerly, Ramona Huggins, Tiffany Goodpasture
	Developing and Maintaining a Positive Focused System of Care	Dan Dubovsky
	Keeping It Fresh: 9 Years of ANSA Implementation	Melissa Villegas, Emily Shapiro
	Decision Making using the CANS: Evidences from unaccompanied migrant minors, infants, and adolescents in Italy	Antonella Di Troia, Anna Didoni

	Session 6	Presenter(s)
11:20 – 12:20	Using Sandtrays and Story-Telling for CANS and ANSA Data Reflection	Ritchie Rubio, Farahnaz Farahmand, Kenneth Epstein, Thomas Bleecker
	Youth TimeBanking Increases Youth Participation & Transition/Community Planning	Jerome Scriptunas, Amanda Thompson
	Barriers to Implementing TCOM Tools	Nicole Ross, Kim Leffler, Paul Brylske
	How to do a Quality Client Assessment—TCOM Style	Lynda Killoran, Deborah Thomas, Lynn Steiner
	Safety Systems Analysis with Special Populations in Child Welfare	Ramona Huggins, Melandie Simerly, Tiffany Goodpasture
	Therapeutic Alliances: Building positive outcomes from a consumer and family perspective	Dan Dubovsky
	Feedback-Driven Collaborative Practice Improvement	Eve Kintner, Suzanne Button

For detailed information including learning objectives, session description, and presenter qualifications, contact [ksun@chapinhall.org](mailto:ksun@chapinhall.org)

For more information on the conference, contact Katherine Sun, [ksun@chapinhall.org](mailto:ksun@chapinhall.org) or visit the conference page at [TCOMConversations.org/TCOM2018](http://TCOMConversations.org/TCOM2018)

EVIDENCE AND TRANSFORMATION:  
TAKING PERSON-CENTERED  
CARE TO SCALE

CONFERENCE PRESENTERS

**Sarah Accomazzo, PhD ACSW**

Researcher  
Seneca Family of Agencies

**Marisol Acosta, M. Ed**

Director of CMH, SAP & Suicide Prevention  
Health and Human Services Commission (Texas)

**Megan Adams, MSW**

Project Coordinator  
Department of Psychiatry, Vanderbilt University

**Tanya Albornoz, BS**

Foster Care Program Administrator  
Department of Human Services (Utah)

**Heidi Alvarez, MA**

Director of Social Services  
University of Maryland SAFE Center

**Rachel Andrew, MS LMFT**

Director of Clinical Programs  
Premera Blue Cross

**Erica Angert, PhD**

Informatics and Outcomes Analyst  
Children's Crisis Treatment Center

**Carmencita Balingit, BA**

Director of Quality & Evaluations  
LINCOLN – Alameda and Contra Costa County

**Alexandra Bastien, MA LMHC**

Training Specialist  
ACS Workforce Institute

**Thomas Bleecker, PhD PSY**

Assistant Director of Research and Evaluation  
San Francisco Department of Public Health – Office of  
Quality Management for Community Programs

**Shawana Booker, MSW LCSW**

Director of Health and Wellness  
Youth UpRising

**Wendy Bowlin, MBA MS LPC**

Director of Quality and Outcomes  
Louisiana Coordinated System of Care

**Paul Bryske, MA LCSW**

Director  
Family Center at the Kennedy Krieger Institute

**Mercedes Busby**

Youth Peer Advocate  
Erie Mental Health Association

**Suzanne Button, PhD**

Policy Fellow  
Chapin Hall at the University of Chicago

**Jennifer Cardenas, MSW LCSW**

Behavioral Health Consultant  
Cardenas Consulting Group

**Mark Catalano, MS LCSW-S**

Program Specialist – V  
Texas Youth Empowerment Services

**Rameela Chandrasekhar**

Assistant Professor  
Vanderbilt University

**David Channer, MSW LCSW**

Chief Operating Officer  
A Better Way

**Cinthya Chin Herrera, PsyD PSY**

Assistant Director of Training  
WestCoast Children's Clinic

**Kyla Clark, BA**

In-Home Programs Administrator  
Department of Child and Family Services (Utah)

**Katharan Cordell, PhD**

Policy Fellow  
Chapin Hall at the University of Chicago

**Michael Cull, PhD**

Policy Fellow  
Chapin Hall at the University of Chicago

**Melissa Cyperski, PhD HSP**

Assistant Professor  
Vanderbilt University Medical Center

**Anna Didoni, PhD**

Psychologist Consultant  
Fondazione IRCCS "Ca'Granda" Ospedale Maggiore  
Policlinico

**Antonella Di Troia, PhD**

Co-Founder, Psychologist  
Studio Prisma

## EVIDENCE AND TRANSFORMATION: TAKING PERSON-CENTERED CARE TO SCALE

### **Gina Doyle, MSW LCSW**

Assistant Deputy Director  
Youth Services at Indiana FSSA/Division of Mental  
Health and Addiction

### **Daniel Dubovsky, MSW CSW**

Independent Consultant

### **Barbara Dunn, MA LCSW ACSW**

Director of Program Innovation and Outcomes  
Magellan Healthcare

### **Jon Ebert, PsyD HSP**

Associate Professor  
Vanderbilt University Medical Center

### **Kenneth Epstein, PhD LCSW**

Director of Children, Youth, and Families System of  
Care  
San Francisco Department of Health

### **Richard Epstein, PhD HSP**

Research Fellow  
Chapin Hall at the University of Chicago

### **Farahnaz Farahmand, PhD PSY**

Assistant Director  
San Francisco Department of Public Health

### **Tracy Fehrenbach, PhD**

Assistant Professor  
Northwestern University

### **April Fernando, PhD PSY**

Policy Fellow  
Chapin Hall at the University of Chicago

### **Leticia Galyean, MSW LCSW**

Executive Director  
Seneca Family of Agencies

### **Tiffany Goodpasture-Lindsey, MA LPC**

Program Director of Safety Analysis  
Tennessee Department of Children's Services

### **Kathy Gracey, M. Ed**

Director of Community Programs and Quality  
Improvement Projects  
Vanderbilt Mental Health Center

### **Jennifer Griffis, MA**

Parent Consultant  
Youth Empowerment Services Project

### **Jesh Harbaugh, BA**

Assistant Director of Business Intelligence  
Seneca Family of Agencies

### **Wendy Harrold, MS**

Deputy Director of Provider Quality and Performance  
Division of Mental Health and Addiction (Indiana)

### **Dorothy Hickerson, MSW**

Clinical Consultant  
University of Louisville – Kent School of Social Work

### **Janet Hoeke, BA**

Parent Consultant  
Youth Empowerment Services Team

### **Brandon Howlett, MS**

Assistant Director and Training Manager  
Northern Rivers Family of Services

### **Ramona Huggins, MSW ASW**

Organizational Culture and Safety Systems Analyst  
Tennessee Department of Children's Services

### **Ryan Jarrett, PhD**

Research Assistant  
Vanderbilt University School of Medicine

### **Wana Jin, MPH**

Lead Research Analyst  
Institute for Innovation and Implementation

### **Vida Khavar, MA LMFT**

Independent Consultant

### **Lynda Killoran, MA LCPC**

Clinical Manager  
Centerstone of Illinois

### **Ellen Kinoy, MA MFT**

Clinical Director  
Lincoln Child Center

### **Eve Kintner, PhD**

Director of Performance Management  
Northern Rivers Family Services

### **Max Kintner, PhD**

Program Coordinator  
Northeast Parent and Child Society

## EVIDENCE AND TRANSFORMATION: TAKING PERSON-CENTERED CARE TO SCALE

### **Cassandra Kiesel, PhD**

Associate Director of Mental Health Services & Policy  
Northwestern University

### **Alison Krompf, MA**

Senior Policy Advisor  
Agency of Human Services, Dept. of Mental Health VT

### **Liz Hughes Kromrei MSSW LCSW**

Director of Services  
Department of Family and Protective Services (Texas)

### **Tarah Kuhn, PhD**

Assistant Professor  
Vanderbilt University Medical Department

### **Jondell LaFont-Garcia, MA LPC**

Program Specialist  
Health and Human Services Commission (Texas)

### **Mark Lardner, MSW LCSW-C**

Policy Analyst  
Chapin Hall at the University of Chicago

### **Michelle Law, JD**

Director of Assessment Integration  
Tennessee Department of Children's Services

### **Kimberly Leffler, MSW LCSW**

Social Worker II  
Kennedy Krieger Institute

### **Jen Leland, MA MFT**

Director of Clinical Services  
East Bay Agency for Children

### **Jennifer Lockwood, MA LMHCA**

Program Director  
Brigid Collins Family Support Center

### **David Lomascolo, PhD**

Researcher  
Chapin Hall at the University of Chicago

### **Betsy Lowe, BSN RN**

Regional Health Nurse  
Tennessee Department of Children's Services

### **Nathan Lubold, MS**

Director of Solution Implementation  
Advanced Metrics

### **John Lyons, PhD**

Senior Policy Fellow  
Chapin Hall at the University of Chicago

### **Neil Mallon, MSW LCSW-C**

Lead Training Specialist  
Institute for Innovation and Implementation

### **Rachel McClements, PsyD PSY**

Chief Clinical Officer  
Five Acres

### **Kenneth McGill, MA LMFT**

Senior Training and Consultation Specialist  
Rutgers University – Behavioral Research Training Institute

### **Marriane McMullen, MA**

Director of Communication and Dissemination  
Chapin Hall at the University of Chicago

### **Ina Mendez, MSW LCSW**

Assistant Commissioner  
Office of Title IV-E Waiver Implementation and Support

### **Lizzie Minton, MS LCSW**

Clinical Consultant  
University of Louisville

### **Steve Monroe, MSW LCSW**

Clinical Manager  
Lincoln Mental Health Services

### **Alexandra Morford, MA**

Graduate Researcher  
Northwestern University

### **Joshua Nellist, BA**

Manager of Organization Development and Learning  
Hillside Children's Center

### **Haileigh Nelson, MSW LMSW**

Care Management Coordinator  
Institute for Family Health

### **Mary Nichols, PsyD PSY**

Director of Clinical Outcomes  
Astor Services for Children and Families

### **Robin Orlando, MA**

Integrated Engagement Practices and Assessments  
Manager  
Allegheny Department of Human Services



## EVIDENCE AND TRANSFORMATION: TAKING PERSON-CENTERED CARE TO SCALE

### **Angela Pollard, BA**

Project Assistant  
Chapin Hall at the University of Chicago

### **Tracey Riley, MS**

Project Coordinator  
Center for Child Trauma Assessment, Services, and Interventions

### **Isaura Olivares Rodriguez, BA**

Mental Health Trainer and Consultant  
ACS Workforce Institute

### **Erin Rosenblatt, PhD PSY**

Director of Training  
WestCoast Children's Clinic

### **Nicole Ross, MSW LCSW**

Clinical Social Worker  
Kennedy Krieger Institute

### **Julie Rotella, MSSW LCSW**

Executive Director of Regional Support  
Tennessee Department of Children's Services

### **Ritchie Rubio, PhD PSY**

Program Evaluator and Epidemiologist II  
San Francisco Department of Public Health

### **Cynthia Schelmety, BA**

Lead Training Coordinator  
Collaborative for Children and Families

### **David Schlueter, BA**

Research Assistant  
Vanderbilt University School of Medicine

### **Jerome Scriptunas, MSW LSW**

Director of Quality Improvement and Technology  
MonmouthCares

### **April Shaffer, MPH**

Health Policy and Services Analyst  
Vanderbilt University Medical Center

### **Emily Shapiro, MA**

Quality Improvement Associate  
Jewish Child and Family Services

### **Stephen Shimshock, PhD**

Director of Child and Family Services Practice and Operations  
Casey Family Programs

### **Melandie Simerly, MSW LMSW**

Organizational Culture and Safety System Analyst  
Tennessee Department of Children's Services

### **Tawny Spinelli, BA**

Researcher  
Northwestern University

### **Nicole St. Jean, PhD PSY**

Clinical Director  
Center for Child Trauma Assessment, Services, and Intervention

### **Lynn Steiner, MSW**

Senior Policy Analyst  
Chapin Hall at the University of Chicago

### **Deborah Palmer Thomas, MA LCSW**

Clinical Manager  
Centerstone of Illinois

### **Amanda Thompson, MSW LSW**

Quality Manager  
Caring Partners of Morris/Sussex

### **Esther Ting, MSW LMSW**

Director of Implementation and Support  
Administration of Children's Services

### **Tiffani Tran, MS**

Director of Quality Assurance  
Five Acres

### **Chera Tribble, MA**

Program Specialist V  
Health and Human Services Commission

### **Katherine Tsai, PhD PSY**

Director of Research and Clinical Training  
Five Acres

### **Ada Umubera, BS**

Care Management Program Associate  
Institute for Family Health

### **Martha Vargas, BS**

Nurse Care Coordinator  
Institute for Family Health

### **Melissa Villegas, MSW**

Quality Improvement Associate II  
Jewish Child and Family Services

EVIDENCE AND TRANSFORMATION:  
TAKING PERSON-CENTERED  
CARE TO SCALE

**Nelita Wallingford, MA**

Chief Executive Officer  
Strengthening Foundations Counseling

**Betty Walton, PhD**

Assistant Research Professor  
Indiana University School of Social Work

**Dan Warner, PhD**

Executive Director  
Community Data Roundtable

**Lindsey Weil, MA**

Graduate Research Assistant  
Northwestern University

**Cheryle Bilodeau Wilcox, MSW LCSW**

Interagency Planning Director  
Agency of Human Services, Department of Mental  
Health

**Fred Wulczyn, PhD**

Senior Research Fellow  
Chapin Hall at the University of Chicago

EVIDENCE AND TRANSFORMATION:  
TAKING PERSON-CENTERED  
CARE TO SCALE