PANEL / PANEL-02

Lessons in Sustaining CBC

Sustaining a system requires continuing change management, strong relationships, and resources that support the work.

Moderated by Wayne Carson

In the available portion of the discussion, panelists described implementation as continuing change management. The work extends beyond managing a contract to supporting staff, partners, and communities through changes in roles and expectations.

Relationships with boards, courts, state partners, staff, and provider networks were central. Trust needs maintenance as leaders change and new pressures emerge. Participants discussed provider accountability alongside support, including training, accessible contacts, and regular opportunities for leaders to work through problems.

Infrastructure and cash flow were connected with the ability to sustain services and invest in innovation. Flexibility has practical value when an organization can adapt its response to local needs and support prevention, diversion, and family stability.

The panel also emphasized community involvement and lived experience. Those relationships can help identify what is useful, build confidence, and keep the focus on children and families as the system evolves.

Put the learning to work

- Review the relationships on which continuity depends, including a backup contact and routine communication for each.
- Select one provider-support practice that makes accountability more workable, such as a clear contact or shared problem-solving meeting.
- Identify the infrastructure or funding condition needed to sustain a promising prevention or diversion approach.

Questions for your team

Which relationship or capability becomes fragile during leadership turnover? What does the provider network need to deliver on the expectations we set?

Proposed CY2027 connection

January and September LX; CEO and COO/CPO quarterly work; October Chicago discussion of what sustained improvement.

Source and coverage: Partial transcript beginning mid-discussion and ending at the 63:06 closing applause. The missing opening is not reconstructed; the following showcase is excluded.