

**Webinar Title:** *Business Transformation Strategies to Ensure a Strong Agency into the Future*

**Date/Time:** August 22, 2016 11 a.m. – 12:30 p.m. EDT

**Intended Audience:** South Carolina residential leaders, state agency leaders and field staff; youth and family advocates

**Attendee Registration Link:** [https://theinstitute.adobeconnect.com/e5wdq2e246e/event/event\\_info.html](https://theinstitute.adobeconnect.com/e5wdq2e246e/event/event_info.html)

**Overview of Webinar:** The South Carolina Building Bridges Initiative (BBI) Webinar for South Carolina residential and state agency leaders is the second of several webinars and other technical assistance activities that BBI will provide for South Carolina leaders. The first webinar featured CEOs from two residential programs that have made significant steps in transforming their residential programs from using traditional approaches to using practices that correlate to sustained positive outcomes post-discharge from residential for youth and their family members. This webinar will focus on the business aspect of residential program transformation to achieve and sustain positive outcomes for the agency as well as youth and their families. Bill Martone will share his experience and perspective involving transformative residential operations and key steps he has taken to advance the BBI values and principles. Mr. Martone is an expert with systems transformation and has a long, successful tenure as a leader with three residential programs.

Participants will:

- 1) increase and/or renew their understanding regarding the what Building Bridges Initiative is and how to access information about the initiative;
- 2) increase their understanding about how residential leaders can transform their residential programs, implementing practices consistent with family-driven and youth-guided care;
- 3) increase their understanding about successful business strategies that residential leaders from other programs have undergone in order to transform their residential programs from a primary focus on youth getting better in care to a primary focus on improving sustained positive outcomes post residential discharge for both youth and families;
- 4) have an opportunity to ask questions and discuss their concerns and challenges with a nationally recognized expert on residential business transformation;
- 5) leave the webinar with renewed enthusiasm for improving their focus on family-driven/youth-guided practices, as well as for preparing for a business strategy that will support long-term success of their organizations with practices that support sustained positive outcomes post discharge for youth and families.

**Presenters:**

**Sherri Adair Hammack**, National Coordinator, Building Bridges Initiative

[svhammack@sbcglobal.net](mailto:svhammack@sbcglobal.net)

Sherri Adair Hammack is a native born Texan. Ms. Hammack is married and has three adult children that includes a set of twins. Ms. Hammack earned a bachelor's degree in psychology from Texas Woman's University and a teacher's secondary education certification at Texas State University. She has more than 37 years of experience in health and human services at the federal, state and community level especially in the area of systems transformation.

She currently serves as the National Coordinator for the Building Bridges Initiative. Ms. Hammack previously served as the state lead for a collaborative statewide children's mental health initiative known as the *Texas System of Care initiative*, using the 'system of care' framework that is supported by federal partners at the Substance Abuse and Mental Health Services Administration (SAMHSA). She has served as a public servant at the state level in various positions promoting collaborative statewide practices in Texas. She has facilitated the establishment of mental health center of excellence at a state university and the initial implementation of the Medicaid 1915c Youth Empowerment Services (YES) waiver. Ms. Hammack has served as Principal Investigator for several federal grants focused on children's behavioral health and trauma-informed care and treatment. Prior to her experience at the state level, she established a community-based human resources development department for a fourteen county service area and also functioned in various facility-based direct care service roles. Mrs. Hammack has dedicated her career to improving collaborative service delivery for children and youth with complex needs and their families.

**William P. Martone**, MS, President of WPM Consulting, Inc.

[martonewilliam@gmail.com](mailto:martonewilliam@gmail.com)

William P. Martone is currently President of WPM Consulting, Inc. after having served for over 20 years as Chief Executive Officer of what is now one of the largest child and family services agency in Los Angeles County, Hathaway-Sycamores Child and Family Services. Upon his move to California in 1994, Mr. Martone served as CEO of The Sycamores. Under his leadership, the agency grew from its historic roots of residential treatment and evolved into a mental health and child welfare agency with the comprehensive array of programs and services offered today, including those services obtained through the merger in 2005 with Hathaway Children & Family Services. In 2013, Pasadena-based Hathaway-Sycamores received the bronze-level California Award for Performance Excellence (CAPE). Mr. Martone earned his Bachelor's Degree from Providence College and received his Master's Degree from Russell Sage College. He began his career in 1972 at Parsons Child and Family Center, a multi-service agency located in Albany, New York. In 1983, he moved to Illinois and accepted a position with the Children's Home and Aid Society of Illinois, a statewide agency where he went on to serve as Vice President for Residential Treatment Services until his move to California 11 years later. Mr. Martone has been active in professional associations and organizations and served on several Boards for these associations. Mr. Martone is a past Board President of the California Alliance of Child and Family Services, the American Association of Children's Residential Centers (AACRC) and the Association of Community Human Service Agencies (ACHSA).