

A large, stylized orange chevron pointing to the right, serving as a background for the text.

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# SHARED SERVICES SUMMIT 2014 – SUSAN DREYFUS

## Video Transcript

**Q: The best role for non-profits in health and human and services convergence?**

A: I would say it is to get back and beyond. It is to get back some of the fundamental roots of why America has a non-profit human serving sector, which is to be more than just providers of programs and services under contract with others, but to be true transformational agents of change within community, to be leaders, to be innovators, to be partners, to be advocates in the community, to be educators in the community, to do more than just great service provision.

The reason I say back, because I think those are fundamental to the roots of our sector, but when I say beyond, it's because I think we have to do even more. I think we have to start looking at how we are working within our communities to find the solutions that we're needing, and to be working alongside government along this generative curve. And so the role of our sector has got to – we have to both re-perceive ourselves as a sector, as well as how we are re-perceived by our communities and by our governmental partners, that we're more than just providers under contract.

**Q: And are there any lessons from your experience as a marathon runner that you apply to your work in consumer services?**

A: Oh, I love that question. So my marathon running. You know about that. The lessons learned, discipline, discipline, doing what it takes every day to ultimately get to your goal, not feeling overwhelmed by a goal, but realizing that you can do it. And working through the pain, working through the pain.

.This is really hard work, and marathon running, if it's taught me anything, it's that there's really nothing I can't do, if I put my mind to it, if I do the smart things, and if I'm willing to realize that it's not always going to be easy, and I've got to work through both those good times, but I've also got to work through those hard times.