The Future Is Now

Video Transcript

2016 Summit highlights show how momentum for health and human services change is building.

Catalysts for a Generative Future

Cross System Partnerships

Antonio Oftelie
Executive Director, Leadership for a Networked World

What comes next with the Health and Human Services Value Curve? What does generative look like in an outcomes focused world, in an outcomes economy and how does it transition from one stage to the next knowing that they’re permeable and we can be in regulative and collaborative, integrative and generative at the same time depending on our program or service? What does that look like with the fluidity and what do we do about that as leaders?

Tracy Wareing Evans
Executive Director, APHSA

I think we heard, we have to be aspirational, and we have to still innovate. We have to innovate faster and we have to be practical. Sometimes technical or practical pieces that we put in place lead to generative change and I think this community is really in a place to make that happen.

Rafael López
Commissioner, Administration on Children, Youth and Families
U.S. Department of Health and Human Services

The nation’s child welfare system is structured on the notion that we reimburse you once the child is in your systems and or has been removed. That’s when we reimburse you. Not for the prevention of that child entering the child welfare system to begin with, Point 1. Point 2, what might our country look like if we spent most of our time in our systems making sure they never come into our system as a formal case for removal. What might that look like?
Roderick Bremby  
Commissioner, State of Connecticut  
Department of Social Services

Antonio set the stage about change and I think he started with the volume of change. And I think Sarjoo added with velocity and variety of change. I think those concepts helped me understand better why our value proposition changed. It’s no longer service. It’s really about human outcome, human potential.

**Design Thinking**

Shelley Evenson  
Managing Director, Fjord Evolution

So we talk about design thinking. We talk about integrating people’s needs with the sort of business realities, and with the technical possibilities. I was so excited to hear how many times people talked about empathy throughout the day because that’s one of the primary tenets of design thinking.

Alda Rego  
Assistant Secretary for Administration and Finance  
Massachusetts Executive Office of Health and Human Services

I think there’s an incredible amount of opportunity to use design thinking. I think for us, our leadership hasn’t been as involved in that way of thinking, but we’re definitely looking to expand that and to really integrate it into the way we are developing programs.

**Aligning law and policy at federal, state and local levels**

Todd Chamberlain  
Commander and Assistant Commanding Officer  
Los Angeles Police Department  
Operations, Central Bureau

Although a lot of the entities that are here involved in this summit don’t have a relationship or a lot to do with law enforcement, I think our job is very similar and we’re all striving for the same goals. How much the relationship between law enforcement and service providers and the entities they represent are going to be interconnected very soon, because law enforcement has definitely changed over the years, and I think their industry is going to change over the years. We’re all striving toward the same common goals of service to people.

Susan Dreyfus  
President and CEO, The Alliance for Strong Families and Communities

I think as we see the integration of health with behavioral health and it simply becomes part of what the health system is providing, it will be very disruptive to our current system of mental health in our country.

Doris Tolliver  
Chief of Staff, Indiana Department of Child Services

So if we were to reimagine the health and human services space, we can imagine not just providing some folks with something that keeps them from hitting rock bottom, but something that provides them with the rungs so that they can also fulfill their purpose and the prosperity and wellness that we all have a collective interest in seeing to fruition.