

PIONEER HUMAN SERVICES

A CHANCE FOR CHANGE

Developing a High Performing Team through Person Centered Leadership

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Learning Objectives How to Build a High Performance Team

- The Benefit of Becoming A Person Center Leader
- The Importance of Building a Program to Fidelity
- Ensuring Sustainability
- Tools for Success



Person Centered Leadership



What is Leadership

- ✓ Is leadership is a choice?
- ✓ What makes a great leader?
- ✓ Why person centered leadership?





Person Centered Leadership- From Managing to Leading

Empathy & Empowerment over Control: Modeling trust, transparency, support ,building others up

Modeling & Authenticity: Leaders demonstrate vulnerability, integrity, and transparency to cultivate trust increase engagement, and learn together

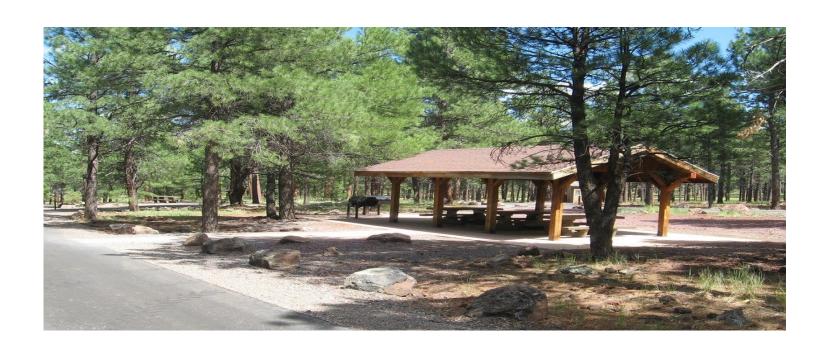
Well-being as Core Outcome:

When leaders support their teams authentically, it strengthens culture, drives innovation, and improves outcomes.

- •Person-Centered, Evidence-Based
 Integration: IPS & PSH principles align
 naturally with person-centered
 leadership practices by removing power
 dynamics and honoring autonomy.
- •Systemic Impact Through Leadership: True leadership is about equity, empowerment and building resilient inclusive systems.
- •A leader: Strengthens teams, and transforms organizational culture one interaction at a time



Activity - Going to a Cook Out? No Maybe Yes





Exploring Leadership through Language, Assumptions and Approach

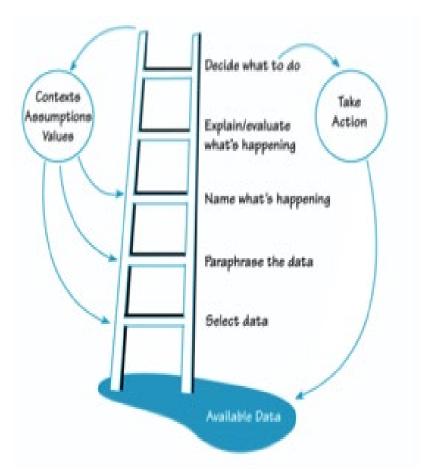
Language- Words, Tone, Expressions & reactions

Assumption Belief system, Curiosity, Active Listening

Approach - What do I need to do to help the person be successful



Ladder of Inference- Peter Senge



Developing A High Performing Team Building Programs with a Strong Foundations



Fidelity First:

- •The Blueprint: Starting with proven models like Permanent Supportive Housing (PSH) and Individualized Placement and Support (IPS) ensures program framework is aligned with recovery, autonomy, and effective practices
- •The Foundation of Successful Outcomes: Building from fidelity out and not building a program and trying to squeeze fidelity in as an after thought helps to ensure clarity in the work, improves successful outcomes for participants and solidifies effectiveness
- •Brick-by-Brick Vision: Using the foundation and building brick by brick by understanding each element, exploring existing organizational strengths, priorities and focus and incorporating other EBP such as peer support peer support and trauma-informed care, adds stability and cohesion.



Program to Department

What began as a small fidelity-rooted team evolved into a full department marked by sustainability and improved outcomes in all areas.

-For participants and staff.



The Support you Get is the Support you Give

The How Explained

- Peer Lens from the ground up- using lived experience braided with recovery focused evidence based models as the base- team culture reflects the value in each person's story, celebrates differences and inspires hope
 - •Genuine, Authentic Interactions: Leadership grounded in human connection promotes environments of trust, mutual respect, psychological safety and growth
 - •Strengths based Individualized Staff & Participant Support: Honoring unique strengths and perspectives mirrors the fidelity of IPS and PSH practices, amplifies healing and increases satisfaction and well-being.
 - •Leadership That Heals Systems: By modeling transparency, empowerment, and advocacy, authentic leaders transform teams, systems, and communities.

Measurement & Dashboard

Long term transformation in participant lives, work force wellness, and systems-level change.

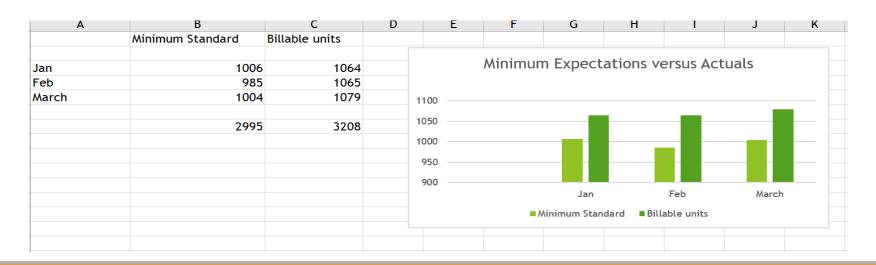


Dynamic Dashboards: Track client outcomes, caseload capacity, and key program metrics with real-time visibility

Employee Monthly Utilization:

Dashboards are a tangible tool that supports transparency and clarity for staff

Minimum Standard	Billable Units
40	17
92	103
90	90
90	90
93	111
92	131
92	71
84	112
673	725





Client and Staff Satisfaction: Surveys capture the human impact of leadership—well-being, engagement, and trust.

Client Satisfaction Survey 2025 Q1- eto Social Solutions

Program Name	Total Surveys	Pioneer Satisfaction Score	%
Community Integrations	115	4.85	97

Stake Holder Survey 2025 Q1: SurveyMonkey

	Total	
Program Name	Response	Score
Community Integrations	31	4.36

Employee Engagement Survey 2024 C Culture Amp

		Variance
Program Name	Score	Overall Agency
Community Integrations	82%	13 point +
Category Highlights: "Wellbeing & Belonging"	88%	19 points+
"Innovation"	91%	35 point+
"Culture"	70%	9 point+
Team work & Accountability"	90%	23 point+

Fidelity and Accountability: Transparent metrics support fidelity adherence and drive quality improvement efforts

Fidelity Reviews:

Fidelity Score 26
Average Fidelity score is 18-19
PHS Average Fidelity Score is 22.5

Per 8 internal reviews over 6 years of growth and expansion, plus participated in 7 external reviews of outside agencies, used all as learning opportunities for process improvement, education and implementing sustainable practices

In Summary



Creating The Foundation

- Creating the Vision: Get Creative, Share Dreams, Be Curious
- Fidelity Scoring Guide and Dimensions
- Ensure Voice and Choice of participants stays at forefront
- Proactive versus reactive
- Pivot
- Documentation Structure
- Develop Communication Structure: Expectation & Transparency
- Celebrate Teams successes and support the Teams hardships



Shaping Culture Through Authentic Connection and Evidence-Based Values: The Root of Every Thriving Team

<u>Culture as the True Outcome</u>: A thriving workplace is a reflection of leadership- grounded in trust, integrity, and empathy.

<u>Sustainable Change Through Values</u>: Authentic leadership transforms systems from the inside out.

<u>Teams That Reflect Their Leaders</u>: When leadership embodies recovery and empowerment, those values cascade across the organization, to the people we serve, and their communities.









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