

TECHFORWARD>>> CONFERENCE

SEPTEMBER 27 - 29 | KANSAS CITY, MO



Don't Sleep on Strategy: How Building the Right IT Foundation is Critical to Success

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Community Meeting

How are you feeling today?

Examples: agitated, amused, appreciative, cheerful, content, creative, discombobulated, enthusiastic, focused, grateful, happy, inspired, intrigued, motivated, optimistic, sad, shy.

What is your goal for our time together?

Examples:

- To learn more about ...
- To share information about ...

Who will you ask for help?

The goal is to name a specific person in the meeting who will be accountable for helping you obtain your goal.



What is on Your IT Mind?

A quick room pulse before we begin

01 Where does technology create the most friction today?

02 What would a stronger IT foundation make possible?

PAIR + SHARE • 60 SECONDS EACH

Our Conversation Today

A 45-minute case study with room reflection built in

- 01 The mission and the inflection point
- 02 The partner decision and change architecture
- 03 What changed in experience, security and risk
- 04 The discipline that sustains performance

Q&A and application are woven throughout





Who We Are

Cornerstones of Care is a Kansas City, MO based, 156-year-old, trauma-informed mental and behavioral health nonprofit that provides evidence-based prevention, intervention, treatment, and support services to help children and families make positive changes in their lives to improve their safety and health.

A 157-Year-Old Organization with Modern Complexity



14,000+

children and families served annually

~700

team members across varied roles and settings

116 counties : 2 states

plus school partnerships across eight states

Residential care, foster care, prevention, behavioral health, education and workforce development all depend on secure, reliable technology.



 Youth & Family Support
  Youth & Family Support + Education

 Youth & Family Support + Foster Care & Adoption
  Youth & Family Support + Foster Care & Adoption + Education

 Education



7 **TECH***FORWARD*>>>

Our Operating Model Raised the Stakes for IT

CARE

Technology must support services that cannot simply pause

WORKFORCE

Field, residential, school and office teams need different forms of access

DATA

Protected information moves across systems, funders and public partners

RISK

Security, privacy, continuity and insurance expectations keep rising

The Enterprise had Outgrown the Technology Model

- Service scope, locations and workforce needs had expanded
- Team experience and confidence were declining
- Cybersecurity and compliance demands required more depth
- Leadership needed a roadmap, not a string of reactions



The managed services relationship no longer matched the size, pace or risk profile of the organization.

REFLECTION

What evidence would tell you that your organization has outgrown its current IT model?

Listen for signals in user experience, operating friction, risk exposure and strategic capacity.

TAKE 90 SECONDS • NOTE ONE SIGNAL

Recognizing the Need For Change

What We Learned & found

- Comprehensive review of IT services
- Gathered feedback direction from staff
- Compared current capabilities to strategic priorities
- Technology was a barrier, not an enabler
- Customer service needed improvement
- Staff satisfaction was declining
- Cybersecurity and risk management needed strengthening
- Emerging technology and AI was an opportunity



Aligning Tech with Vision

Moving from reaction to innovation -

- Innovation
- Efficiency
- Security
- Organizational growth
- Defining a clear technology roadmap
- Identifying a future-state technology need
- Determining where outside expertise was necessary
- We needed the right partner!



The Selection Question Changed

We evaluated an enterprise partner, not only a technical vendor

- CAPACITY** Could the model scale across programs, sites and priorities?
- CULTURE** Would the team listen, communicate and earn trust?
- RISK** Could the partner raise our security, compliance and continuity posture?
- STRATEGY** Could leaders translate business needs into a technology roadmap?

Transformation Needed Shared Ownership

EXECUTIVE LEADERSHIP

Sets priorities,
accepts tradeoffs and
reinforces
accountability

INTERNAL IT

Connects
technology
decisions to daily
operations and
program needs

MANAGED PARTNER

Brings depth, scale,
standards and
execution discipline

TEAM MEMBERS

Surface friction, test
changes and shape
the end-user
experience

Trust grows when people can see who owns the decision, who hears the feedback and what happens next.



BIG TRUTH

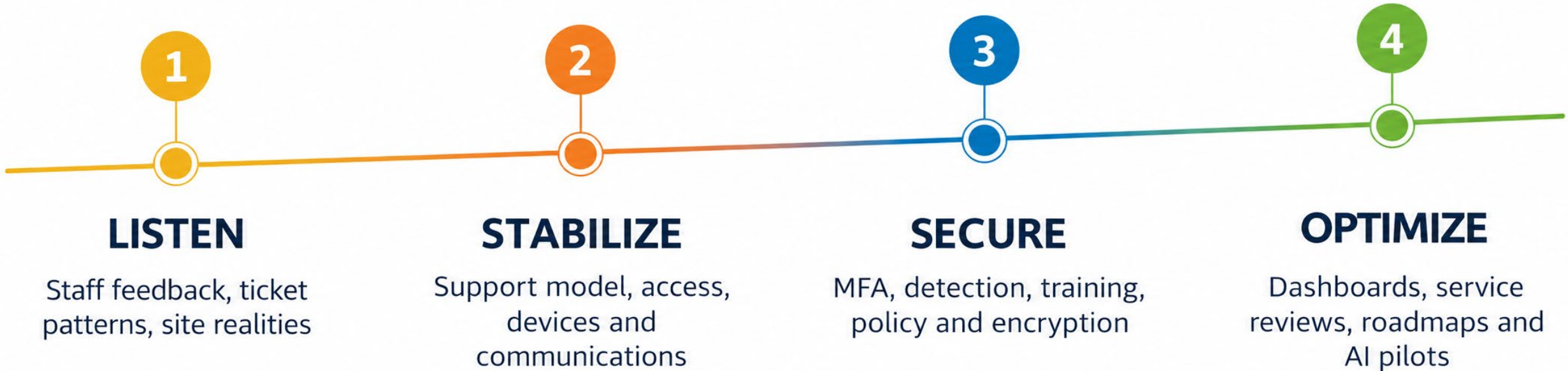
Culture Fit Matters.

Find an IT partner who invests time in understanding who you are!

Trust developed quickly because team members saw the partner as part of the organization rather than an external vendor.



A Sequenced Implementation Reduced Disruption



Change moved at the speed of trust and operational readiness.

Trust Drives Change Adoption.

- People resist change when they don't trust the source.
- Because trust existed, teams were more open to change processes.
- Questions were addressed proactively.
- Feedback was encouraged.
- Adjustments were made before full rollouts.
- We had a partnership based on listening, testing, and improving.

Trust Made Difficult Changes More Adoptable

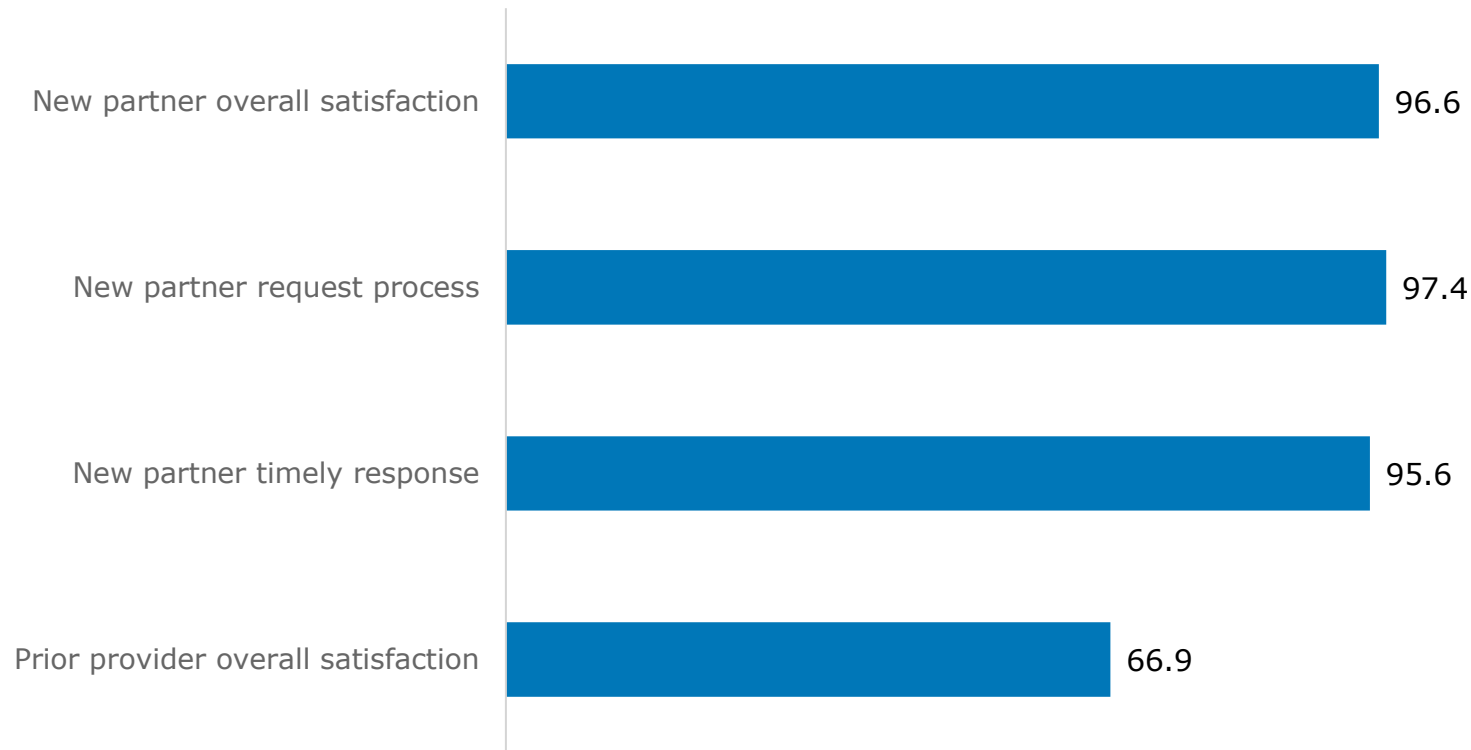


- Visible presence at offices, leadership forums and town halls
- Plain-language communication before changes and outages
- Pilots that surfaced workforce concerns before full rollout
- Feedback loops tied to specific adjustments and follow-up

People could see the partner as part of the organization's support system.

Team Member Experience Improved Sharply

Percent who agree or strongly agree; the 2024 and 2025 survey instruments differ



357

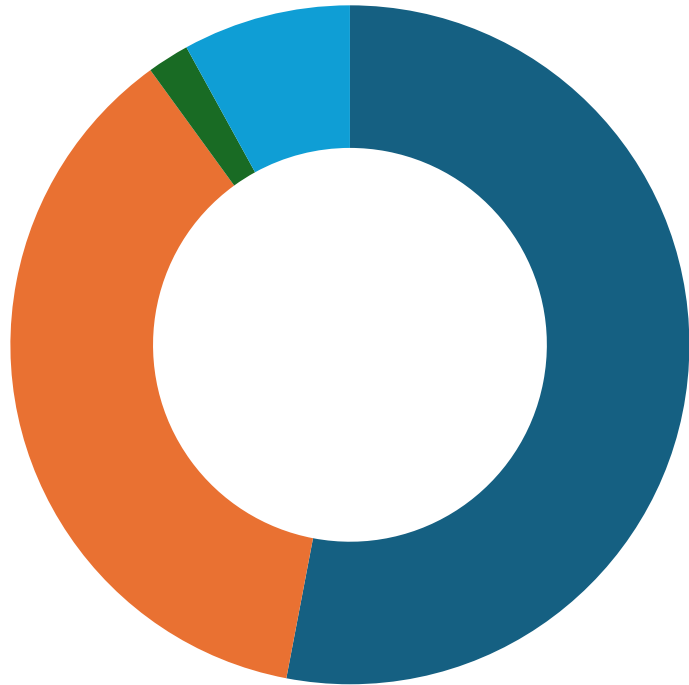
team members
responded to the
Q1 2025 IT pulse
survey

+29.7 pts

overall satisfaction
versus the 2024
baseline

Security Became an Enterprise Discipline

By Q2 2026, most assessed controls were implemented or underway



■ Fully implemented 53% ■ Partially implemented 37%
■ Not implemented 2% ■ Not applicable 8%

24/7 detection and response

Layered monitoring and faster isolation

Stronger identity and access

Daily MFA, VPN and password controls

Human risk reduction

Ongoing security awareness training

Protected data exchange

TLS work with public partners

Security ownership moved beyond IT and into organizational governance.

The Value Extended Beyond the Help Desk

LOWER EXPOSURE

More mature controls, independent assessment and tracked remediation

BETTER GOVERNANCE

Risk, privacy and IT leaders share visibility into priorities and gaps

INSURANCE READINESS

A stronger security posture supports underwriting and renewal conversations

BUSINESS CONTINUITY

Impact analysis and recovery planning moved into an active test cycle

Risk reduction became visible, governed and budgeted.

Performance Excellence Made IT Transparent

SERVICE

Ticket trends, response patterns and SLA review

EXPERIENCE

Quarterly pulse surveys, comments and town halls

RISK

Control status, assessment findings and remediation owners

ROADMAP

Quarterly priorities, program needs and emerging technology

IT dashboard creates a shared language for leaders, IT, the partner and team members.

APPLICATION

Which Conversation Does Your Organization Need Next?

ALIGNMENT What mission priority needs better technology support?

EVIDENCE What data would make the case for change?

OWNERSHIP Who must share accountability for adoption and risk?

DISCUSS AT YOUR TABLE

Five Leadership Lessons from the Transformation

- 1 Name the business problem before choosing technology
- 2 Select for culture and change leadership as well as technical depth
- 3 Treat security as an organizational behavior
- 4 Measure the user experience alongside operational performance
- 5 **Create a governance cadence that survives the implementation**

A Stronger IT Foundation Gave the Mission More Room to Move.

Better experience.

Clearer accountability.

More mature risk management.

A platform for what comes next.

QUESTIONS + CONVERSATION

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