



## Allies4Outcomes Immersive Capacity-Building **Sole Source Justification**

Allies4Outcomes distinguishes itself as a capacity-building organization because it goes beyond traditional training by focusing on **sustainable, actionable change** in organizations. Here's what sets us apart:

1. **We are a Capacity-Building NOT Consulting Organization**

While training focuses on imparting knowledge or skills in a classroom setting, capacity building strengthens the organization's ability to apply that knowledge systemically. Allies4Outcomes works holistically, integrating leadership, workforce development, and systems transformation to ensure long-term impact. Our Immersive Capacity-Building model (described below) is unique to A4O and emphasizes practical and tangible skills for day-to-day practice.

2. **Customized and Collaborative Approach**

Unlike "one-size-fits-all" training programs, Allies4Outcomes takes the time to understand each organization's unique needs, culture, and challenges. This ensures that strategies are tailored, practical, and directly relevant.

3. **Implementation Support**

Training often ends when the workshop concludes. Allies4Outcomes, however, provides ongoing implementation support—helping organizations apply what they've learned, measure progress, and address challenges that arise in real-world application.

4. **Focus on Outcomes, Not Just Knowledge**

The organization prioritizes measurable results. Allies4Outcomes ensures that changes are aligned with desired outcomes, such as improving service delivery, increasing workforce retention, or achieving better outcomes for children and families.

5. **Integrated Expertise**

Allies4Outcomes draws on interdisciplinary expertise, blending knowledge of human services, policy, leadership, and data-driven decision-making to deliver a comprehensive solution. Our team has the education, lived professional experience, diversity, and broad knowledge within DSS organizations to bring to the engagement.

6. **Empowerment Mindset**

Beyond training, the organization empowers leaders and teams to own their transformation. By building internal capacity, Allies4Outcomes ensures that organizations are equipped to sustain improvements independently.

Below, we highlight three distinctive elements that make Allies4Outcomes uniquely different from other consulting organizations: Our methodology, our specific N.C. experience in practice and executive leadership in child welfare, and our team education, lived professional experience, and competencies.



## Exclusive Design & Methodology

Allies4Outcomes applies distinctive neuroscience-informed research frameworks that integrate critical thinking, emotional intelligence and regulation, accountability, support, and a continuous quality improvement mindset. Our approach is guided by two neuroscience-informed frameworks—Leadership Practices and Technical/Managerial Day-to-Day Operational Practices—and our unique Immersive Capacity-Building Model. Together, these tools equip leaders and organizations to build trust, psychological safety, and a sense of belonging, fostering a culture of continuous quality improvement. Combining neuroscience with evidence-based, immersive capacity-building strategies, we help human service organizations develop practical, tangible skills for leadership, supervision, practice, and operations. While there are other organizations that provide training, they do not ground it in neuroscience-based research or implementation science, and they do not offer one-on-one application of learning using an Immersive methodology (surrounding the supervisor with real-time modeling, coaching, and support).

This approach, paired with A4O's growth mindset philosophy, helps evolve organizational practice across all program areas, builds on strengths, addresses growth needs, and engages workforce, supervisors, and leadership in developing strategies to improve community, organizational, client, and fiscal outcomes. We aim to enhance leadership and management practices to align policy application with practice. We achieve this through modeling, coaching, observing, providing feedback, and real-time, hands-on capacity-building in the supervisors' day-to-day work. This approach bridges the gap between policy and practice, ensuring more decisive decision-making and effective service delivery. By collaborating closely with leadership and the workforce, we aim to enhance skills, systems, culture, and processes to drive meaningful service innovation.

Our team's hands-on methodology ensures the workforce is supported in real-time as they implement strategies that improve children's and families' outcomes. The objective is to enhance leadership and management practices to align policy application with practice. We do this through modeling, coaching, observing, providing feedback, and real-time, hands-on capacity-building in the supervisors' day-to-day work.

1. **Coaching:** In A4O's consultation, we frequently accompany social workers in the field, supervisors & managers in their day-to-day work and support case trajectory discussions through coaching to apply policy and practice to case situations. In child welfare and within the A4O Contractor team, we utilize coaching to enhance practice, learning, and application of knowledge. This is done in "real-time" with children and families, in their homes, in the office, in Child & Family Team meetings, and in many other settings. A4O coaching utilizes this same method by using the expertise of a subject matter expert who engages in purposeful interactions with learners by using various strategies, tools, and techniques to enhance child welfare service delivery.



- **Transfer of learning from training to practice.** As part of a continuum of learning, coaching can help child welfare staff link new information and skills to their everyday context and apply them while facing real-world challenges<sup>1</sup>
- **Implementation of best practices and application of policy to case situations**
- **Skill building.** Coaching can support workers, supervisors, and managers develop specific skills and competencies that enhance their practice with families. Coaching can also build skills in specific practice responsibilities, such as conducting assessment interviews, engaging families, identifying a safety network, following up on collateral contacts, and implementing quality contacts with the child and family.
- **Critical thinking, problem-solving, and staying on track.** As partners, coaches can provide feedback to workers, supervisors, and managers to help them identify and resolve questions and worries, identify protective capacities, and explore solutions.

## **2. Co-Preparing & Co-Working with the Supervisor in all settings:**

- Pre-staffing with supervisors before workers go out in the field
- Coaching the supervisor to help the worker develop specific questions based on allegations or knowledge of the case
- Finding, applying, and understanding policy related to the case situation
- Identifying and utilizing rapport-building and engagement strategies to approach and dialogue with the family and children
- Critically think to develop questions to help gather information
- Notice bias or cultural issues that may help or hinder the interactions
- Focus on worker safety while in the home/setting with the family
- Decide when two-level decision-making is needed for safety planning, utilizing a Child & Family Team, or making a case decision
- Prompting the worker to call the Supervisor to finalize Safety Planning prior to leaving the home or evaluating if a more enhanced intervention should be discussed with the Supervisor
- Asking for help when needed
- Reviewing documentation after the visit or meeting to ensure accuracy and quality of the documentation
- Others, as they arise.

3. **Modeling & Observational Learning:** If a worker is new or inexperienced, the A4O consultant can move into a modeling approach, allowing the worker/supervisor/manager to experience observational learning. Observational learning, or modeling, supports learning behaviors by observing them demonstrated by a subject matter expert in a real-life situation<sup>2</sup>. Observational learning can be a stronger learning strategy in that learners

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<sup>1</sup> NCWWI, 2013

<sup>2</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3139552/>



see, hear, and experience what the coach does in a real-life situation<sup>3</sup>. The worker/supervisor/manager can experience what they learned in Pre-Service Training and how it is operationalized with children and families in various situations. This models the behaviors that meet policy and practice expectations in working with families within child welfare. Modeling with workers in the field might include:

- Demonstrating how to knock on the door and introduce yourself to the family
- Rapport building and engaging with the family to build a trusting relationship
- Demonstrating respect, attention to cultural considerations, and identifying any issue of bias
- Asking questions and follow-up questions about the allegations
- Active listening and reflection
- Showing emotional regulation in crisis situations
- Attending to the families' emotional regulation, helping to deescalate highly charged emotions
- Critical thinking to formulate questions and gather data
- Identifying strengths and protective capacities of the caregivers
- Demonstrating narrative interviewing and motivational interviewing techniques
- Partnering to identify support and a safety network
- Amplifying the voice of the parents related to worries or needs in the situation
- Identifying the next steps in the process and what the family should expect
- Coaching the worker to step out for two-level decision-making with their supervisor

4. **Practice Observation & Growth Feedback Tool:** A4O utilizes a field observation tool based on the NC DHHS Practice Standards to document strengths, areas for growth, and ideas for improvement. This tool includes “real-time” coaching when the consultant is in the field with the worker/supervisor/manager.

## Distinctively Positioned to Partner with NC DSS Organizations

Allies4Outcomes is an N.C. “home-grown,” certified Woman-Owned Small Business (WOSB) with a team of seasoned experts deeply rooted in communities across N.C. who have dedicated decades to serving DSS agencies across the state. We profoundly understand the unique challenges and critical responsibilities within the Social Services public sector and the leadership required to build community trust. Our expertise spans all programs within NC DSS operations, including federal and state laws, program and service delivery, performance metrics, continuous quality improvement, stakeholder engagement, and fiscal accountability—all essential for fostering authentic relationships and public confidence. The CEO, COO, CSO, and team of NC-trained and experienced subject matter expert contractors have provided capacity-building, consultation, and leadership to human service organizations

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at both the state and local levels, enhancing the capacity of professionals in 38 counties in North Carolina, 23 state jurisdictions, and five countries.

Our team is composed of seasoned, innovative practitioners who have practiced in N.C. as Supervisors, Program Managers, Forensic Assessment Specialists, and Legislative Policy Specialists. We have a team of executive leaders who have held principal positions within the NC DHHS Secretary's Office, such as Senior Director of Child Welfare & Aging and Adult Services, Director of Child Welfare County Operations, and Deputy Director of Operations for Child Welfare in the Division of Information Technology. Additionally, our experience includes serving as Directors and Deputy Directors in large, medium, and rural NC counties and leading integrated and consolidated Health and Human Services organizations. Over years of dedicated work in North Carolina, we've built robust partnerships with key entities, including NC DHHS, DSS Directors statewide, the School of Government, NCACDSS, County Managers, and legislators.

### **Team Education & Competency:**

A4O collaborates with a diverse team of subject-matter expert contractors who bring specialized knowledge and significant professional experience to meet each client's specific needs. The CEO, COO, CSO, and their team of expert contractors have provided training, consultation, and leadership to human service organizations at federal, state, and local levels, enhancing the capacity of professionals in 42 counties in North Carolina, 26 state jurisdictions, and five countries. A4O's contractor team includes 24 subject matter experts, boasting a wide range of experience and education.

The team features two PhDs/DSWs in Social Work, two LCSWs, eight MSWs, six BSWs, thirteen professionals with master's degrees in other disciplines, and seven with bachelor's degrees in psychology or related fields. Together, the A4O Team brings 750 years of collective experience in roles such as social workers across all program areas, supervisors, managers, administrators, NC DHHS Executive Leaders, DSS and HHS directors, COOs and County fiscal directors, CQI Directors, Economic Services Directors, State consultants, leaders of non-profit and for-profit organizations, project managers, and CCWIS technology consultants across federal, state, and local government and private sectors. These collaborations are geared towards "allying" to strengthen community safety-net systems in every county. In addition, we partner with other organizations that serve NC and are a part of enhancing the HHS and DSS systems in N.C.

By leveraging this subject matter expertise and experience, A4O ensures that partner organizations benefit from exceptional partnership, leadership, and creative solutions through consultation, training, and hands-on capacity-building. The team will collaborate closely with your County and/or your organization's Leadership Team, customizing services to meet specific goals and aligning the most qualified consultant with each area of need to drive meaningful change and improvement toward achieving outcomes.