

**Gagen
MacDonald**

An APCO Worldwide Company

CREATING A Transformative Enterprise



Greg Voeller
Senior Director



Shana Hoffman
CEO of Lucet





We are dedicated to helping organizations navigate *the human struggle of change.*

Lucet™

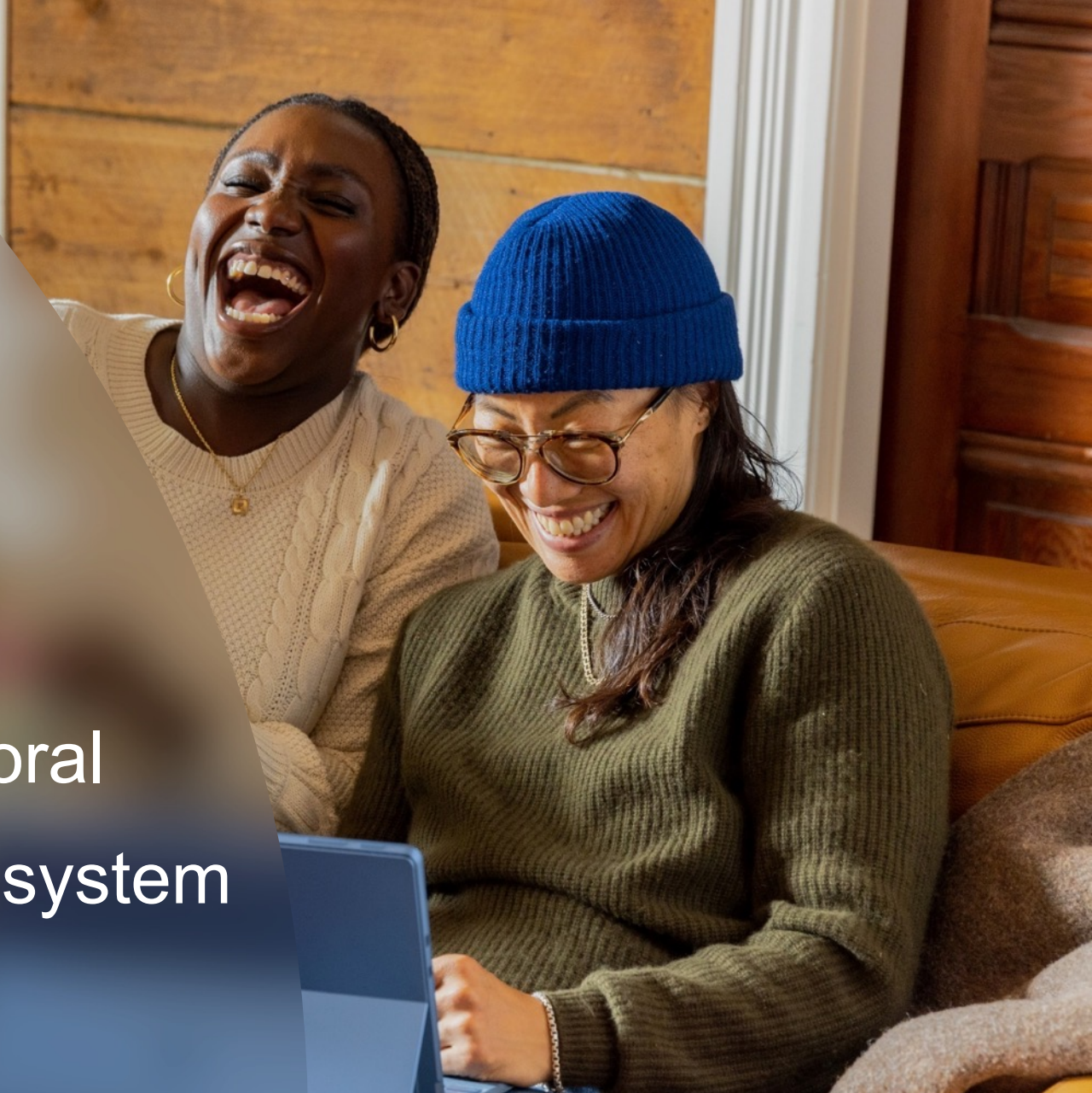




We believe that everyone deserves a more direct path to better mental health

Our Mission

To provide the *infrastructure* necessary to *optimize* behavioral health access across your ecosystem

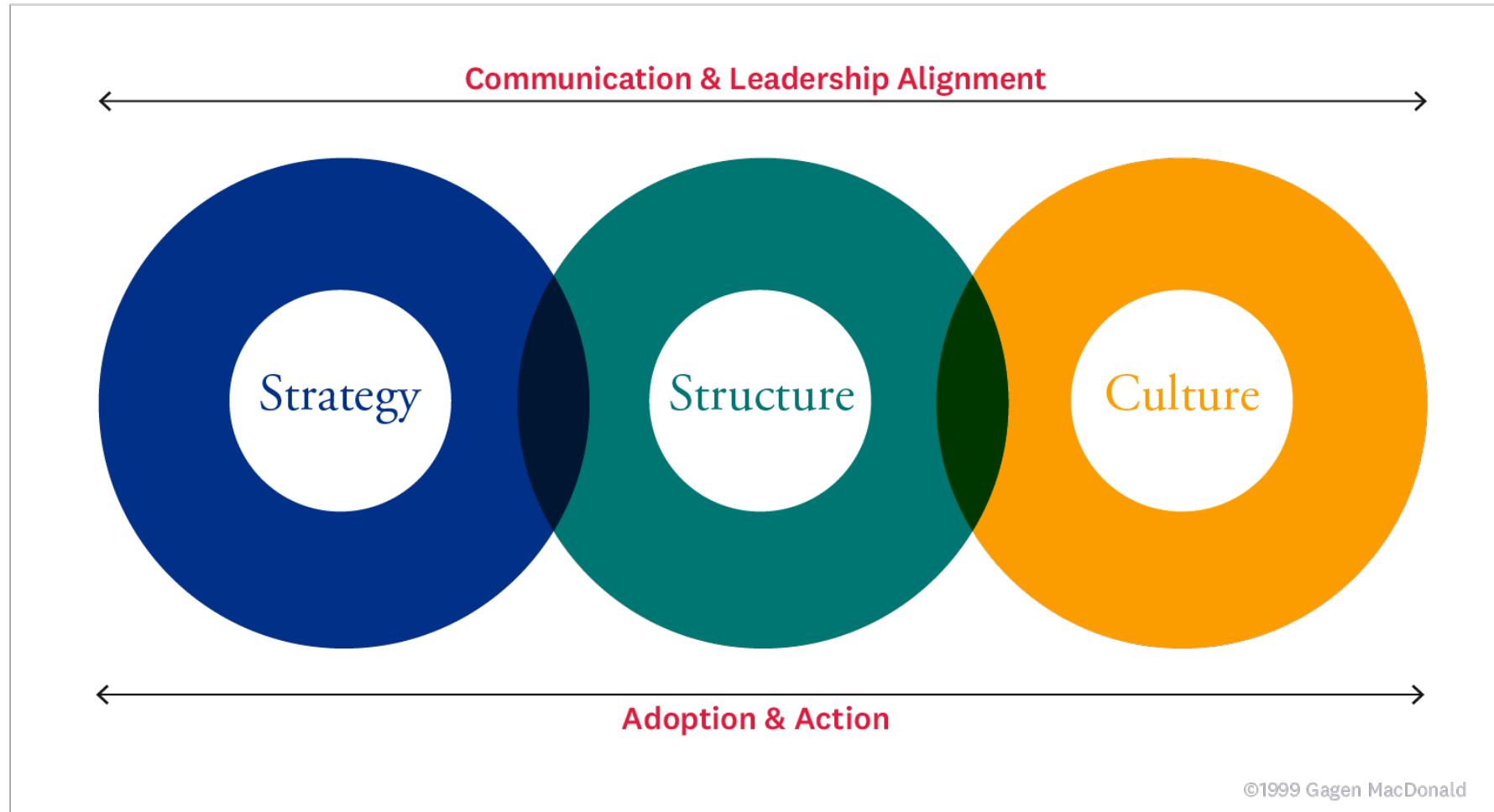


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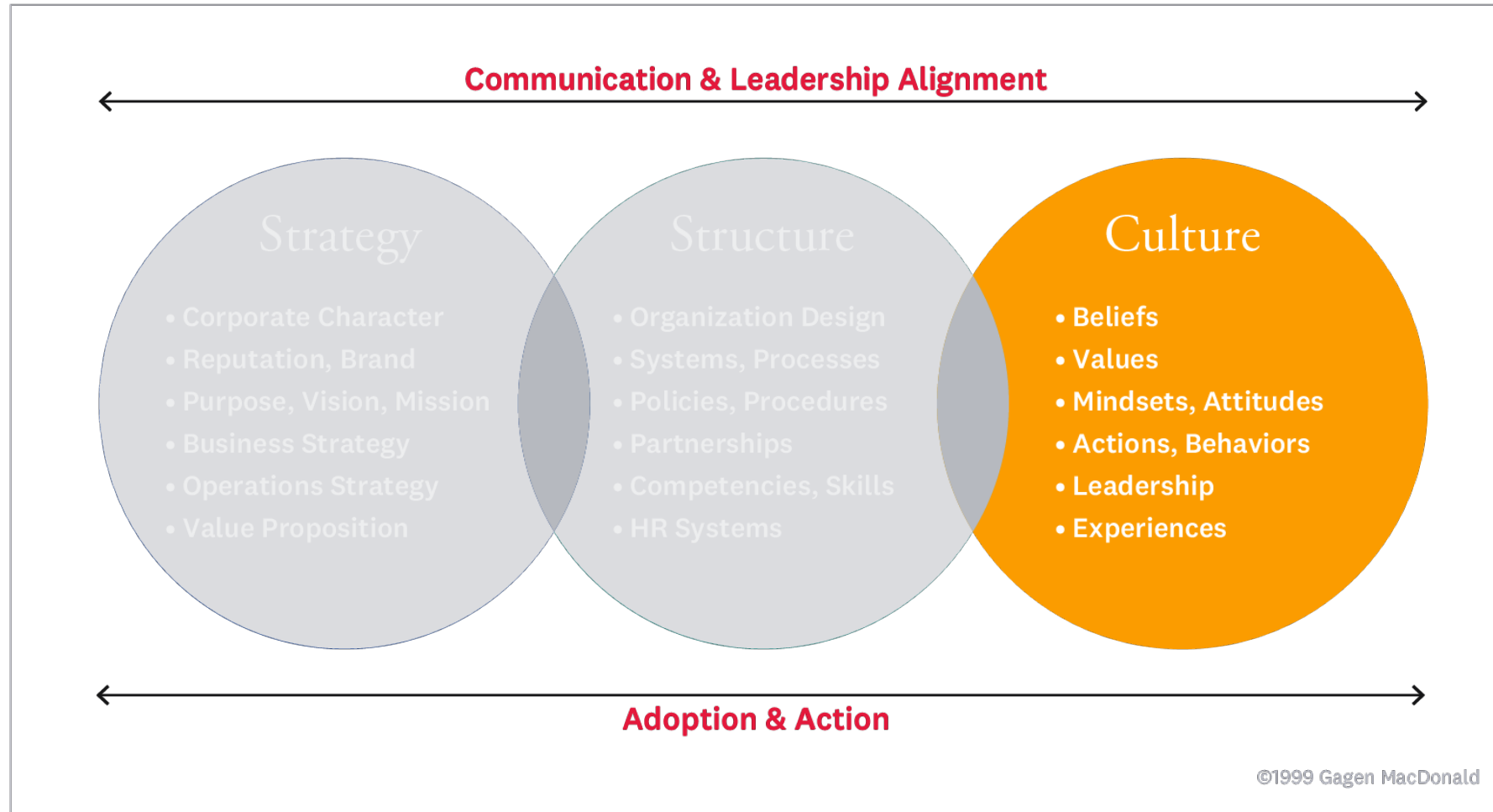
 NEW DIRECTIONS® + TRIDIUUM 



It's all connected....



A core belief





Winning in the market

KEY SUCCESS MEASURES

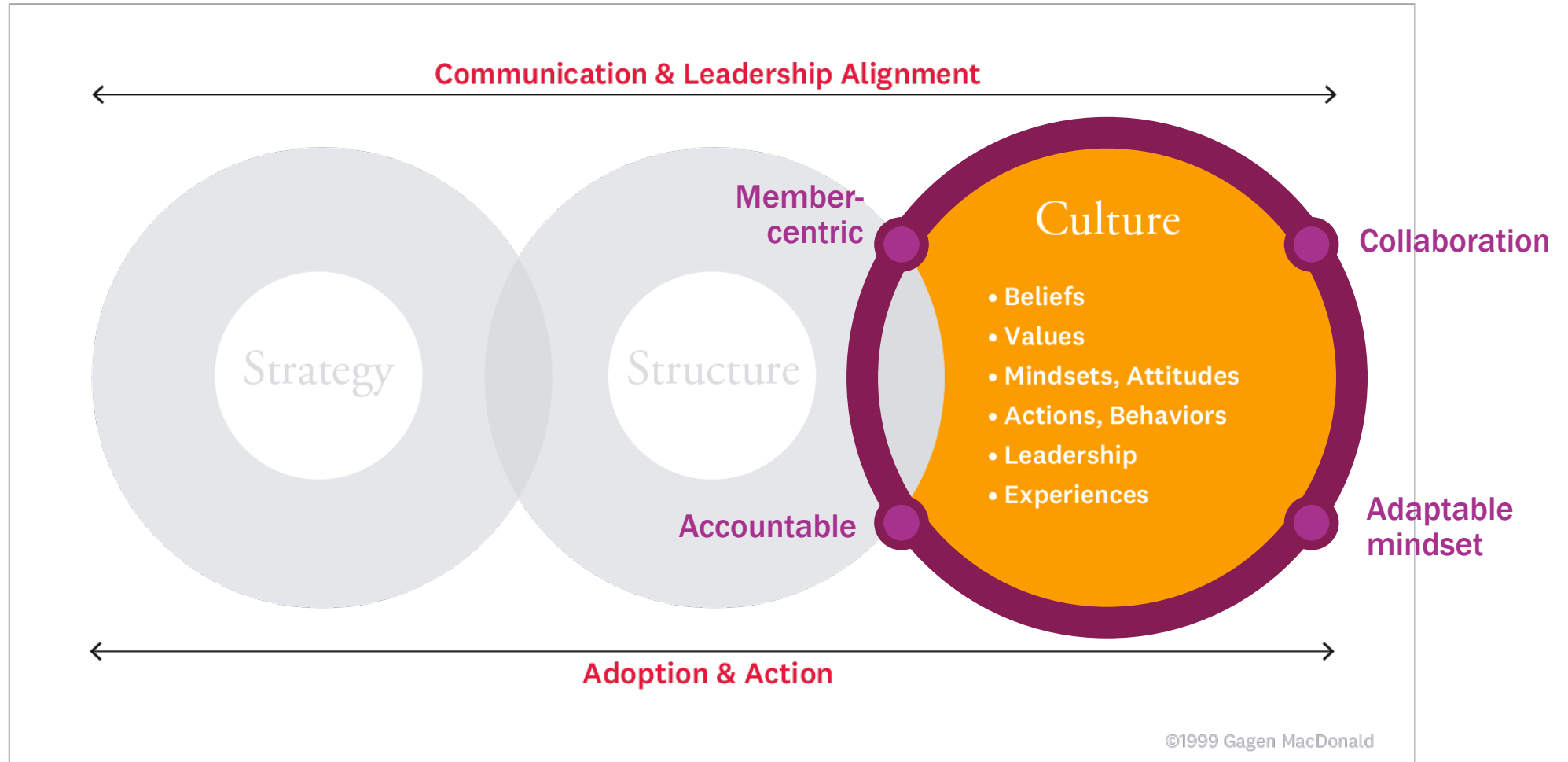
Members connected to behavioral health care

Number of days to appointment for behavioral health care

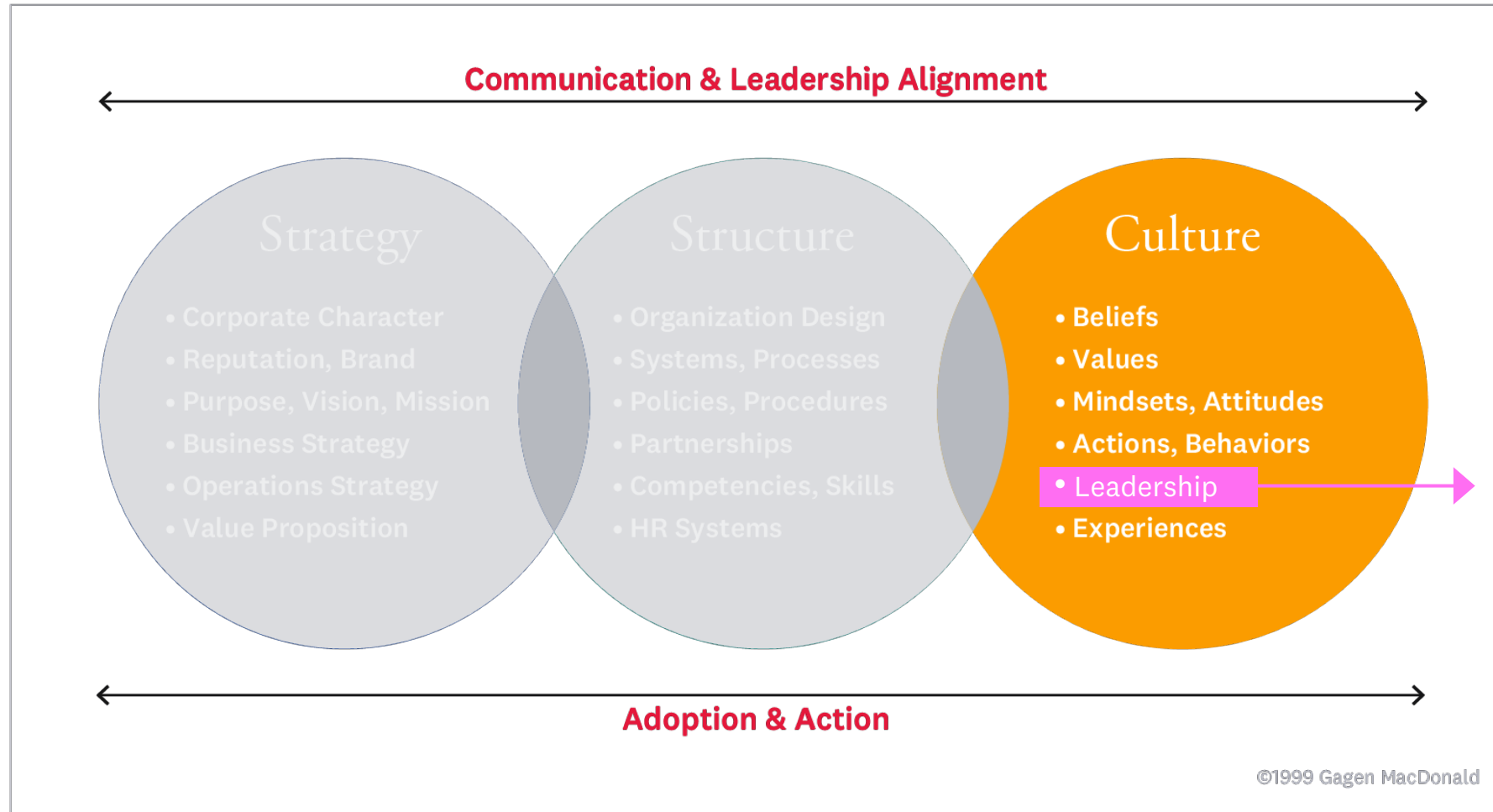
Our people fully living our Values & Key Behaviors

Financial commitments and growth

Framing our needed culture

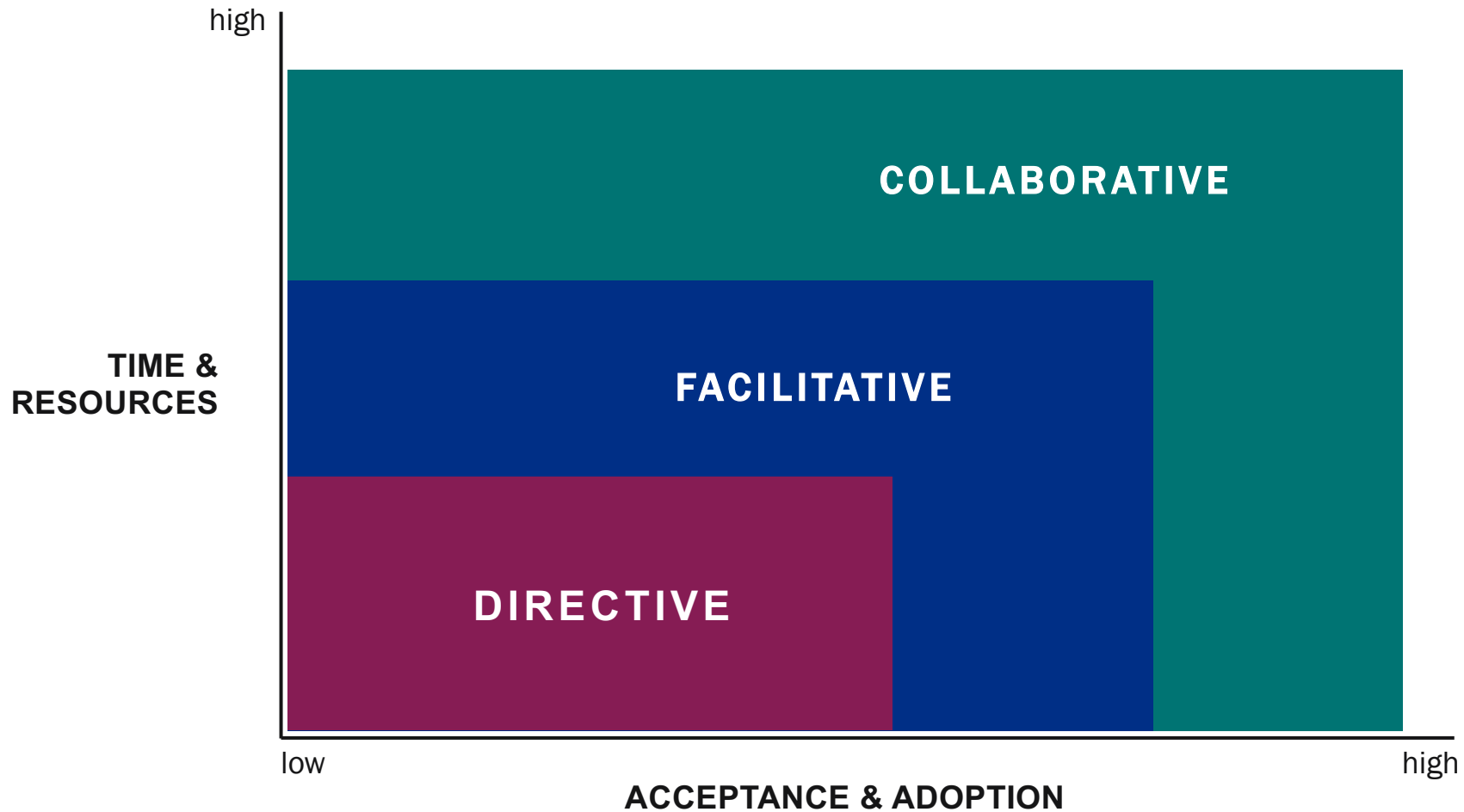


A core belief

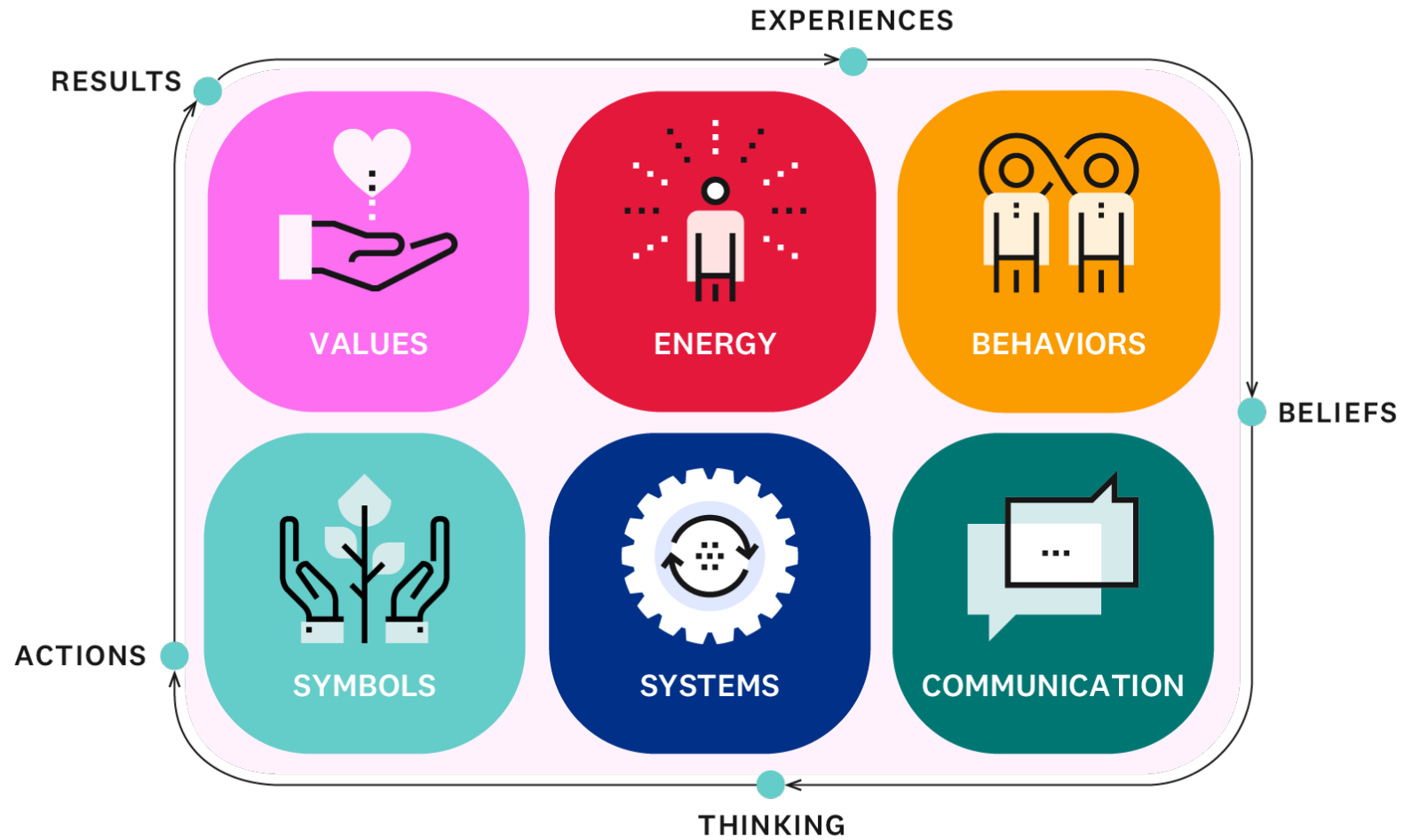


Change Leadership

Approach in the moment



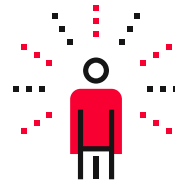
Where we start...



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70% of the organization experiencing exhaustion



Highest-correlating responses are the following:

- **63%** are not sure where the organization is going or what the vision is.
- **83%** of the organization indicated they are not sure what other teams are doing.
- **76%** indicated the company is constantly reacting to change or the unexpected.
- **61%** indicated if something isn't working or going the way it should, we keep trying to make it work.



Recommendations

70% of the organization experiencing exhaustion

1. COMPANY VISION
2. STRATEGIC PLANNING & GOVERNANCE,
3. CHANGE READINESS & CHANGE LEADERSHIP



Progress to Date

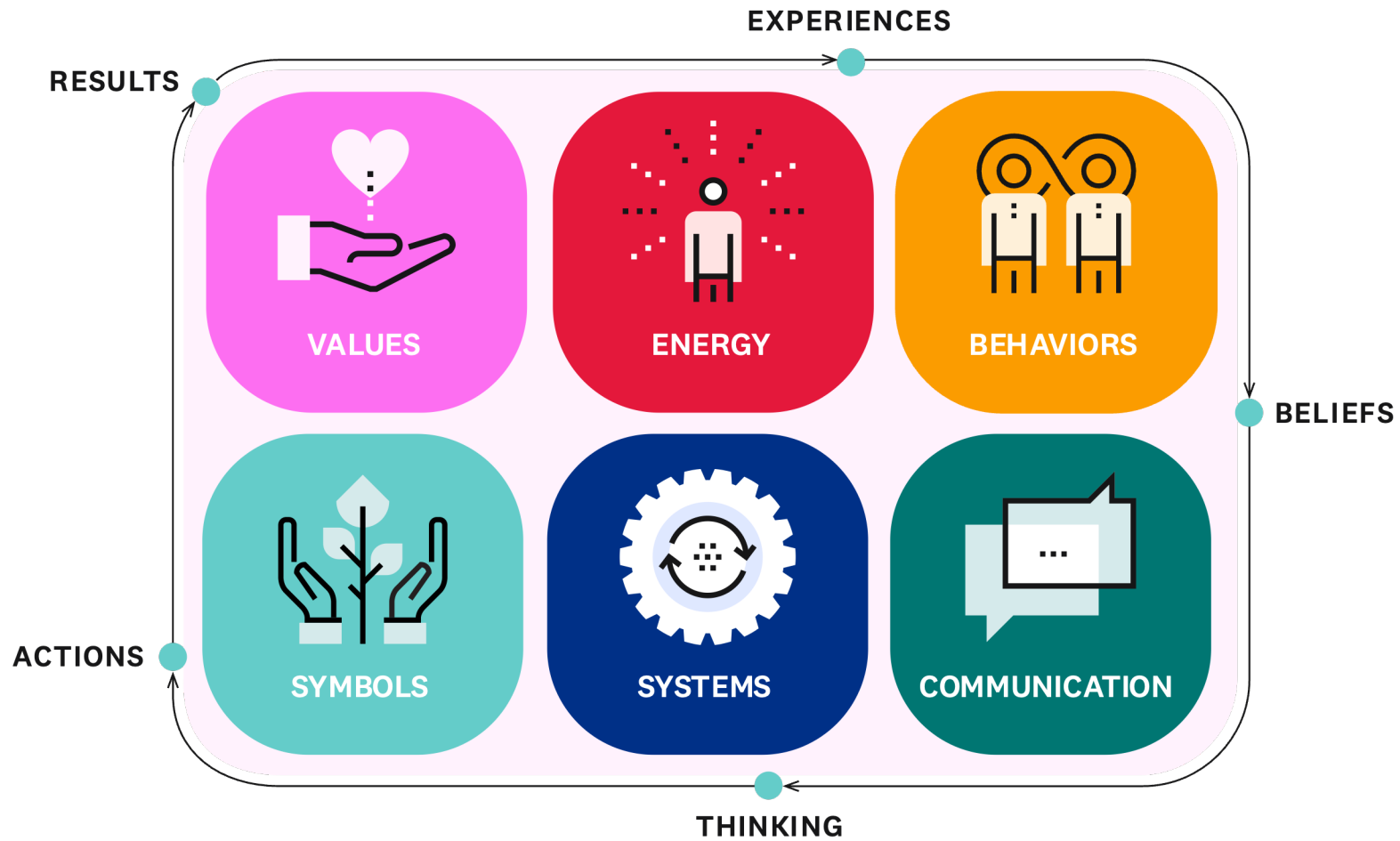
- On track in our business results
- Increased understanding of our strategy
- Crystallized clarity and focus in role
- Equipped and enabled leaders

Key Next Steps

- Celebrate and recognize key behaviors
- Strengthen readiness to adapt
- Grow leader capability

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Thank you!

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