# FAIR FUTURES PROGRAM MANUAL

## SECTION 9

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FairFutures>

# SECTION 9. PROGRAM IMPLEMENTATION

**Important tips and best practices for implementing a successful, sustainable Fair Futures program include:**

☐ *IDENTIFY A CHAMPION WITHIN THE SENIOR RANKS OF YOUR AGENCY*.

The Fair Futures program should be housed within their branch.

See Appendix C1_Fair Futures Implementation Tips and Example Org Charts for example organizational charts based on agency size.

☐ *DO NOT CREATE SILOS WITHIN THE FAIR FUTURES PROGRAM.*

While your agency may be delivering the Fair Futures model in different geographies and settings, it is important to have a cohesive program model that has streamlined communication and a shared culture. There should ideally be a dedicated director overseeing the work across multiple sites that helps convene teams periodically.

If your agency operates other programs/resources that young people in fair futures could benefit from (e.g., job readiness programs, transfer schools, wraparound supports), the Fair Futures program should work collaboratively with those programs to successfully connect young people.  The online platform will allow agencies to aggregate outcomes across sites.

☐ *HIRE THE RIGHT STAFF. STAFF SHOULD USE A STRENGTH-BASED, TRAUMA-INFORMED, YOUTH DEVELOPMENT LENS.*

   ☐ Review the job descriptions and best practices on how to screen staff for certain qualities/competencies at every stage of the hiring process in Appendix A_Fair Futures Staff Screening & Hiring Toolkit.

   ☐ Have a **young person help screen/interview staff**, particularly the coaches.

☐ *DEVELOP ROLE CLARITY AND COLLABORATIVE APPROACHES.*

Implementation success also happens when all involved have the opportunity to provide input. Also, when multiple staff are working with the same youth, the youth will be most likely to succeed when staff are collaborating, sending the same message, and clear on who is doing what.

   ☐ Select a **leadership champion** to facilitate the implementation process.

   ☐ **Have that leadership champion arrange a launch meeting\*** with executive leadership, case planning staff, new Fair Futures staff, any other existing education/youth development staff, quality management/ improvement staff, and ideally some young people currently served in existing youth programs.  The purpose of the meeting is for staff to come together to learn about the Fair Futures program, ask questions, express concerns, and get clarity regarding roles and implementation.
   *\*Technical assistance providers Katie and Emil are available to present the Fair Futures model and facilitate this meeting.*

   ☐ **Have department or program heads meet to discuss areas of collaboration and possible challenges** that may arise. Develop a plan for when programs are working with the same child (e.g. Foster care, mental health, health homes) are in different parts of the organization. Ensure senior leaders of these agency branches agree on role definitions and protocols for collaboration, crisis response, and resolving differences.

☐ *CREATE PROGRAM LANGUAGE TO USE WITH YOUTH, AND LANGUAGE TO USE WITH ADULTS – DO THIS AS A TEAM!*

It is very important for all Fair Futures staff to be using the same language to describe the program and the overarching goals – both with young people and with adults (foster parents, Case Planners, funders, etc.).

We need to be able to describe **WHAT THE PROGRAM IS** to young people and **HOW IT CAN BENEFIT THEM**, and not just list the services provided.  The language should be "real" and resonate with them.   It is also important for each staff to be able to describe what their role is in a way that young people understand.

Technical assistance is available to take your team through this important exercise.  Including all critical parties is important. After developing language, share this language in a workshop/peer group session with young people to introduce the program and create a name/logo. Getting youth input will help with buy-in. See Fair Futures Program Manual Section 12.

☐ *SCHEDULE A LAUNCH MEETING WITH YOUTH TO CREATE A PROGRAM NAME!*

For staff and youth to feel connected to a program, it has to have a name that resonates with them.  Agencies do not have to call the program "Fair Futures;" they can develop a name, logo, and branding that is meaningful to their stakeholders and reflective of that agency's culture/values.  To do so, a best practice is to convene key stakeholders, including young people, to develop/vote on a program name - this should be fun and build team spirit!  Another suggestion is to have a "credible messenger" come speak to the youth about the program and the benefits of coaching.  Please contact Katie Napolitano to have the Fair Futures Youth Board Coordinator visit your agency - katie.napolitano@fairfuturesny.org

☐ *SCHEDULE (FREE) MONTHLY TECHNICAL ASSISTANCE SESSIONS ("OFFICE HOURS") WITH FAIR FUTURES TECHNICAL ASSISTANCE PROVIDERS.*

☐ *IMPLEMENT A COACHING FRAMEWORK ACROSS THE ORGANIZATION.*

Beyond the individual staff, coaching is an organizational framework that starts at the top. When an Executive Director is coaching Associate Executive Directors/Vice Presidents and AEDs/VPs are coaching Directors and so on, the coaching practice is modeled and more likely to be successfully employed with youth.

Tools and trainings that can be used to support a coaching culture include:

**ACS' Workforce Institute's Building Coaching Competency training.**
This is a required training course for Fair Futures Supervisors and Program Directors. It supports Supervisors in learning how to coach direct reports using Motivational Interviewing techniques.

**Kadushin Model of Supervision.**
This is a widely used model of supervision developed for social workers. There is a training on it in the core 2.5 day training and Section 24D of the Fair Futures Program Manual discusses this approach

**360 Degree Evaluations.**
These evaluations support a learning culture that helps Supervisors develop insights that improve their competencies in supervision.

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**TIP!**  *THE IMPLEMENTATION PROCESS TAKES TIME... TRUST THE PROCESS, AND STICK WITH IT!*