

# Family Connections Oregon: FGDM Lessons Learned

## FCO Research Capsule #3

The information provided in this FCO Research Capsule was summarized from the JBA Year 2 Cross Site Evaluation Report for 2009 Funded Grantees (Dec 2011).

Category	Lessons Learned & Recommendations
<b>Program Planning</b>	<ul style="list-style-type: none"> <li>• Consider the administrative capacity that is needed.</li> <li>• Investigate the contextual landscape in which the grant will operate. It is important to have the most accurate perspective of the current state of affairs as possible.</li> <li>• Be prepared for resistance and develop a strategy to address it.</li> <li>• Begin the training processes prior to being awarded the grant so once it is awarded one can immediately proceed.</li> </ul>
<b>Program Services</b>	<ul style="list-style-type: none"> <li>• Find a balance between speedy service engagement and meaningful service engagement. “Fast” is not always the best way to approach families.</li> <li>• Create a service delivery that clearly reflects your goals.</li> </ul>
<b>Systems Change</b>	<ul style="list-style-type: none"> <li>• Seek an advocate and/or program champion within the child welfare agency to encourage systems change.</li> </ul>
<b>Staff Knowledge, Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Cross-training social work staff members on FGDM models can be beneficial in being used as facilitators.</li> <li>• Training alone may not be the most effective method of learning the FGDM model. Shadowing a facilitator and participating in an FGDM meeting is effective in learning best practices.</li> <li>• Share success stories with staff members to promote engagement. Sending personal e-mails of recognition describing what the facilitator did well in the FGDM meeting is useful in supporting best practices.</li> <li>• Hire facilitators with strong communication skills; the ability to multi-task while leading groups; manage group dynamics; observe non-verbal behavior and address them; knowledge of mental health, clinical skills, and crisis intervention skills.</li> </ul>
<b>Working with Program Partners</b>	<ul style="list-style-type: none"> <li>• Include program partners in developing models and processes since it will likely impact their system as well.</li> <li>• Information sharing is a critical part of keeping all partners informed on progress, challenges, and successes.</li> <li>• Know and understand the goals of the different partnering organizations. Be clear on where each of the organizations stand and how they will benefit from the partnership.</li> <li>• Ensure that one knows what the partners perceive as barriers and successes.</li> <li>• Clearly identify shared needs, commitment levels, accountability, and outcomes.</li> </ul>

