



Enhancing Management & Leadership Practices


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Presentation Overview

- HFF Programming
- Mission & Culture Centered Approach to Staffing & Supervision
- Lessons Learning



The Homeless Families Foundation

- Rapid Re-Housing
- Homeless Prevention
- 300 Households/12 HSCM
- Families, Individuals & Transitional Age Youth



The Homeless Families Foundation

Mission and Service Philosophy

- Stabilizing Families
- Educating Children
- Holistic Services
- Community of Support



The Homeless Families Foundation


- Culture of Housing/Housing First
 - Minimal Barriers to Entry/Participation
 - Housing Focus - Day 1
 - Strengths Based/Harm Reduction
 - Individualized, Home-based/Mobile Supportive Services
 - Housing First not Housing Only



Staffing

Staff are the most important piece to program success: Direct line staff to Management

- Serve as ambassadors for the agency and its mission
- Invest in all aspects; recruitment, on-boarding, QI & professional development



Staffing

Recruit the best: Start w/ the Interview

1st Interview – Assess skill & “lens”

- Brief job description - Do not lead
- Common situations, “trips ups”, etc.

2nd Interview – Agency Mission & Culture

- How will you fit in & further the mission; ask for examples



Staffing

Onboarding

- Drive Home Mission & Culture
- Understand the big picture, where do they fit, what is their role
- Establish Accountability expectations
- Begin discussion of Staff Development
 - Commitment to QI and Professional Development



Staffing

Commitment to Quality Improvement & Professional Development

- Culture of Accountability
 - Person Centered Services and Culture
 - Program Performance Outcomes
- Professional Development
 - Training, Coaching, Resource Acquisition
 - Help staff acquire tools to do their jobs



QI and Professional Development

- Wkly Team Meetings/Case Review
 - Team Goals
 - Process Improvement
 - Agency Information & Updates
- Bi-wkly Individual Supervision Mtgs.
 - Individual Goals
 - Praise, validation, improvement plan
 - Personal Professional Development Plan



Lessons Learning

Ongoing, Continual, All the Time.... Be Intentional

- Establishing and Reinforcing Agency Mission & Culture
- Assessing Quality and making Improvement Plans
- Training; developing skills, acquiring tools, finding resources



Lessons /Areas for Improvement

Celebrate Success

Big & Small

- Potlucks/Smaller team bldg meetings
- Training; staff survey on topics
- Emails, public acknowledgement
- Coffee/lunch/Snacks
- \$500 bonus from UFA/System passing yearly Standard Review & Audit



Lessons /Areas for Improvement

Utilize Supervision to monitor, evaluate, coach and plan to improve

Every Individual & Team Meeting

- Review Balanced Score Card/Performance
- Discuss Consumer/Partner Feedback
- Celebrate Success
- Review Professional Development
 - Training, Coaching, Resource Acquisition



Lessons Learning

Invest in Being a Good Supervisor

- Find ways to help your staff succeed
- Primary Roles
 - Cheerleader and Coach
 - Obstacle and Barrier Remover
 - Performance Monitor & Improvement Planner

Individualize Staff Supervision

- What motivates them, what rewards are most important, learning style, etc.



Contact Information



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