W4
Understanding the Past to Improve the Future: Lessons Learned in Fatherhood Program Service Delivery

Presenter:
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Notable Quotes

1. People don’t remember what you said. People don’t remember what you did. But they do remember how you made them feel.
   Maya Angelou

1. “It’s important to think about how to have conversations about depression – because doing so can change lives.”
   Dr. Sidney Hankerson, Mental Health and Black Men, 2012

1. "Children have never been very good at listening to their elders, but they have never failed to imitate them."
   James A. Baldwin

1. In every job that must be done, there is an element of fun. You find the fun, and the job’s a game.
   PL Travers, Mary Poppins
Our Goals Today

• Explore lessons learned from fatherhood programming over last 30 years

• Highlight relevant resources, including NRFC’s Responsible Fatherhood Toolkit  www.fatherhood.gov/toolkit

• Consider some key fatherhood program components:
  • Partnership development
  • Case management
  • Staff training and support
  • Group facilitation
A Brief History

- 1983-1985 Teen Father Collaboration
- 1994-1996 Parents’ Fair Share
- 1998-2000 OCSE Responsible Fatherhood Demonstration
- 2000-2003 Partners for Fragile Families
- 2006- Healthy Marriage Responsible Fatherhood (OFA)
Resources


Early Lessons

- Effective programs have staff who engage in one-on-one relationships with fathers.
- Low income moms and dads face similar and significant barriers.
- Program challenges include recruitment, sustainability, and providing effective employment services.
- Child support related services are a critical component.
- Co-parenting issues need to be addressed.
More lessons learned *(NRFC Toolkit)*

- The quality of one-on-one interaction and case management can affect:
  - Whether a father decides to join a program.
  - How long he stays.
  - Whether he follows through in achieving his goals.

- Well facilitated workshops can generate tremendous positive energy among a group of fathers and influence retention.

- Providing meaningful services will not only increase retention, but can become a key recruitment tool through word-of-mouth marketing.

- Working with experienced community partners can help provide a full range of services.
• Forming effective partnerships takes time, but ongoing constructive dialogue can help partners establish common ground and achieve mutual goals.

• Encouraging potential partners to visit the program location can help build partner commitment and awareness of the program.

• A memorandum of understanding or contract is helpful for building new community relationships and strengthening existing ones.
Case Management (NRFC Toolkit)

“It’s important to maintain a non-judgmental approach and build a relationship from the start.”  Barry McIntosh, Young Fathers of Santa Fe

- Assess Needs and Set Goals - build trust
- Follow step by step approach - address basic needs first
- Promote Self-Esteem – be aware of any trauma or depression
- Make referrals - in-house and to partner organizations
- Follow-up - help fathers stay on track
Staff Training and Support *(NRFC Toolkit)*

• Provide ongoing training and support to:
  • Reinforce direct service skills.
  • Help staff members deal with difficult issues.
  • Ensure they understand program policies, procedures, and strategies.

• Programs must nurture both new and experienced staff to prevent potential burnout in a demanding job.
  • Using a team approach and reflective supervision are good ways to do this.
  • Reminders about the importance of modeling key program concepts, such as good relationship skills, can help staff stay motivated and focused.
Group Facilitation *(NRFC Toolkit)*

- Facilitators play four basic roles:
  - Engaging
  - Informing
  - Involving
  - Applying

- Opening and closing rituals provide opportunities to:
  - Reflect on takeaway messages
  - Encourage application of new knowledge and skills

- Effective facilitators:
  - Create an environment of mutual learning and respect
  - Help people come to their own conclusions
  - Offer varied activities
  - Respond to individual group member needs
  - Listen to and learn from the group
  - Manage difficult people
### Stages of group development

1. Forming
2. Storming
3. Norming
4. Performing
5. Adjourning

### General facilitation skills

- Listening, observing & learning
- Being authentic
- Involving the whole group
- Asking good open-ended questions
- Keeping things moving/having back-up plans
- Using self-disclosure appropriately
- Being flexible
Conducting an activity

- Know your Purpose
- Give Clear Instructions
- Monitor group and individual tasks
- Manage reporting process
- Fully process for complete learning

Ask questions like:

- What was that activity like for you?
- Reactions?
- Why do you think we did this?
- What are some take-home messages for you?
- How will you use these ideas in your personal life?
Reflection

• For me this workshop has been …
• Something I learned is …
• Group members have given me …
• One thing I’ll do differently as a result of this workshop is …
Summary of Key Points

• Learn from previous work and successful programs.
• Draw on tips and activities in NRFC’s Toolkit.
• Develop relationships of trust and respect.
• Work with experienced partners.
• Create a supportive environment for staff.
• Walk the talk, model respectful behavior.
• Help dads reflect on their personal journeys, gain knowledge, and develop skills to improve outcomes for their children.
Questions and Answers
Stay in touch with us!

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