

Metropolitan Action Commission

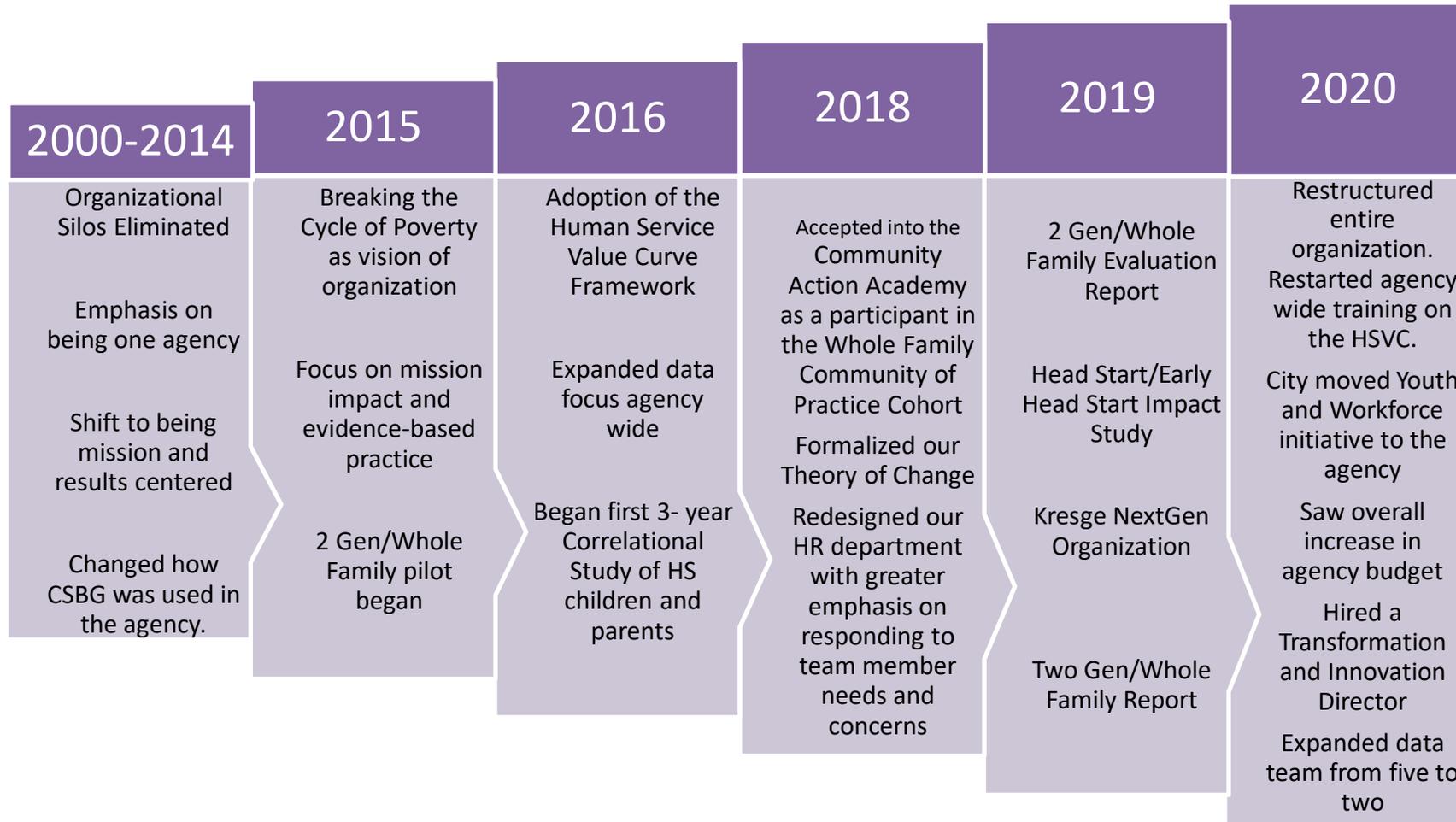
2GEN/Whole Family

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**Evaluating Whole Family Approach
The Metropolitan Action
Commission**



Our Journey



Leadership and Lessons Learned

As agency leadership you must be willing to lead this process in your agency by resourcing yourself to understand what is involved.

Assess your agency readiness, starting with your leaders for their readiness and skills to carry out a whole family initiative.

Be prepared to make tough choices including moving people out of long held roles (You might be sued).

Expect to train, train and retrain your staff.

Find experts and others who can work with your team.

Voice is crucial: Customer, Team Members, and Stakeholder input and feedback is crucial (even if you don't like what they say).

Be willing to start small and pilot.

You must stick with this and not assume it will take care of itself. It Won't.

If you are not the agency leader, ask yourself what you can do from your position.

When people, organizations, groups see your success, **they want to fund you!**

Your customers are the greatest beneficiaries of this approach.