



Practice Model

THE FAMILY DEVELOPMENT MATRIX (FDM)

is an integrated family assessment and case management tool that helps child welfare and family resource center partners engage families in prevention and early intervention referrals and services. The FDM provides integrated data in analyzing family progress and cross agency analysis using a shared outcomes model with best practice interventions.

A) BUILDING A RELATIONSHIP

Families begin their involvement with the agency through their own initiative and through referral. The relationship starts with the intake in which the case manager starts gathering information. Initially, a level of trust must be established and maintained. The family worker builds a relationship by:

- ✓ Listening to the family situation, asking about issues or concerns and learning about the family's makeup and history;

- ✓ Explaining the agency's role in the community;
- ✓ Explaining the worker's role to assist the family by assessing their current situation, helping to identify strengths, and developing a plan for both the worker and family to provide support to achieve family goals.

B) INTAKE AND REFERRAL

Information gathering during an intake period including the determination if the FDM is an appropriate tool for a family.

- ✓ Agency workers are designated as case managers with specific families.
- ✓ A protocol to track incoming referrals in the FDM database. Referrals to other agencies are followed up and noted in the FDM database.
- ✓ Worker intake activities are documented in the FDM database.
- ✓ Protocol describes the conditions and procedures for opening and closing an FDM case.

C) ASSESSMENT

Following an intake period, usually within the first 30 days or the first three visits, there is an FDM assessment.

- ✓ The worker explains to the family member the purpose of the FDM assessment and that it is completed in partnership with the family member to help both better understand the current situation.
- ✓ The family member is informed her/his answers are completely confidential and are provided an informed consent assuring the family their privacy will be protected and remain confidential.
- ✓ Inform the family member this is an initial assessment and periodic re-assessments will be completed to track progress, support goals and celebrate accomplishments.
- ✓ Explain how the FDM assessment will be completed together with them. It is used as a discussion and not a checklist or survey.

- ✓ Subsequent FDM assessments are completed quarterly thereafter. If a client exits the program before a quarterly assessment, the worker may complete a final assessment with the client either in person or by phone. Or, the worker with knowledge of family change may complete a final assessment without the family input. In all situations when closing a case the worker also completes the evaluation of family participation form.
- ✓ When a family's relationship with the worker/agency is interrupted for more than six months, they are deactivated as a client. Reactivate the family when they return.

D) VISIT SUMMARY

The assessment visit summary is generated by the database. The summary converts the assessment information into family strengths and concerns.

- ✓ Identifies strength-based indicators that are stable or self sufficient.

- ✓ Identifies indicators of concern in an at-risk or in-crisis status situation.
- ✓ The worker or data entry person prints a copy for the worker and the family to be used to review the assessment with the family.
- ✓ The worker reviews with the family member the assessment by discussing and exploring the family's strength based experiences. The visit summary printout is used to discuss strengths and concerns to facilitate a conversation exploring how the family has achieved stability and self-sufficiency in certain indicator areas.

E) INTERVENTIONS

On the visit summary page the worker checks the appropriate targets for intervention and change based on the choices of the family. They limit the actual targets to about two indicators to track at a time.

- ✓ Best practice interventions are based on the Pathway to the Prevention of Child Abuse and Neglect (Harvard University), evidence based and

evidence informed programs and local services used by the agency.

F) FAMILY EMPOWERMENT PLAN

A Family Empowerment Plan is created to identify goals (*improve their situation*), action (*what the family will work on or needs to do*) and what the Case Manager / Family Advocate will do to assist them.

- ✓ The Family Empowerment Plan is updated as needed when the identified goals is completed or at three months when the re-assessment is completed.
- ✓ The worker and the family agree on what steps each will take. The worker records those steps on the Empowerment Plan and they agree on the next meeting date.
- ✓ The completed plan is reviewed regularly during the three months to the next assessment.
- ✓ The Empowerment Plan is a review of progress in the case, outlines the interventions and services provided, and identifies expected outcomes.

G) CASE MANAGEMENT

The worker completes the Case Management questions in the Worker Check List.

Prior to the next assessment the worker completes the Intervention and Family Participation form in the database.