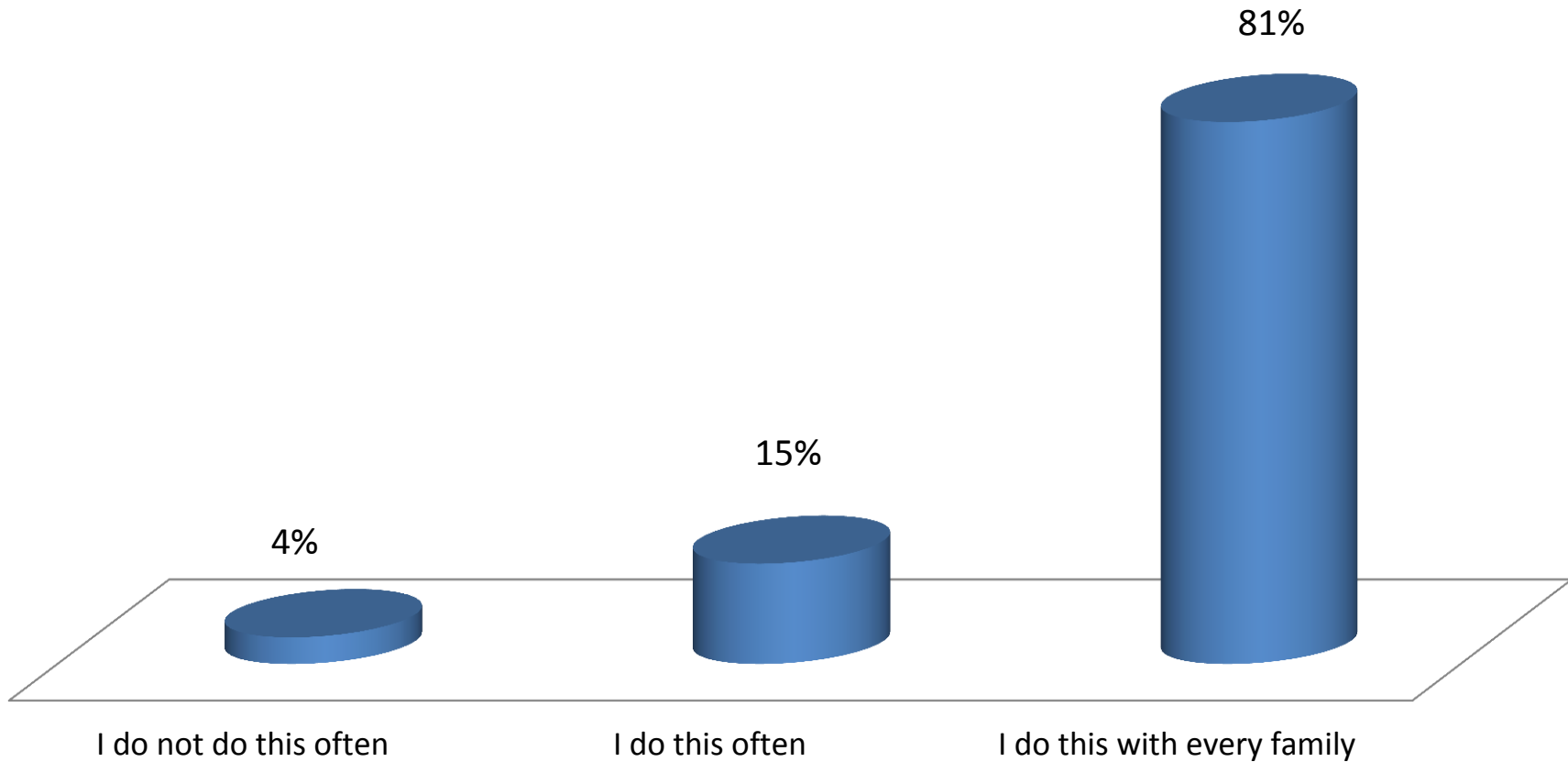


The results of the FDM protocol survey with 110 responses, January–February 2014.

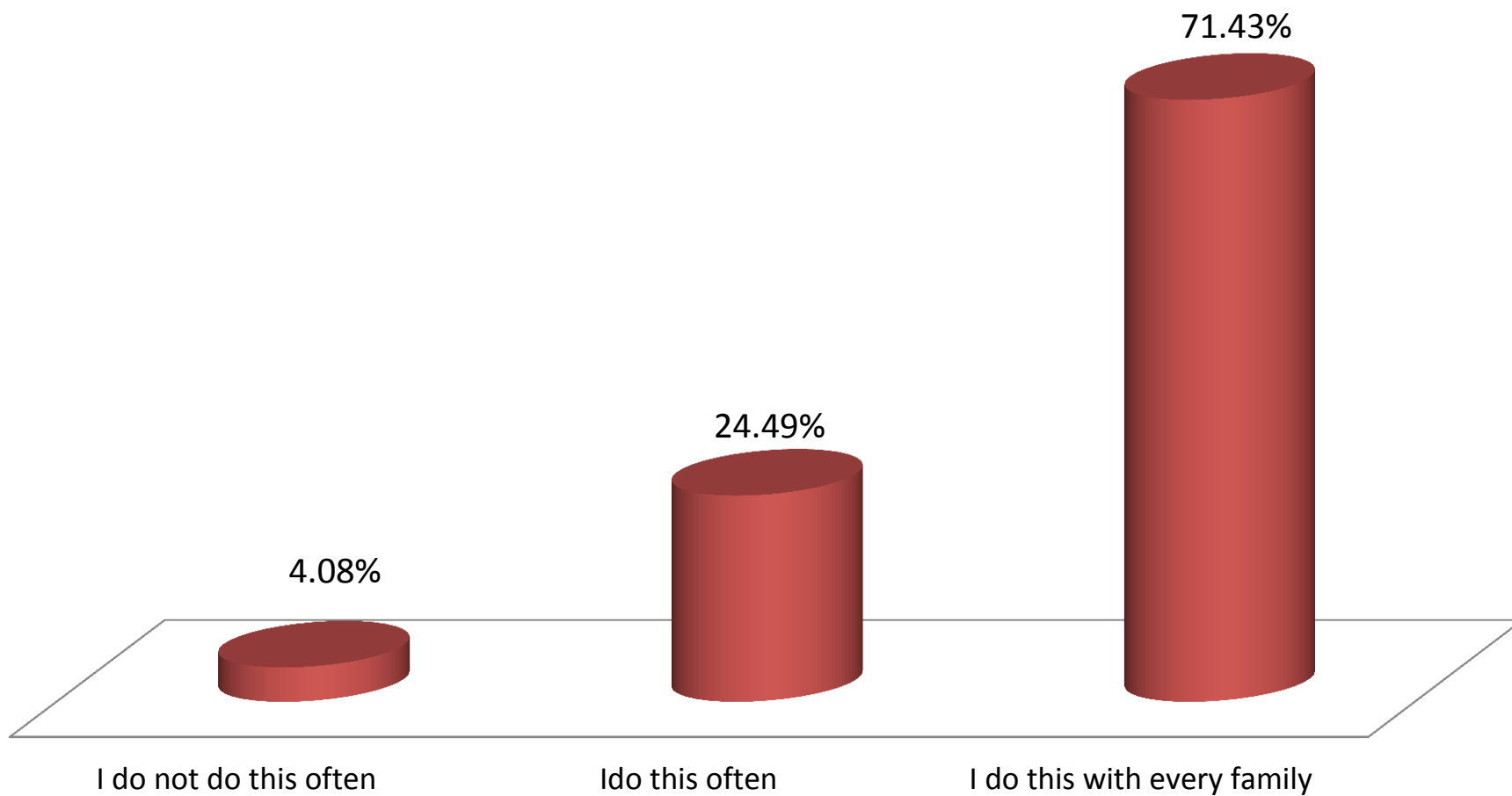
The questions are ones that follow the FDM protocol for client and family assessment and case management.

The results are important to maintain the integrity of the relationship process with clients.

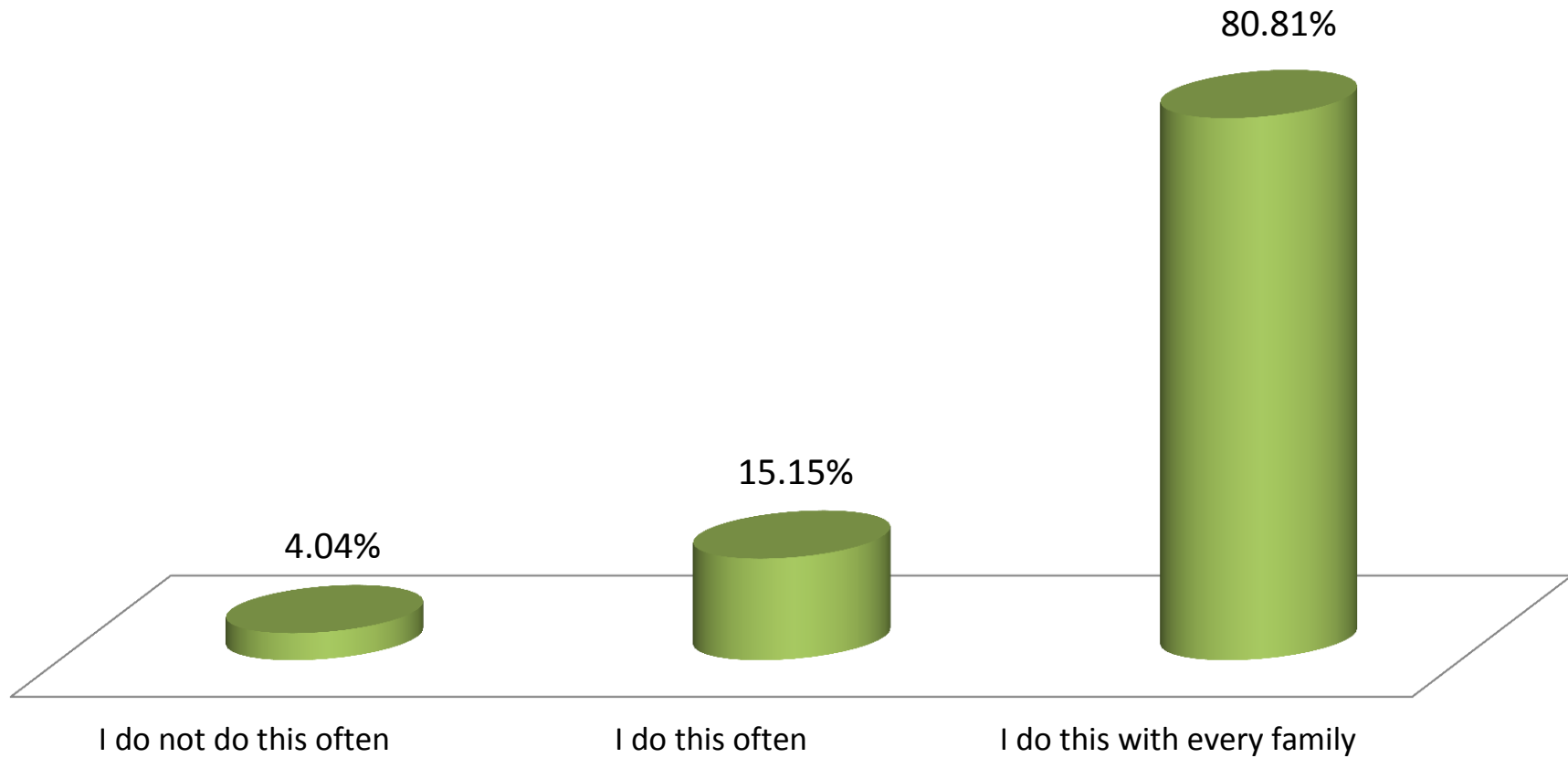
BUILDING A RELATIONSHIP: Listening and Learning about the Family



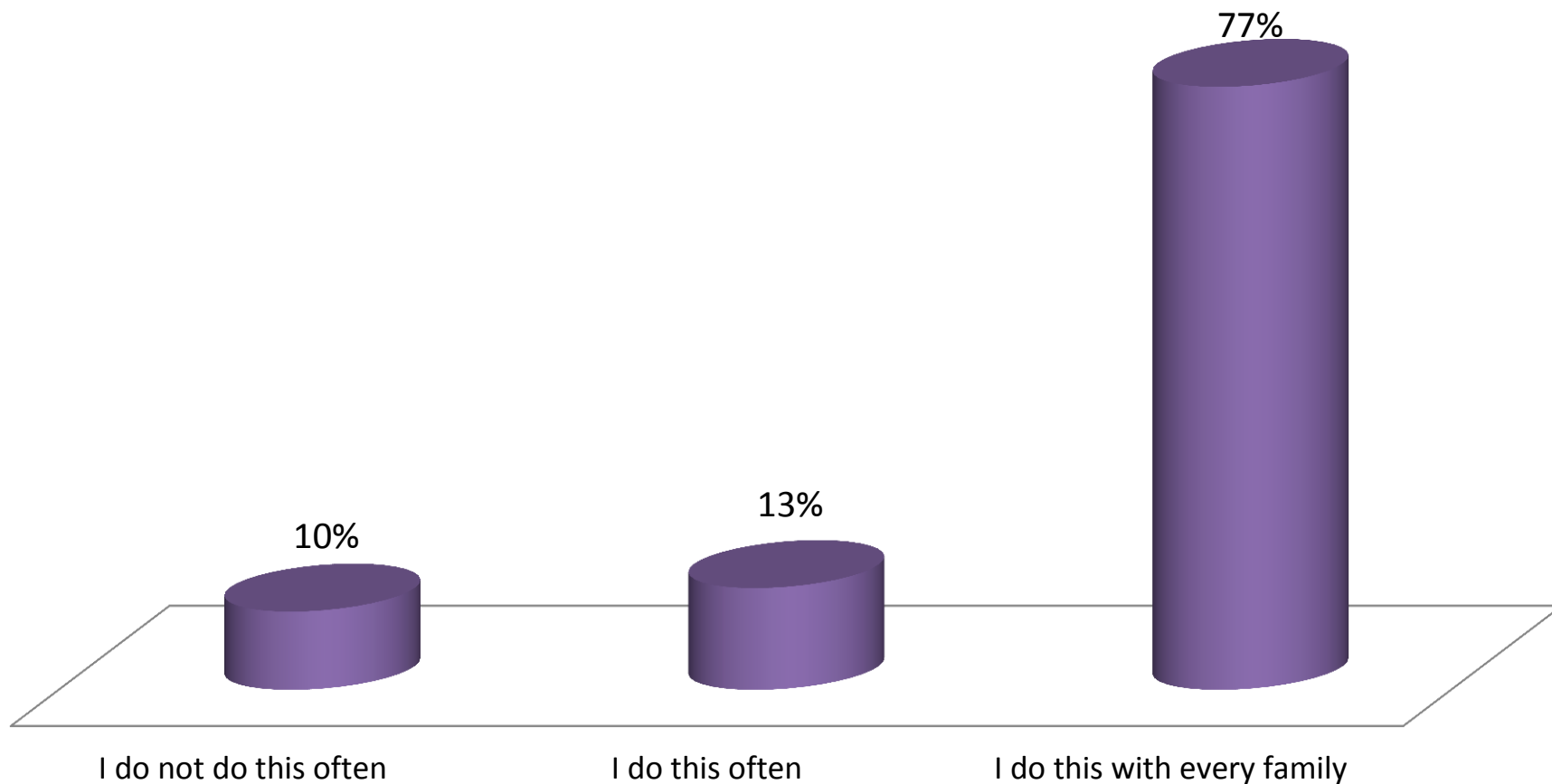
**BUILDING A RELATIONSHIP:
Explaining the agency's role in the community**



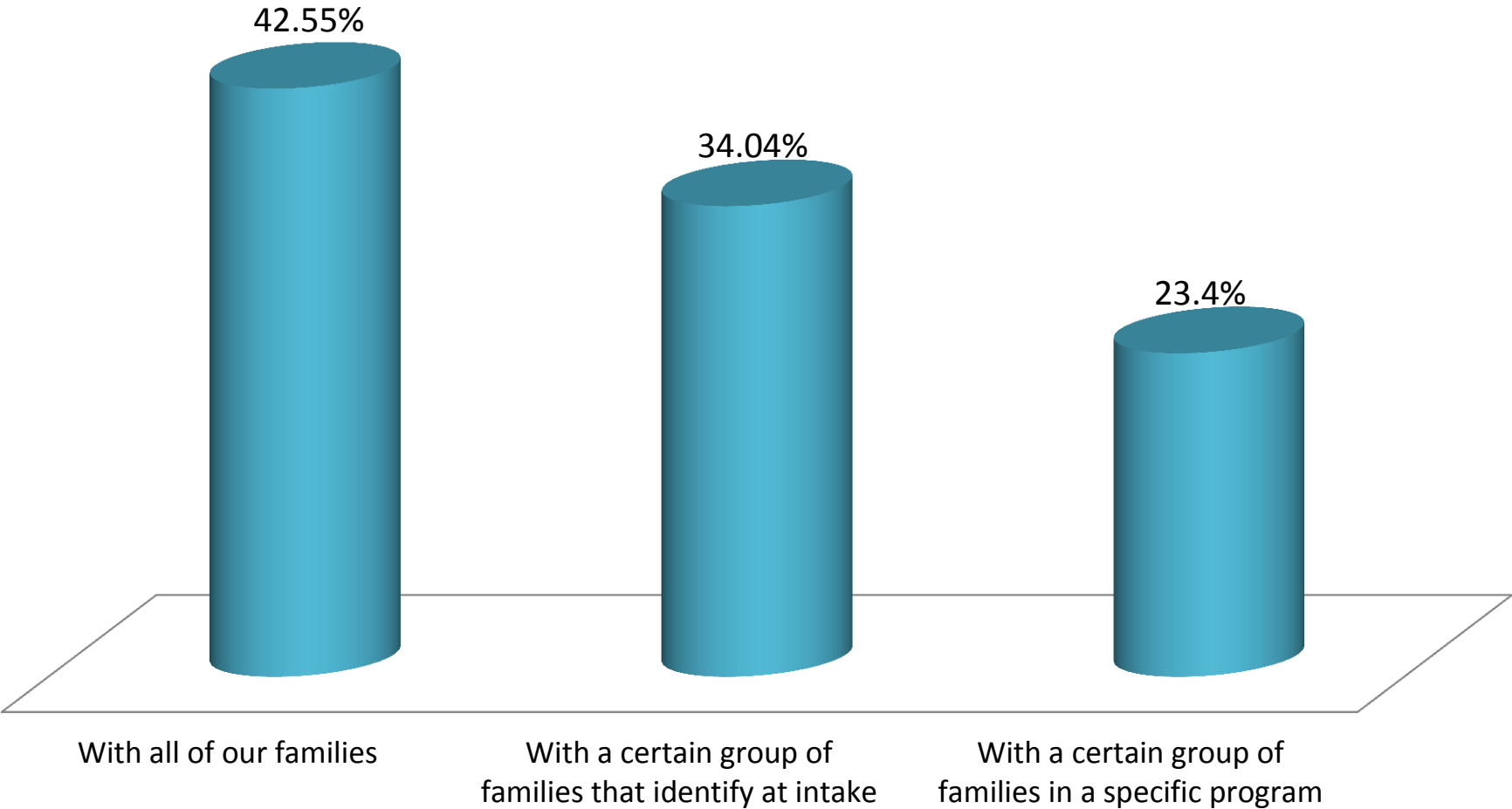
**BUILDING A RELTIONSHIP:
Explaining the worker's role to assist the family by assessing
their current situation**



**BUILDING A RELATIONSHIP:
Explain how together you will use the FDM to determine strengths and
build an empowerment plan for their goals**



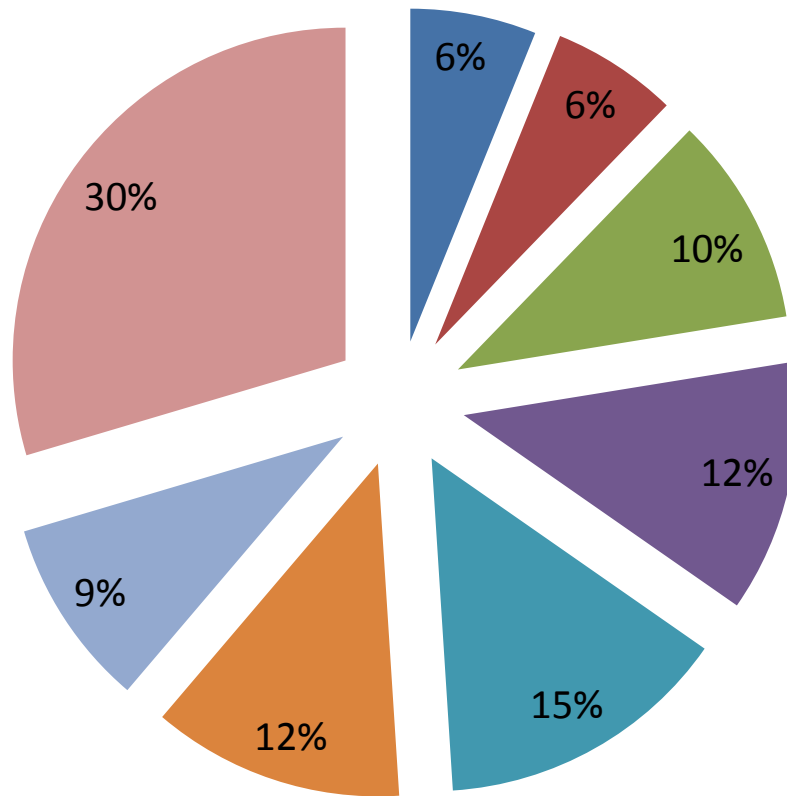
ASSESSMENTS:
How do you decide with whom to do an assessment?



ASSESSMENTS:

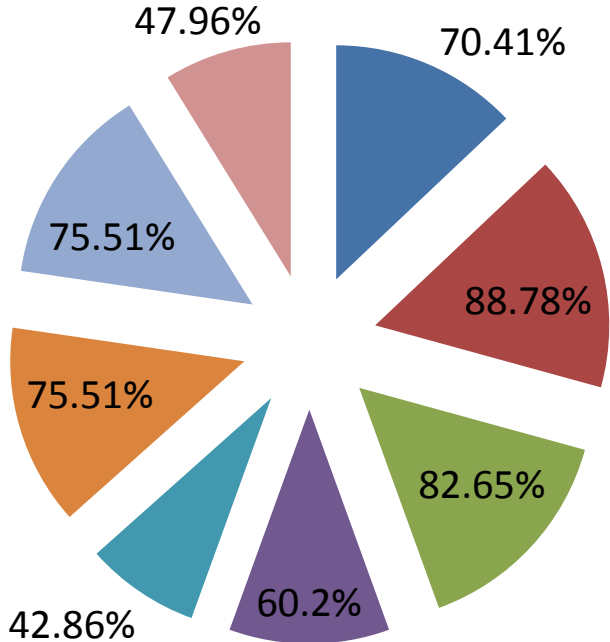
Number of documents used when preparing for an assessment.

■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8

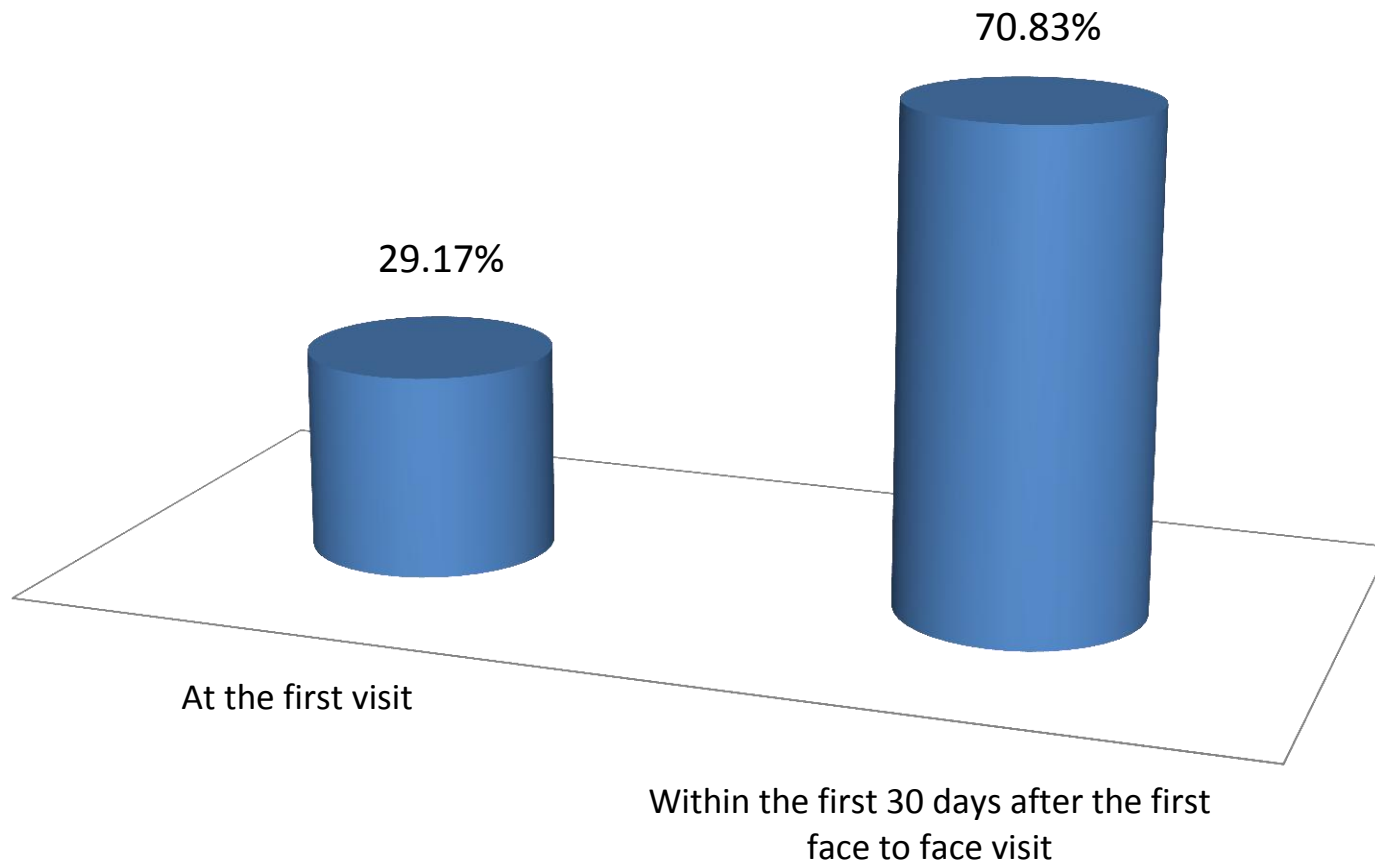


**ASSESSMENTS:
Names of forms used in preparing for an assessment**

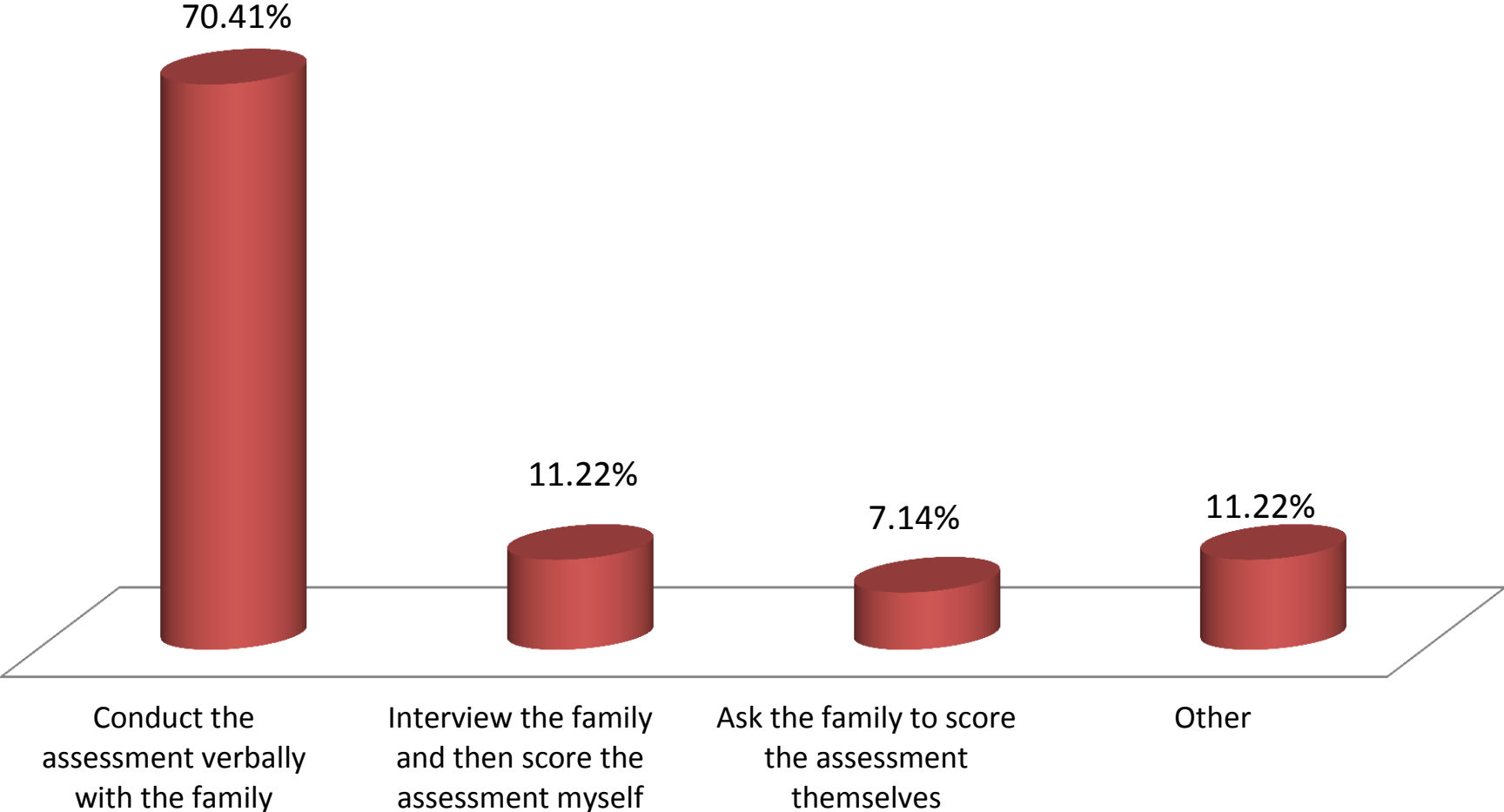
- FDM Client Codes
- Consent form(s)
- Assessment with core and optional indicators
- Matrix Visit Summary
- Glossary of Interventions
- Family Empowerment Plan
- Case Management Intake Form and Checklist
- Evaluation of Family Participation Form



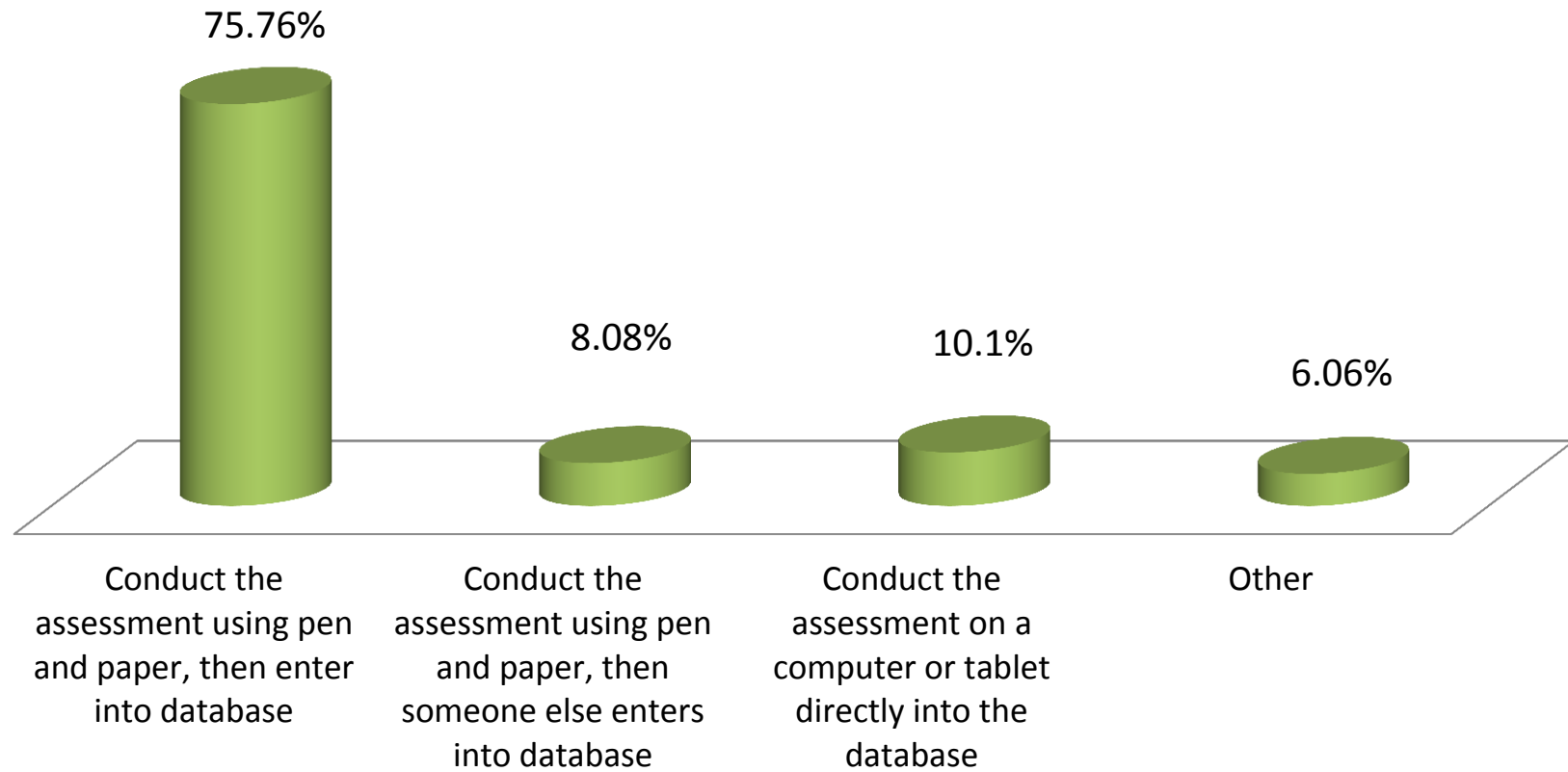
**ASSESSMENTS:
I conduct the first assessment**



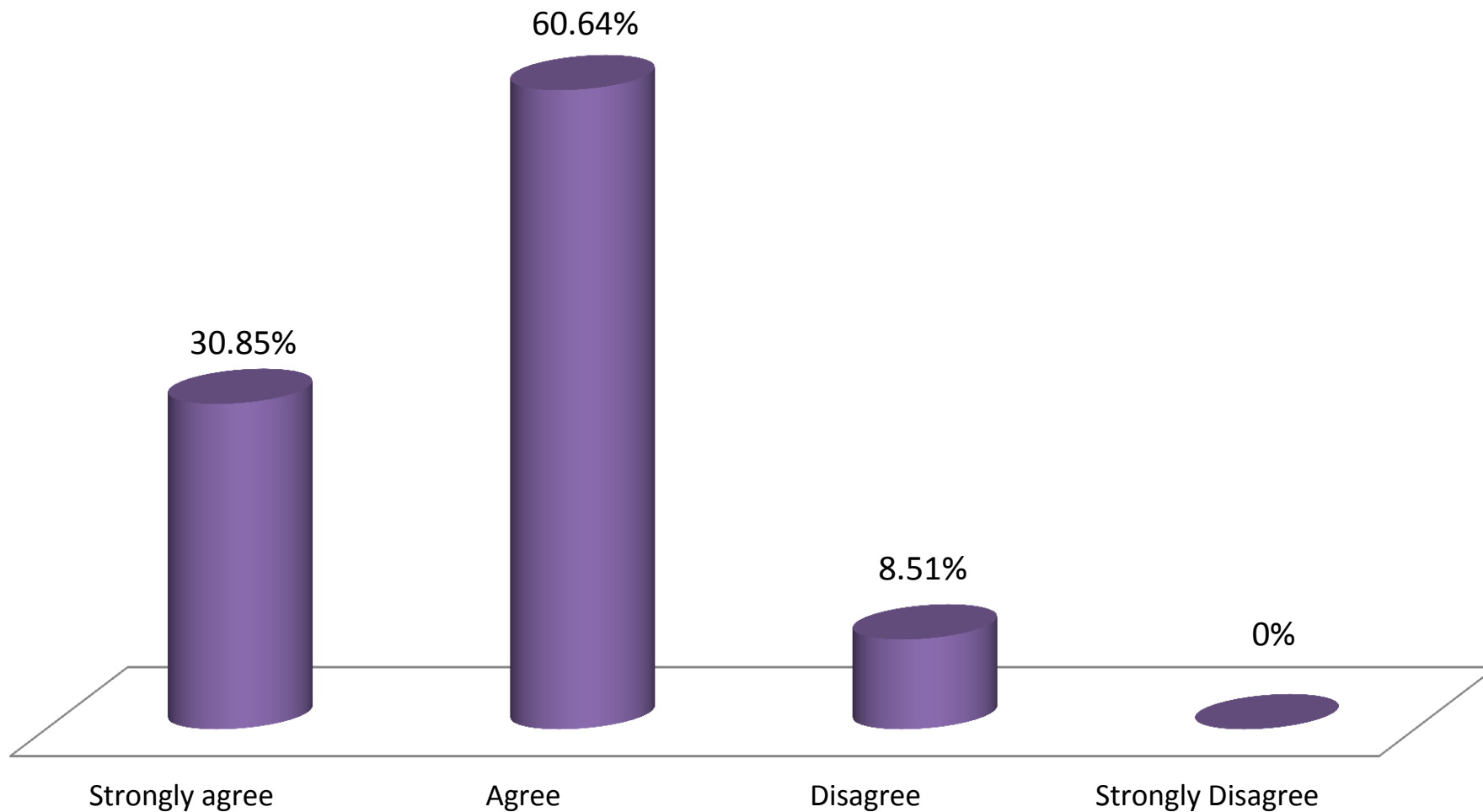
**DISCUSSING INDICATORS:
How do you discuss the indicators with the Family?**



RECORDING RESPONSES: How do you record the responses in the database?

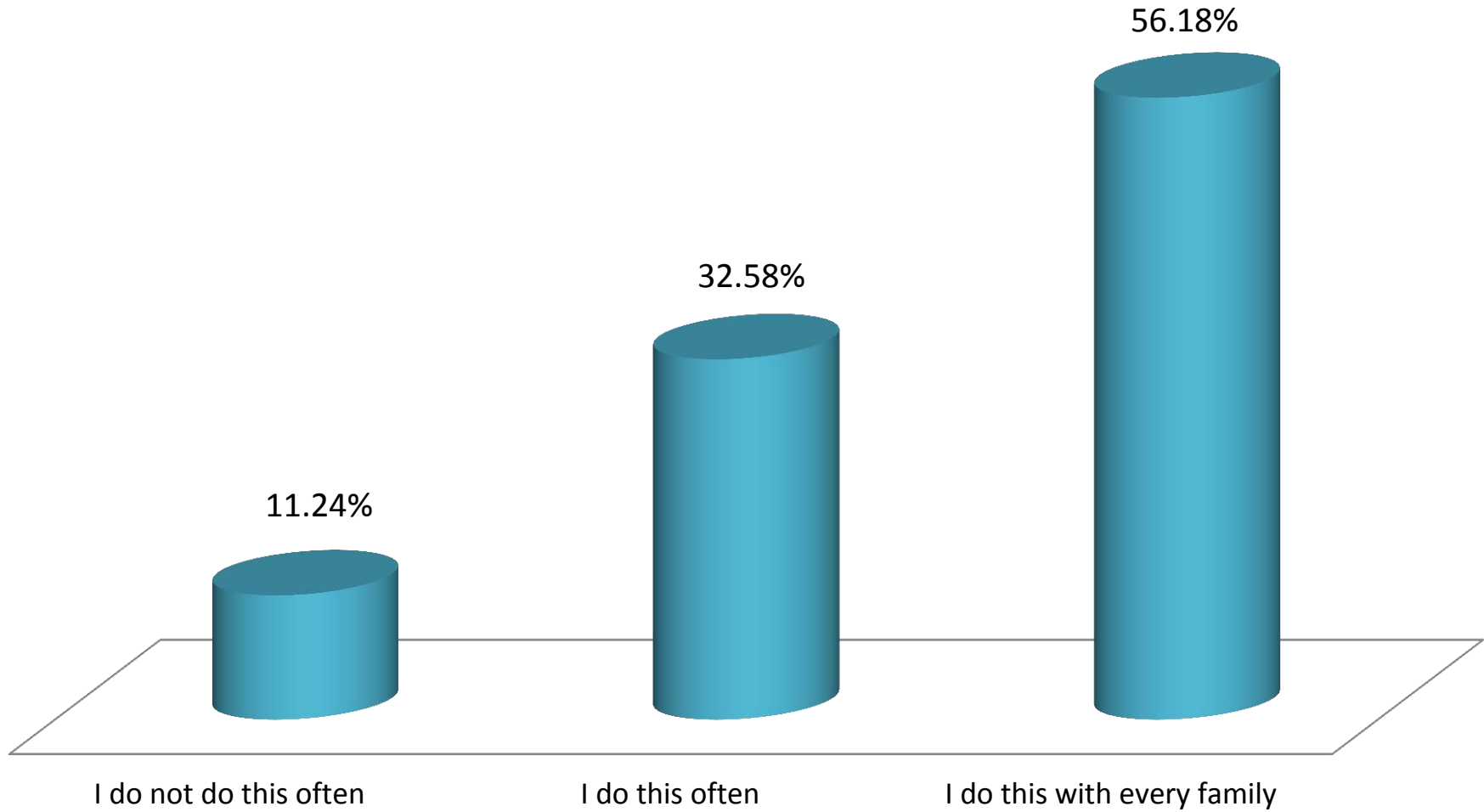


VISIT SUMMARY:
The Visit Summary is an effective engagement tool with Families

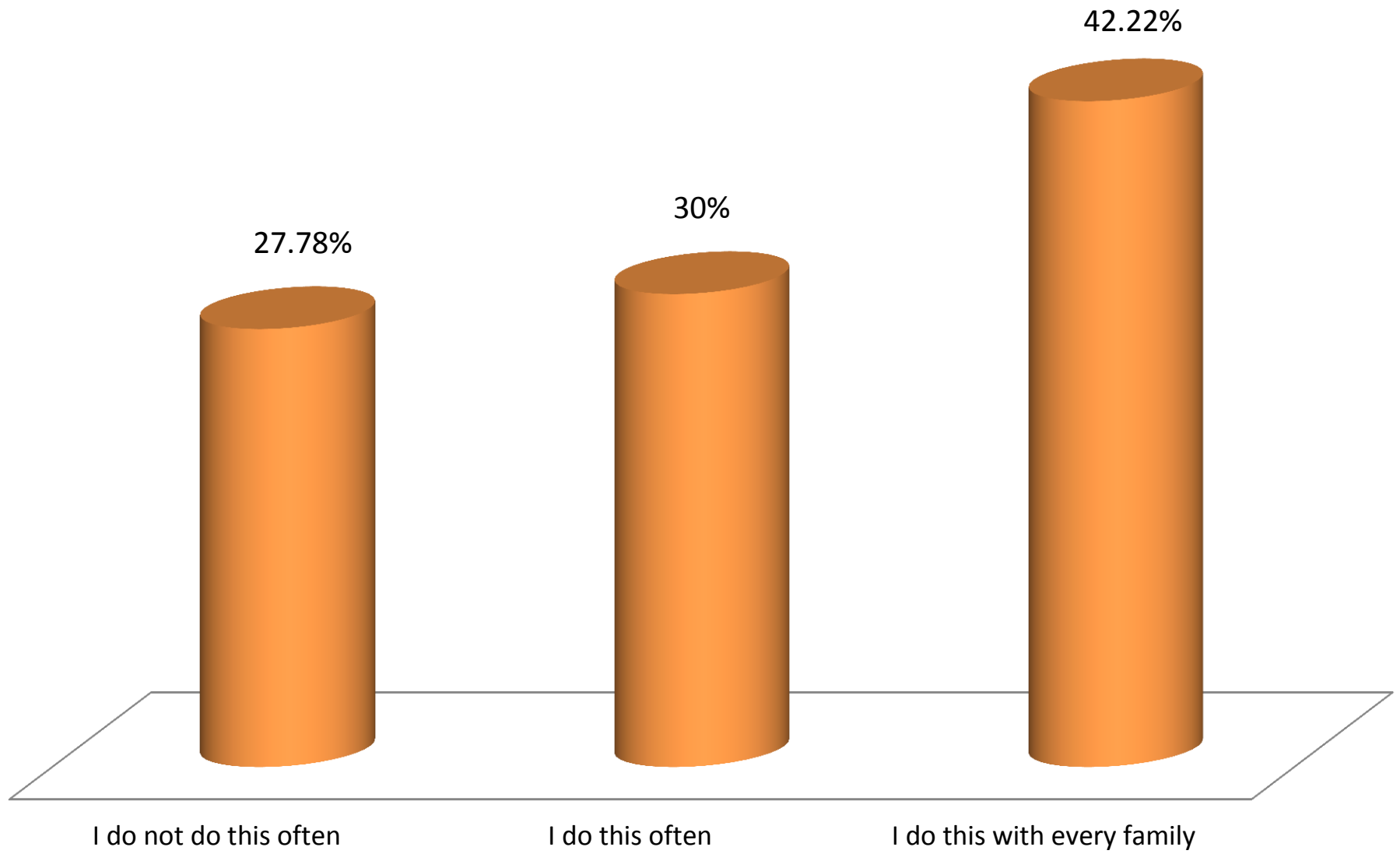


VISIT SUMMARY:

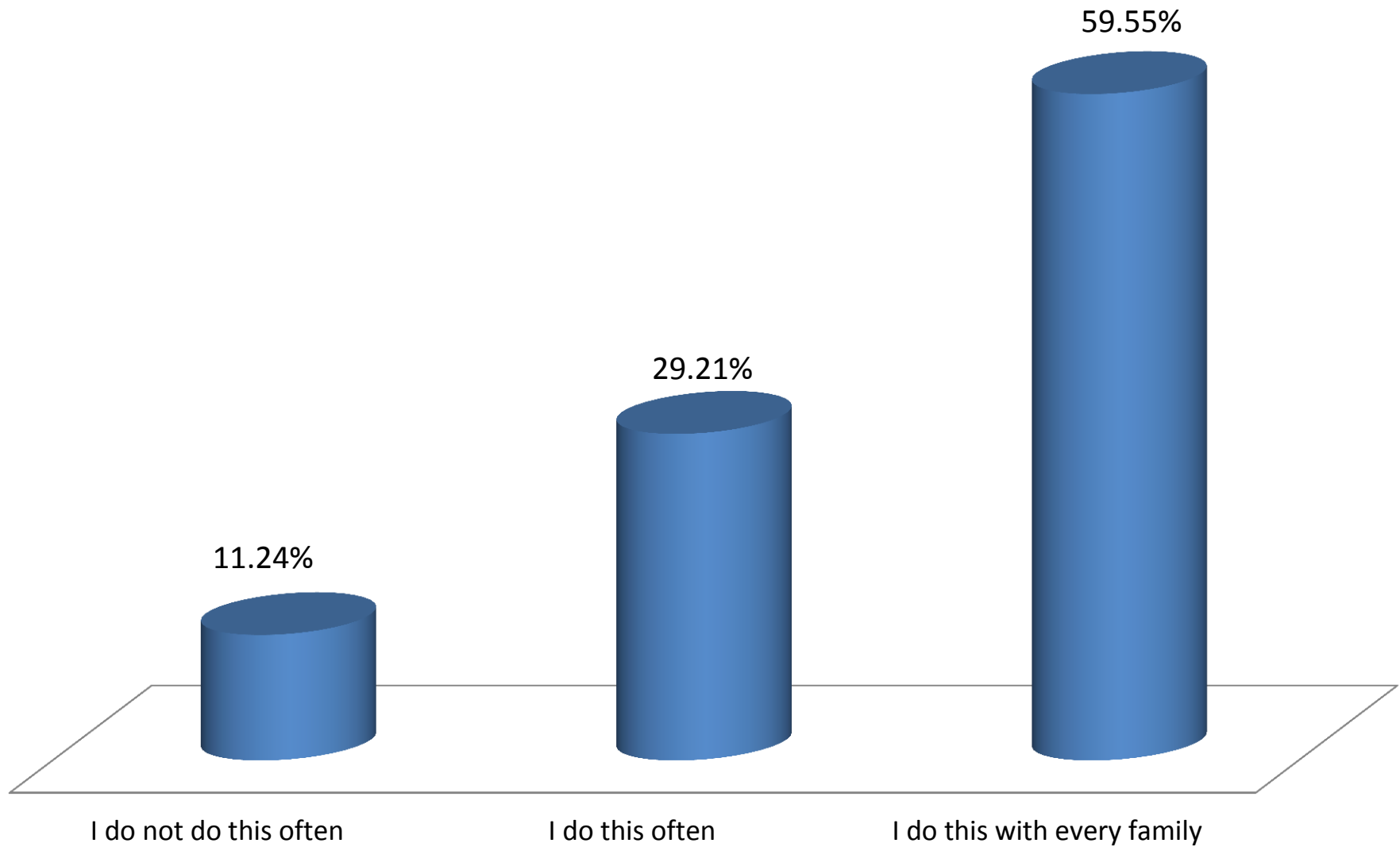
I use the Visit Summary to review with the family the strengths and challenges identified in the assessment



**VISIT SUMMARY:
I print a copy for the family**

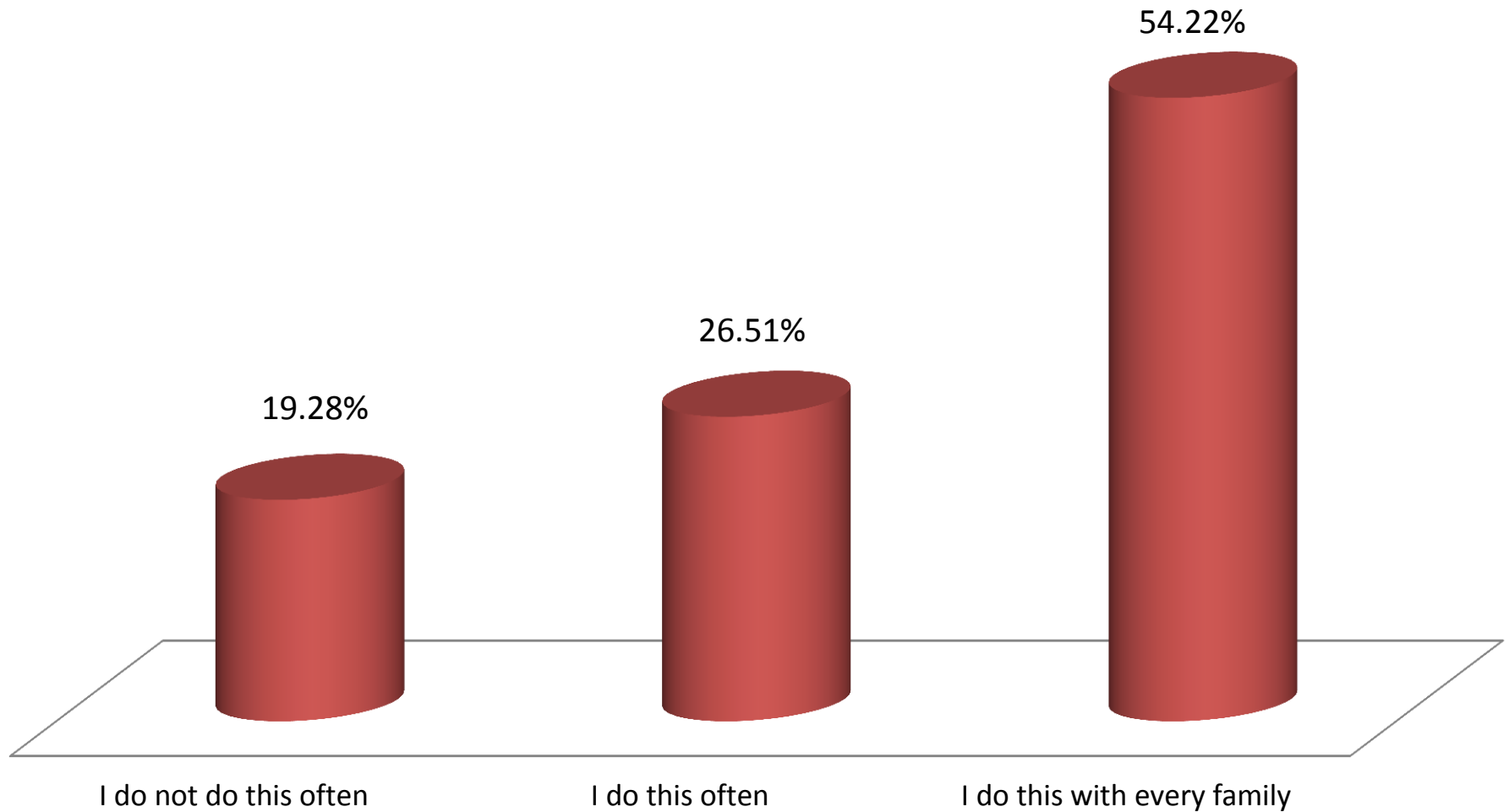


**VISIT SUMMARY:
I use the Visit Summary to identify targets for intervention**

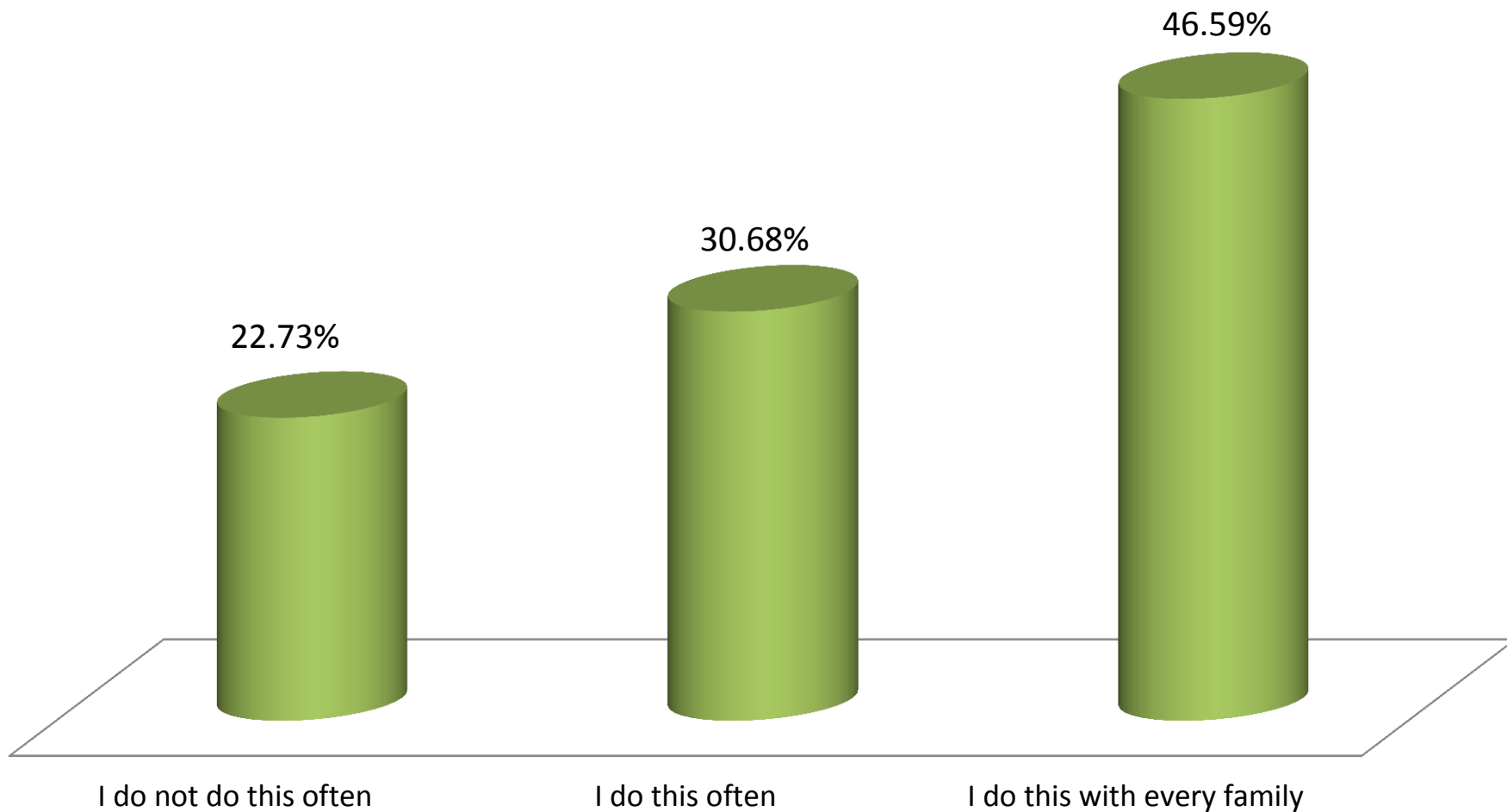


VISIT SUMMARY:

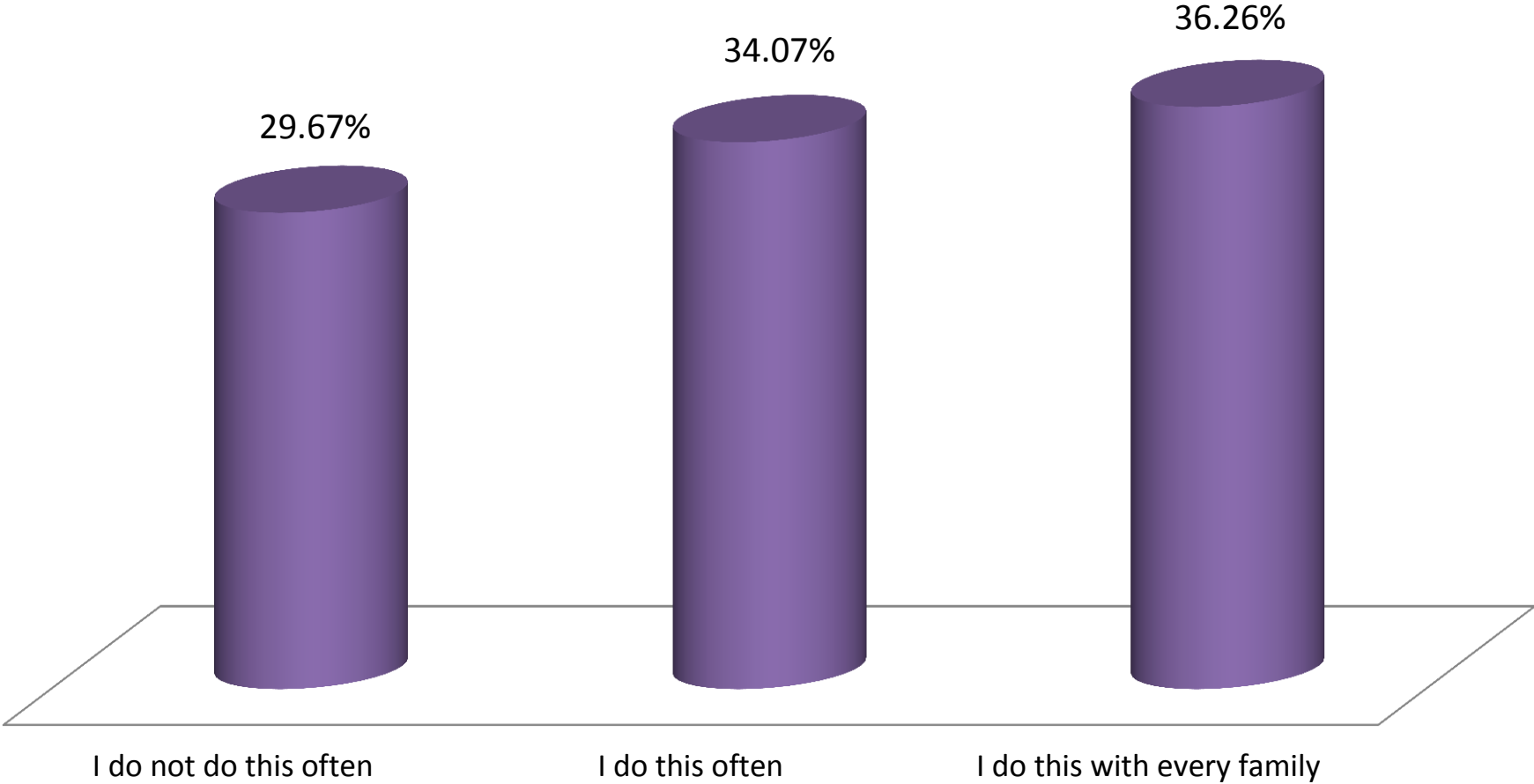
I personally summarize the strengths and challenges from the assessment and review them with the family before selecting interventions



**VISIT SUMMARY:
I use the computer generated Visit Summary**

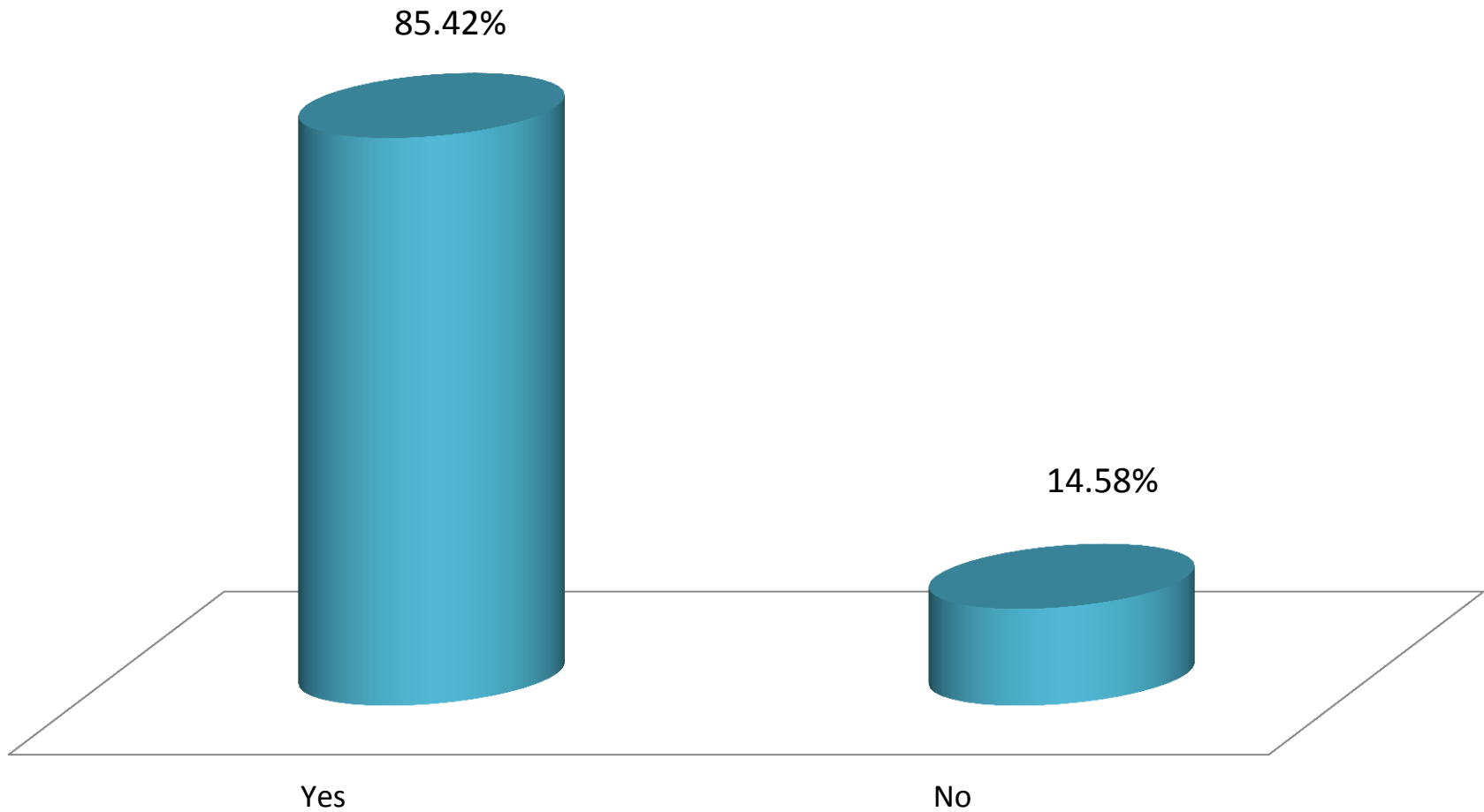


**VISIT SUMMARY:
After the assessment, I ask the family what he/she wants to work on
without using the Visit Summary**



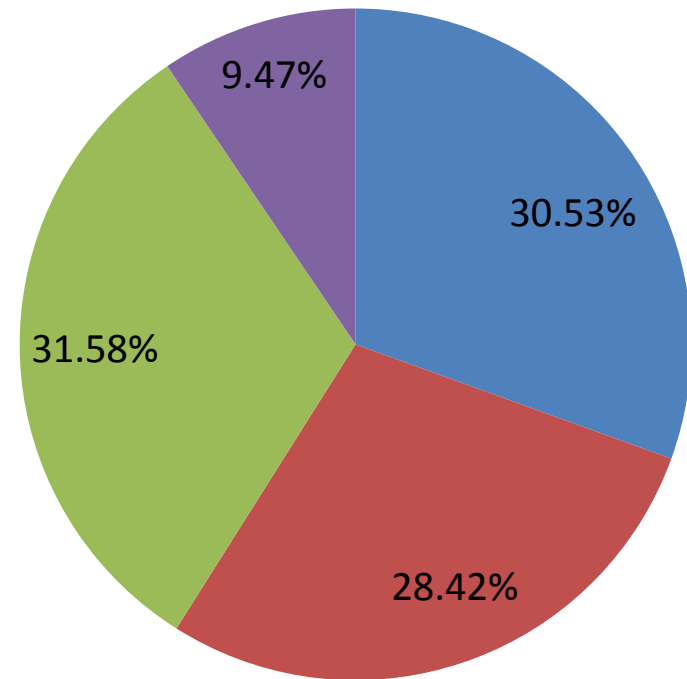
VISIT SUMMARY:

Do you use the Visit Summary to review with the family the strengths and challenges identified in the assessment?

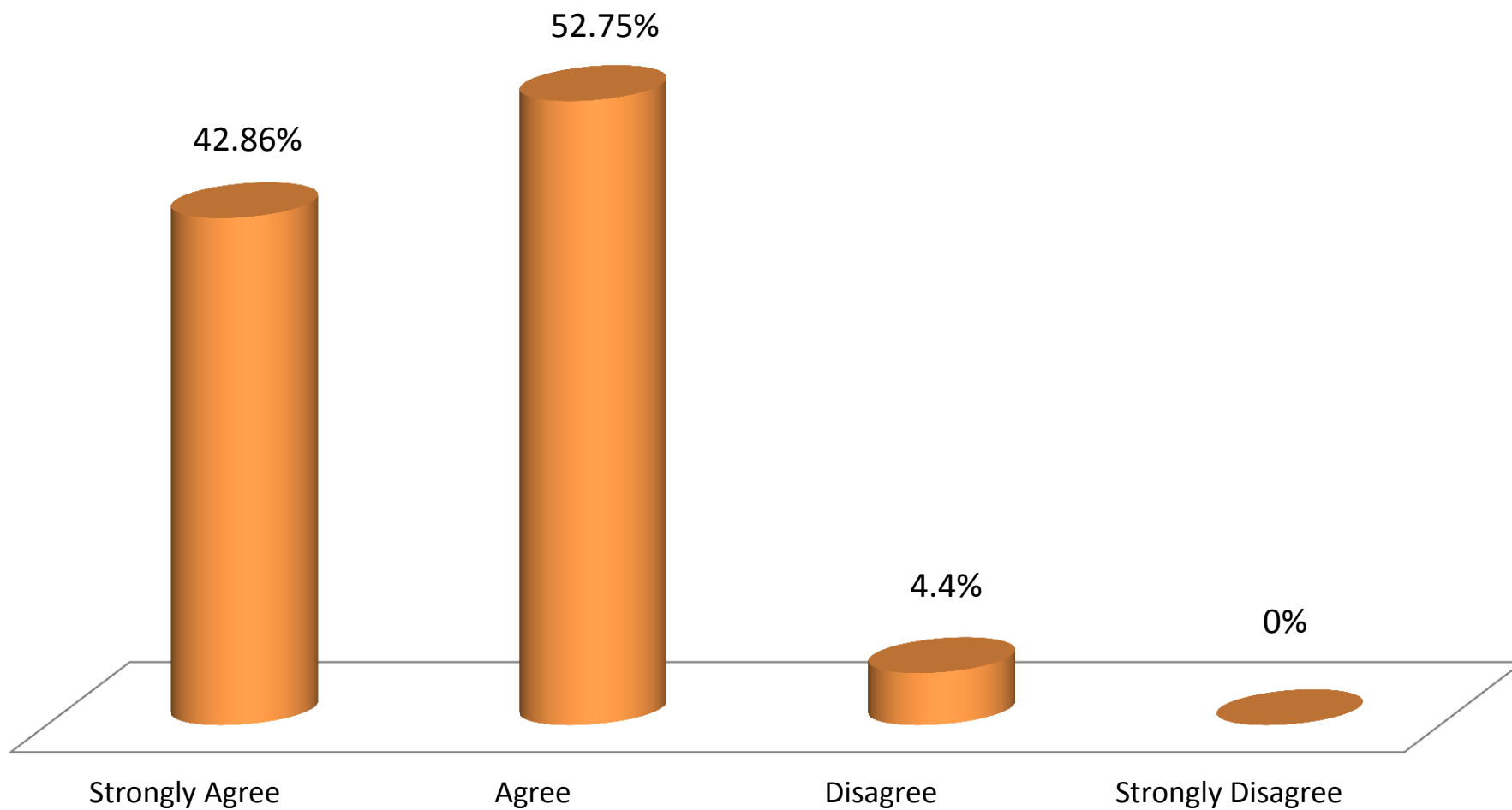


VISIT SUMMARY: How do you use the Visit Summary?

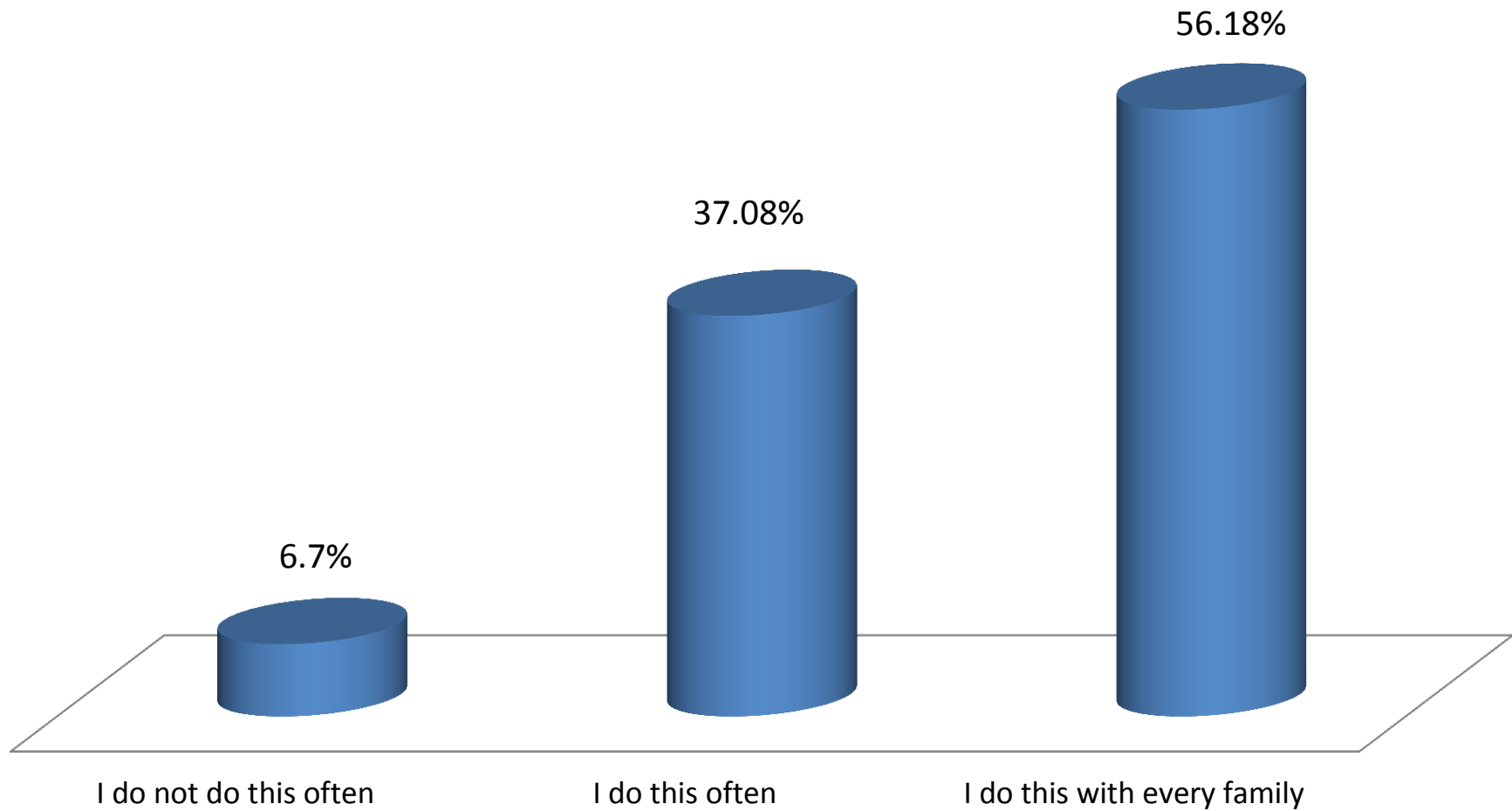
- I use the computer generated Visit Summary to discuss interventions after the assessment is completed
- While conducting the assessment I summarize the strenghts and challenges and review them with the family
- Right after the assessment, I ask the family what they want to work on
- None of the above



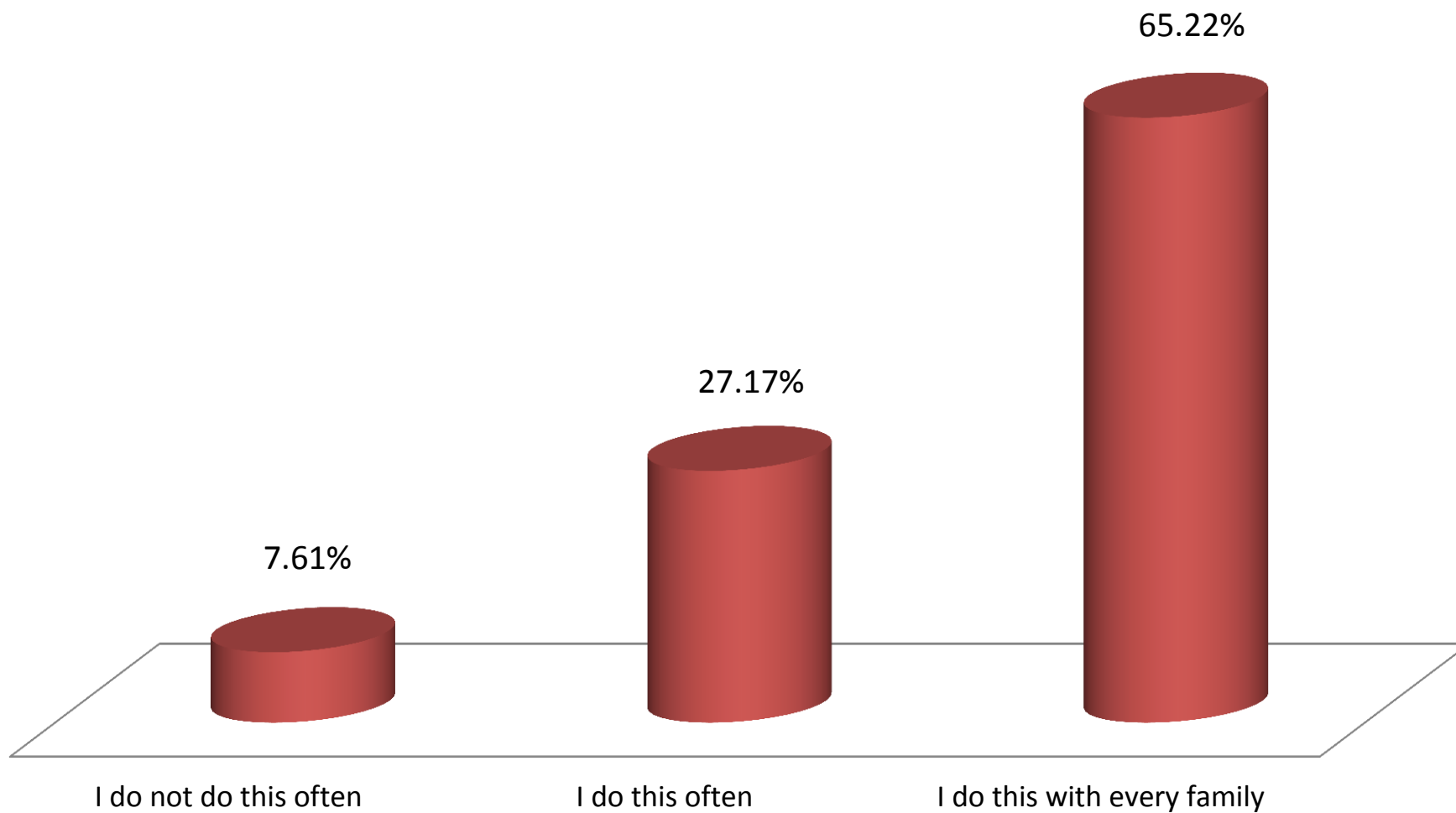
**EMPOWERMENT PLAN:
The Empowerment Plans serves as an engagement tool with families**



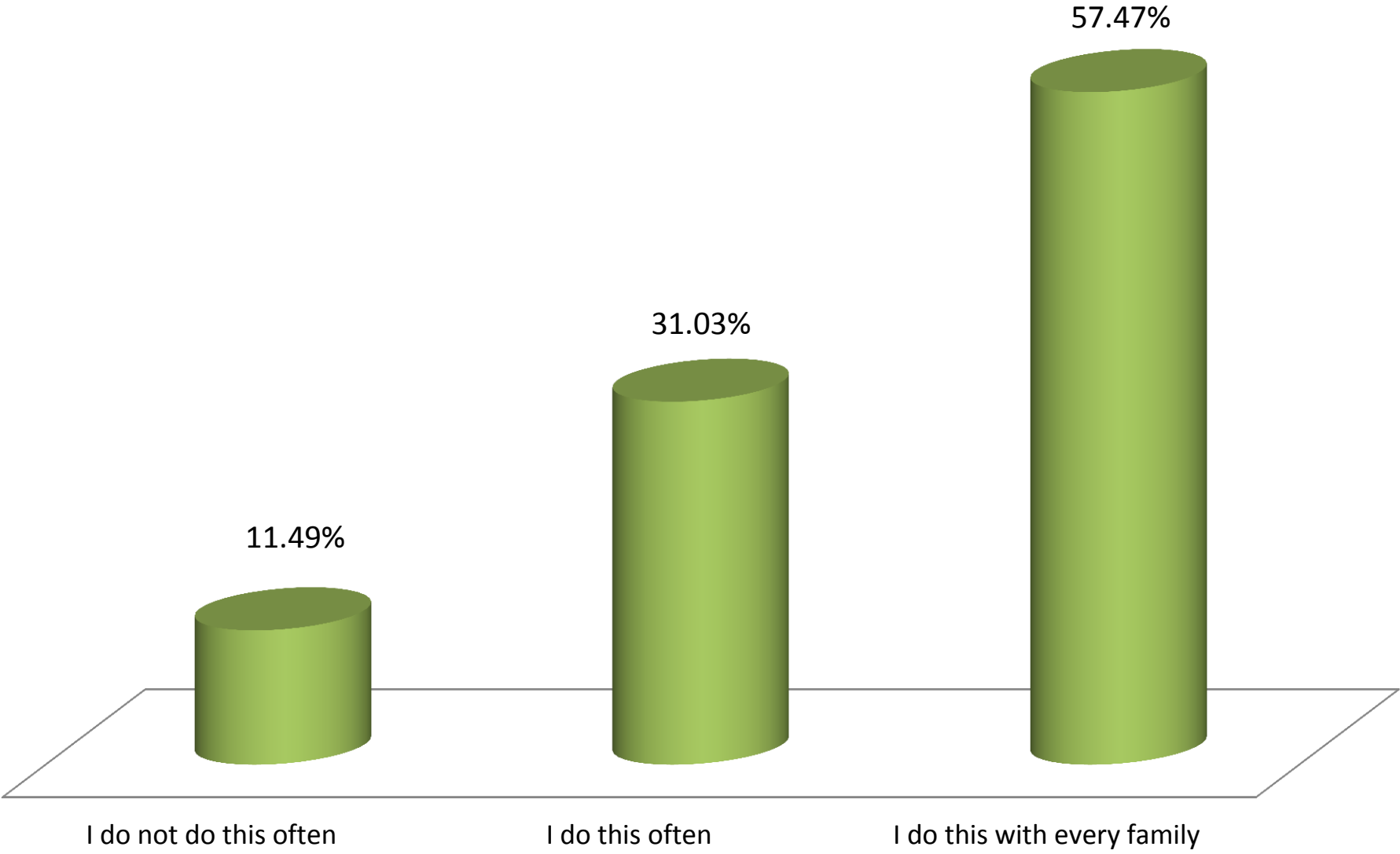
**EMPOWERMENT PLAN:
To use the family member words and ideas for goal setting**



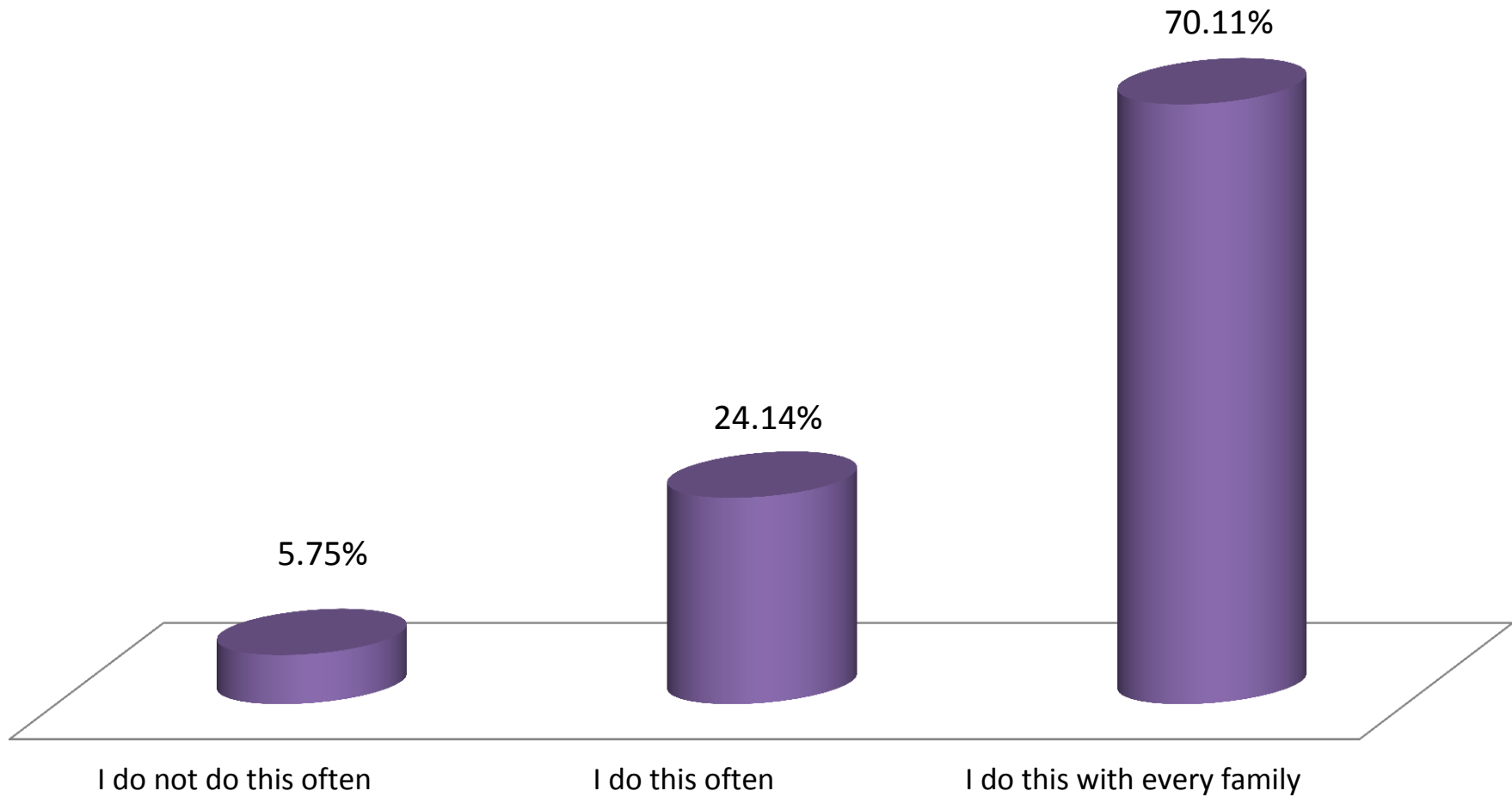
**EMPOWERMENT PLAN:
To write the family steps planned toward reaching the goal**



**EMPOWERMENT PLAN:
To write my support role**

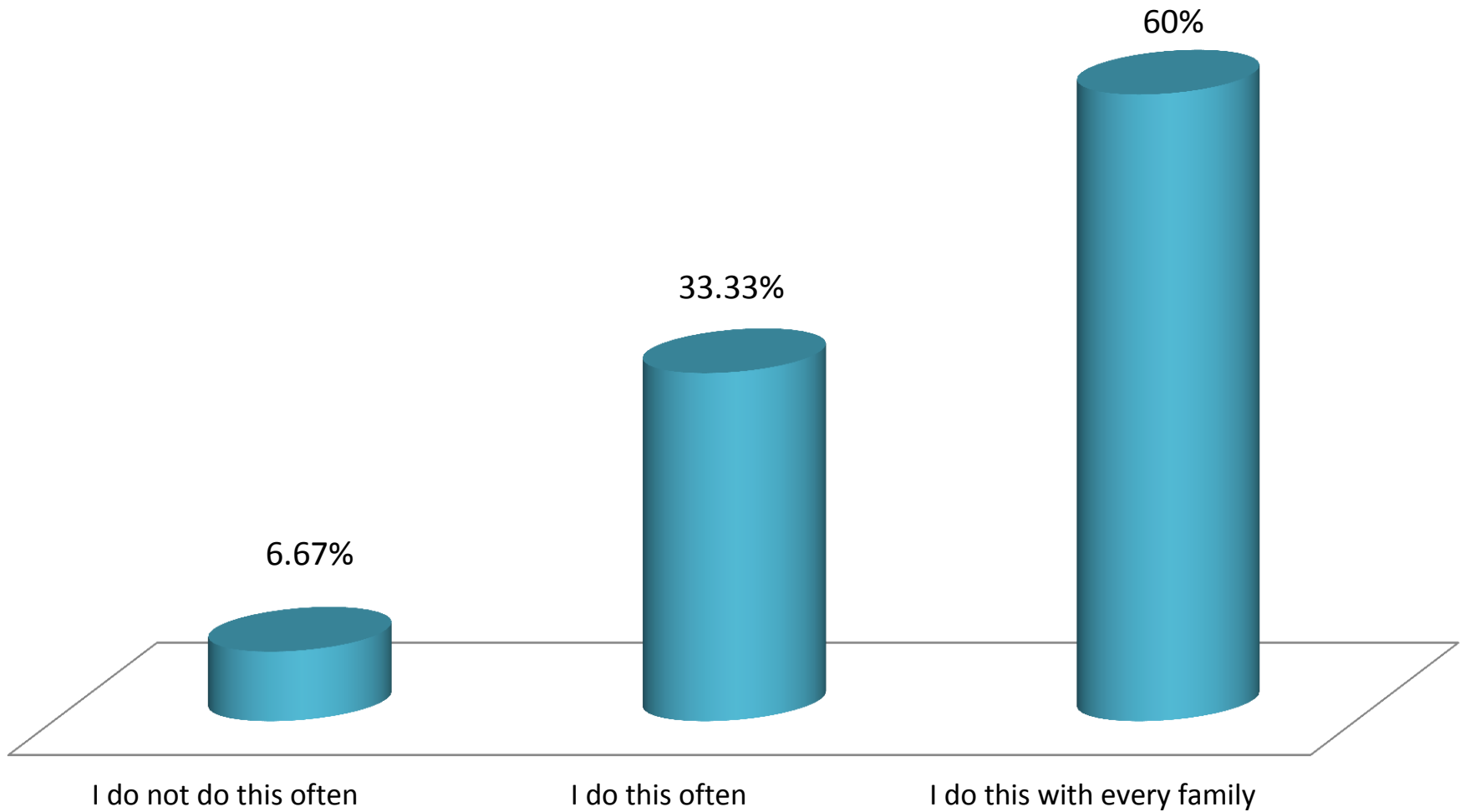


**EMPOWERMENT PLAN:
To Identify services for the family**

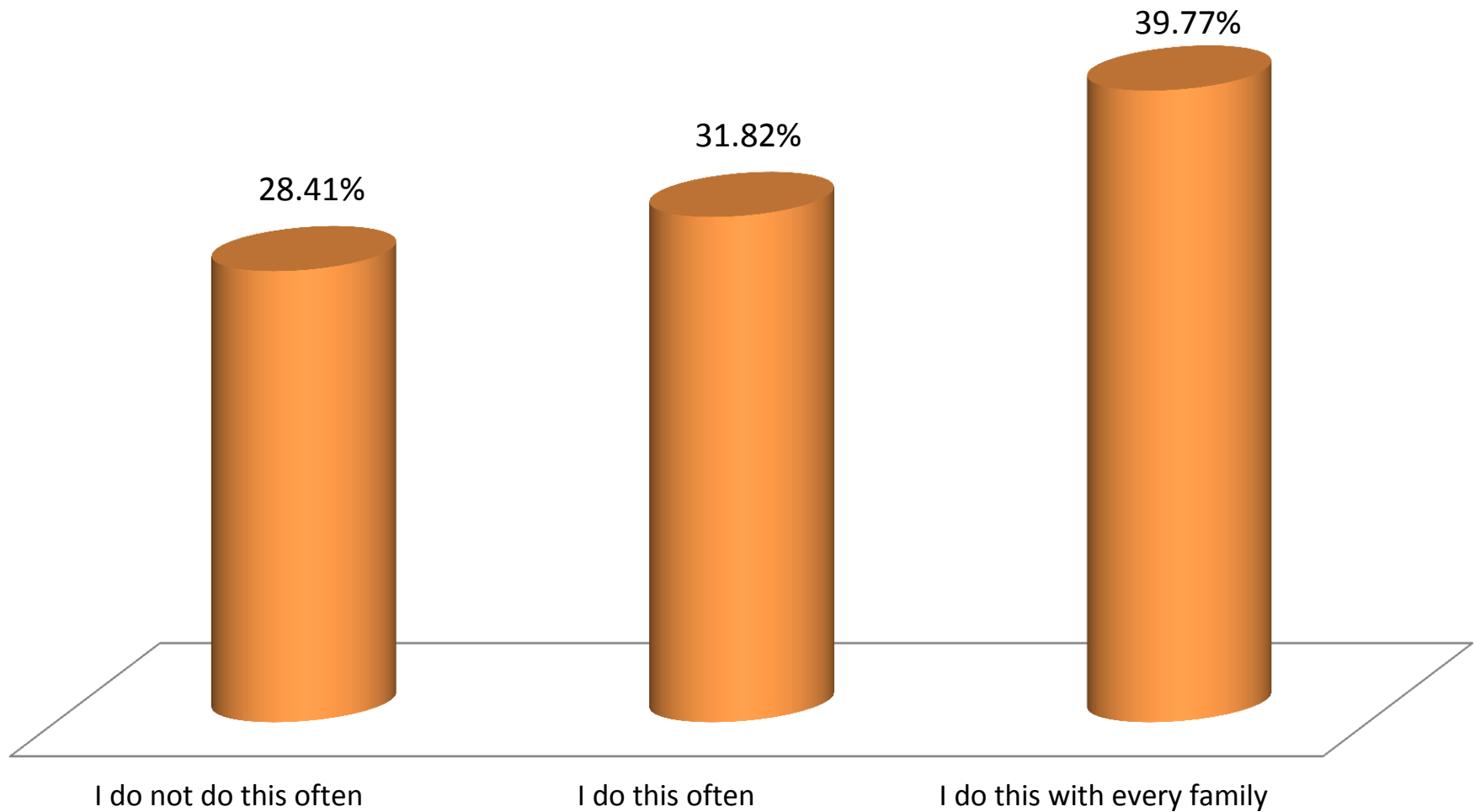


EMPOWERMENT PLAN:

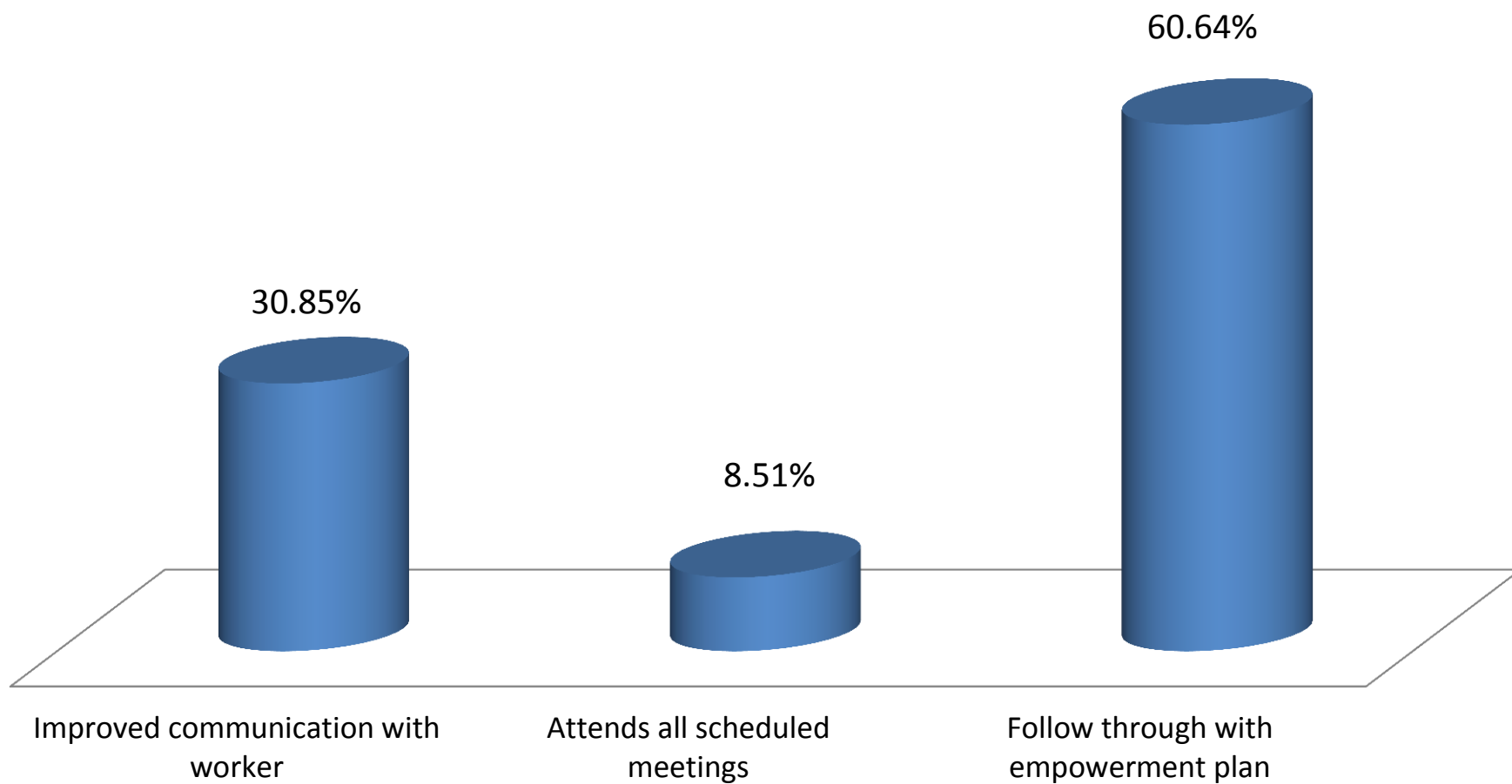
To identify barriers and create approaches to overcome the challenges



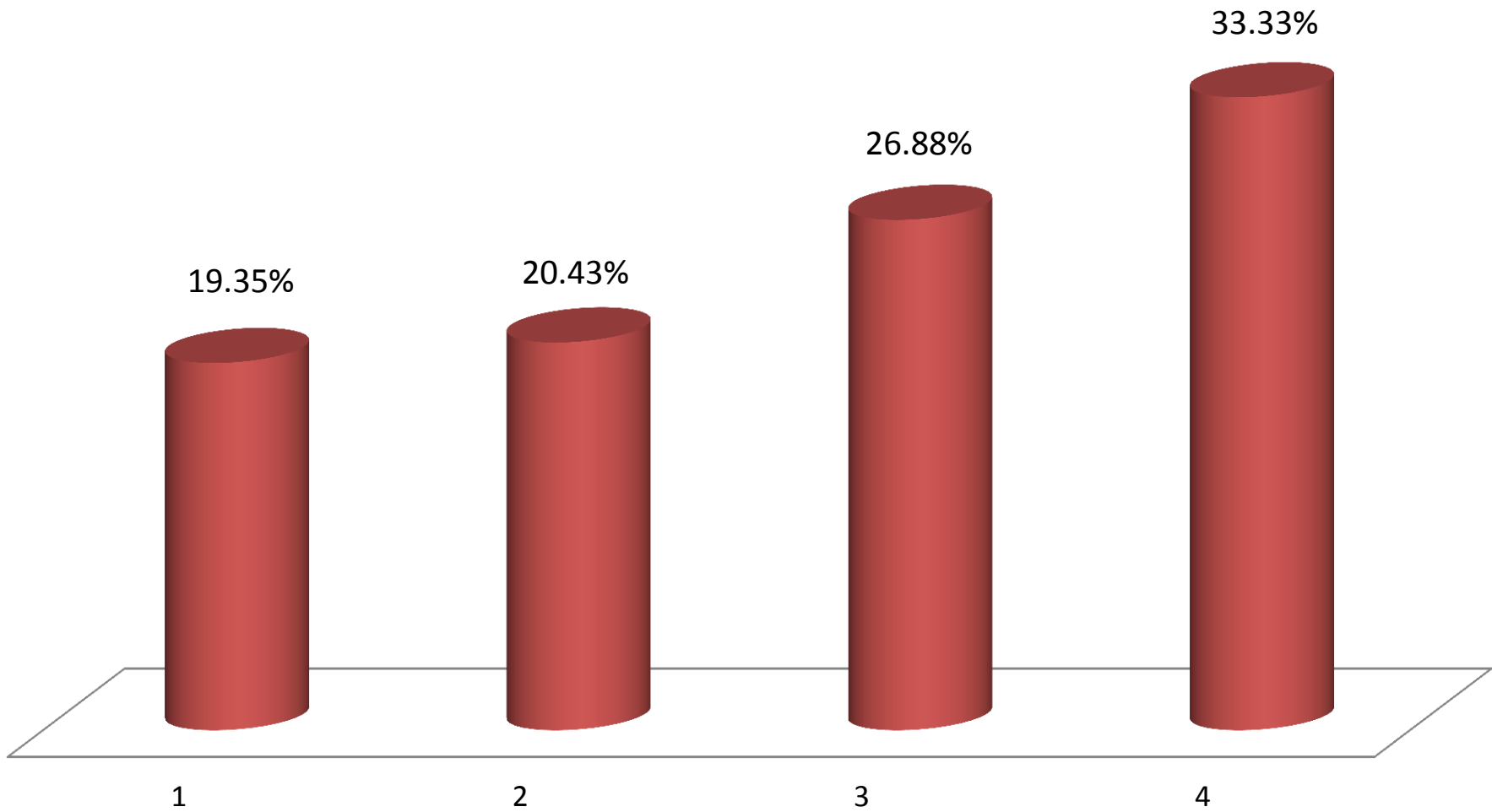
**EMPOWERMENT PLAN:
To complete a new Family Empowerment Plan between assessments**



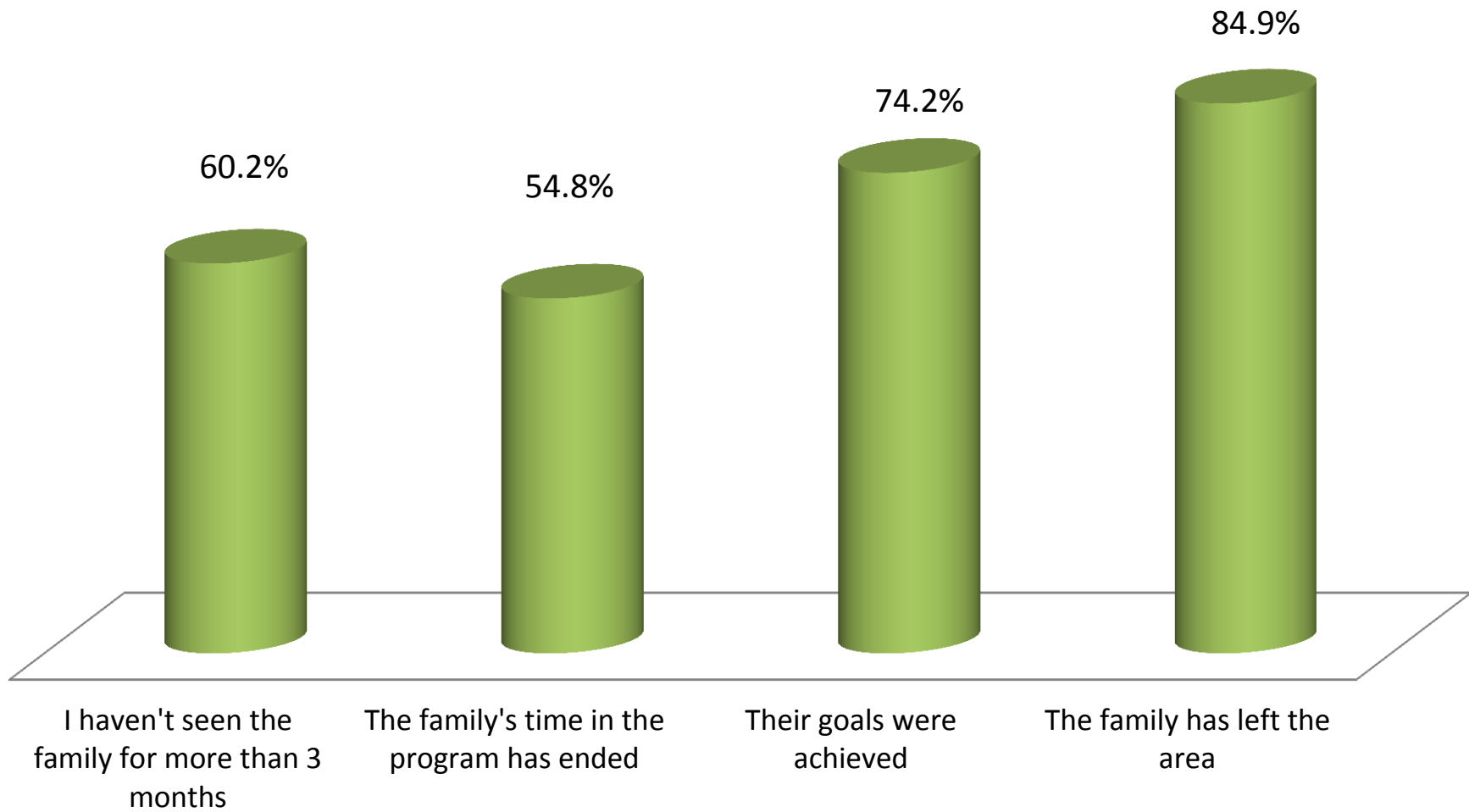
**CLIENT ENGAGEMENT:
Action that describes Clients being "Engaged"**



CLOSING A CASE: Number of reasons for closing a case

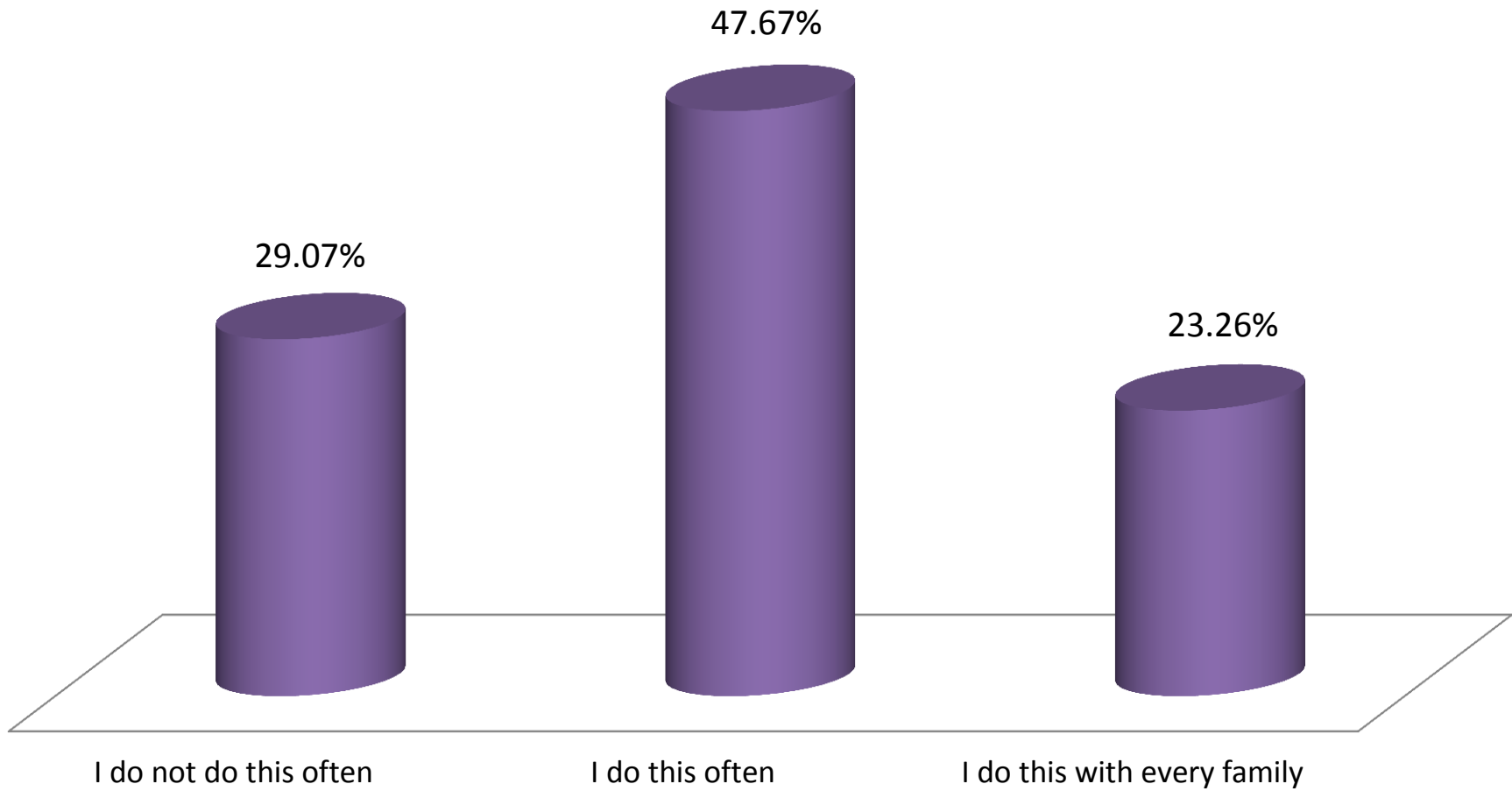


CLOSING A CASE: Reasons for closing a case



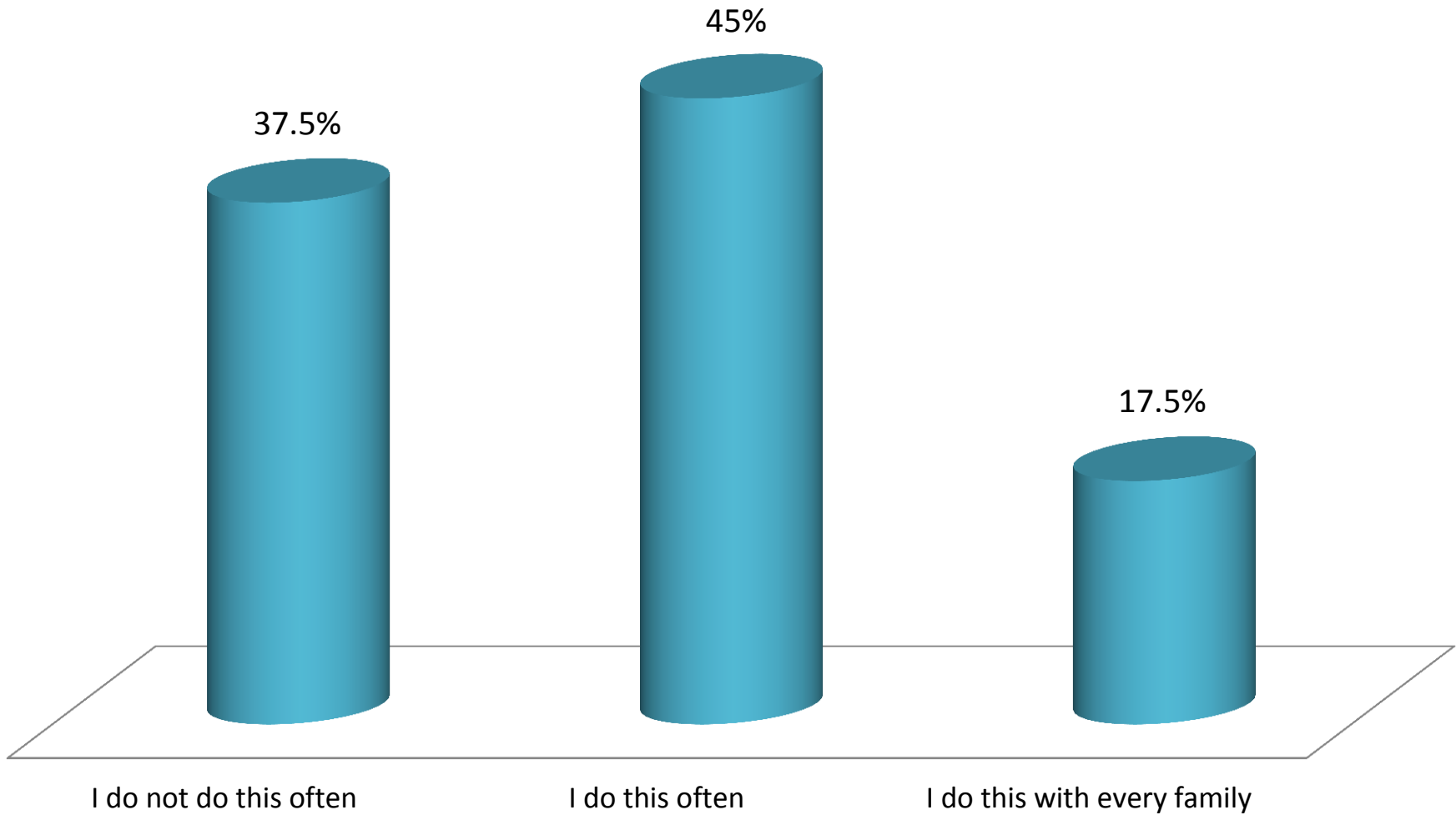
ASSESSMENTS:

Complete an assessment using the knowledge I have about the family's progress

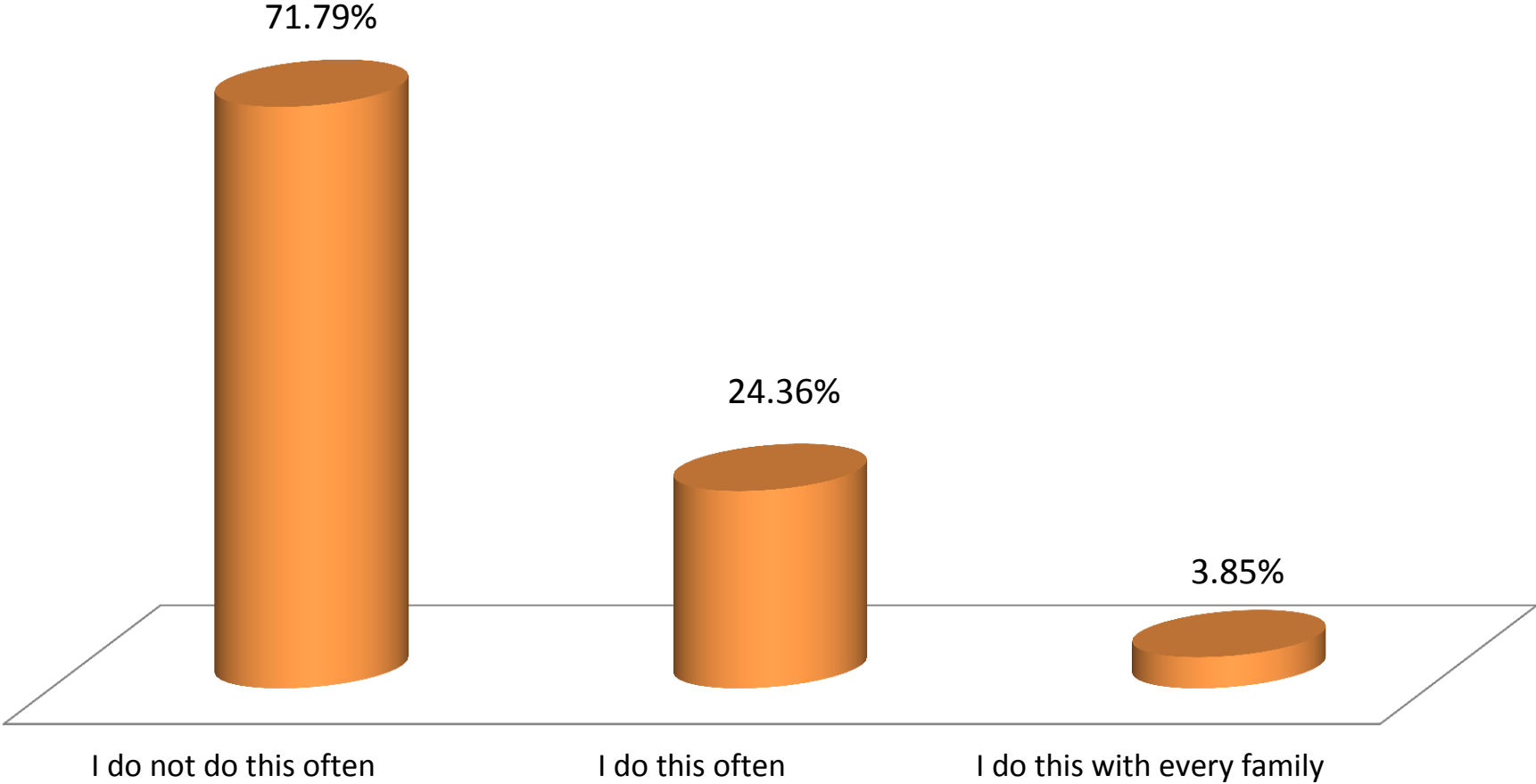


ASSESSMENTS:

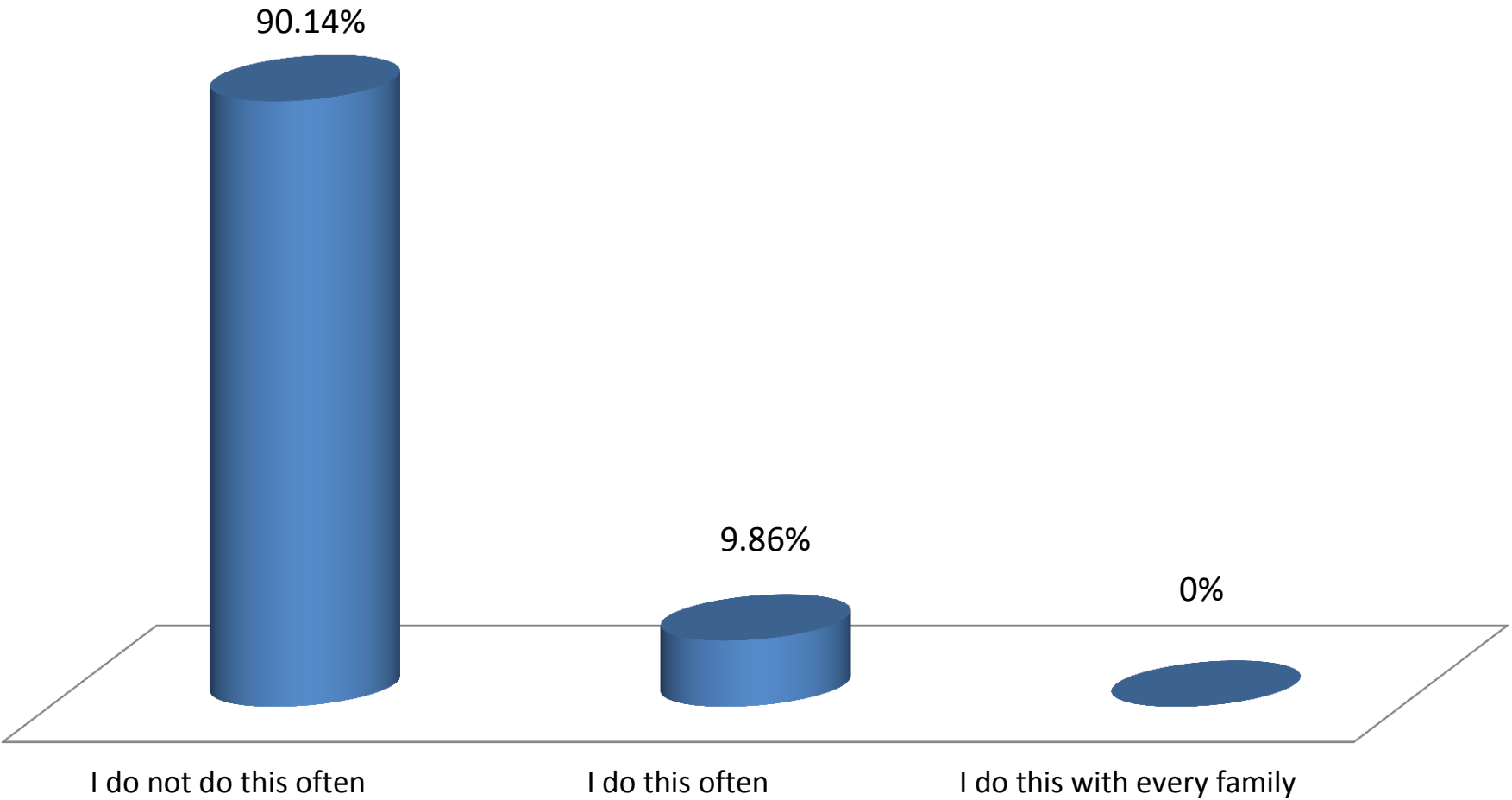
Call the family and ask to do an assessment over the phone



**ASSESSMENTS:
Close the case without completing an assessment**



**ASSESSMENTS:
Don't do anything**



**REACTIVATING CLIENTS:
I reactivate a family using the same client ID number when**

- They've been gone for less that 6 months
- Anytime they return
- They've been gone for more than 6 months

