Family Development Matrix

Pathway to the Prevention of Child Abuse and Neglect

Database Manual 2012

CONTENTS

PURPOSE

The Family Development Matrix/Pathway to Prevent Child Abuse and Neglect Model (FDM) is a tool that is used in partnership with families to assess their strengths and issues of concerns. The FDM facilitates participation by the family and the worker in case management, and it measures over time the progress of family outcomes and the effectiveness of interventions. The FDM is especially appropriate, but not exclusive, to use with families that are referred for risk of child abuse and/or neglect. All families considered at risk should benefit because the FDM is a strength based assessment and empowerment plan leading to measureable outcomes.

The FDM data should be used by the worker to share ongoing results with the family. In addition, the data can be used to help justify the establishment of new programs, maintain the sustainability of programs, and to provide both resources and support to children and families in your community.

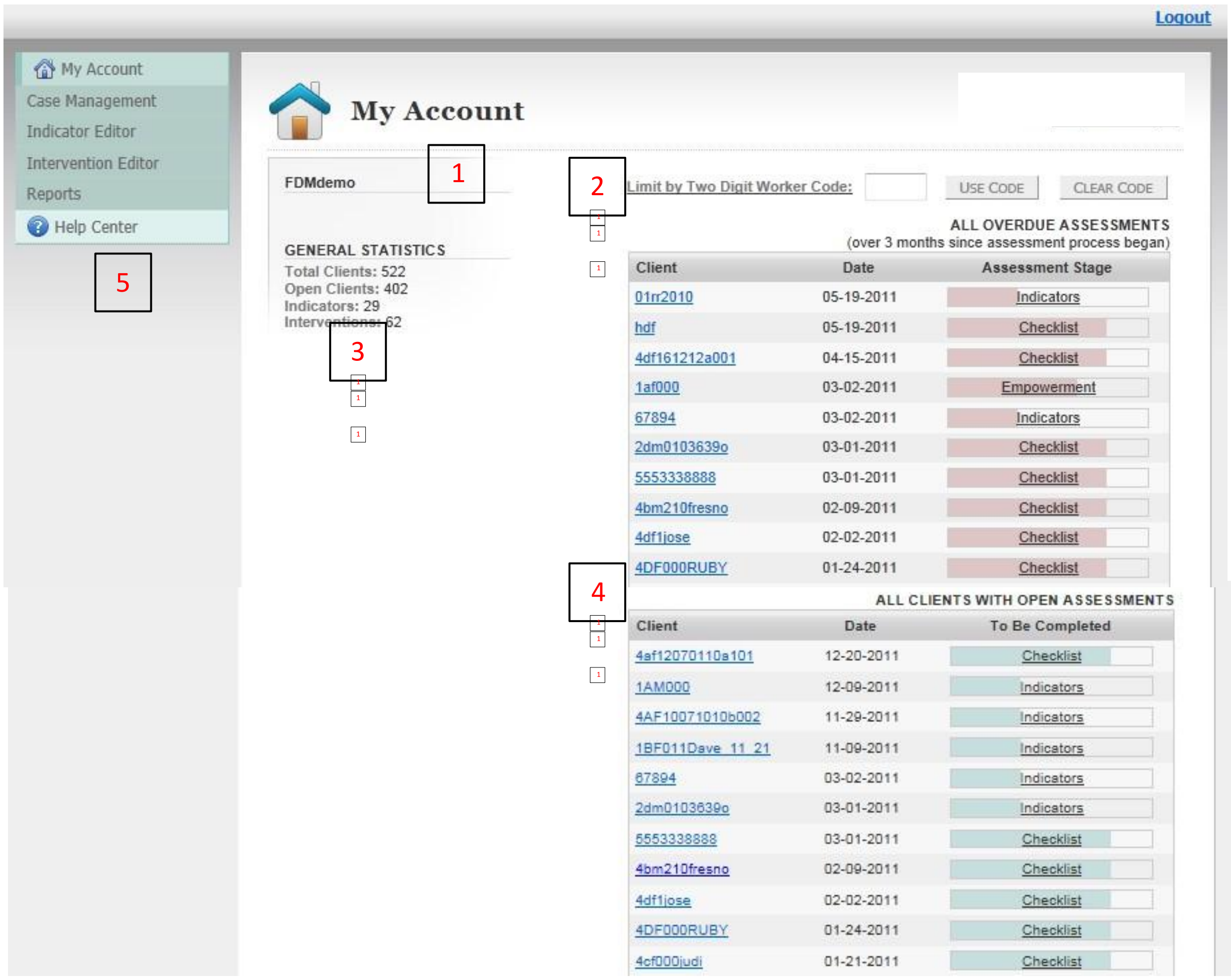
- ✓ It is a tool that is completed in partnership with the family member to help you both better understand their current situation.
- ✓ It can help the family worker prioritize how best to address the areas that are of most concern.
- ✓ It identifies areas of strength that can be used as resource information.
- ✓ Helps you to track their progress over time.

Getting Started

Below is the demonstration account used to test and practice the FDM Matrix Database. You may use your assigned agency account information to access the database. If you do not have an individual account and would like to request a new account, please contact Jerry Endres, Project Director, at jendres@csumb.edu .

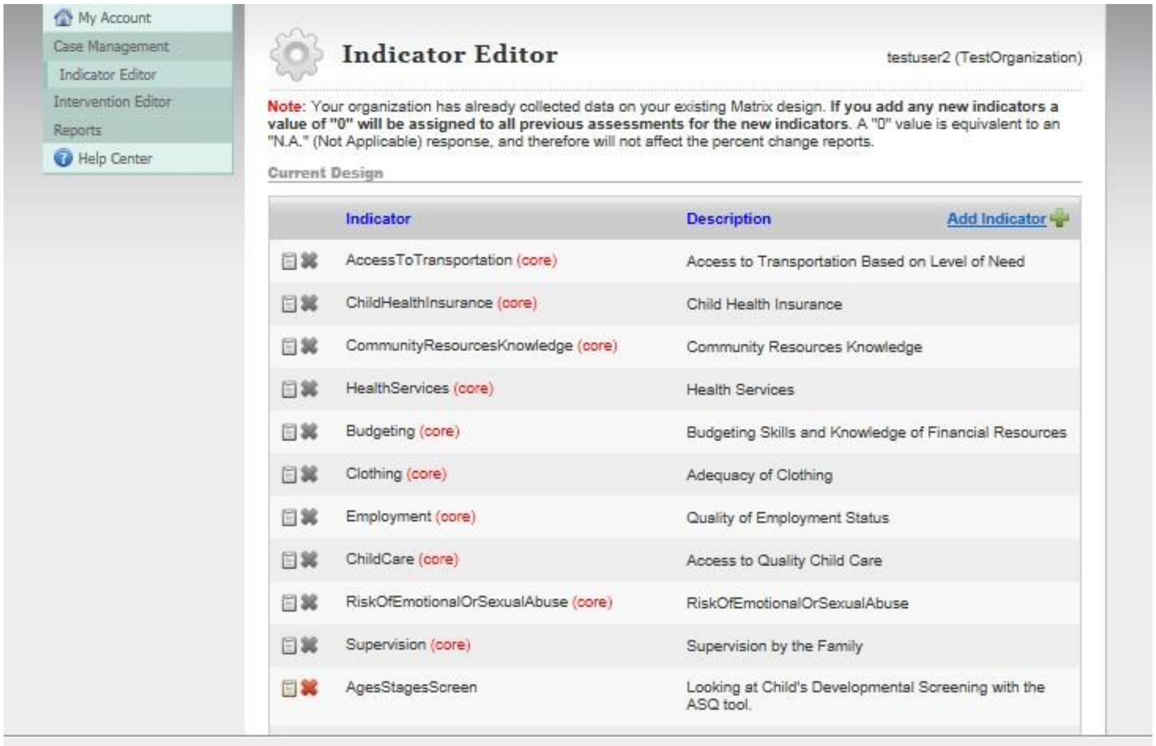
MY ACCOUNT

My Account displays major functions used to complete case management tasks:



1. Your **account information** such as username, email, and organization.
2. A **worker code** function that allows you to review clients assigned to you.
3. The agency's general **statistics**.
4. On the far right side of the screen you see a list of clients with **overdue assessments** and clients with **open assessments**. You can click on the code to be sent to the last completed form and complete the process.
5. A navigation bar listing the four major functions in developing your Matrix Design: **Case Management**, **Indicator Editor**, **Intervention Editor**, and **Reports**.

INDICATOR EDITOR



Click on the Indicator Editor link. You will automatically see your Matrix Design.

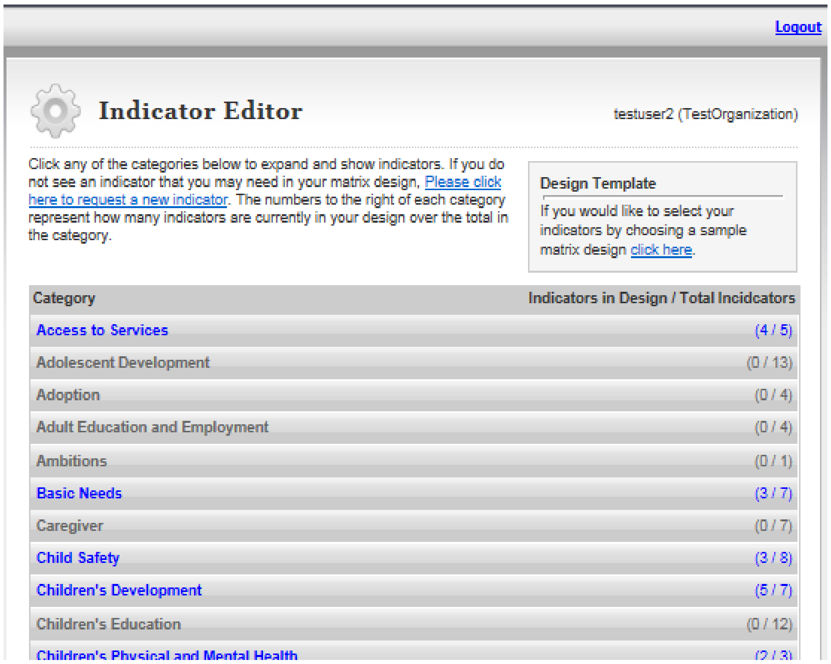
A **Matrix Design** is a set of core and optional indicators selected for your collaborative and then for your agency.

A **core indicator** is required to have in your Matrix Design, which explains why the indicators cannot be deleted (in gray) and cannot edit the indicator in any way.

An **optional indicator** is not required to have in your Matrix Design and can be deleted, however contact your agency or county collaborative to decide whether to delete an indicator. These optional indicators have a bright red X next to it, to indicate "deletion".

ADD AN INDICATOR TO YOUR DESIGN

1. Click on the top right link labeled " Add Indicator +"

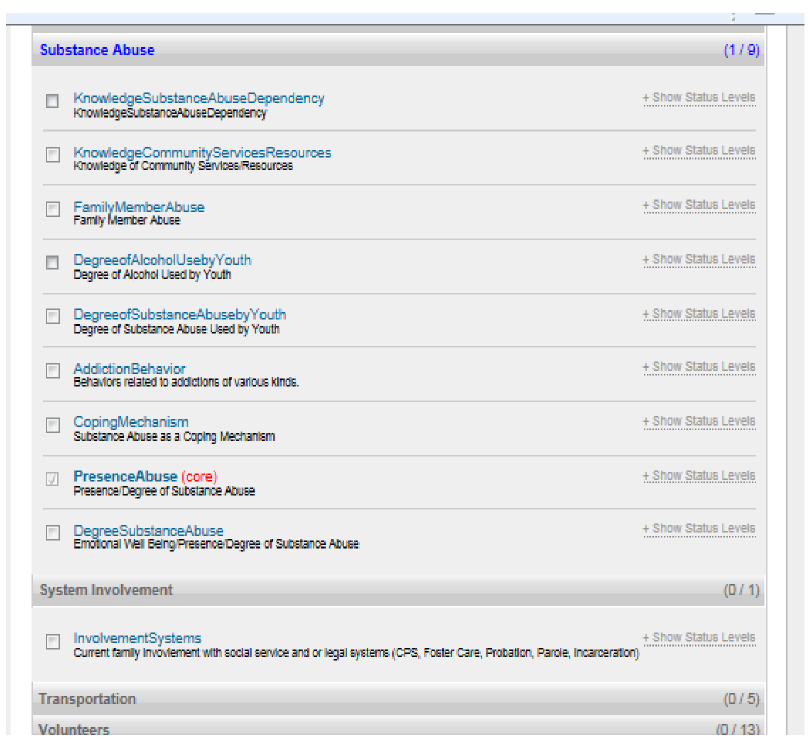


You will see all indicators available in the Matrix Database. This entire list of indicators is called the **reference set**.

On the left you see the category names and on the right you see the number of indicators you have in your design out of the total number of indicators under that category.

A **category** is a group of indicators sorted under one main topic.

2. Click on the category of interest (all the indicators under that category will show).



To read the status level descriptions, click on "show status levels."

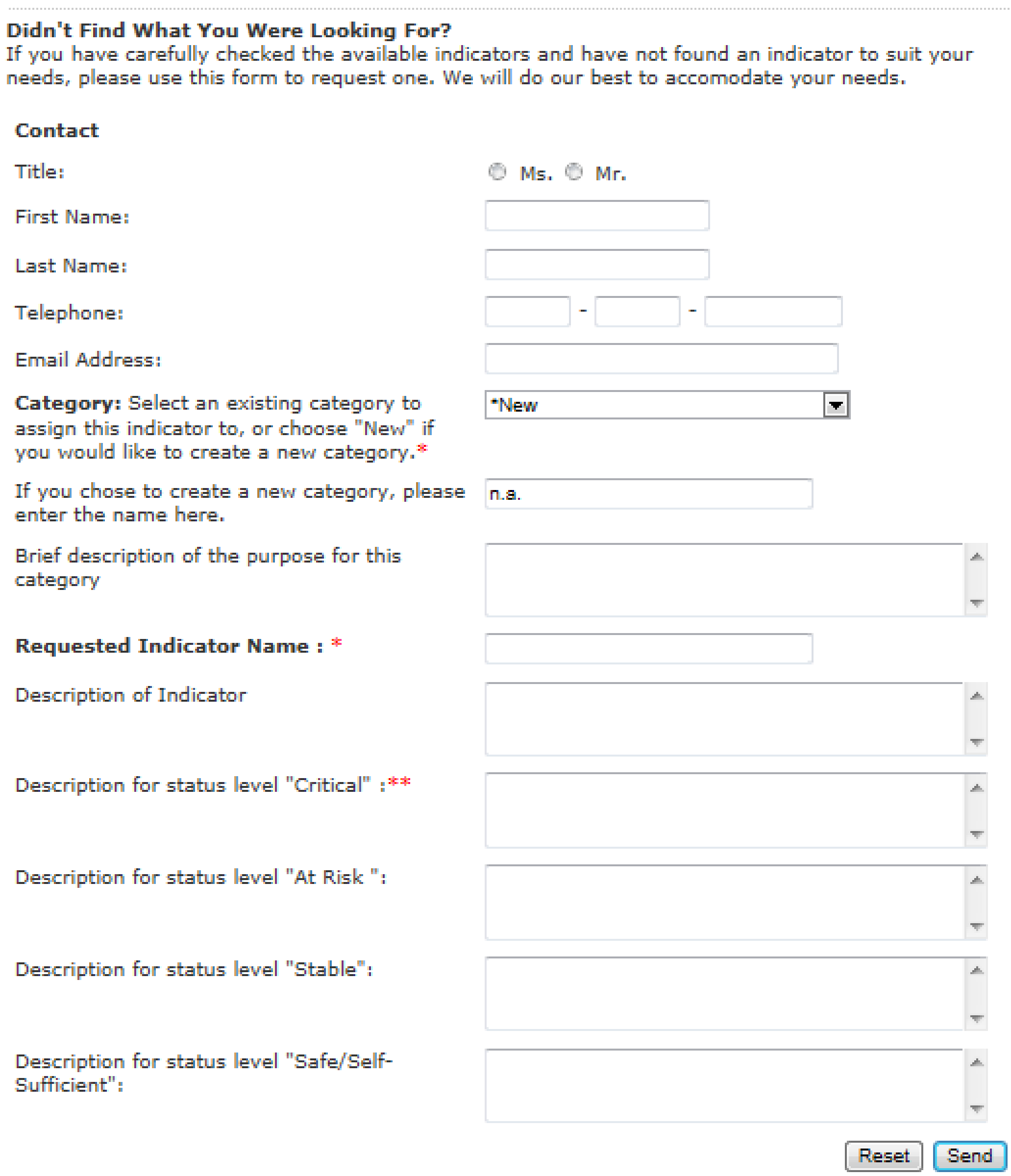
3. Check mark the box next to the indicator you wish to and click "save changes".

A check marked box indicates that indicator has been added already.

REQUEST A NEW INDICATOR

To request a new indicator not in the reference set:

1. Click on "add indicator +."
2. Click on the "Please click here to request a new indicator" link.
3. Fill out the information below, and click "send."



Didn't Find What You Were Looking For?
If you have carefully checked the available indicators and have not found an indicator to suit your needs, please use this form to request one. We will do our best to accomodate your needs.

Contact

Title: Ms. Mr.

First Name:

Last Name:

Telephone: - -

Email Address:

Category: Select an existing category to assign this indicator to, or choose "New" if you would like to create a new category.* *New

If you chose to create a new category, please enter the name here. n.a.

Brief description of the purpose for this category

Requested Indicator Name : *

Description of Indicator

Description for status level "Critical" :**

Description for status level "At Risk ":

Description for status level "Stable":

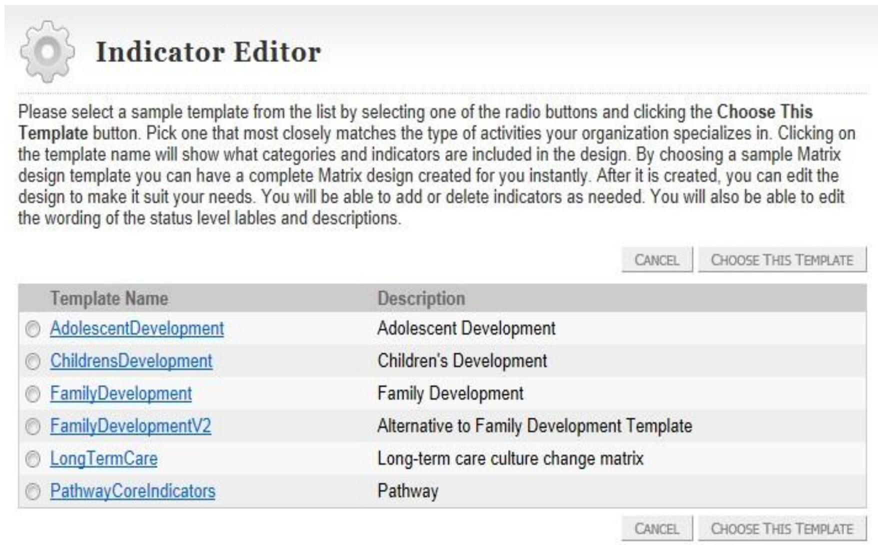
Description for status level "Safe/Self-Sufficient":

Reset Send

ADD A TEMPLATE TO YOUR DESIGN

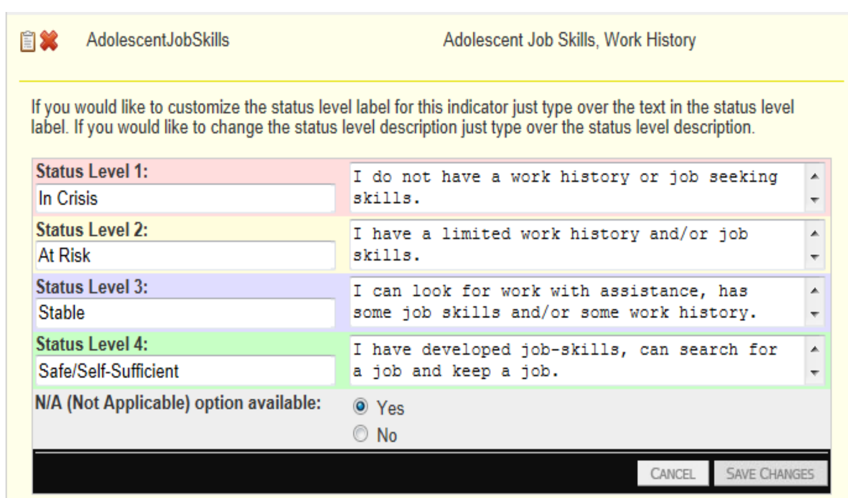
A **template** is a preset list of indicators that track a specific area of focus.

1. Click on the top right link labeled " Add Indicator +"
2. Click in the box "Design template" on the top right side of the page. (You will see a list of templates.)
3. Click on the titles to see list of indicators. Select the template you wish to add, and hit "Choose this template."



EDIT AN OPTIONAL INDICATOR

1. Click on the clipboard symbol next to the indicator you wish to edit. (The status level boxes will show up so you can make edits on the same page.)
2. Hit "Save Changes" when you're done.



DELETE AN OPTIONAL INDICATOR FROM YOUR DESIGN

1. **Click on the red X next to the indicator you wish to delete. You will be asked to confirm your decision.**

	Indicator	Description	Add Indicator
®X	AccessToTransportation (core)	Access to Transportation Based on Level of Need	
liiX	ChildHealthInsurance (core)	Child Health Insurance	
®X	CommunityResourcesKnowledge (core)	Community Resources Knowledge	
®X	HealthServices (core)	Health Services	
®X	AdolescentJobSkills	Adolescent Job Skills, Work History	

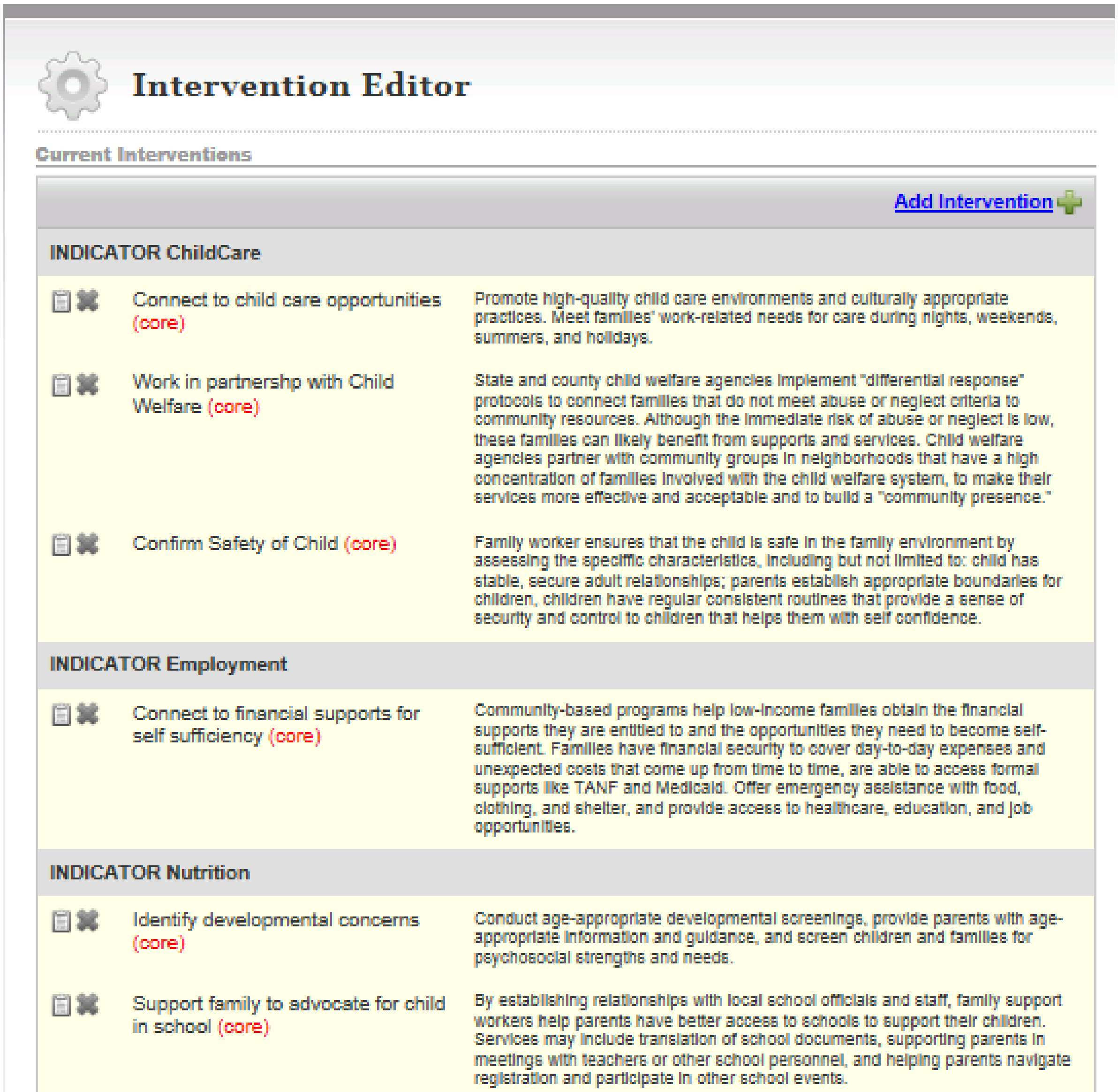
Delete AdolescentJobSkills from your design?

Yes remove from this design:	NO I have changed my mind:
YES	NO

INTERVENTION EDITOR

The Intervention Editor allows you to add, edit, or delete interventions.

Click on the Intervention editor Link. You will see a list of all intervention available to you.



Core Pathway Interventions cannot be deleted or modified.

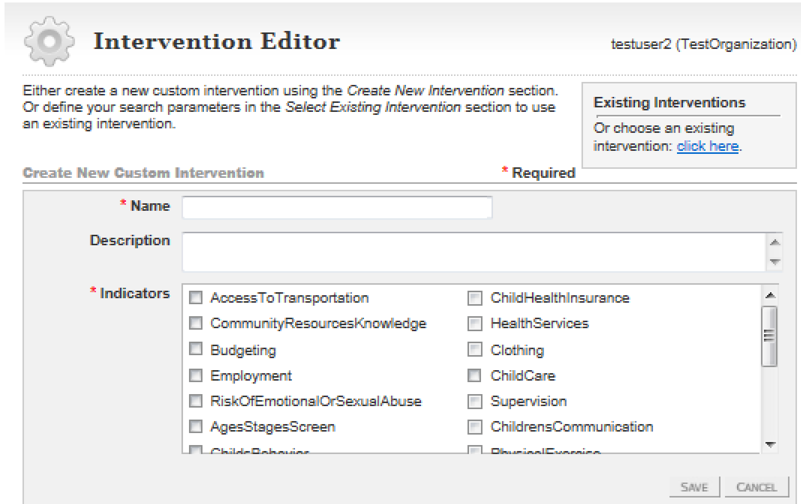
Custom Interventions are developed by the collaborative or agency.

Custom Interventions can be added, edited, and deleted.

ADD AN INTERVENTION

1. Click on “add intervention” located on right hand side of table.

2. Fill out the information requested (name, description, indicator connect), and then click save.



EDIT AN INTERVENTION

1. Click on the clipboard symbol next to the intervention you wish to edit. The information will show up and you can type in your changes.

DELETE AN INTERVENTION

1. Click on the read “X” symbol next to the intervention you wish to delete, and you will confirm your decision.

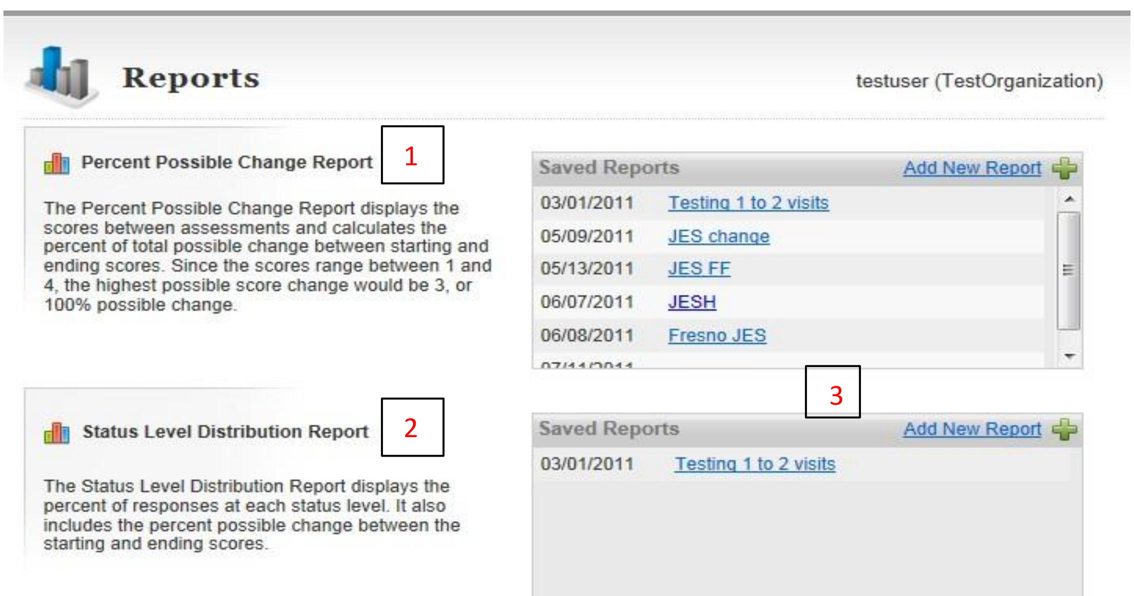
REPORTS

Reports can be beneficial in helping agencies with funding opportunities and to track family/client progress. The Matrix Database allows for 2 types of reports:

1. **The Percent Possible Change Report** displays the scores between assessments and calculates the percent of total possible change between starting and ending scores. Since the scores range between 1 and 4, the highest possible score change would be 3, or 100% possible change.

2. **The Status Level Distribution Report** displays the percent of responses at each status level. It also includes the percent possible change between the starting and ending scores.

3. On the right side of the screen you see saved reports. This allows you to compare reports over a long period of time with each other, and it lessens the stress of keeping track the last time a report was generated.



HOW TO READ TABLE AND GRAPH REPORTS

Status Level Distribution

Indicator	Visit	Status Level				Clients	% Change
		1	2	3	4		
AccessToTransportation	1	33.3%	33.3%	33.3%	0%	105	
	2	66.7%	33.3%	0%	0%	105	-22.22%
ChildHealthInsurance	1	33.3%	33.3%	0%	33.3%	45	
	2	0%	100%	0%	0%	45	-11.11%
CommunityResourcesKnowledge	1	33.3%	0%	66.7%	0%	135	
	2	0%	66.7%	33.3%	0%	135	0.00%

The Status Level Distribution Report displays the percent of responses at each status level. It also includes the percent possible change between the starting and ending scores.

The format for reading the table reports for status level distribution is:

"For ***Indicator****, based on* ***Client #*** *who completed an assessment for* ***visit #: Status level 1%*** *were In-Crisis,* ***Status level 2%*** *were At-Risk,* ***Status level 3%*** *were Stable, and* ***status level 4%*** *were Safe/Self-sufficient. During* ***visit #****, based on* ***Client #*** *who completed and assessment,* ***Status level 1%*** *were In-Crisis,* ***Status level 2%*** *were At-Risk,* ***Status level 3%*** *were Stable and* ***Status level 4%*** *were Safe/Self-sufficient, producing a possible change of* ***%****."*

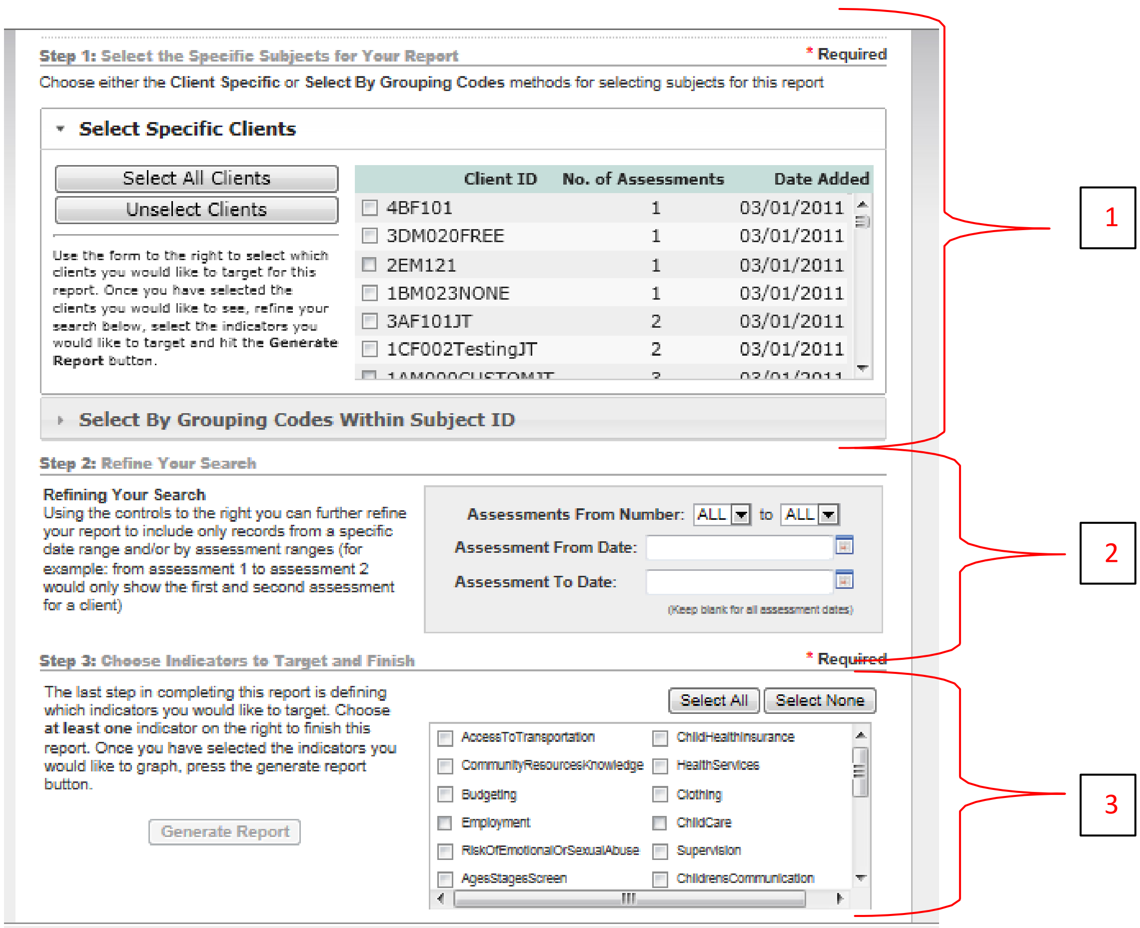
HOW TO GENERATE REPORTS

Both reports will require fill out the same information:

1. Select your target population: Choose either the Client Specific buttons (Active, Inactive, All) or Select by Grouping Codes methods for selecting subjects for this report.
   To use group codes, you will need to use the latest codes sheet, available through your collaborative coordinator.

2. You can further refine your report to include only records from a specific date range and/or by assessment ranges (for example: from assessment 1 to assessment 2 would only show the first and second assessment for a client)

3. The last step in completing this report is defining which indicators you would like to target. Choose at least one indicator to finish this report. Once you have selected the indicators you would like to graph, press the generate report button



CASE MANAGEMENT

GETTING STARTED

The initial purpose of Case Management is to document the current status of a family and track change/progress during the time period they are participating in your agency's family support programs and services.

Before you meet with a family/client

Prepare for the assessment. Allow sufficient time to complete the entire process. We recommend a separate appointment for each assessment.

a. For each family, the worker prepares an FDM folder that includes printed documents: FDM client id codes, consent form, the core and optional indicators for the FDM assessment; Matrix Visit Summary, The Glossary of Interventions; the Family Empowerment Plan (FEP); The Case Management Intake Form and Checklist. The Evaluation of Family Participation and Family Structure. These documents are used to conduct the assessment, select interventions, develop the family empowerment plan and record both worker and family activities.

b. The documents can be copied by the agency for the client folders. The FDM forms are in paper form and after completion entered into the online system.

c. The agency keeps a record of family information including names and client ids. The FDM database does not accept family identity information.

During your meeting with a family/client

1. Conduct the Assessment. The family worker thoroughly explains the purpose of the assessment and encourages the family to ask any questions as the family worker conversationally goes through all of the core indicators.
   a. The worker interviews the family (member) and together they conduct an initial (baseline) assessment.
   b. Using all of the FDM/Pathway core indicators and any optional indicators, the assessment facilitates a conversation where the family member tells their story.

c. Attempt to use the FDM as a guideline for a conversation; however, it doesn't exactly flow like a natural conversation and it sometimes helps the family to move the order of questions to flow more naturally.
d. Cultural differences are taken into account as each question is fully explained to their understanding.
e. The family member and the worker together score each indicator's status level to fit the family's current situation.

2. Develop a Family Empowerment/Intervention Plan.
   a. The worker reviews with the family member the assessment by discussing and exploring the family's strength based experiences. The Matrix Visit Summary form should be used to record strengths and concerns to facilitate a family and worker conversation exploring how the family has achieved stability and self-sufficiency in certain indicator areas.
   b. The worker and the family member identify areas for change and discuss possible goals for the family. The strengths from their experience should be used for planning to overcome obstacles for desired goals and issues of concerns.
   c. The worker and the family member complete the Family Empowerment Plan and identify interventions from the " Glossary" or from agency custom interventions.

   d. The worker and the family agree on what steps each one will take. The worker records those steps on the Empowerment Plan and they agree on the next meeting date.
   e. The worker completes the "Case Management" questions, specifically the Case Management Intake Form and Check List.
   f. The worker uses the completed forms to enter information into the FDM database.

After your meeting with a family/client

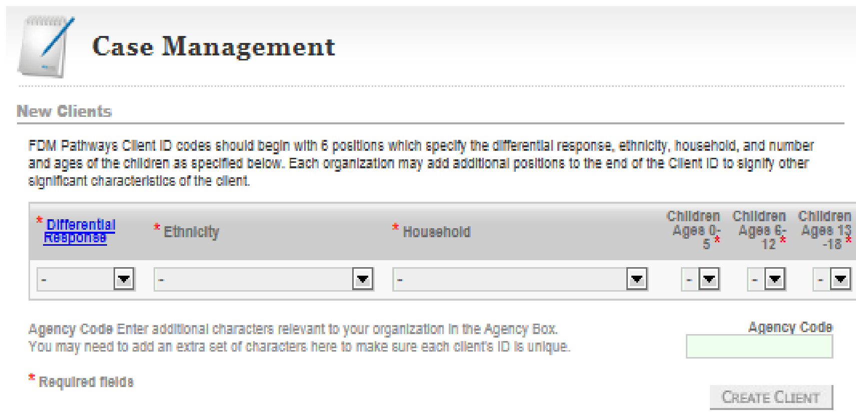
Gather your completed forms to prepare for data entry: Intake Form and Checklist, FDM Pathway Assessment form, Visit Summary, Intervention List, Family Empowerment Plan (if applicable), and Worker checklist.

FDM DATA ENTRY: BASELINE ASSESSMENT

The assessment is entered into the FDM database within 15 days of the assessment with the client. The following instructions apply.

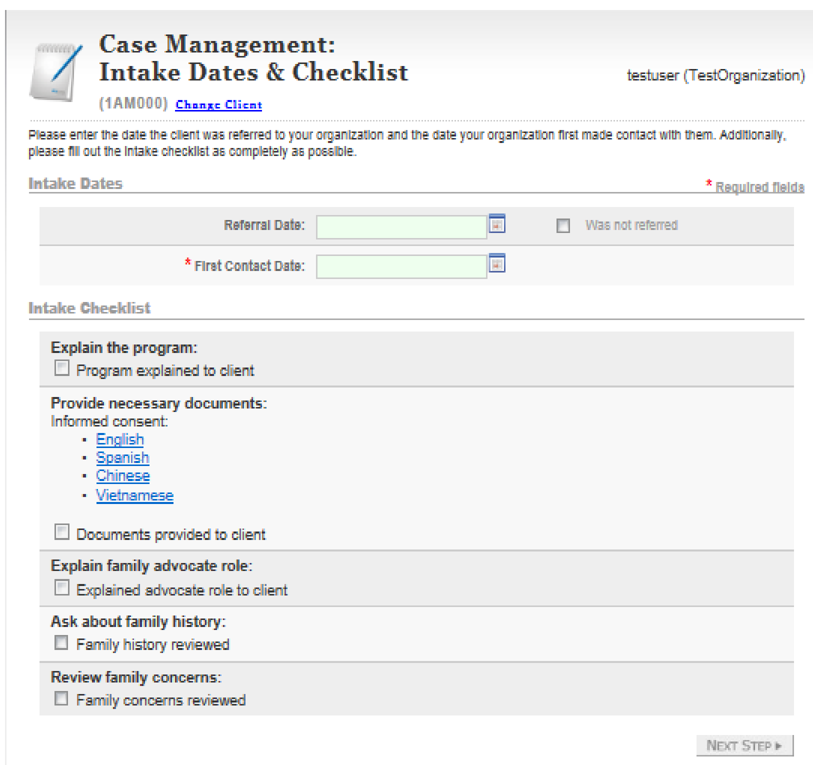
Enter the Client ID

1. Use the scroll boxes to identify the family's DR pathway, Ethnicity, Head of Household, and ages of underage children in the home.
2. Any other space codes will be added to the "Agency Code" box.
3. Click on "Create client."



Complete Intake Form

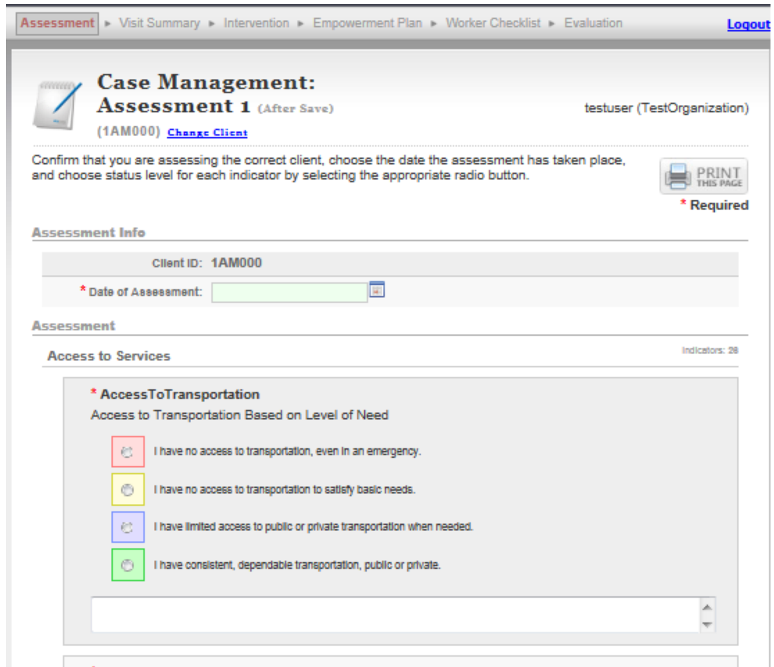
1. Enter the date the client was referred to the agency, or not referred and the date you first made contact with the client.
2. Complete the "Case Management" intake by checking off the boxes according to the actual practice with this client.
3. Click on "Next Step."



Assessment

1. Enter the actual assessment date, then the assessment scores for each indicator including any worker notes.

2. Click on "Next Step."

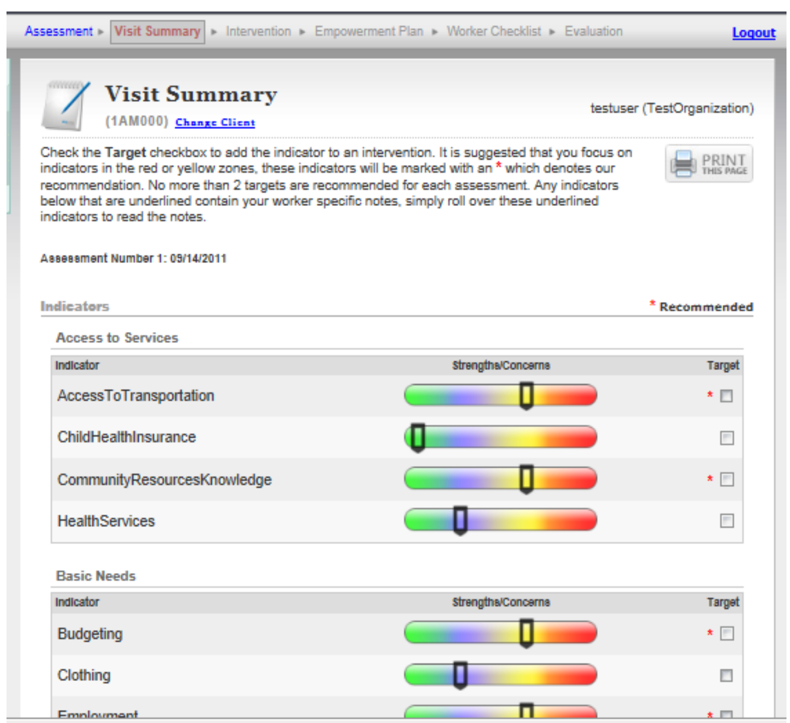


Visit Summary

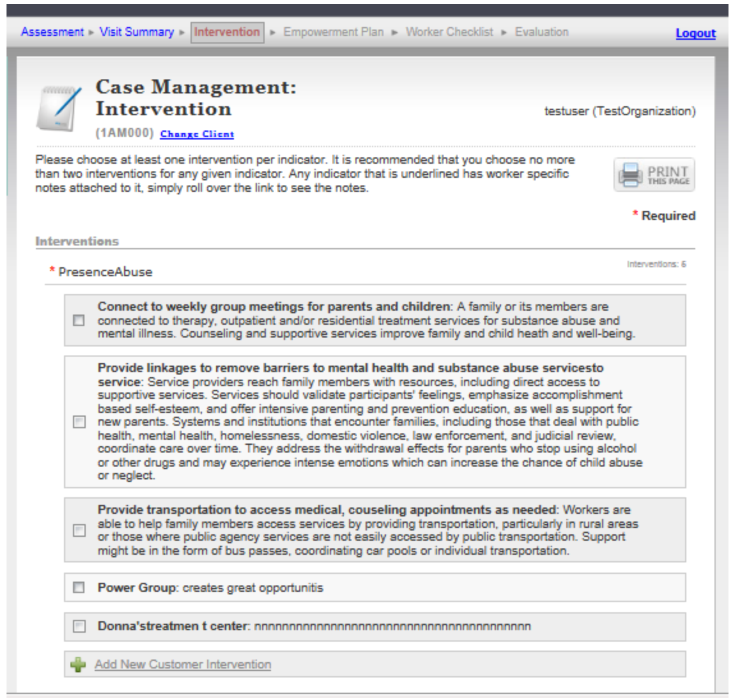
The FDM Matrix Visit Summary is generated by the database. The Summary converts the assessment information into family strengths and concerns. The worker or data entry person prints a copy for themselves and the family. This document is is used to review the assessment with the family. The worker's practice is to identify strengths to assist with issues of family concern.

1. On the Matrix Summary page, checkmark the appropriate target for intervention based on the choices of the family. Notice the indicators of concern have an asterisk. Try to limit the actual targets to no more than two indicators.

2. Click on "Next Step"



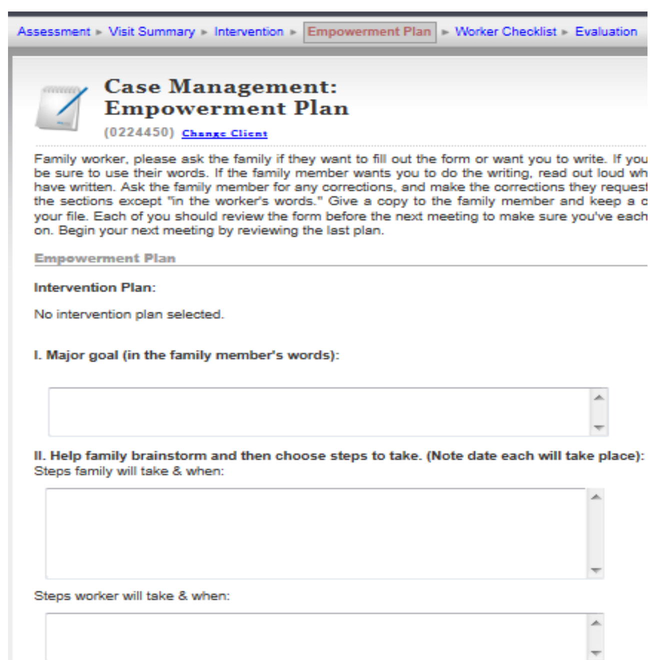
Intervention Selection



1. Check the box next to the most appropriate intervention. Both Pathway and custom interventions (developed by the agency or the collaborative) are displayed for your selection.

2. If a new intervention is desired, open the link “add new custom intervention”. (See “Add an Intervention” section for more instruction.)

Family Empowerment Plan



A Family Empowerment Plan will be created that will identify goals (to improve their situation), action (what the parent will work on or needs to do) and what you will do as the Case Manager / Family Advocate to assist them (interventions).

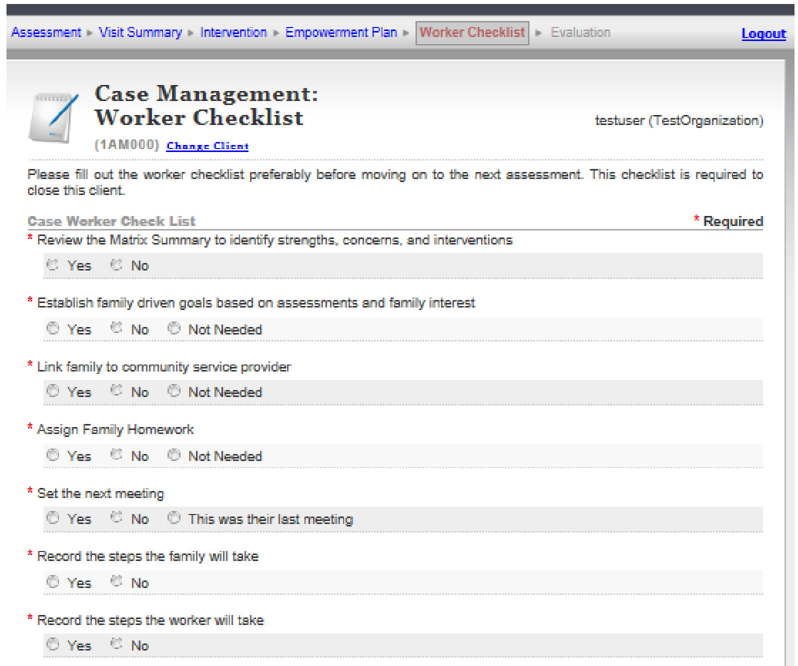
1. Complete the Family Empowerment Plan based on the conversation with the family member.

2. Make certain that all parts of the Empowerment Plan are completed.

3. Print a copy for the family and the case file, and then click on “Next Step”.

Worker Checklist

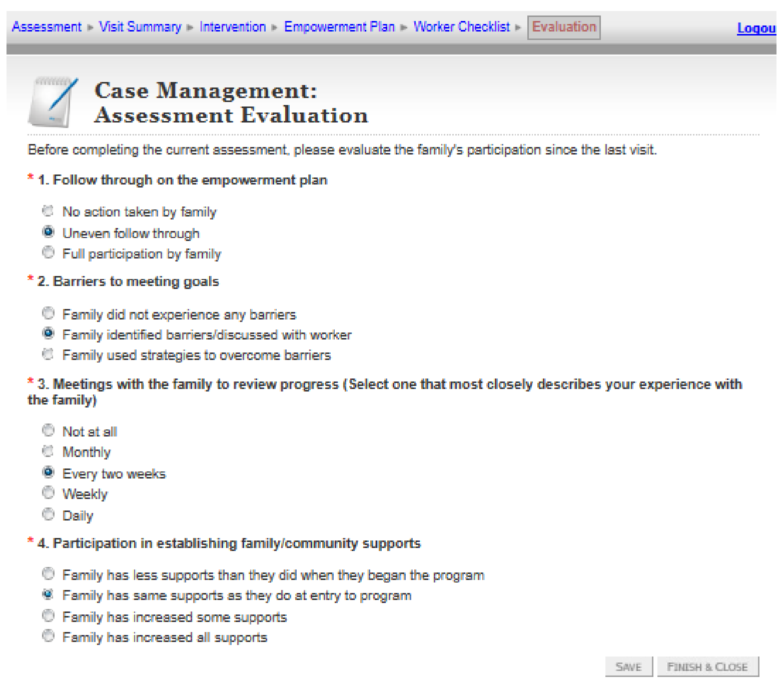
1. Complete the “Case Worker” Check List.
2. Answer the level of participation by the family in the empowerment plan question. Answer the family structure question.
3. Go to Next Step



Assessment 1 Evaluation

You will evaluate the family’s participation and meetings with the worker questions <u>AFTER 3 months have passed</u>.

1. Click on “Save” then exit out of this page.



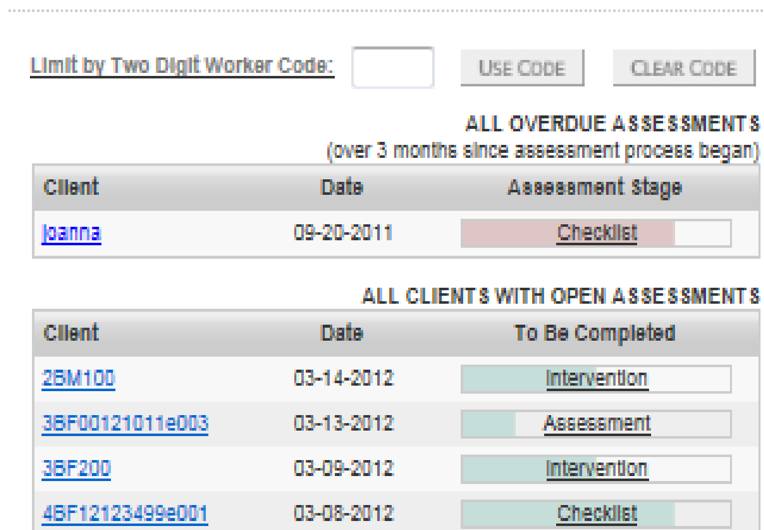
FDM DATA ENTRY: A PRE-EXISTING FAMILY CLIENT

Conduct a subsequent assessment

To conduct a second or additional assessment:

1. On the " My Account" page, clients with open assessments and clients with overdue assessments (more than 3 months) are both displayed.

   a. Select a client you wish to complete a process for by clicking on their client ID.



Limit by Two Digit Worker Code: USE CODE CLEAR CODE

ALL OVERDUE ASSESSMENTS
(over 3 months since assessment process began)

Client	Date	Assessment Stage
Joanna	09-20-2011	Checklist

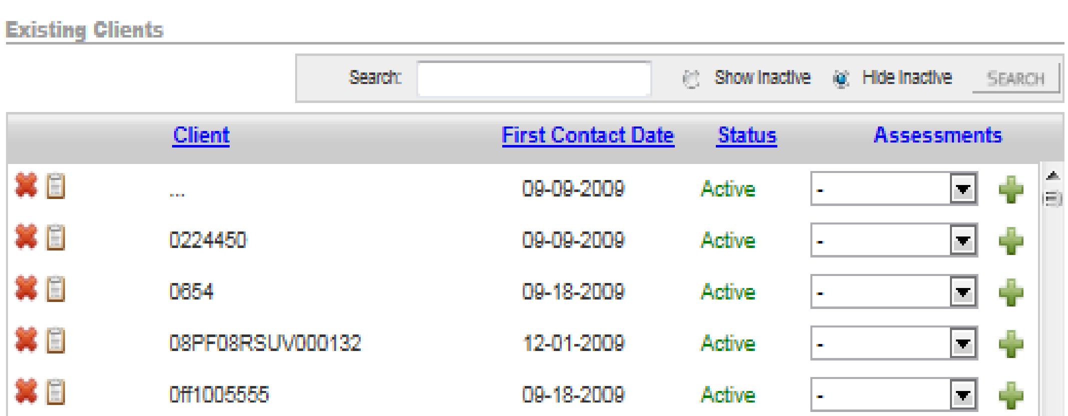
ALL CLIENTS WITH OPEN ASSESSMENTS

Client	Date	To Be Completed
2BM100	03-14-2012	Intervention
3BF00121011e003	03-13-2012	Assessment
3BF200	03-09-2012	Intervention
4BF12123499e001	03-08-2012	Checklist

   b. You will be redirected to the last page where you left off. Complete the casemanagement process. (See "FDM DATA ENTRY: BASELINE ASSESSMENT" for further instructions.)

OR

2. Click on the " Case Management" link (located on the left side of the navigation bar.)



Existing Clients

Search: Show Inactive Hide Inactive SEARCH

Client	First Contact Date	Status	Assessments
...	09-09-2009	Active	-
0224450	09-09-2009	Active	-
0654	09-18-2009	Active	-
08PF08RSUV000132	12-01-2009	Active	-
0ff1005555	09-18-2009	Active	-

3. Under *Existing Clients*, locate the appropriate client ID.

4. Select the (green cross) icon next to the client ID to add a new assessment for this client.

5. Complete the “Assessment Evaluation” Conduct the assessment with all of the steps the family is already familiar from the first assessment.

6. Enter the data for this assessment, review Matrix summary, update interventions, empowerment plan and evaluation of worker and family participation. (See “FDM DATA ENTRY: BASELINE ASSESSMENT” for further instructions)