

The Family Development Matrix Outcomes Model

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FDM Contacts

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Matrix Outcomes Model

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Today's Objectives

- Understand how to use a collaborative, outcomes design process for public/private partnerships
- Shared understanding of the Family Development Matrix
- Understand the process of Matrix design steps
- Participate in an assessment and identify strengths and issues of concern
- Understand the alignment of interventions and indicators, the family empowerment plan and family engagement results
- Understand the case management protocol and role for monitoring data
- Share data results and provide additional information for indicators, website and database

Our Goal

To provide family assessment, case management and data information that improve outcomes for children and families.



Current Study Data 2009-2014

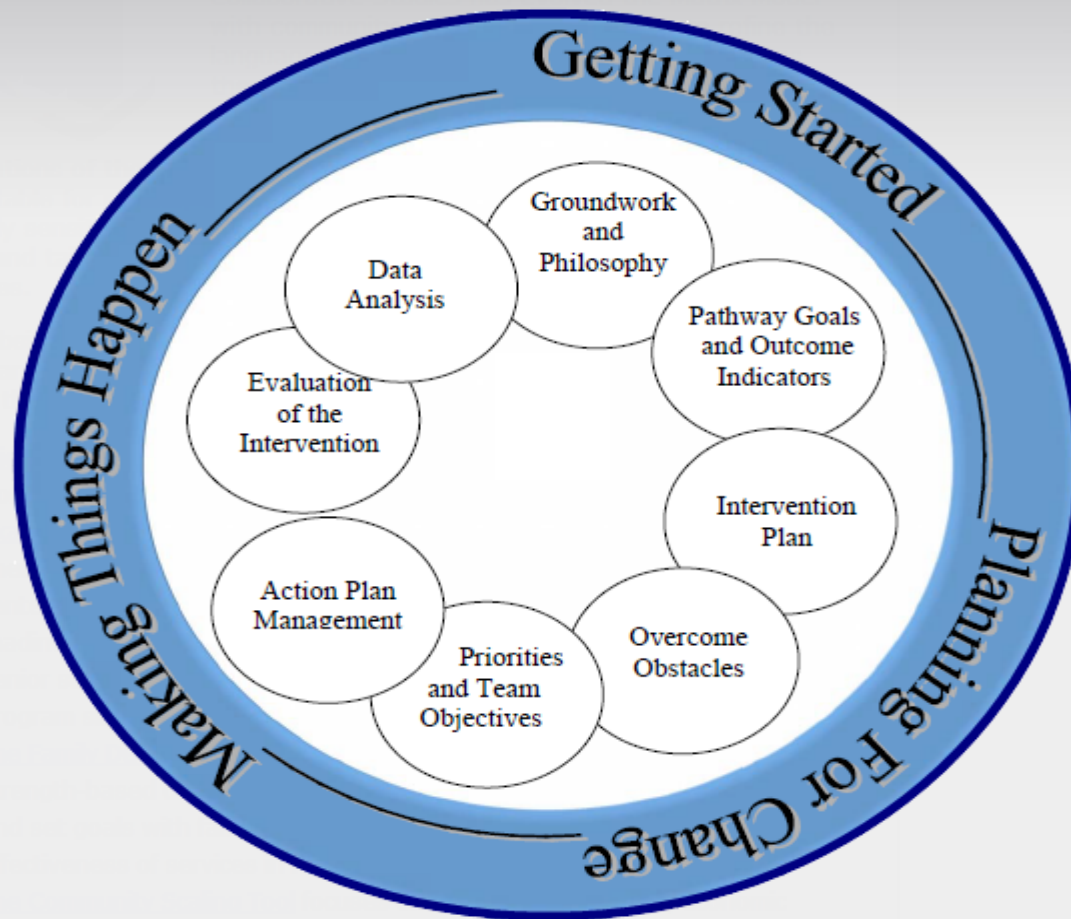
Demographics

- 25 county collaboratives in California; with 144 family agencies
- 21,000 families with a baseline assessment
- 48% with a second assessment (3 months)
- 10,000 second, 2,800 third, 1,300 fourth assessments
- 47,000 children served

Child Welfare Referrals

- Child welfare partners
- 9,000 families referred by for Differential Response family support services
- Hispanics (58%), Whites (18%), African American (14%), Asian/Pacific Islander(4%), and Native American (2%) percent

Community Directed Prevention Process



Prevention Plan Humboldt Healthy Start School and Communities Partnership County Philosophy for Preventing Child Abuse & Neglect

Mission

We support the resilience of individuals, families and communities, recognizing that the resilience of one affects the others. We work together to improve health and well being through mutual support and respect for children, families and communities.

Vision

Humboldt County is a community of nurtured, secure and resilient families where every individual, family and community feels safe, respected and secure and where everyone's voice is valued and heard.

Values, Principles, Beliefs

- We acknowledge that all individuals, families and communities have strengths, and may need support when faced with life's challenges.
- We reinforce those strengths with multiple levels of support in order for all to have access to diverse services regardless of their age, income or background.
- We strive to eliminate any stigma of asking for support.
- We work to build individual, family and community resilience.
- We nurture long term engagement, relationships and community connections and work to reduce isolation.
- We are solution-focused and use strength-based practices.
- We share a unity of purpose in developing strategic partnerships.
- We are, including our technology partners, stronger working together, collaboratively, to make a difference.
- We model effective practices and collaboration to embody trust, good will and mutual support.
- We, as leaders, articulate, define, honor and frame our diverse roles and clarify decision-making processes.
- We build capacity through training and sustaining a qualified workforce.
- We implement evidence informed practices, building a common language as we adopt common outcome measures and create compatible data for shared program evaluation.
- We articulate goals and communicate progress about the evidence of well-being in our community as well as reduction of risk factors.

Overcoming Obstacles & Meeting Challenges

Challenges	Team Approach
A. Collaborative agency involvement	A. Adopt Philosophy (Vision, Values, Leadership) for Collaborative Prevention Plan and possibly re-convene whole group.
B. Staff time to enter the FDM data	B. Review progress/ barriers/solutions quarterly
C. Align custom interventions to pathway interventions	C. Code Subcommittee (Amy, Ivy, Susan, Kim, Christina) meets Oct 17- 21 re optional indicators, interventions, etc. HSSCP review overlap between PCAC/ Direct Service tally and FDM— Oct 26, Nov 9.
D. Optional indicators - WHAT ARE GAPS	D. HSSCP/ Outcomes Committee & Code Subcommittee, November 3
E. Align with AmeriCorps AFACTR/I Care system (reduce stress for those members)	E. HSSCP/Outcomes Committee & Code Subcommittee November 3. Staff training in January.
F. Align with DHHS, First Five and FDM	F. Code Subcommittee
G. Get support from technology partners	G. For export/download to share data in future and to conduct Partnership meetings.

Team Objectives & Action Plan

Action Plan: Assign Roles to implement the FDM - Role / Time & Date/ Results

A. Review draft of <u>Vision, Values, Leadership statements</u> to complete Collaborative Prevention Plan. Review other counties' plans, edit and adopt.	A. HSSCP (10/26 and/or 11/9) (outcomes subcommittee) and possibly re-convene whole group?
B. Agree on indicators/Interventions	B. Input from HSSCP 10/26 to Coding Committee (11/3)
C. Agree on Protocol - see template/model	C. HSSCP Outcomes subcommittee
D. Complete Agency Profiles	D. Each HSSCP Coordinator
E. Schedule training	E. January 2012
F. Review progress/ challenges and solutions quarterly and consider adding, changing indicators/interventions/Identifiers	F. With DHHS program managers. Differential Response Continuity Committee, F5 Parent and Family Support Committee.

Collaborative Agencies: First Five Humboldt, Humboldt County Department of Health & Human Services, Redwood Community Action Agency/AFACTR AmeriCorps, Child Abuse Prevention Coordinating Council

Family Development Matrix: Pathways to Child Abuse Prevention • Funded by The Office of Child Abuse Prevention

What is the Family Development Matrix ?

- An assessment tool for measuring change over time in a family's situation
- Case workers use outcome indicators, record ongoing assessments, guide and track case management activities, and manage data using the Matrix database
- A researched process to support the family strength-building relationship

Family Focused Model

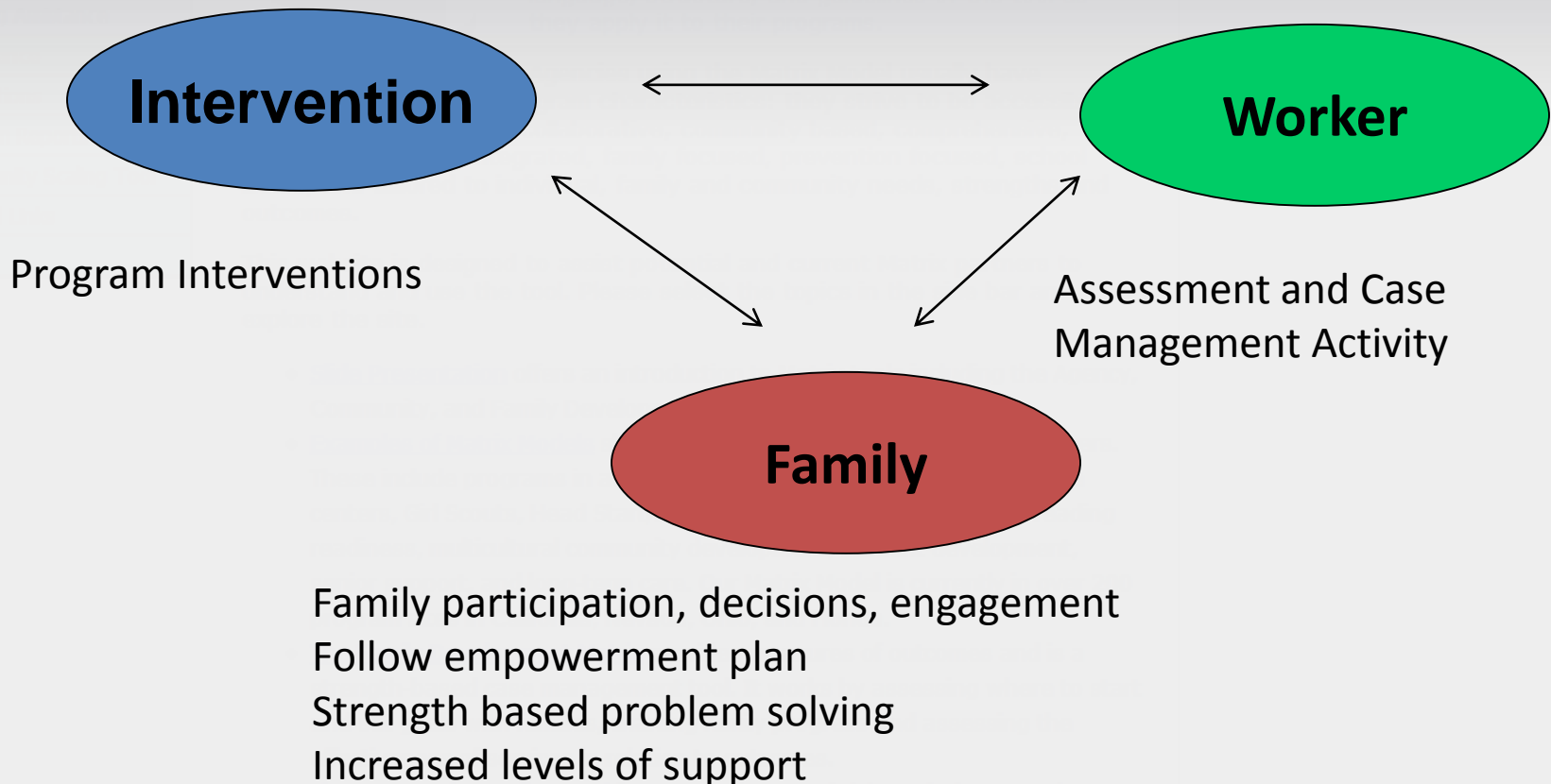
The FDM is a tool built on the Principles of Family Support. The family has central, active role in determining their goals and taking steps toward achieving their goals.

Benefits of Using the Matrix

- Strength-based model
- Creates partnership with family
- Facilitates family ownership of their efforts
- Helps families develop life skills for problem solving, goal setting, decisions and actions
- Over time, documents opportunities, obstacles, and progress leading to outcome change



Theory of Change



Matrix Structure

- Outcome categories
- Measurement indicators
- Status level indicators
- Assessments over time to demonstrate change



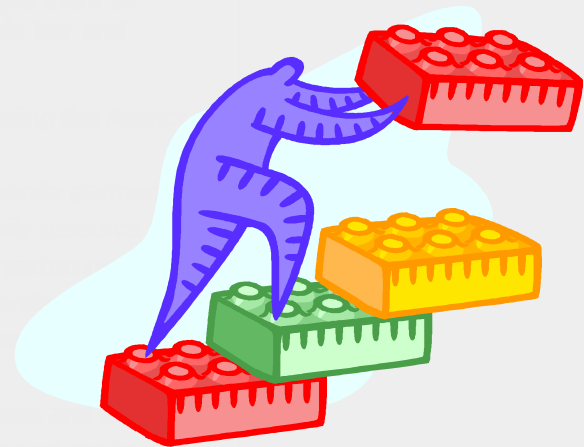
Status Levels

Safe/self sufficient

Stable

At Risk

In-crisis



Building A Relationship

- Acknowledge the family is the expert in their own situation
- Use indicators to restate what you heard and check for understanding
- Reach mutual agreement on status level selection
- Helps family better understand their situation

FDM Assessment

- With a partner select an indicator and share your current situation. Partner does the same.
- A conversation to score the status levels
- Discuss each partner's strengths...experience, ability, knowledge that could be used for an issue of concern
- Repeat if time allows

Change Model

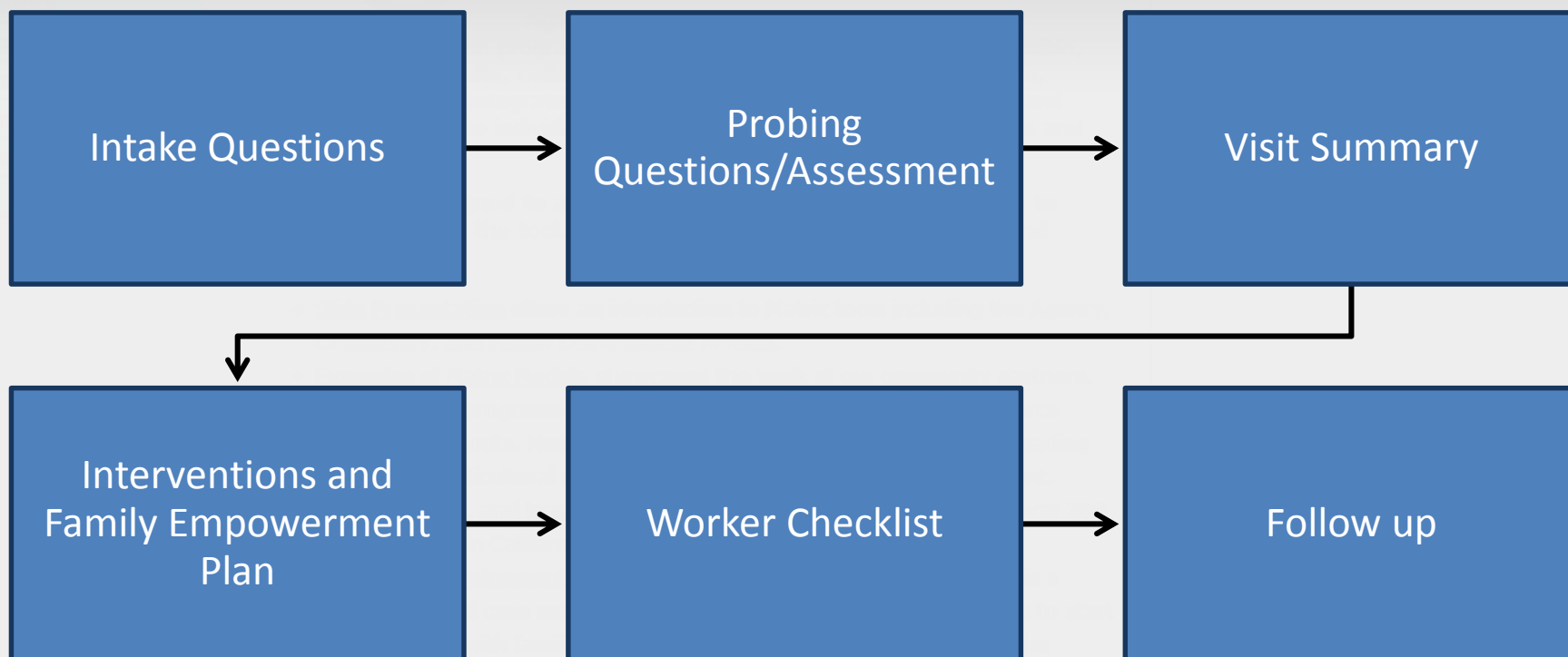
- **AWARENESS**...Family sees the situation from a strengths perspective.
- **SKILLS**...Family uses their knowledge, skills and ability to move toward self-selected goals.
- **MOTIVATION**...Rewards and benefits for change outweigh challenges or obstacles that prevent family from achieving goals.
- **MAINTENANCE**...Family is using strengths for self-reliance and maintaining a status level.

Matrix Assessments Over Time

FOUR STEP ASSESSMENT PROCESS

1. Baseline or initial assessment
2. Additional (based on protocol)
3. Ongoing empowerment plan
4. Case management activities
5. Tracking family participation

Conducting a Strength-based Assessment



Prepare for the Assessment

- Consent Form
- Assessment with probing questions
- Visit Summary of strengths and issues of concern
- Pathway to Prevent Child Abuse and Neglect Interventions
- Family-directed Empowerment Plan
- Case Management Forms
 - Case Management Intake Form and Checklist
 - Evaluate Interventions and Family Participation

Assessment – Building a Relationship with the Family

Goal: To better understand the family's situation to identify strengths and areas of concern in order to build a plan of action

- Key to success:







Be familiar with the meaning of each outcome indicator and status level.

Working from Strengths

- All people possess strengths that can be used as a foundation to improve quality of life
- Emphasizing strengths fosters motivation to change
- Exploration with the family helps discover strengths that can be applied to the current situation
- Focusing on strengths helps families see how they've managed other difficult situations
- Assessment Visit Summary guides strength-based conversation

Matrix Visit Summary

Indicator	Strengths/Concerns	Target
AccessToTransportation		*
ChildHealthInsurance		*
CommunityResourcesKnowledge		*
HealthServices		

Interventions

Target one or two indicators and intervention areas with the family

- Review program interventions
- Create program support as needed
- Use the intervention in the Family Empowerment Plan



Interventions Linked to Indicators/Matrix Outcomes Model, FDM Pathway Project

Protective Factors	Pathway Goals	Categories	Indicators	Pathway Interventions
Children's Social and Emotional Development	Children and Youth are Nurtured, Safe and Engaged	Child Safety	Child Care Supervision Risk of Emotional & Sexual Abuse	Confirm safety of child, Work in partnership with Child Welfare, Connect to childcare opportunities
		Children's Physical and Mental Health	Nutrition Appropriate Development	Identify developmental concerns, Support children's social and emotional competence, Support family to advocate for child in school
Knowledge of Parenting and Child Development	Families are Strong and Connected	Parent/Child Relationships	Nurturing Parenting Skills	Positive parenting education, Effectively involve fathers and other relatives in parenting, Connect to parent support groups and education
		Family Communication	Family Communication Skills	
Concrete Support in Times of Need	Identified Families Access Services and Supports	Basic Needs	Budgeting Clothing Employment	Connect to financial supports for self-sufficiency
		Shelter	Stability of Home or Shelter Home Environment	
		Access to Services	Health Services Community Resources Knowledge Child Health Insurance Transportation	Provide health information, Provide transportation to access medical/counseling appointments as needed, Participate in multi-disciplinary teams to coordinate services
Parental Resilience	Families are Free from Substance Abuse and Mental Illness	Substance Abuse	Presence of Abuse	Connect to weekly group meetings for parents and children, Provide linkages to remove barriers to mental health and substance abuse services
		Life Value	Emotional Wellbeing/Sense of Life Value	
Social Connections	Communities are Caring and Responsible	Social Emotional Health	Support Systems	Connect to informal community supports, work with families to identify system gaps

Develop a Family Empowerment Plan

- *True empowerment is allowing the family to make these determinations themselves*
- The discovery process is where the worker and family members discuss what they hope to accomplish
- The family is involved throughout by selecting areas to work on, setting goals and clarifying roles and responsibilities

Outcomes in a Family Strengthening Relationship

- Provides focus on specific family conditions and behaviors
- Provides reliable information to plan for family goals
- Builds from existing strengths to support families
- Builds a collaborative relationship to stimulate problem solving, goals, decisions, actions
- Tracks change as experienced as measured by the family situation
- Demonstrates what difference services have meant to the family

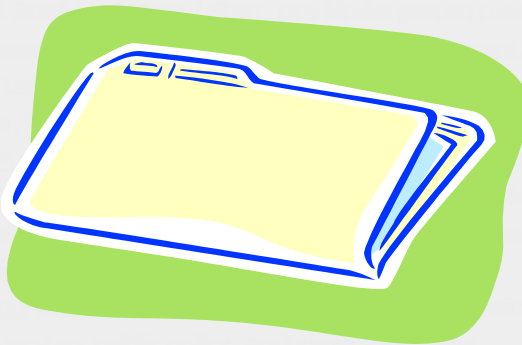
Protocols and Codes

- Protocols tell you when and how to conduct the assessments
- Codes identify the family in the system and are used to retrieve data for analysis

Worker/Supervisor Protocol

FDM Coordinator Role:

- Track Important Case Management Dates/Activities
- Evaluate Outcome Change, Interventions and Family Participation
- Monitor Data Entry and Integrity



Roles for Sustainability

Supervision

- Assign referrals
- Record family information, client ID and assessment date
- Review referral with worker
- Provide worker support when needed
- Monitor data integrity

Direct Family Support

- Review referral
- Build relationship
- Conduct Assessment
- Review the Visit Summary
- Develop Empowerment Plan
- Complete CM Questions
- Enter data into database
- Follow up with family

Tools for Data Integrity and Consistency

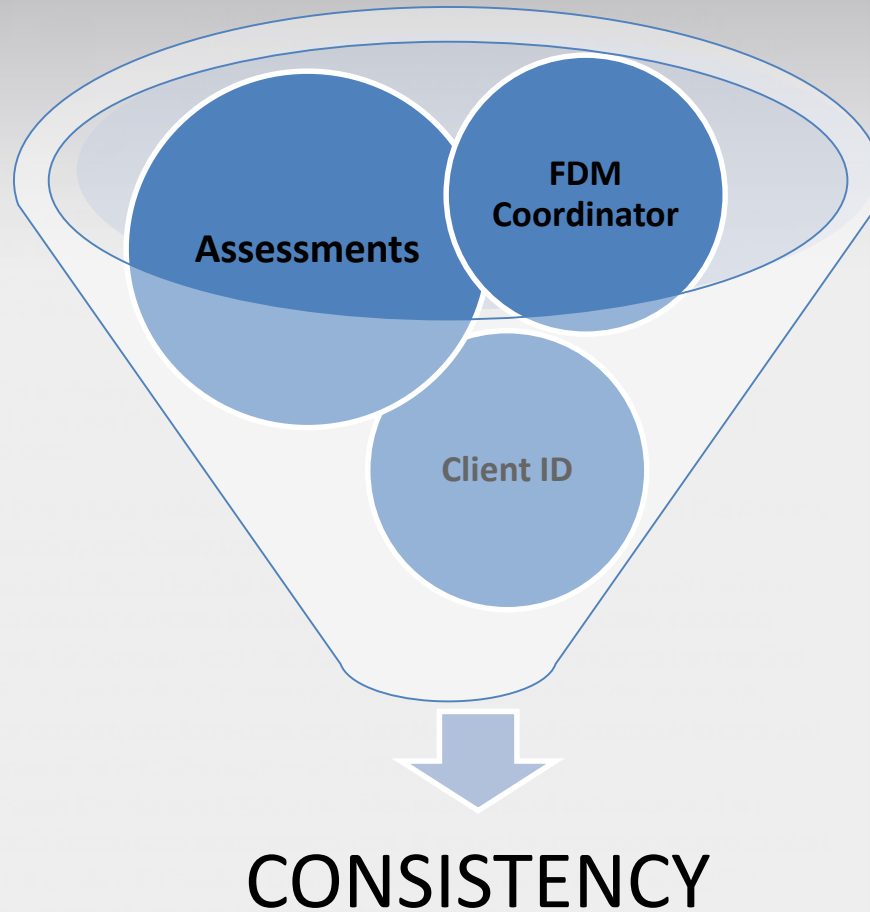
**Protocol to
open/close a case**

Edit client ID

**Complete
assessments**

**Bring a family focused
and outcomes culture
into your agency**

Monitoring DATA



FDM Protocol

Establish Internal
Protocols for:

- Training
- Monitoring
- Support



Analyzing Data

Status level change based
on time in program

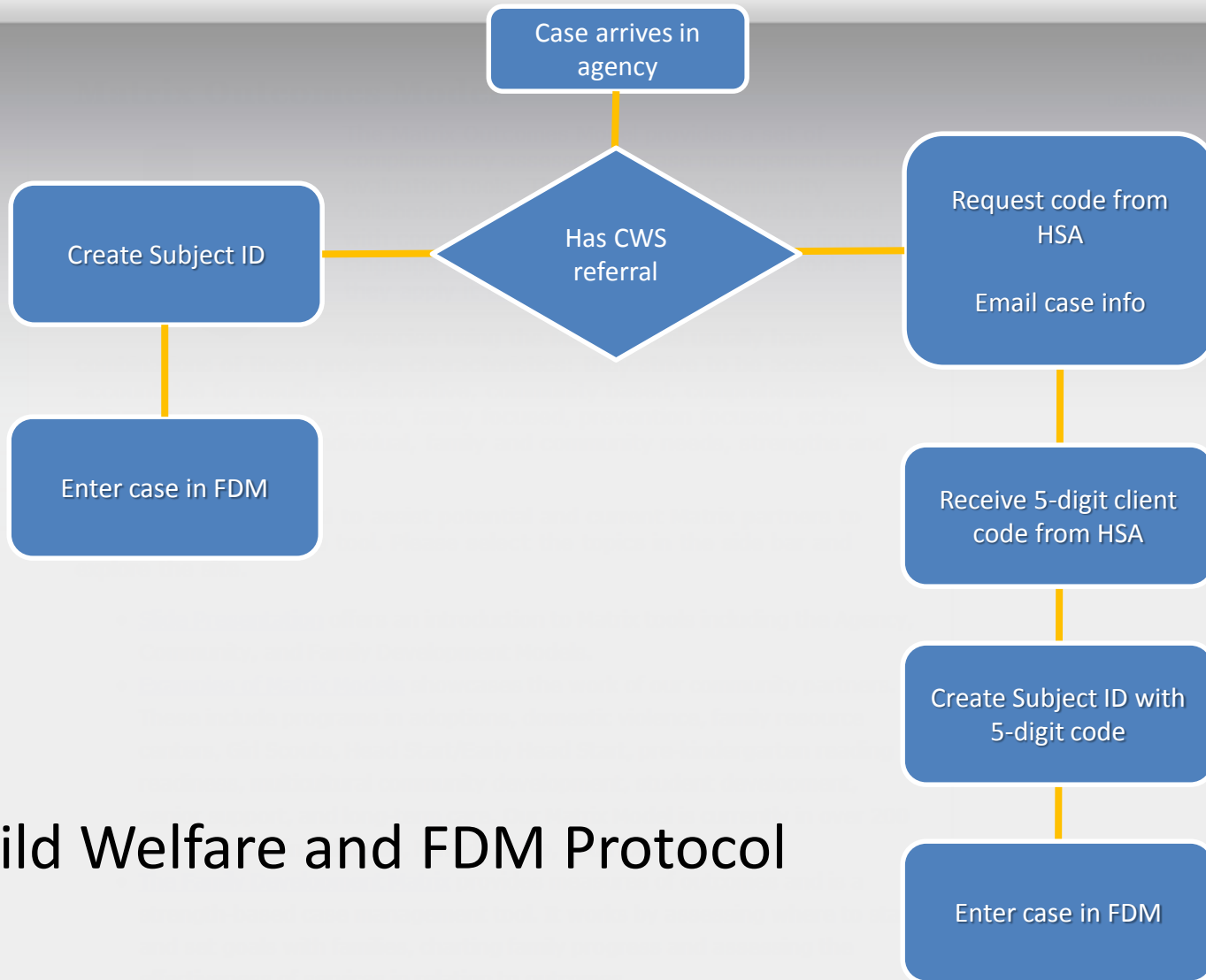
Compare baseline to current quarter

Data Tables and Graphs

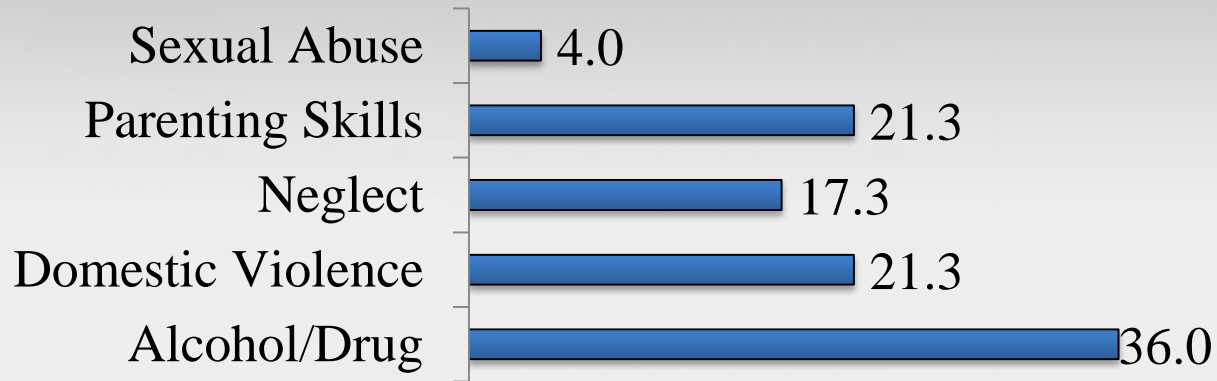


Ongoing Evaluation for Child Welfare Referred and FDM Assessed Cases

1. What are the demographic characteristics of Child Welfare Referrals (DR and Court-ordered)?
2. What FDM indicators are associated with subsequent allegations of abuse/neglect or the probability of a case being opened?
3. What interventions are associated with a lower probability of subsequent allegations of abuse or neglect?



Child Welfare and FDM Protocol

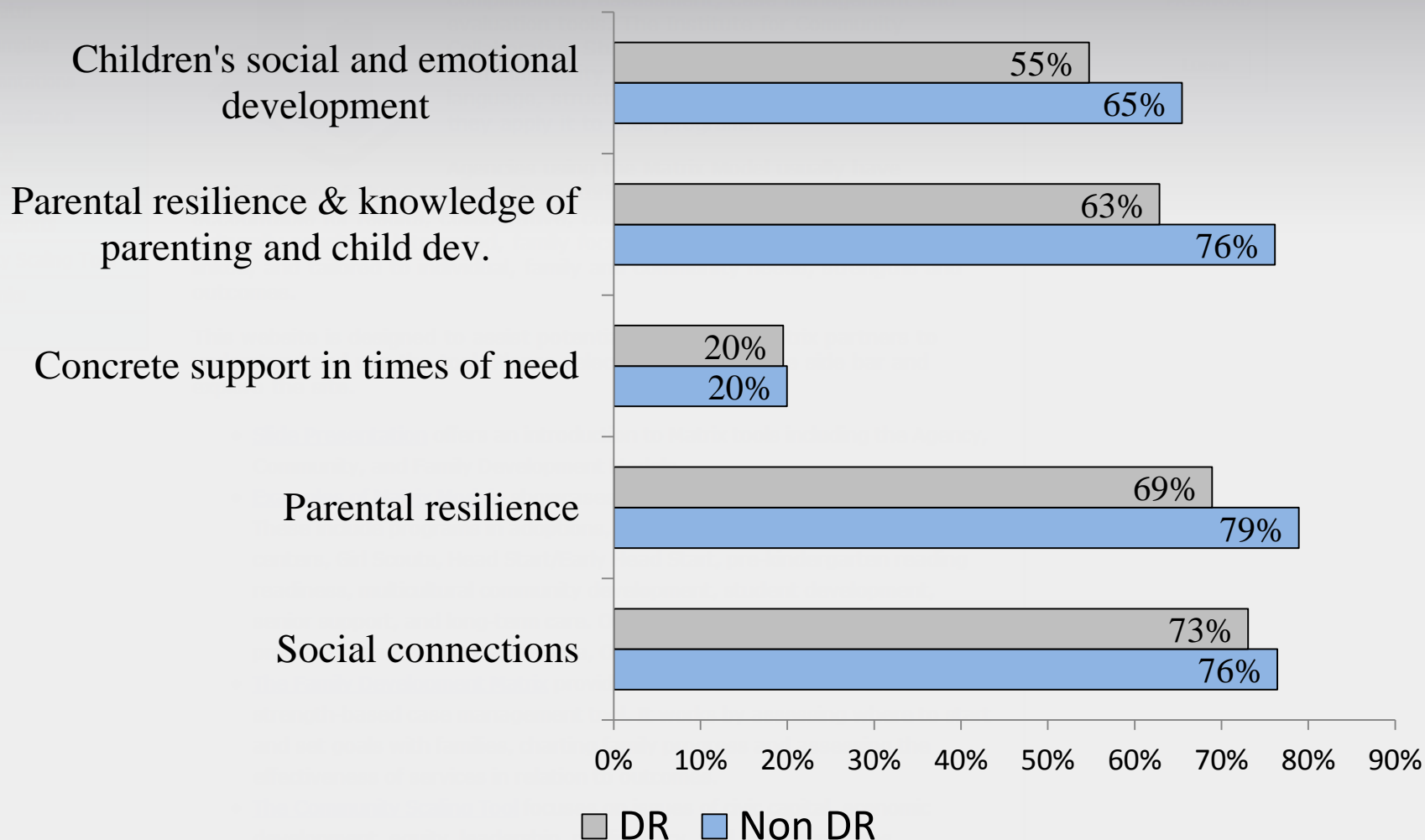


Primary Pressing Issue

% of families at “stable” or “self sufficient” level

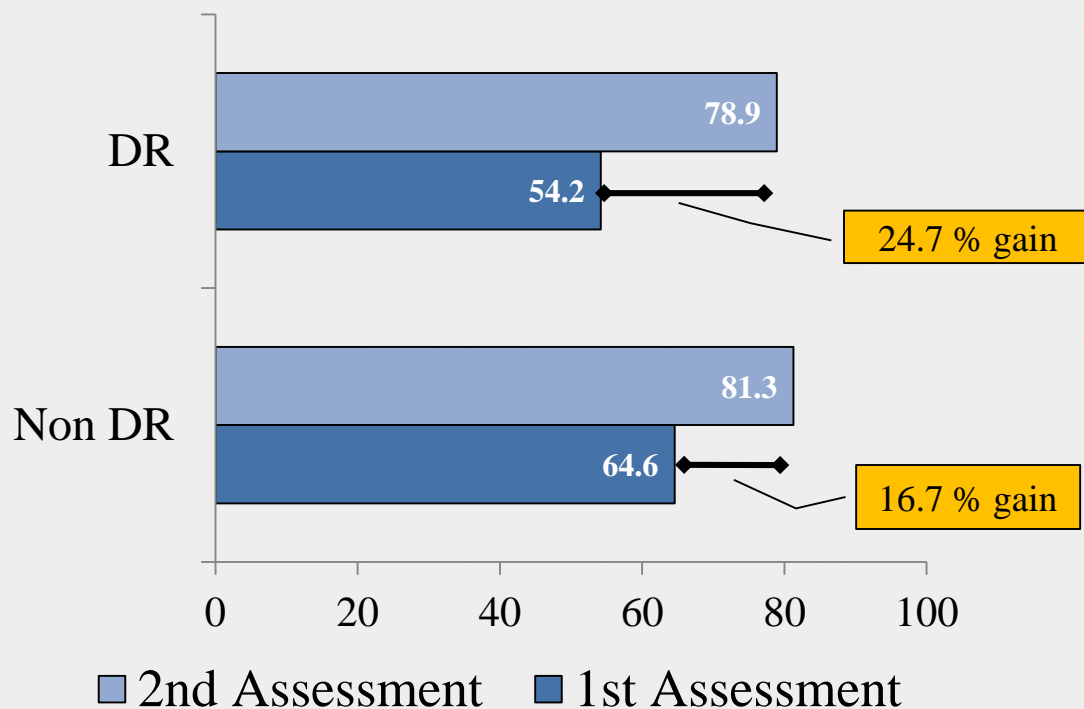
Protective factor	FDM indicator	Non DR %	DR %	Difference	
Children's social and emotional development	Childcare	80	80	0	
	Supervision	97	96	1	*
	Risk of emotional or sex abuse	90	77	13	*
	Nutrition	95	96	-1	*
	Appropriate development	90	84	4	*
Parental resilience & knowledge of parenting and child development	Nurturing	93	87	6	*
	Parenting skills	89	80	9	*
	Family communication skills	83	74	11	*
Concrete support in times of need	Budgeting	70	72	-2	
	Clothing	77	74	3	*
	Employment	49	51	-1	
	Stability of home shelter	86	83	3	*
	Home environment	93	90	3	*
	Health services	88	86	2	*
	Comm. resources knowledge	63	58	5	*
	Child health insurance	85	89	-4	*
	Access to transportation	89	88	1	
Parental Resilience	Presence of (substance) abuse	93	87	6	*
	Emotional wellbeing/ life value	82	76	6	*
Social connections	Support system	76	73	3	*

% of families at stable or self sufficient level at baseline



Children's social and emotional development

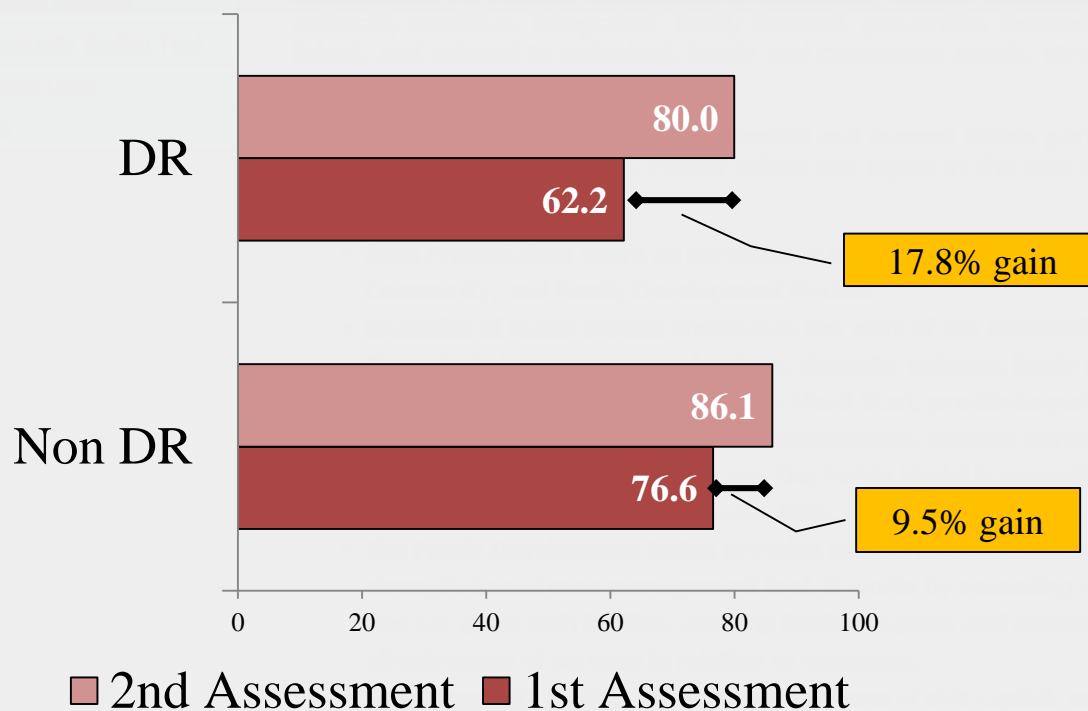
Percent of families at “stable” or
“self sufficient” level



Gap NonDR- DR	
1 st A	10.4
2 nd A	2.3

Parental resilience & knowledge of parenting and child development

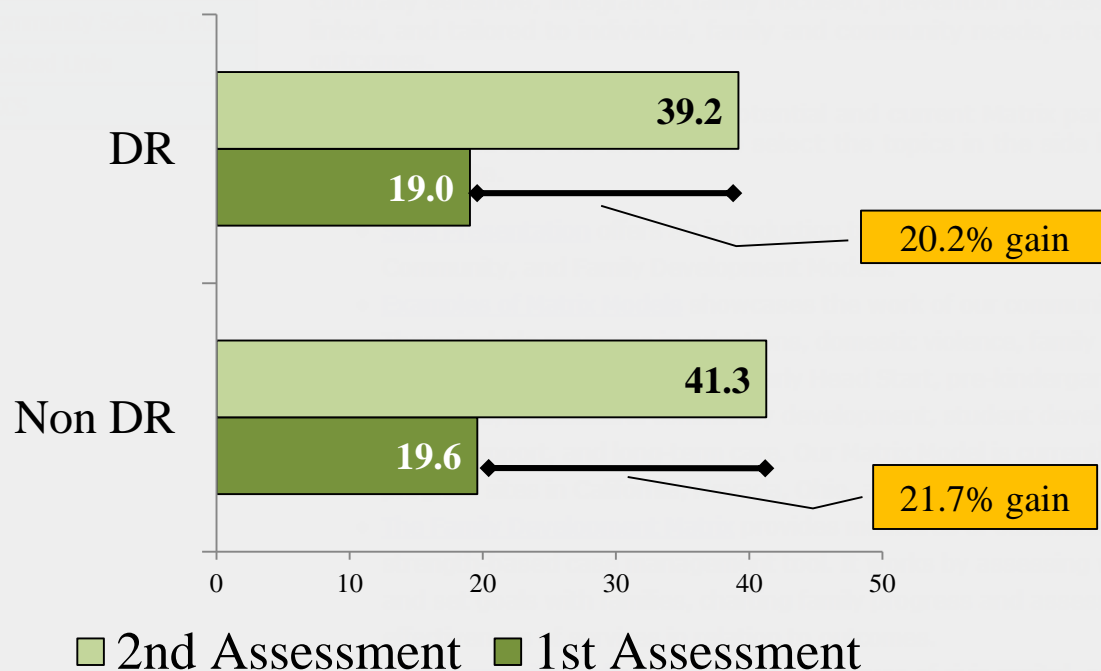
Percent of families at “stable” or “self sufficient” level



Gap NonDR- DR	
1 st A	14.4
2 nd A	6.1

Concrete support in times of need

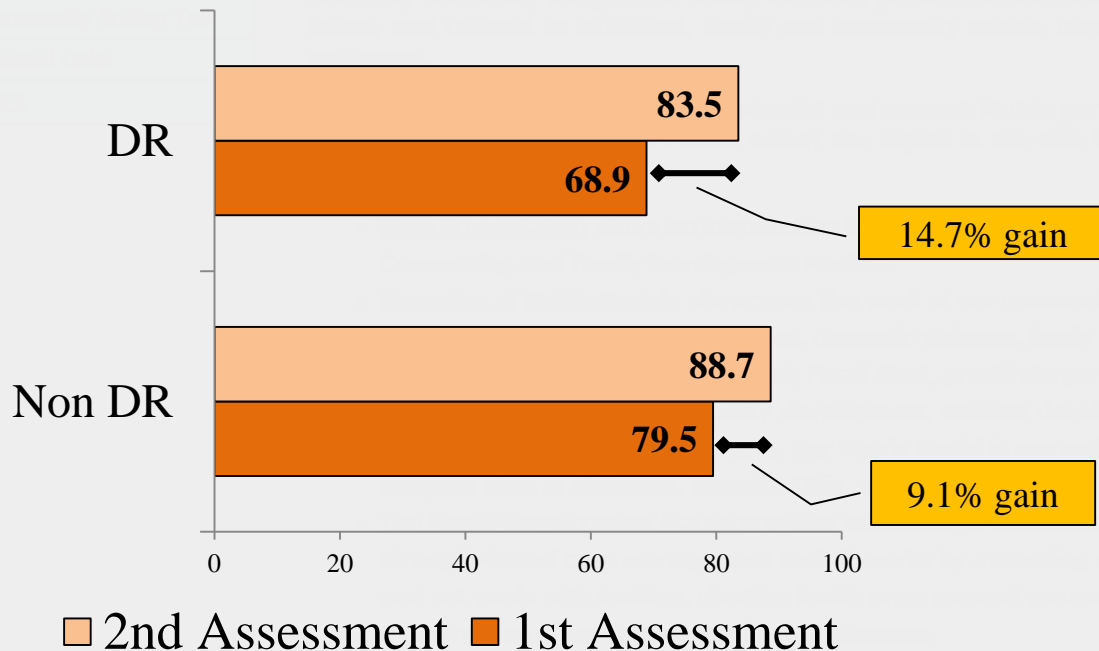
Percent of families at “stable” or
“self sufficient” level



Gap NonDR- DR	
1 st A	.06
2 nd A	2.1

Parental resilience

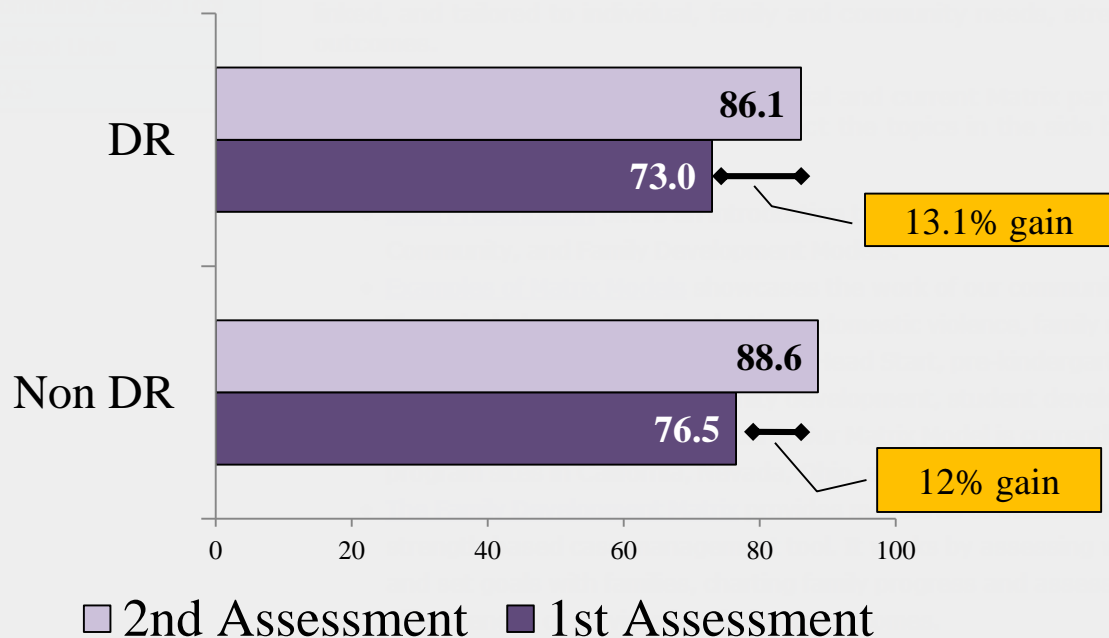
Percent of families at “stable” or
“self sufficient” level



Gap NonDR- DR	
1 st A	10.7
2 nd A	5.1

Social connections

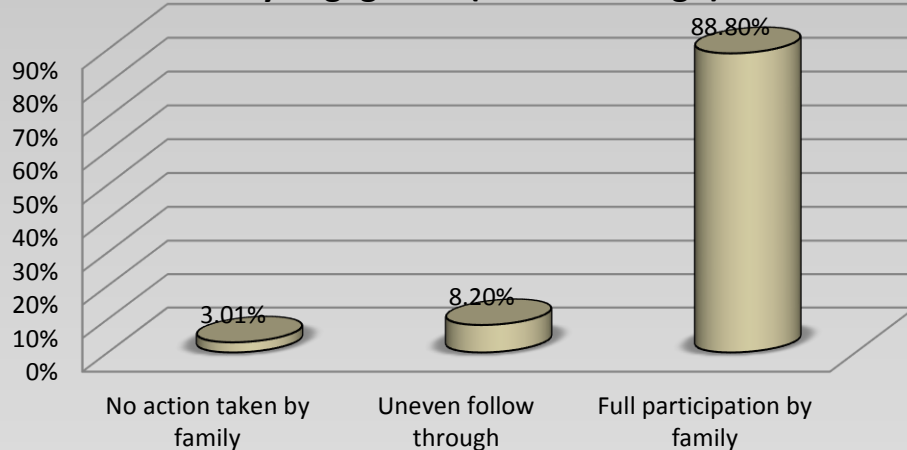
Percent of families at “stable” or
“self sufficient” level



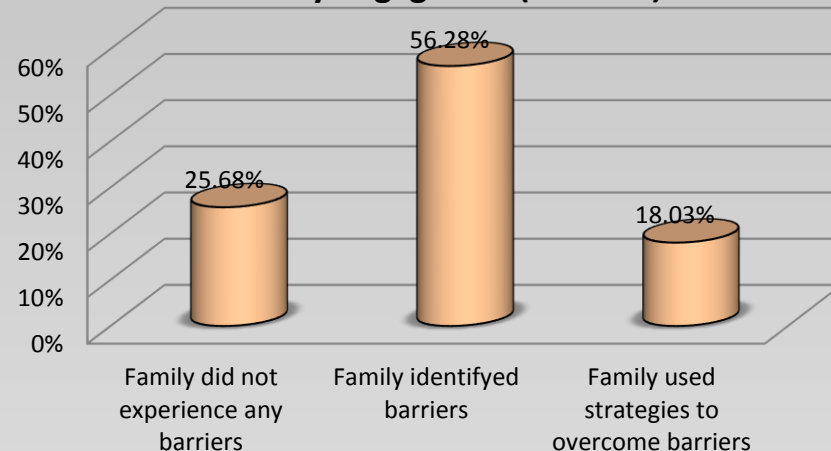
Gap NonDR- DR	
1 st A	3.6
2 nd A	2.5

Distributions of Family Participation Indicators

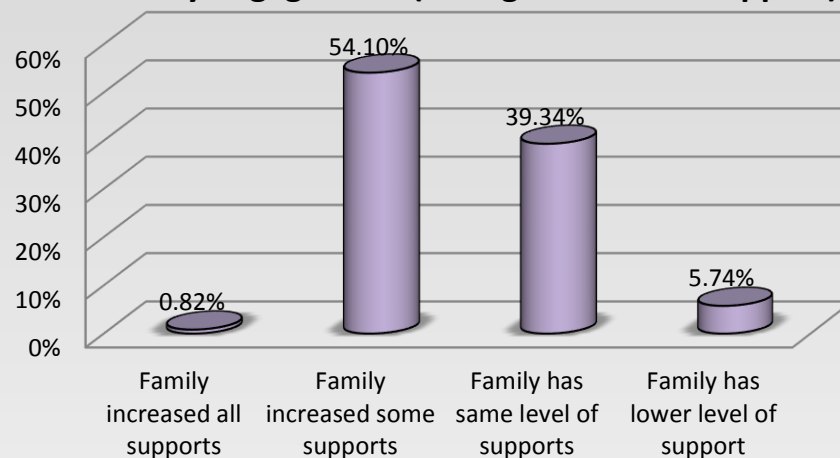
Family Engagement (follow through)



Family Engagement (Barriers)



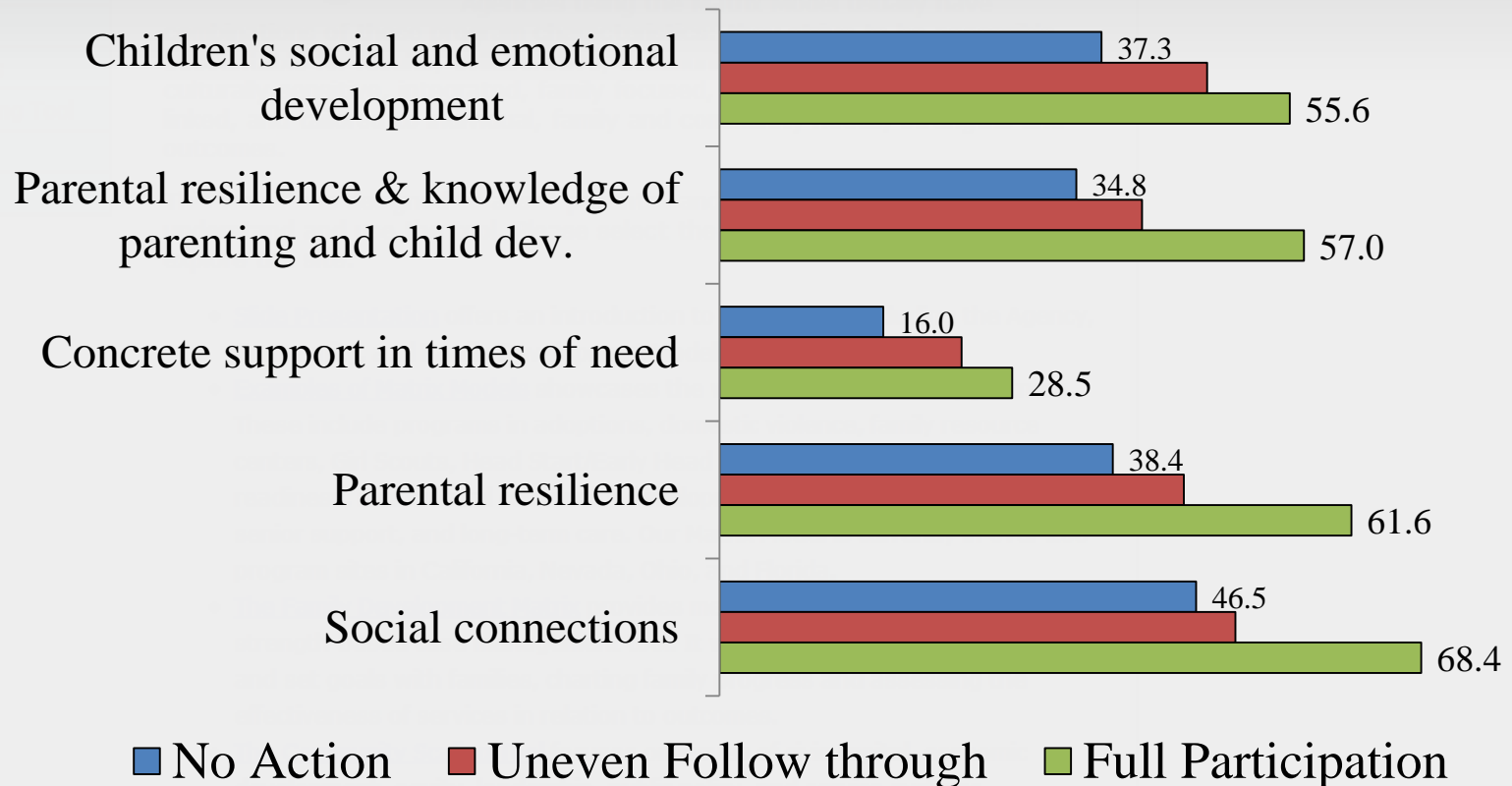
Family Engagement (Change in level of support)



The charts presenting distributions of family engagement indicators are based on data for clients with valid data on the FDM engagement indicators that have at least two assessments.

Family Engagement and Change

% of families that moved from an “at risk” or “in crisis” level to a “stable” or “self sufficient” level in the subsequent assessment by level of engagement



On-going Support

- On-site agency and collaborative support through training and technical assistance
- Conference calls and webinars with coordinators on specific topics
- Contracts with participating agencies



Next Steps

- Agree on data entry start date to “Go Live”
- Establish design, training and technical assistance needs



Integrating the Matrix into Your Agency Culture

“Change is always a threat
when done to me; but it can
be an opportunity when
done by me.”

Rosabeth Moss Kanter, *Reinventing Change*,

