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

- I do not do this often: 4%
- I do this often: 15%
- I do this with every family: 81%
BUILDING A RELATIONSHIP:
Explaining the agency's role in the community

- I do not do this often: 4.08%
- I do this often: 24.49%
- I do this with every family: 71.43%
BUILDING A RELATIONSHIP:
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.
With all of our families: 42.55%
With a certain group of families that identify at intake: 34.04%
With a certain group of families in a specific program: 23.4%

ASSESSMENTS:
How do you decide with whom to do an assessment?
ASSESSMENTS:
Number of documents used when preparing for an assessment.
ASSESSMENTS:
Names of forms used in preparing for an assessment

- FDM Client Codes: 47.96%
- Consent form(s): 75.51%
- Assessment with core and optional indicators: 75.51%
- Matrix Visit Summary: 70.41%
- Glossary of Interventions: 88.78%
- Family Empowerment Plan: 82.65%
- Case Management Intake Form and Checklist: 42.86%
- Evaluation of Family Participation Form: 60.2%
At the first visit

Within the first 30 days after the first face to face visit

ASSESSMENTS:
I conduct the first assessment

29.17%
70.83%
DISCUSSING INDICATORS:
How do you discuss the indicators with the Family?

- Conduct the assessment verbally with the family: 70.41%
- Interview the family and then score the assessment myself: 11.22%
- Ask the family to score the assessment themselves: 7.14%
- Other: 11.22%
Conduct the assessment using pen and paper, then enter into database: 75.76%

Conduct the assessment using pen and paper, then someone else enters into database: 8.08%

Conduct the assessment on a computer or tablet directly into the database: 10.1%

Other: 6.06%

RECORDING RESPONSES: How do you record the responses in the database?
VISIT SUMMARY:
The Visit Summary is an effective engagement tool with Families

- Strongly agree: 30.85%
- Agree: 60.64%
- Disagree: 8.51%
- Strongly Disagree: 0%
VISIT SUMMARY:
I use the Visit Summary to review with the family the strengths and challenges identified in the assessment.

- I do not do this often: 11.24%
- I do this often: 32.58%
- I do this with every family: 56.18%
VISIT SUMMARY:
I print a copy for the family

- I do not do this often: 27.78%
- I do this often: 30%
- I do this with every family: 42.22%
VISIT SUMMARY:
I use the Visit Summary to identify targets for intervention

- I do not do this often: 11.24%
- I do this often: 29.21%
- I do this with every family: 59.55%
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

- I do not do this often: 22.73%
- I do this often: 30.68%
- I do this with every family: 46.59%
VISIT SUMMARY:
After the assessment, I ask the family what he/she wants to work on without using the Visit Summary

- I do not do this often: 29.67%
- I do this often: 34.07%
- I do this with every family: 36.26%
VISIT SUMMARY:
Do you use the Visit Summary to review with the family the strengths and challenges identified in the assessment?

- Yes: 85.42%
- No: 14.58%
VISIT SUMMARY:
How do you use the Visit Summary?

- I use the computer generated Visit Summary to discuss interventions after the assessment is completed (30.53%)
- While conducting the assessment I summarize the strengths and challenges and review them with the family (31.58%)
- Right after the assessment, I ask the family what they want to work on (28.42%)
- None of the above (9.47%)
EMPOWERMENT PLAN:
The Empowerment Plans serves as an engagement tool with families

- **Strongly Agree**: 42.86%
- **Agree**: 52.75%
- **Disagree**: 4.4%
- **Strongly Disagree**: 0%
EMPOWERMENT PLAN:
To use the family member words and ideas for goal setting

- I do not do this often: 6.7%
- I do this often: 37.08%
- I do this with every family: 56.18%
EMPOWERMENT PLAN:
To write the family steps planned toward reaching the goal

- I do not do this often: 7.61%
- I do this often: 27.17%
- I do this with every family: 65.22%
EMPOWERMENT PLAN:
To write my support role

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not do this often</td>
<td>11.49%</td>
</tr>
<tr>
<td>I do this often</td>
<td>31.03%</td>
</tr>
<tr>
<td>I do this with every family</td>
<td>57.47%</td>
</tr>
</tbody>
</table>
EMPOWERMENT PLAN:
To Identify services for the family

5.75%
24.14%
70.11%

I do not do this often
I do this often
I do this with every family
EMPOWERMENT PLAN:
To identify barriers and create approaches to overcome the challenges

- I do not do this often: 6.67%
- I do this often: 33.33%
- I do this with every family: 60%
EMPOWERMENT PLAN:
To complete a new Family Empowerment Plan between assessments

- I do not do this often: 28.41%
- I do this often: 31.82%
- I do this with every family: 39.77%
CLIENT ENGAGEMENT:
Action that describes Clients being "Engaged"

- Improved communication with worker: 30.85%
- Attends all scheduled meetings: 8.51%
- Follow through with empowerment plan: 60.64%
CLOSING A CASE:
Number of reasons for closing a case

1. 19.35%
2. 20.43%
3. 26.88%
4. 33.33%
I haven't seen the family for more than 3 months
The family's time in the program has ended
Their goals were achieved
The family has left the area

60.2%
54.8%
74.2%
84.9%
I do not do this often — 29.07%
I do this often — 47.67%
I do this with every family — 23.26%

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

- I do not do this often: 37.5%
- I do this often: 45%
- I do this with every family: 17.5%
ASSESSMENTS:
Close the case without completing an assessment

- 71.79%: I do not do this often
- 24.36%: I do this often
- 3.85%: I do this with every family
ASSESSMENTS:
Don't do anything

- I do not do this often: 90.14%
- I do this often: 9.86%
- I do this with every family: 0%
REACTIVATING CLIENTS:
I reactivate a family using the same client ID number when

- They've been gone for less than 6 months: 5.88%
- Anytime they return: 24.71%
- They've been gone for more than 6 months: 69.41%