FAMILY DEVELOPMENT MATRIX

FREQUENTLY ASKED QUESTIONS

Assessments:

1. There is some question about what constitutes a completed assessment.
   A "completed assessment" in the system requires the following steps to be completed for a family:
   a. Assessment
   b. Interventions
   c. Visit Summary
   d. Empowerment plan
   e. Worker checklist

2. When is worker checklist completed? Is it completed at the end of the year after all three assessments have been completed, or is it completed after each assessment and before they proceed onto the next assessment?
   The worker checklist is completed at the end of each assessment, which leads into the evaluation for the next assessment.

3. We have some siblings and twins on our caseload. A worker asked if each of them need to have their own assessment and empowerment plan, or if there is one for each family?
   When you have siblings or twins, you would only do one assessment because the program is family-focused, not individual student-focused. Thankfully, that is our approach in ECEAP family support as well! In ELMS, you would enter notes on one sibling's family support notes section, and on the other sibling's family support notes section you can just write that the notes are in the other child's ELMS file.

4. What should center family support staff do if they have met with families prior to getting the FDM training? Should they reschedule with those families for an FDM meeting, or just continue with the families they have not met with?
   Family support staff should continue to meet with the family. They can try and fill out the assessment with the information they already have and if necessary, meet with the family again to complete any missing information.

5. What date should go in the first contact date field?

The date of first family support visit with the family, when you begin gathering information from families to inform your assessment. However, even if you begin to collect data at enrollment, enrollment is still not a family support visit.

6. What is the correct "assessment date"? Would it be the date that the indicators are completed or another date?
Yes, the date the indicators are completed is the assessment date.

7. If needs/goals are identified at enrollment can it be automatically carried over to the core indicators 1st assessment? Or should it be revisited through conversation?
Yes, you can take knowledge already gained from families at any time to help complete the assessment.

8. Because the evaluation page is not initially filled out, wouldn't that child be listed as incomplete on the my account page?
No, the 2 lists "Incomplete" and "Overdue Incomplete" will only list your clients if they did not complete 5 of the 6 case management forms (Assessment, Visit Summary, Interventions, Empowerment Plan, Worker Checklist)

9. Does staff need to complete questions #4-6 of the case worker checklist form?
Yes, if you don't have enough turnaround time to properly answer how the family is doing, answer the questions as best as you can.

10. Just to follow up, [the scroll box for each client under the Case Management page] turns green when it is all complete as it is with Assessment 1 there. But that excludes the evaluation, right?
Wrong, the scroll box will turn green when all 6 forms are completed (this include the evaluation page) for each assessment/visit number. If a particular visit is highlighted in yellow it means that not all 6 forms are completed.

Client(s) / Families:

1. Is there a quicker way to search for clients on the matrix using their ID#? Right now they know how to bring up a list of their own clients which is helpful, but when they type in the ID# in the search bar it just brings up a blank screen.
We have sent the issue of coming up with a blank screen to FDM staff, who are working to resolve it. Any issues you encounter that seem odd to you, please send them to me or Zuli at FDM, and they will be addressed.

2. What should center family support staff do if a family changes their mind and decides to leave/join the FDM pilot mid-year?
    Family support staff should complete family support contact with all families when they enter the program. This pilot process should mirror your normal family support practices. Before the pilot, family support staff would meet with families upon entrance into the program, no matter what time of year they began in ECEAP. Staff build relationships so they can be a roadmap for families, and help to set goals. Even if you are doing the assessment only once or twice, it is valuable information.

3. If the case worker is completing [the assessment form] with the family, can the family see these color codes?
    Yes, if you are typing on the computer with the family present, they can see your notes. If the client requests a copy of their records, they can also see the notes.

Forms:

1. Are you able to put a revised date on the FDM forms to ensure site staff are using the most current versions IE: <u>Matrix Protocol</u> on FDM website is not the most current version, however the most current version was given at the Centralia Training.
    We are currently working with Zuli from FDM to ensure the most up to date version of the forms are online in the database.

Database:

1. Is there a specific schedule for FDM system updates? Can you notify users so that we plan our data trainings around this schedule?
    From Jerry: There are no specific times and dates where the FDM database is down. Any down time is the result of the nationally-based server. If you are unable to access the database for 5-8 hours, contact FDM staff for help. (Contact your FDM Coordinator)