



# Practices Network

## IMPORTANT NOTE

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## HOW TO EVALUATE A FAMILY FOLLOW-UP?

FAMILY DEVELOPMENT PROGRAM	
<b>Organisation</b>	ATIA <a href="http://www.atia-ong.org/">http://www.atia-ong.org/</a>
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<b>Key words</b>	Family Development – Evaluation – Presentation – Supervisor – Social Worker
<b>Summary</b>	<p>The Supervisors often have to accompany social workers during family visits in order to assess the quality of the follow-up done by the social worker. How can they evaluate this in one visit?</p> <p>Although a check-list of what should be said or done is clearly impossible, these guidelines can provide the supervisor some of the question he can ask himself before, during and after the visit and when he has to provide feedback to the social worker.</p> <p><b>It is absolutely necessary <u>not</u> to evaluate social worker according to the number of objectives solved or not solved:</b> since the basic principle of the FDP methodology is that the objectives have to be identified and solved by the family itself, evaluating the social worker according to the objectives of the family would mean that these are actually the social worker's objectives. Besides, such an evaluation can easily result from the social worker pushing too much the family to solve objectives (and get mad at the family if they don't do anything), lest they get a bad evaluation.</p>

## 1. Main points to check

Before, during and after the visit, these are the main points for the supervisor to consider:

- Before the visit (during the briefing):
  - Is the family folder complete?
  - Does the social worker know the family? Does he present the family exhaustively and in a non-judgmental way (see the note on Pratiques: “how to present a family?”)? Is he able to analyze his relationship with the family?
  - Is he happy to visit the family?
  - Does he have an action plan for the family? And for this specific visit?
- During the visit:
  - Is the family happy to see the social worker? Do the members talk easily and by themselves (without questions of the social worker)? Do they look at the social worker or do they avoid eye contact? What is their body language?
  - Does the social worker introduce his supervisor in a clear way?
  - Does the social worker talk to all the present family members during the visit?
  - Does he talk to the family in a non-judgmental way? Does he respect its choices?
  - Does he talk to the family in a participative and non-directive way? For example, to remind the family about the discussion during the previous visits, does he say “Do you remember what did we talk about last time?” (participative) or “Did you go to the health center as we said last time?” (directive)
  - Does he give relevant and accurate information to the family (about available services, about diseases, ...)
- After the visit (during the debriefing):
  - Is the social worker able to analyze what happened during the visit?
  - Did the social worker observe body language of the family and was he able to identify things that were not explicitly said by the family?
  - Is he able to adjust (or confirm) his action plan according to what happened during the visit?
  - Is he able to make hypothesis to explain some behavior of the family which seems irrational or contradictory?

## 2. How to debrief to the social worker to help him improve?

To be continued