**Agency:** Exceptional Family Member Program (EFMP)

**Research Question:** Are the families and children with mental health illnesses registered with the EFMP receiving effective support services for both the exceptional family member and their family?

**Observation:** For my observation, I willinterview both caseworkers and clients of the EFMP. The caseworker question will focus on their workload and level of experience with mental health needs. Afterwards I will interview clients to determine their impressions of the programs knowledge of mental health illnesses and the types of support services they have been given or referred to. I will also obtain statistical data on the types of illnesses that the exceptional family members (EFM) being served in that office have. Since individual cases are confidential and my interviewees are all voluntary, having the data will help me understand the types of illnesses that caseworkers encounter. The breakdown of illnesses will list items such as Autism, ADHD, Asthma and other major mental health and medical illnesses. I am trying to determine whether there is a need for more mental health education of caseworkers and the types and availability of resources to clients and their family members. Knowing the level of education will help determine the quality of resources being given to clients and their family which will help to determine if the referrals/recommendations are useful.

**Interview Questions for Caseworkers:**

* How many clients are you assigned in a 12-month period?
* Of those clients, how many have mental health illnesses?
* What type of training have you received to prepare you to work with families of mentally ill children?
* What types of resources/support services do you provide for families with mental illness diagnosis?
* How do you choose the types of resources/support service that you recommend for clients?

**Interview Questions for Clients:**

* Please describe the level of knowledge your caseworker displayed when discussing your child’s illness.
* Have you received any resources/support service recommendations for your family or child?
  + Follow-up question if yes to previous question:
* What types of resources/support services were recommended?
* What types of resources would you like to see offered for yourself or other children?
* How beneficial would a monthly support group focusing on parental stress be for you?
  + Would you be more likely to attend if it was offered on base?
* How has your child or family benefitted from enrollment in the EFMP?

Katrina,

I think you have good solid questions for both the program coordinator and the students themselves. The only thing I might add is to ask the coordinator what the data is for how many have attended the program and out of those, how many completed their degree. I think that is what you are asking in question 2 ﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿﻿. I remember you discussing this program during a class video meeting but can't remember if you said this was a new program you worked with or not. If it is then the degree completion question wouldn't apply. The only other thing might be question 5 on the survey. I might say "the level of personal interaction in the session". Using the word interaction may make people think of not only questions they asked of the program/services but also interaction with other students attending the program. I know for myself, even if I am bored with a mandatory program if I meet/talk other students I am more likely to enjoy it because you usually find some types of commonality. I think your knowledge of this program really shows in your questions, you aren’t asking fluff questions but ones that will give you real information for your evaluation.