

Frequently Asked Questions  
FIRST 5 Service Dosage Summary

**Q. Can you provide an overview of the purpose of the Service Dosage tool?**

- A. The Service Dosage Summary form helps FIRST 5 learn about the services families are actually receiving. The tool documents information about what services each family member participates in, the frequency of service delivery, the proportion of family goals achieved, and the level of participants' engagement in the services. With this information, FIRST 5 can examine the characteristics of individual families who received more or less intensive services—or were more or less engaged in those services—and how that affects their outcomes (i.e., child and family health and well-being).

**Q. Could we incorporate the service dosage tool questions in with the family follow-up interview since we already ask about services received?**

- A. Not all families receive services for a duration of 6 months or more. So if a family left services before the due date of the follow-up interview, and that information was only captured on the follow-up interview, we would lose the opportunity to collect this critical service information. In addition, Home Visitor and Therapeutic Service providers are also required to report service dosage information, and the family follow-up interview is only administered by Family Partners. For all of these reasons, it is not feasible to incorporate the tool into the follow-up interview, but we do encourage Family Partners to add the completion of the service dosage tool to their list of things to do at each follow-up interval.

**Q. For the duration of services section, the TAG instructed for us to “enter the duration of services for which this form pertains”. Does this mean we must enter the End Date as 6 months from the start date? Or do we enter the date when the dosage form is completed?**

- A. In most cases, for service providers who see families for a duration of six months or less, the start date on the form should reflect the day you started to provide services, and the end date would be the date you completed services with the family (and completed the form). If, however, you are completing a second form for a family, because you provided services for more than six months or your service intensity changed during the duration of services, the start date should reflect the beginning of the second interval of services. Two examples are provided below to illustrate how to enter the proper dates.

A Family Partner began working with a family on February 3. She consistently saw or spoke with the parents on a weekly basis for about 3 months. After 3 months, the family was on their feet again, and the case was closed. She completed one Service Dosage Summary Form with a **start date** of: 2/3/08 (the start of Family Partner services), and an **end date** of 5/5/08 (the end of Family Partner services).

A Family Partner began working with a family on February 3. They needed an intensive and complicated array of services, so she saw them at least twice weekly for about 3 months. After some time, the Family Partner was able to reduce the time she spent with the family to just weekly check-ins for the next 3 months. She completed two Service Dosage Summary Forms: one with a **start date** of: 2/3/08 (the start of Family Partner services), and an **end date** of 5/5/08 (the end of twice-weekly intensity); another one with a **start date** of: 5/6/08 (the start of less intensive Family Partner services—delivered only once weekly), and an **end date** of 8/3/08 (the conclusion of the first 6 months of service delivery). The Family Partner will monitor her delivery of services to this family, and she will complete another Service Dosage Summary Form after 6 more months of services or when the family's case is closed, whichever comes first.

**Q. When Family Partners complete a second Service Dosage Summary form, which date should be entered as the Start Date? The date when the family is opened or the End Date from the first dosage form?**

A. The start and end dates on the form are the dates of service delivery reflected on the form—*not* the dates of when the case opened and closed. When the Family Partner completes the second service dosage form, the start date would reflect the beginning of another interval of services since the last time a form was completed. See example above.

**Q. The frequency of service asks us to (mark one) and give clarification “participant’s require high intensity support (e.g., daily visits or phone calls), and others require low intensity support (e.g., weekly or monthly check-ins)..... complete a separate form accounting for that dosage and duration. Are Family Partners to complete this form on a monthly basis if they begin to notice a trend in their service dosage/engagement with the family? Also, at 6 months?**

A. The Service Dosage Summary form is to be completed, at a minimum, every 6 months or when the case is closed whichever comes first. Family Partners can complete forms more frequently if they choose. We suggest that when the intensity of services starts to shift from high to low or low to high, the Family Partner should complete a dosage tool for that time period. For example, the first 3 months the Family Partner met with the participant daily; they would complete a form for that time period. The next 3 months, the Family Partner met weekly with the participant; they would then submit a second form for participant.

**Q. Is the Service Dosage Summary form to be completed for every child under the age of 6 in the family? Most families have more than one child under 6.**

A. A service dosage tool is completed for each child under the age of 6 receiving services. If multiple children in one family are impacted by the same service (e.g., family therapy or parent workshops), please just complete one form and indicate the name, DOB, and gender of each child in the family on that form, too. (Note: future revisions of the tool will provide space for additional children’s name, DOB, and gender.)

**Q. Which child’s name goes on the top if the whole family is the client and they have more than one child 0-5 in a family?**

A. We are in the process of revising the Service Dosage Summary form to have more space to indicate multiple children’s names, DOBs, and gender. This form will allow service providers to report services to more than one child in a family. In the meantime, please just add a note with all children’s names, DOBs, and gender who were impacted by the service reported on the form (see question and answer above). It does not matter which child’s name appears first.

**Q. For parent workshops, who is the recipient of services –parent/guardian or the family?**

A. We believe that parent workshops can impact the entire family, but for the purposes of the Service Dosage Summary form, the parent/guardian should be indicated as the “client” of parent workshop services. If multiple children in the family were impacted by this service, you can document additional children’s names, DOBs, and gender (see question and answer above).

**Q. For mother’s first name – instructions say “if the child has two fathers, print the name as indicated on the birth certificate in the parent 1 box.” In the event we are working with the father, do we still enter the child’s mother first name?**

A. The parent/guardian information is only provided to identify FIRST 5 children in our database. All information provided on the service dosage tool is entered into the database per child—even if it is a service that their adult parent/guardian received. Therefore, if the child’s mother’s first name is known, then her name should be used regardless of which primary caregiver received

services. If participants do not want to share the child's mother's first name or if it is not available, enter "Unknown."

**Q. Parents don't always disclose to Family Partners that they are attending a FIRST 5 workshop or parents don't even know that it is a FIRST 5 workshop. Please clarify how Family Partners should obtain parent workshops information?**

A. Parent workshop information is obtained through parent self report. Prior to completing the Service Dosage Summary form, Family Partners should ask parents if they participated in any FIRST 5 parent workshop in the last 6 months. If parents reported that they attended a parent workshop, then Family Partners should ask the parent about the frequency and average session time. Family Partners can check *not applicable* for proportion of goals completed and level of engagement. Family Partners should report any parent workshops attended regardless of whether they can confirm that it was FIRST 5 funded or not.

**Q. Is there a way to incorporate a box that asks families attending a workshop if they have a family partner and if so, to list the name of the family partner? Also, if the workshops providers could supply attendance sheets this would help with completing the necessary service dosage forms.**

A. Regions can create customized parent workshop attendance sheets that ask parents to report participation in Family Partner services. It might be easier to have Family Partners report parent workshop service dosage through parent report, however.