



Army EDIS Measuring Outcomes

Family Outcomes Survey (FOS) Questions and Answers

October 2008

1. What are the timelines for collecting Family Outcomes using the Family Outcomes Survey (FOS)?

Regardless of the reason for exit, all families exiting the early intervention program after receiving early intervention services for at least six months (from their initial IFSP) should complete the FOS. Families complete the FOS one time at/near exit from early intervention. Families should complete the FOS within 60 days of exiting the early intervention program.

2. Can we give a family the FOS after being in the program four months if the family is scheduled to leave in 2 months (60 days), thereby meeting the timeline of being in the program for 6 months?

Families completing the FOS should have been in early intervention services six months. If a family exits prior to six months they would not complete the FOS. If a family leaves right at six months they should complete the survey at that time, but not before receiving support and services for six months.

3. What languages will the FOS be translated into?

We are working on having the FOS translated into the following languages. *German, Italian, Korean, Pilipino, Spanish, and Japanese. In the interim you may use the FOS translated by the Minnesota Part C into the following languages.*

[Arabic](#)
[Cambodian](#)
[Croatian](#)

[Hmong](#)
[Laotian](#)
[Simplified Chinese](#)

[Oromo](#)
[Russian](#)
[Somali](#)

[Spanish](#)
[Vietnamese](#)

These are available online at: www.fpg.unc.edu/~eco/tools.cfm

If the language you need is not available please contact a translator to assist the family with completing the FOS.

4. If a child is seen primarily in day care does the day care staff complete the FOS or does the family complete the FOS?

The family.

5. Regarding the FOS question “Did EDIS staff assist you with completing this survey?” What is the definition of “assist”?

Assist means that EDIS staff had the potential for influencing the family’s responses on the FOS. For example if EDIS staff completed the FOS with the family and in explaining the FOS questions EDIS provided examples of what they’ve done with this family or encouraged the family to select a particular response option then EDIS would have influenced the family’s responses. If EDIS simply answered a quick question about a survey question by reading it back or providing an unrelated example that would not be considered influencing the family’s responses. EDIS staff must use their professional judgment to determine if their assistance could sway a family’s responses on the FOS. The bottom line: Did the assistance EDIS provided have the potentially to persuade the family’s responses on the FOS? If yes, then mark yes EDIS assisted on the FOS. If no, then mark no EDIS did not assist.

6. If an EDIS administrative person helped the family complete the FOS do we say yes or no to “EDIS assisted”?

See response above. Did the EDIS administrative person assist the family in a way that could have influenced their responses on the FOS? If yes, then yes EDIS assisted. If no, then no EDIS did not assist. Review definition of assist above.

7. If on a home visit, the family asks the primary provider to assist them with the FOS should the primary provider get a non-primary provider to assist the family with completing the FOS?

If the level of assistance needed is more than explaining a question or reviewing the directions, then it is best if a non-primary service provider can assist the family with completing the FOS. The primary service provider should determine the degree of assistance the family needs and consider the feasibility of calling upon the assistance of a non-primary service provider.

8. If a family does not want to complete the survey and share it with the local EDIS, is there an alternative location/address that they should send it to?

While we anticipate this to happen quite infrequently, it is a good idea for you to have an alternate location and survey recipient. There is no centralized alternative location/recipient at this time. You should choose someone who can enter the data in SNPMIS and respond to the family as needed. One possibility is sending it to the regional EDIS program manager. Remember, the FOS is not a satisfaction survey. If a family has satisfaction-related concerns or accolades they would like to raise, they should be assisted with using the local chain of command.

9. If the family elected to return the survey via mail and EDIS does not receive it in a timely manner – when should the response option “no data available” be used?

Provided the family has had time to complete the survey, if you have not received the survey within 60 days of giving them the survey and the child is discharged from EDIS go ahead and identify the FOS data as “not available”.

10. Is there, or will there be, a form number for the Family Outcomes Survey? (the COSF form number is MEDCOM Form 810, June 08).

Yes. The form must go through the forms approval process at MEDCOM. Following this it will be available on PureEdge. Stay tuned.

11. Can the Family Outcomes Survey data be entered into SNPMIS by someone other than the service coordinator?

Yes. Each EDIS program needs to discuss the best way to get the FOS data entered into SNPMIS. Given variations in staffing, the method may vary from program to program. The individual/s entering the data must ensure that the data are entered accurately and that the integrity of the data is not compromised.

12. Can you enter Family Outcomes Survey data in SNPMIS after the child is discharged?

Yes. Unless the child is over three years of age, then the data cannot be entered.

13. Can you enter Family Outcomes Survey data in SNPMIS after the discharge and after the pending discharge is approved?

Yes. Unless the child is over three years of age, then the data cannot be modified.

14. What should be entered in the drop down menu in SNPMIS for “completed by ____” if we don’t know exactly who completed the FOS?

The FOS does not request respondents to identify their role in the family (e.g., mother, father, guardian). Rather the FOS directs the family to have the family member/s having the most interaction with early intervention to complete the FOS. SNPMIS currently has a drop down box to identify who completed the survey (e.g., mother, father, both parents, guardian...). If you know who completed the FOS, go ahead and identify that individual by role in SNPMIS. If this is not known (which will likely occur more often than not) enter “both parents.” As SNPMIS is updated the drop down options will have only two options, family and administrative.

15. When is “administrative” used as the selection option in SNPMIS for the person who completed the FOS?

Administrative is only used when the data are unavailable and EDIS enters “no data available” in SNPMIS under the family outcomes screen.

16. What should be done if you gathered and entered FOS data and something happens that the family does not actually leave the early intervention program?

This is not a problem. When the family subsequently exits the program collect the family outcomes again and enter the data in SNPMIS. The first FOS can remain in the child’s record and there is no need to delete that data in SNPMIS.

17. What reports in SNPMIS help us manage collection of Family Outcomes using the FOS?

CL-090 Outcome List by Child: *This report lists all outcomes collected (child and family) for each child.*

CL-091 Status of Outcome Collection: *At THIS time, this report should not be used to monitor family outcomes, because the report needs to be changed to account only for family outcomes collected at exit. This change will come in the future release of SNPMIS. However, this report can be used to monitor child outcomes.*

CL-095 Outcomes Due: *This report should be somewhat useful to identify Family outcomes that have not yet been entered, but are expected. However, as of now, it includes checks both for annual collection and collection on discharge. The discharge check is accurate, but users should ignore the listings for outcomes due on annual IFSPs as families complete Family outcomes only once.*