

USE OF THE FAMILY RESILIENCE AND OPPORTUNITIES FOR GROWTH (FROG) SCALE (EFFECTIVE 2/15/2022)

HFA Best Practice Standard 2-1.A

POLICY: The site has policies and procedures requiring the FROG Scale be administered to identify risk and protective factors that could contribute to or mediate increased risk for child maltreatment or other adverse childhood experiences. The policy and procedures also require documentation of these risk and protective factors be completed in narrative format that fully describes the concerns, needs, and strengths expressed by the parent(s) during the FROG Scale conversation, and all items are scored in accordance with the guidelines of the tool. The policy and procedures specify who is responsible for administering the tool and the timeframe for completing the narrative, including supervisor review.

Intent: When parents are able to tell their story at the outset of service (or as soon as possible thereafter), the parent feels heard and valued. The intent with the FROG Scale is for staff to explore all areas while understanding that parents are only expected to share as much as they are comfortable sharing. Doing so conveys the respect families deserve and sets the stage for a genuinely attentive and responsive relationship.

1. Sites use the FROG Scale to determine eligibility for enrollment, assess the presence of various factors associated with increased risk of adverse childhood experiences, and support the development of a service plan that meets the unique needs of each family.
2. The FROG Scale is completed before the first home visit and ideally within a single visit, but no more than two.
3. The FROG Scale is completed for the parents (or primary caregivers) present in a relationship-building, conversational style. Efforts are made to complete the FROG Scale with both parents (or primary caregivers).
4. The FROG Scale is administered objectively and reliably according to the FROG training.
5. Responses from parents (or partner/significant other) present at the FROG visit are scored (0-4 or U (unknown)) in all domains the parent shared information for. When a domain is not explored for a person who was present at the FROG visit, score is U (unknown) and documentation includes reason for score; for example, "FRS did not ask." or "Lack of information gathered made it unable to rate." Domains scored U (unknown) can be entered on the service plan for further exploration.
6. Families who score 10 or higher are eligible for intensive home visits. Families who score below 10 are referred for other services in the community based on the risks and concerns identified in the FROG Scale.

7. If a family does not initially achieve a score of 10 or above, yet appears to be in need of and able to benefit from home visiting services, every effort should be made by the Family Resource Specialist to obtain additional information to add to the FROG Scale. In the rare cases that the family still does not achieve a score of 10 or above, the site program manager should contact their program contract manager at OCFS to discuss how to best meet the family's needs.

8. After administration of the FROG, the Pre-Assessment Form is completed and a worker is assigned. The FROG Scale narrative is documented in the HFNY FROG Scale Narrative Form, scored, and submitted in the MIS to the supervisor for review within 2 business days.

9. Supervisors review all FROG Scale narratives. These reviews may be completed outside of regular supervision times to ensure that the supervisor reviews them in a timely manner. Any subsequent changes are reflected in a finalized FROG Scale narrative. Supervisors have 3 business days from submission to review, finalize, approve the FROG Scale narratives, and ensure that the appropriate staff has been assigned.

10. The narrative includes details of the family's strengths, protective factors, concerns, and needs as determined by the FROG Scale.

11. Staff who administer the tool participate in regularly scheduled supervision with their supervisor to review and confirm documentation is complete and scoring is discussed. Staff are supported with building skills that ensure FROG Scale conversations are done in a manner that builds relationships and is respectful, culturally responsive, and strength based. Supervisors observe staff conducting the FROG Scale at least twice annually (4 times in the first year after hire).

12. Prior to using the FROG Scale, all staff with responsibility for administering the tool and their supervisors will complete FROG Scale training conducted by a certified Healthy Families America FROG Trainer (or the HFA Hop Up for staff previously trained in the Parent Survey).

13. Information collected from the FROG Scale is documented on the Service Plan for initial and ongoing service planning.

MIS References:

TBD

Appendix:

TBD

Insert site-specific procedures that include:

1. A description of how, prior to using the FROG, all staff administering the tool and their supervisors will complete the appropriate required training.
2. The time frame for administration of the FROG Scale.
3. A description of who is responsible for administering the FROG Scale.
4. What efforts are made to engage both parents and how responses from parents are recorded, including when Unknown is selected for a parent present for the FROG.

HFNY POLICY #2

Final 2/17/22

5. The time frame for completing the narrative documentation and scoring.
6. The process and time frame for supervisor review and feedback on the FROG Scale narrative and time frame for assignment to the appropriate staff.
7. Describe how information collected from the FROG will be documented in the Service Plan for ongoing service planning.
8. How staff are supported over time in the way they engage families in the FROG Scale conversation.

BPS 2-1.A and 2-2.A were combined in the new standards into a single 2-1.A.