CRCS Conference Call Meeting notes
February 10, 2009
10 AM- 11:30 AM

Attendance:
DSHS –
Trish Larwood, LaQueisa Wilson, Jeffrey Wagers, Katherine Carvelli, Latrice Miller, Mary McIntosh, Susan Dear, Christina Morse, Liza Hinojosa, Kathy Ladner
Regional Staff – Region 11-Richard Anguiano and Dina Sosa.

Contractors –
Planned Parenthood El Paso, City of Amarillo, UTSWMC, Urban League of Dallas, Planned Parenthood of North Texas, Tarrant County HD, Health Horizons, SHRT, PALM, City of Austin, San Angelo AIDS Foundation, Valley AIDS Council, CBAF.

Agenda

I. Purpose of the call is to create a supportive environment in which to provide:
a. Peer to peer TA
b. Communicating information specific to CRCS

II. Introductions
a. Contractors
Please include name of agency, staff on call and location

b. DSHS Staff
- ✓ Regional staff
- ✓ Austin staff

Please include name and location

III. New CRCS QA tools- Jeffrey Wagers
- Required as of February 1, 2009
- CRCS QA Tools are located on the DSHS website at http://www.dshs.state.tx.us/hivstd/training/qastandards.shtm#crcs
  - ✓ Form CRCS-A: Instruction Form to use the QA forms
  - ✓ Form CRCS-1: Session Observation Form for CRCS, used to observe a CRCS in session with a client
  - ✓ Form CRCS-2: Review of Client Record Checklist, also known as the Chart Review Form

<u>REMEMBER</u>
- Revisions on 10/5/08 to Program Operating Procedures and Standards(POPS) http://www.dshs.state.tx.us/HIVSTD/pops/pdf/pdf_CRCS.pdf
- Training standard requirements revised on 10/10/08 http://www.dshs.state.tx.us/hivstd/training/default.shtm

Questions that arose:

- What are expectations for "Not Met"?
  Supervisors/observers should rate a CRCS as "Not Met" if the topic should have been covered but was not. Supervisors/observers should provide comments where space is permitted regarding "Not Met" rating. Additionally, after each observation supervisors/observers should be providing feedback on what went well in the session and what areas need improvements. Supervisors/observers should also coach staff on areas that they feel needs improvement, especially if consistent patterns appear.

- What is Section 4: D & E referring to?
  Refers to the behavioral assessment tools that you are using (BRAT, CFAT, or whatever tool used to capture the 6 areas of assessment).

- Why were tools modeled after PBC?
  Most programs that implement CRCS have had some experience implementing PBC. Since contractors were familiar with PBC QA tools we wanted to develop a similar tool so that you wouldn't have to start from scratch learning to use another tool.

- Should chart review observation form be kept in the file or separate?
  Both locations are acceptable as long as consultants can easily link the form back to the chart. Some programs copy the chart review form in color which makes it stand out and then is attached to the front of the chart. Some agencies keep the chart review forms in a separate cabinet or binder. Other agencies code charts that have been reviewed with different colored dots, or keep reviewed charts in a separate cabinet.

Additional Comments:

- **Not all tasks on the form will be applicable to all clients except in the counseling skills section**.
- Word documents of both tools are available on the DSHS website.
- Contractors may add items to each tool but cannot take anything out.

IV. Data-Katharine Carvelli/Trish Larwood –See updated Quarterly report instructions below

a. Data collection-CRCS workbook

- Federal and State funded –CRCS workbook and quarterly report summary. The CRCS workbook instructions on the DSHS website at, http://www.dshs.state.tx.us/hivstd/fieldops/prevdata/CRCS_DATA_Workbook_Instructions.pdf **NOTE: The CRCS instructions online have not been updated to reflect the below Changes. These will be updated by April 1, 2009.**

Additional Comments:

- Quarterly reports are due April 20, 2009 for all CRCS contractors except for AIDS ARMS and Planned Parenthood of North Texas who are on the State funding cycle, their Quarterly report is due on March 20, 2009.
- Changes: The 2009 performance measures no longer include engaged clients, the focus is enrolled, enrolled by target population and number of sessions. Note: State funding cycle contractors (AIDS ARMS and Planned Parenthood of North Texas) do not have a performance measure for the number of sessions on the current contract.
- After you have read instructions thoroughly and continue to incur problems with CRCS workbook contact your consultant or Latrice Miller.

UPDATED QUARTERLY REPORT INSTRUCTIONS Your agency was also sent this information by e-mail on March 13, 2009.

CRCS providers (*Two exceptions below)**,** please note that the instructions provided during the February 10, 2009 conference call have been revised.
To simplify this process the following revisions were made;

1. **Do not** use the workbook to calculate your performance measures for your quarterly report.
2. **Do continue** to update your CRCS workbook for the quarter and send the updated workbook to Latrice Miller at Latrice.Miller@dshs.state.tx.us as soon as possible.
3. **DSHS will** generate a report from your workbook and send it to you to include in your quarterly report. The DSHS report is being modified to be more user friendly. These modifications to the tables in the DSHS report will include your agencies performance measures and the percentage achieved.

*** State funding cycle CRCS contractors, AIDS ARMS and Planned Parenthood of North Texas continue to use your workbook to calculate your performance measures for your quarterly report. Continue to submit your updated CRCS workbook to Latrice.Miller@dshs.state.tx.us**

V. Logistics

a. Quarterly calls. Tuesdays 10:00-11:30.
b. **Items for future discussion** or e-mail trish.larwood@dshs.state.tx.us and CC Field operations consultant. **Suggestions:** Update from programs on successes of recruiting and maintaining MSM's
c. Send any changes to CRCS contact information to trish.larwood@dshs.state.tx.us and CC Field operations consultant. **Suggestions:** Send out an updated copy of the contractors contact list. The updated list was e-mailed on February 12, 2009. Thank you for your updates!