

CRCS Conference Call Agenda Notes
June 2, 2009
10 AM- 11:30 AM

- 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: Planned Parenthood of El Paso, Inc., City of Amarillo, AIDS Arms, Inc., UTSW-MCD, Urban League of Dallas, Planned Parenthood on North Texas, Inc., Tarrant County Health Department, Health Horizons, Special Health Resources for Texas, Inc., Project AIDS Land Manor (PALM), City of Austin, City of Laredo Health Department, Costal Bend AIDS Foundation.
 - b. DSHS Staff
 - Regional staff: Ron Stinson, Robert Spainhour, Anita Montanez
 - Austin staff: Trish Larwood, Amanda Reese, Mary McIntosh, Mary Banski VanWisse, Liza Hinojosa, Latrice Miller, Katharine Carvelli, Karalee Poschman, Christina Morse, Dolores Alvarez, Susan Dear

- III. New PBC Groundwork online & TRAIN registration-Mary VanWisse
 - a. **Overview:** Mary announced a change in how to register for courses on DSHS TRAIN. The old system of faxing a registration form was not working efficiently the system requires a new registration form to be faxed for each course and faxes were getting lost. TRAIN is a learning management system—which means it is a way to do everything from launching online courses, to registering, to saving transcripts to communicating with class participants. If a certificate is lost, it is available on your TRAIN account. The TRAIN system allows the administrator to quickly email everyone enrolled in the course if there is a room change. There are a lot of good reasons for us to make this change.
Action: Starting Sept 1, training participants will register for all DSHS HIV/STD courses using the Texas TRAIN system. Next week there will be a new registration page on the HIV/STD part of the DSHS website. As soon as it is completed, we will send out an announcement on the HIV Insider. Follow the instructions for to logon and create an account. There are different instructions for HHS and non HHS enrollees. DSHS regional folks or any DSHS employees are considered HHS employees. Once a person creates an account, he or she can register for courses. There will also be instructions for “finding and registering for courses”. New employees can get on and start taking “Risk Reduction Groundwork” already. For other courses, if employees would like to get on and try to register, there will be “dummy” or “fake” sessions of some of our course starting next week. In order for people to register for these dummy courses, use the registration code #99999. After September 1, 2009 you will not need a registration code for the courses. For participants who are going to take PBC soon, they will now complete the pre-course “Risk Reduction Groundwork” online.
Troubleshooting contact persons: Again, the change for using TX TRAIN for all courses will start September 1, 2009 so you have time to look at the files and logon for the first time. Please contact Mary VanWisse (512) 533-3019 or Cindi Blair (512) 533-3026, if you have trouble logging on. If they can not help you, they will have you call the TRAIN help group.

IV. Data-Katharine Carvelli

- a. Revised on 5/22/09 CRCS workbook instructions located at <http://www.dshs.state.tx.us/hivstd/fieldops/prevdata.shtm>
Karalee Poschman made changes to the CRCS workbook instructions and posted them online.
Question: Felicia Flye Lewis, Dallas Urban League- Still having issues with the workbook summary totaling correctly.
Answer: Karalee explained that changes made to the instruction were related to submission and procedure. Ms. Flye-Lewis should contact Latrice Miller with specific issues.
Question: Tonya, Health Horizons- Had concerns about clients that fell into two target populations.
Answer: Katharine Carvelli explained that some clients might fall into to populations. For example and HIV + MSM may count towards a program's performance measure for HIV+ and MSM. This is okay. While this client will be counted in both categories for target populations, they will be counted for one CRCS session not two. Once they reach enrollment they will count as one enrolled client.
Comment: Amber, ATC- asked if it was possible that the number of sessions were not totaling correctly for workbooks as compared to the DSHS report because the workbook was only counting the enrolled sessions (not the engaged).
Answer: Yes, that is correct. The workbook only counts sessions for enrolled but the DSHS report sent to you counts both engaged and enrolled. Therefore, if there is a difference in the numbers. The DSHS report would have a higher number of sessions. The number of sessions on your DSHS report is the number used towards your Performance Measure/Process objective of "number of sessions".
Action: DSHS data staff are now developing a "Frequently Asked Questions" document to help document the questions and answers from this call and other questions we've received. We hope that this will be a helpful resource. We will add questions and answers to it on an ongoing basis. Stay tuned for when it is placed on the website.
- b. DSHS generated reports for federally funded programs (Jan-Dec contracts). These reports are to be copied and pasted into the quarterly reports. Programs on the state funded cycle (Sept-Aug) should still copy and paste workbook summaries into their quarterly reports.
- c. Future Webinar- There are plans in the works to provide prevention intervention specific webinars to explain data entry, troubleshooting data entry problems, data reports, and how DSHS will use the data. Each webinar will be about 90 minutes. Tentative date was discussed of for a webinar on the RECN system for June 23, 2009. Look for an e-mail from Katharine Carvelli. The webinar will include two modes of communication to review CRCS workbooks and reports; computer and telephone.

V. Outcome Monitoring Needs Assessment-Trish Larwood

- a. **Thank you to all who contributed!!!**
- b. Update: Kathy Lander conducted a needs assessment to see where we are at with Outcome Monitoring in Texas. DSHS is forming a committee to evaluate how to move forward based on the assessment. The committee wishes to move forward in a thoughtful and organized way. If you have additional input for the committee please contact Jeff Wagers at Jeffrey.Wagers@dshs.state.tx.us.
- c. If you did not receive the Outcome Monitoring Needs Assessment and want it please e-mail Jeffrey.Wagers@dshs.state.tx.us and request a copy.

VI. CRCS Training-Trish Larwood

- a. One CRCS training being scheduled for August or September

*****PLEASE NOTE THAT DUE TO LOW NUMBER OF REQUESTS
THIS WILL BE THE ONLY TRAINING THIS CALANDAR YEAR*****

Reminder: Please register all new staff for training even if training is unavailable. This alerts DSHS of training needs.

Question: Do people need to re-take CRCS training after a couple of years?

Answer: This is not a DSHS requirement but some people will re-take the course as a refresher. There have been no major changes to this course in the last couple of years. It is important that folks evaluate their programs travel budget if they wish to attend CRCS training as a refresher.

VII. Quality Assurance Tools-Check in with contractors

- a. How are the tools working? Questions?

Comment: Felicia Flye Lewis, Dallas Urban League- The tools are very helpful and she appreciates how the tools include detailed information regarding what is needed in CRCS charts.

Comment: Tonya Pickett, Health Horizons- stated that she has to flip pages back and forth because the format of the tools does not follow the format in which their charts are organized.

Possible solutions include: The program could reorganize charts to follow the format of the tool or the agency could reorganize the tool to follow the format of their charts. Agencies are allowed to rearrange items on the tools as long as no items are deleted.

Reminder: Trish Larwood reminded agencies that when using the observation tool not every item on the tool will be addressed in one CRCS sessions.

- 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#crs>

VIII. 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. Please feel free to send me suggestions on what you want more or less of on the calls. We want these calls to be helpful to you and your program.
- c. Send any changes to CRCS contact information to trish.larwood@dshs.state.tx.us and CC Field operations consultant.

Thank you for your participation!!!!!!