

COMPREHENSIVE RISK COUNSELING AND SERVICES

Comprehensive Risk Counseling and Services (CRCS) Quality Assurance Forms

Both the CRCS Session Observation Tool and the CRCS Chart Review Form are based on the CRCS Program Operating Procedures and Standards (POPS), which are found on the DSHS HIV/STD website. These are the forms to be used for Quality Assurance (QA). Additional items can be added to the forms, but nothing can be removed. This is based on supervisor discretion.

1. Instructions for Use of the Session Observation Form, CRCS-1

Form CRCS-1, the Session Observation Tool, must be used each time the supervisor observes the CRCS in a session with a client.

CRCS Staff Observation Schedule:

CRCS Supervisors will observe staff providing CRCS according to the below schedule, based on the date of hire of the CRCS. It is not required for staff to complete a CRCS training prior to working with clients, but it is highly recommended that staff complete Protocol-Based Counseling training prior to CRCS Training.

Observation Schedule:

- First 6 months: 2X/month**
- 6-12 months: 1X / month**
- 1-2 years: Quarterly**
- 2 + years: Twice/ year**

The CRCS Session Observation Form has instructions on how to use the form on page 1. Space for comments is provided after each section of the form. Unlike the Protocol-Based Counseling Session Observation form, in which the Goals and Tasks are specified to be performed in a certain order, this is **not** the intent of the CRCS Observation Form.

All of the Goals and Tasks on the CRCS Form **are not intended to be performed in each session.** In addition, DSHS is not recommending that these goals or tasks be performed in a specific order.

One of the cornerstones of CRCS is based on adequate counseling skills. As a result, most of Section 1 of the Form, “Counseling Skills, Concepts and Components,” should be filled out in each session, as they apply throughout most CRCS sessions. The rest of the form will be filled out as it is applicable to that particular CRCS session and client.

At the end of the form is space to add additional comments. Upon completion of the observation, the supervisor should review the form with the staff member in a timely manner. Upon completion of the review, both parties will sign the form.

2. Instructions for Use of the Chart Review Form, CRCS-2

Form CRCS-2 is designed to be used when reviewing a CRCS chart. This form must be used each time a CRCS chart is reviewed. It is developed based on the CRCS POPS.

Chart reviews must be performed on a regular basis, according to the following schedule, based on the CRCS length of time of employment:

First 6 months: 20% of charts monthly, OR 4/ month, whichever is greater

> 6 months: 20% of charts quarterly, OR 4/ quarter, whichever is greater

Instructions for Completing CRCS-2:

Section One: Completeness of Record.

Mark “Yes” if the item is in the chart.

Mark “No” if the item should be in the chart but isn’t.

Mark “N/A” if the item is not applicable based on the client’s length of time in CRCS, or the client’s status. For example, if the client is still an active client in CRCS, then the “discharge reviewed and signed by supervisor” would not be applicable at the time of review.

Sections 2-5: In these sections the CRCS supervisor or person providing QA will review the chart for each item in that section, rate the strength of documentation for each item, as well as providing an overall score for each section.

Instructions:

Mark “Missing” if the item should be there and it is not.

Mark “1” if the documentation needs improvement.

Mark “2” if the documentation is satisfactory

Mark “3” if the documentation is very good.

Mark “N/A” if that is not applicable based on that client’s length of time in CRCS or the client’s status. For example, if the client is in the engagement stage of CRCS and their logic model is not started or not yet completed, it would not be applicable at the time of review.

Each section will have an overall score based on the average of the items in the section. Please place an overall score at the end of each section.

The back page provides space for comments regarding the documentation. Additional paper can be used to complete the “comments” section if needed. It is important to give some specific feedback on the strengths and areas in need of improvement. This lets the CRCS know what is working well and what needs improvement. The supervisor should give ideas on how improvements can be made. The supervisor should review the chart with the CRCS in a timely manner, and both should sign it upon completion of the review.

For any questions, contact your field operations consultant, or trainer, on the Targeted Prevention Interventions team at DSHS.