

Social Networking Strategies Quality Assurance Guidance

Quality Assurance Activities

Contractor shall conduct the following quality assurance activities:

- Follow the DSHS approved SNS implementation plan. The implementation plan will be approved by DSHS and provided to the contractor by the start date of the contract.
- Ensure SNS staff implements each of the following activities:

Phase I: Recruiter Enlistment (identify, screen, and invite potential recruiters to participate in program); *during the pilot program it is recommended that the initial recruiter be an HIV positive member of your target population(s)*

While the CDC curriculum states that the initial recruiter for each network must be HIV+ the 2010 DSHS performance measures indicate that only 1 recruiter must be HIV+. This is acceptable during the first year of the pilot. However, DSHS highly encourages the use of multiple HIV+ recruiters throughout the program.

Documentation: Enlistment/Screening Checklist

Contractors can develop their own forms or use those provided by CDC (see talking points document HO#12 in the SNS training manual and page 7 of the SNS data collection forms)

Phase II: Recruiter Engagement (orient and interview recruiters about network associates; coach recruiters on how to approach network associates)

Documentation:

Orientation - develop form that covers components listed on p.3 under day 2 of training manual

Interview - Contractors can develop their own forms or use those provided by CDC (see session components in HO #15 in the SNS training manual and forms for SNS data collection)

Coaching - develop coaching checklist similar to HO #18 in the SNS training manual

Phase III: Recruitment of Network Associates (recruiters recruit network associates for counseling and testing);

Documentation: Contractors can develop their own forms or use those provided by CDC (see p. 29 on data collection forms)

Phase IV: Counseling, Testing, and Referral (provide HIV counseling and testing to network associates and link clients who test positive into care and preventive services)

Documentation: At minimum, contractors must track SNS CTR activity in RECN or the Testing w/o Counseling data bases. Programs are encouraged to develop additional forms to monitor network associates that receive CTR services weekly/monthly and that clearly link network associates to their recruiter.

Frequency of Monitoring Activities

SNS program staff shall be monitored per the guidance below:

Length of time staff have been performing the intervention	Frequency
0-6 months	Twice a month
7-12 months	Monthly
1-2 years	Quarterly
2 years or more	Every 6 months

Monitoring should at minimum include observation of any of the following activities:

- Recruiter Enlistment
- Orientation
- Interviewing
- Coaching
- Testing (if the SNS coordinator will be conducting tests)

- Recruiter file reviews

- First 6 months: 20% of charts monthly, OR 4/ month, whichever is greater;
- Over 6 months and thereafter: 20% of charts quarterly, OR 4/ quarter, whichever is greater

Files should include the following information/forms:

- orientation form
- screening form (demographics, risk factors, HIV status, etc.) DSHS will not require proof of status as a condition for participation
- consent/confidentiality form
- recruiter information (locating info., test history, risk group, network associates identified and referred to CTR, etc.)
- interview form
- coaching form
- tangible reinforcements received
- additional notes (if needed)

Incentives

Funds may be used to purchase tangible reinforcements (bus tokens, movie gift cards, food gift cards, t-shirts, grocery store gift cards, etc.) to encourage at risk clients to participate in prevention programs. *Tangible reinforcements must be approved in advance by DSHS Program. Contractor shall maintain a policy regarding the use of tangible reinforcements and a log for tracking the distribution of tangible reinforcements. The policy and log are subject to review by DSHS Program during program reviews and at any other time.* The policy must limit the use of tangible reinforcements to the following types of situations: for recruitment of clients into PBC, SNS, CRCS, and EBIs, for retention of clients in EBIs, for clients upon completion of all sessions of an EBI, for recruitment and retention of peer volunteers, for clients who return for HIV testing and to encourage clients to return for test results. Funds may not be used to make cash payments or cash-equivalent payments to intended recipients of services except as noted above.

Agencies must have an incentive log that keeps track of incentives on hand (available inventory), documents when the incentives were purchased, what the incentives are, the distribution of the items and the remaining balance.

Things to consider:

- Will you offer extra incentives if NA is escorted by recruiter vs. walking into testing venue alone?

- How will you handle incentives for recruiters that have conversations with associates but no one comes in to test?
- Alternative incentives: condom store, thumb drives, etc.

Data Reporting

All SNS testing activities must be recorded in either RECN (for PBC) or the Testing Without Counseling (Access) Data Base. The following sites will be added to both data bases:

SNS - Field Visit - will be used when testing of Network Associates were coordinated off-site (home, mobile van, apartment complex etc...) when escorted or referred by their recruiter;

SNS - HIV CTS - will be used when testing of Network Associates occurred at a HIV CTR testing site when escorted or referred by their recruiter;

SNS - Other - will be used when testing of Network Associates took place at another type of SNS site not included in our list (field visit, HIV CTR, STD Clinic); and

SNS - STD Clinic - will be used when testing of Network Associates took place at a STD Clinic when escorted or referred by their recruiter

For Testing Without Counseling, you will receive an updated data base from DSHS that will include the sites listed above. When initially entering data for Testing Without Counseling you will need to select "add new site", select your organization from the drop down menu, identify site location, then select "type of testing site".

Initially, SNS contractors will report quarterly during the first year of the pilot program, in addition to the contractor's required semi -annual report. SNS data reporting must be submitted in the format provided by DSHS. Contractor is responsible for examining the quality of the information prior to submission to assure it is complete and accurate. The required format has been provided for you to use (see attachment).

Submit your SNS activities by the 20th day following the end of each quarter. Below are the reporting due dates:

- April 20th
- July 20th (semi-annual report)
- October 20th
- January 20th (semi-annual report)