



Client-Level Data (CLD) Readiness Assessment Project

*Update for Ryan White HIV/AIDS Program
Part D Grantees*

Webinar Presented by
Cicatelli Associates Inc.

Tuesday, May 25, 2010



Good afternoon and welcome. My name is Kelly Opdyke, and I am joined by my colleague Titi Ologhobo. We are members of the project team at Cicatelli Associates Inc. (CAI) that will facilitate today's presentation.

This Webinar is intended as an update for Ryan White Part D grantees. All Part D grantees will participate in a project conducted by CAI to assess their readiness to collect client-level data (CLD) as required for the Ryan White Services Report (RSR). For those of you who have already participated in this assessment or are already familiar with Cicatelli, some of this will be a review.

Please note that this program will be recorded. The presentation will be available on the TARGET Center website after the call is complete.



Outline for Today's Webinar

- About Cicatelli Associates Inc. (CAI)
- Project Goal
- Major Activities, Timeline & Process
- Findings to Date
- Technical Assistance Resources available through HAB
- Discussion Q&A



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Today's presentation will begin with some background information about our organization, Cicatelli Associates Inc., followed by an overview of the goal and timeline for this project. We will also review the project website, related tools and resources available to Part D grantees, and project contacts.

Next, we will discuss the design of the assessment tool, as well as major activities and preliminary findings based on the work completed in Year 1 and Year 2 to date, and what grantees can expect for the remainder of Year 2 and Year 3.

We will also highlight technical assistance (TA) resources available to Part D Grantees through HRSA to help you prepare for the Ryan White Services Report (RSR).

Finally, during the Question & Answer period, we invite Part D grantees to share their experiences with their peers, both in terms of preparing for and submitting the RSR, and with regard to their participation in this assessment.



About Cicatelli Associates Inc. (CAI)

- Nonprofit, tax-exempt 501(c)(3) educational organization with offices in New York and Atlanta
- Provide training and capacity development to health and social service providers since 1979
- Mission is to improve the breadth and quality of care provided to low-income and underserved populations
- Particular focus on improving services provided to women, children, families, older adults, minorities, and people with disabilities



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CAI is a nonprofit organization with offices in New York and Atlanta that provides training and capacity development for health and human services providers.

For 30 years our work has enhanced the breadth and quality of health care and social services delivered to underserved and vulnerable populations, especially women, minorities, and people with disabilities.



About Cicatelli Associates Inc. (CAI)

- Funding from public and private sources to address health issues including:
 - Women's Health
 - HIV/AIDS
 - Sexually Transmitted Infections
 - Substance Use and Mental Health
 - Reproductive Health and Family Planning
 - Breast Cancer
 - Domestic Violence
 - Trauma
 - Early Childhood Development



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We receive funding from public and private sources, and work nationally and internationally to address some of the most challenging health issues of our time, including women's health, HIV, substance use, mental health, reproductive health, and family planning, among others.

For more information about our organization, please visit www.cicatelli.org.



Part D RSR Readiness Assessment

- CAI has a long history of working in HIV/AIDS, particularly in building the capacity of providers to better serve HIV-infected women, children and adolescents, including
 - Organizational capacity development
 - Data management systems development
 - Using data for decision-making
- Funded by the HAB to provide assessment and recommendations for TA to Part D grantees in preparation for collecting and reporting client-level data (CLD) for the new Ryan White Services Report (RSR)





Part D RSR Readiness Assessment

Goal:

To assess the capacity of Part D Grantees to successfully collect and report on a core set of client level socio-demographic and service utilization data that can be used to better plan, monitor and evaluate HIV-related services provided to women and families.

Outcomes:

Provide all Part D grantees and HAB Service Project Officers with individualized grantee RSR Readiness Summary Reports and recommendations for TA (Baseline and Follow-up)



Major Activities & Timeline

- Assess the readiness of all Part D grantees to successfully report for the RSR
 - 1. Baseline Assessment
 - 2. Baseline Readiness Score
 - 3. Expanded Assessment (phone and/or on-site)
 - 4. Readiness Summary Report (TA recommendations)
 - 5. Follow-up Assessment
- Workplan (Sep 1, 2008 - Aug 31, 2011)
 - Year 1: 20 grantees (8 on-site)
 - Year 2: 40 grantees (10 on-site)
 - Year 3: 31 grantees (6 on-site)



This project is funded through a three-year cooperative agreement which began on September 1, 2008 and runs through August 31, 2011. During this time, Cicatelli Associates Inc. will assess all 91 Part D grantees' readiness to collect client-level data (CLD) as required for the RSR.

In Year 1, Cicatelli Associates Inc. (CAI) conducted Key Informant Interviews with 10 Part D grantees to inform the development of the assessment tool. The resulting tool was piloted with another 10 grantees in Year 1, and revised in Year 2 based on findings from the pilot assessments.

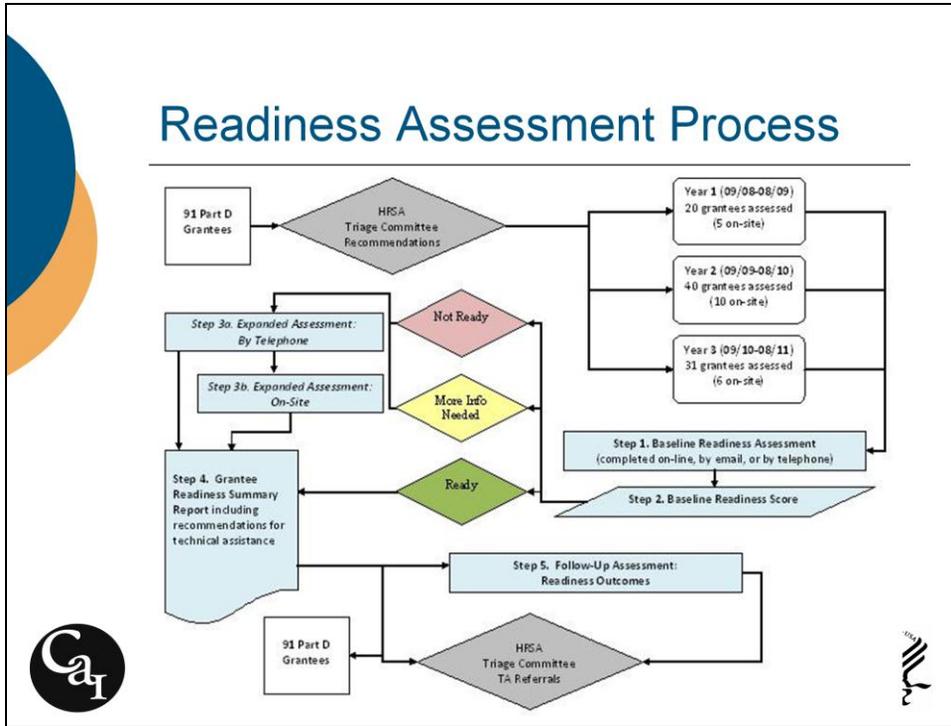
Each grantee will complete a baseline assessment to determine an initial readiness score. Based on this initial assessment, some grantees will be engaged to complete a more in-depth assessment of readiness and needs, either by telephone or on-site. CAI will work with grantees and HAB to determine which agencies will receive an on-site assessment.

For each grantee, CAI will produce an individualized readiness summary report with recommendations for technical assistance based on the assessment. Summary reports will be shared with grantees and your HRSA Project Officers. In addition, each grantee will complete a follow-up assessment after the next RSR submission to determine whether recommendations for technical assistance were implemented, and to document any new challenges or progress in addressing challenges previously identified.

HRSA Project Officers identified Part D grantees for priority assessment in Years 1 and 2. Twenty agencies completed a baseline assessment in Year 1, including 8 on-site assessments. An additional 40 grantees will complete the baseline assessment in Year 2 (with at least 10 on-sites), and the remaining approximately 31 grantees will be assessed in Year 3.

As you are aware, all grantees were already required to submit the 2009 Interim and Annual RSR reports. For this project, "readiness" refers to all aspects of grantees' preparation for the RSR, including changes made leading up to RSR submission, or issues identified after the RSR was submitted. We recognize that different grantees will be at different stages of readiness when they complete the assessment, and have taken this into account in the design of the assessment process.

Readiness Assessment Process



This diagram illustrates the 5 steps of the assessment process (Baseline, Readiness Score, Expanded Assessment, Summary Report, and Follow-Up Assessment). The Triage Committee, comprised of representatives from HAB including the Division of Community Based Programs and Technical Assistance Contractors, is a key component of the process. This helps to ensure that all parties involved in this assessment and in providing technical support to grantees are aware of critical issues and can effectively and efficiently coordinate the delivery of TA to grantees.

Readiness Assessment Design

- Readiness Assessment Tool – 3 Parts

Part	Description
Part I: Organizational Profile	Descriptive information about grantee agency contacts, data system, and provide network
Part II: Readiness Rating Scale	Measurement of readiness in four domains*
Part III: Technical Assistance (TA)	TA requested and received; HAB TA resources utilized; unmet TA needs

* See next slide for details



The assessment is comprised of three parts:

First, the organizational profile requests information about your organization, Ryan White funding, your Part D provider network, and data systems used.

Next, the Readiness Rating Scale measures RSR readiness according to four domains which will be described in more detail on the following slides.

The last section inquires about your technical assistance needs and HAB-supported TA resources available.

Readiness Assessment Design

- Readiness Score Organizational Domains

Domain	Description
Organizational Infrastructure	<i>Technology and Resources</i>
Organizational Systems	<i>Policies and Procedures</i>
Organizational Staffing	<i>Knowledge and Skills</i>
Organizational Culture	<i>Leadership and Management</i>



The second part of the assessment, the Readiness Rating Scale, utilizes a framework that examines RSR readiness according to four organizational domains.

The first domain is Organizational Infrastructure, including hardware and software applications. For example: Has your data system been updated to collect and export client-level data in the XML format required for the RSR? Can your data system distinguish clients and services funded at least in part by Ryan White funds?

The second domain is Organizational Systems, assessing sub-grantee contracting requirements, as well as data sources, collection, and flow. For example: Does your organization have contractual agreements with sub-grantees that specify requirements for reporting client-level data for the RSR? Have providers identified data sources necessary to report all data elements required for the RSR?

The third domain is Organizational Staffing, assessing leadership, staffing patterns and skills. For example: Have you provided any training to providers to help them update their systems? Do each provider in your network have appropriately skilled staff assigned to manage technical issues related to the RSR?

The last domain is Organizational Culture, assessing the use of data for program planning, monitoring and evaluation. For example: Have you established effective channels of communication between your organization and sub-grantees? Does your organization currently utilize client-level data to evaluate and improve your program?



Year 1 - Accomplishments

- Developed, piloted and revised grantee readiness assessment process
- Completed 20 baseline readiness assessments*
- Conducted 8 on-site assessments
- Developed summary reports for grantees that completed baseline
 - Subject to grantee review, revision, and approval prior to submission to HAB



*19 grantees completed the Readiness Rating Scale



In the next several slides, we will share general accomplishments and lessons learned during the first year of the assessment. We also invite you to share your experiences during the discussion Q&A period at the end of this call.

Year 1 – Grantees Assessed

Grantee Agency	Grantee Agency(cont'd)
1. CA-Sonoma County HSD	11. NY-NYU School of Med
2. <i>CO-Univ of CO, Denver</i>	12. <i>NY-Public Hlth Solutions</i>
3. CT-CHC Assoc of CT	13. NC-Western NC CHS
4. DC-Children's Nat'l MC	14. NC-East Carolina Univ
5. FL-Univ of Miami	15. OH-Univ of Toledo HSC
6. <i>IL-Access CHN, Chicago</i>	16. <i>PR-CONCRA, San Juan</i>
7. MD-Maryland DOHMH	17. <i>PR-Puerto Rico DOH</i>
8. <i>MI-Michigan DCH</i>	18. <i>TX-UTSWMC, Dallas</i>
9. NY-Albany Med College	19. <i>VI-USVI DOH</i>
10. NY-SUNY Downstate	20. WA-Seattle-King County



Italics = on-site assessment completed



Year 1 – Evaluation Summary

Grantee Data Systems	Number (%) of Grantees (N=20)
CAREWare	11 (55%)
CAREWare Lite	2 (10%)
AIRS (<i>NY grantees only</i>)	3 (15%)
ARIES (<i>TX, CA only</i>)	1 (5%)
Custom Database only	3 (35%)
Custom Database plus another RSR-Ready system	5 (25%)



Note: Some grantees and providers use multiple data systems or different data systems



Year 1 – Evaluation Summary

- Readiness Score Preliminary Analysis

Domain	Avg Raw Scores (N=19)
Organizational Infrastructure (<i>Technology and Resources</i>)	56% (3.9 of 7)
Organizational Systems (<i>Policies and Procedures</i>)	63% (5.7 of 9)
Organizational Staffing (<i>Knowledge and Skills</i>)	70% (5.6 of 8)
Organizational Culture (<i>Leadership and Management</i>)	73% (6.6 of 9)





Year 1 – Evaluation Summary

- 2009 RSR submission outcomes
 - On-time submission
 - Required client level data uploaded
 - Completeness of client level data



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Our evaluation will compare findings from the readiness assessment, including each grantee's baseline and follow-up readiness scores, with actual RSR submission outcomes. Specifically, we will assess the proportion of providers that submitted the provider report on-time, the proportion that successfully uploaded client level data if required, and the completeness of the client level data, based on HAB-defined thresholds for key data elements.

Data for the 2009 Annual RSR is still being analyzed, but preliminary results indicate that Part D grantees and providers were very successful in satisfying reporting requirements in this first year. Congratulations to everyone who worked so hard to make this happen! HAB is working through its TA partners to ensure that grantees and providers that experienced challenges in 2009 receive support to facilitate data submission for 2010.



Year 1 – Key Readiness Issues

- Data import/export between CAREWare and other systems posed a challenge

Example 1:

- Experienced difficulty using the Provider Data Import (PDI) to import data from state's data system into CAREWare
- Also experienced challenges importing data from CAREWare into state system for quality management purposes





Year 1 – Key Readiness Issues

- Confusion regarding RSR funded scope
 - Example 2:
 - How to report services retroactively reimbursed by Medicaid
- Challenges converting data collected for the RDR into a format reportable for the RSR
 - Example 3:
 - Challenges with CAREWare implementation
 - Unable to generate XML file for client report
 - Data collection forms across Parts (A, B, C, D) not always consistent with RSR requirements





Year 2 Progress

- 20 of 40 Year 2 grantees have been contacted to complete the baseline assessment
- Follow-up assessments for Year 1 grantees have begun. All 20 Year 1 grantees will complete the follow-up assessment by the end of June, 2010.



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All grantees will have an opportunity to review their summary reports prior to submission to HAB. Baseline summary reports will be updated with information provided during the follow-up assessments, to highlight progress made in addressing challenges, technical assistance received, and current recommendations for technical assistance.



Project Website

- A website has been created to provide information on available tools, resources, and technical assistance

www.cicatelli.org/HRSAdata



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Much of the information presented on today's Webinar appears on our project website. The URL, provided here, is www.cicatelli.org/HRSAdata .

Please note that Grantees should utilize the TARGET Center website for all other information related to Ryan White. We will discuss resources available from the TARGET Center in a moment.



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CAI's project team includes experts in the areas of capacity building, technical assistance, data management and evaluation. I, Kelly Opdyke, serve as the Project Director, and Titi Ologhobo serves as the Project Coordinator. Many of you have already heard from a member of our team, and some of you will be hearing from us in the coming weeks. Please do not hesitate to contact us if you have additional questions or comments about this project which were not addressed on this call. We look forward to working with each of you!

In the mean time, technical assistance around preparing for the Ryan White Services Report (RSR) is available to Ryan White grantees through HAB. We will describe TA resources available to you on the next slide.



Technical Assistance

- Training and Technical Assistance (TA) resources on the new RSR are available on the TARGET Center website through HRSA
 - <http://careacttarget.org/rsr.asp>
- TA resources include webcast trainings and on-site assistance with experts
- Contact your HRSA/HAB Project Officer to discuss training and TA services needed or email RSR.TA@sphereinstitute.org



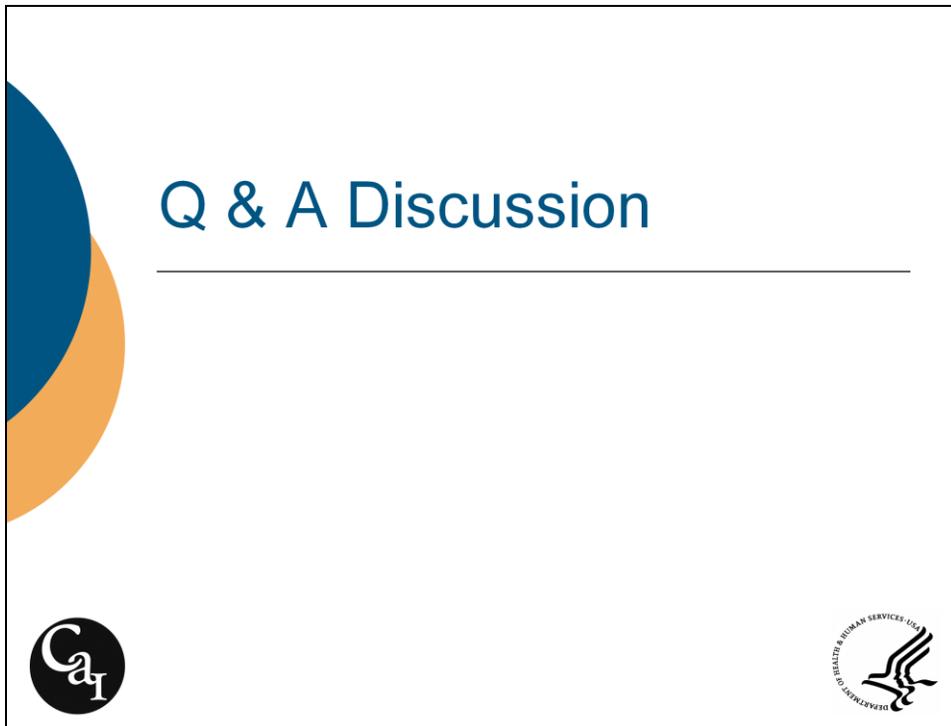
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The TARGET Center website is an important training and technical assistance resource for all Ryan White grantees. The RSR page of the TARGET Center website includes instructions for completing the RSR, a list of required data elements for the Client Data Report, and the RSR reporting timeline, as well as links to webcast trainings about the RSR and other important topics. Since November 2008, 26 webinars have been conducted related to the RSR.

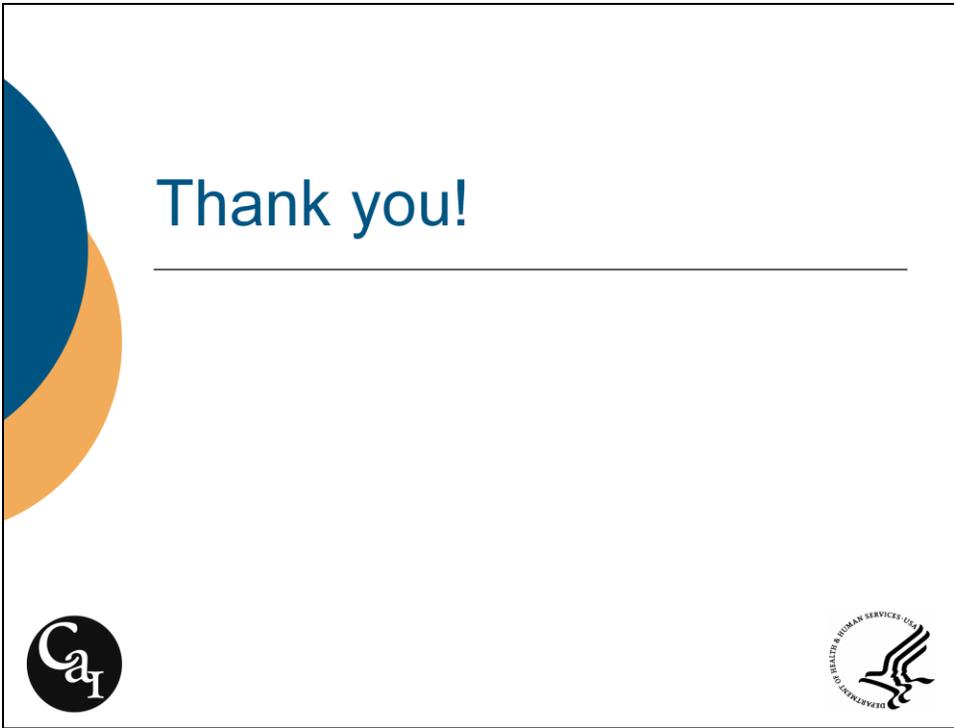
New and updated TA materials are routinely posted to the TARGET Center website as they become available. All Part D grantees are strongly encouraged to become familiar with the resources available from the TARGET Center website if you have not already done so, and to revisit the site frequently for updates.

Additionally, Part D grantees may contact their HRSA/HAB Project Officer to discuss training and technical assistance needs, or email RSR.TA@sphereinstitute.org for assistance.



Grantees are welcome to share their questions and comments about the Client-Level Data Readiness Assessment Project at this time.

As a reminder, please note that this program will be recorded. The presentation and audio recording, along with a summary of discussion questions and answers, will be posted to the TARGET Center website. If you have any questions or comments that you do not wish to have recorded, you may contact us via email or telephone after the conclusion of the program. Technical assistance questions will be referred to the TA team for follow-up.



Thank you for joining us. That concludes our presentation about the Client Level Data Readiness Assessment Project Update for Part D Grantees. Have a great day!