



California Home Visiting Program Monthly Conference Call

Meeting Minutes

Thursday, September 13, 2012

1:30-3:00 p.m.

Participants: MCAH Directors and Coordinators of MIECHV Funded Programs

Meeting Facilitators: Chris Krawczyk (lead), Laurel Cima-Coates & Kristen Rogers

Sites in Attendance: Alameda, Butte, Contra Costa, Fresno, Del Norte, Imperial, Kern, Los Angeles, Madera, Merced, Nevada, Sacramento, San Diego, San Francisco, San Mateo, Shasta, Solano, Stanislaus

I. **Updates to Items from Last Month's Call** - Chris Krawczyk, CHVP Branch Chief

- Feedback was received concerning timing for NCAST training - dates for NCAST trainings (Feeding and Teaching Scales and Train the Trainer) and NFP Unit 4 training have been finalized and are not in conflict. For specific dates, please refer to the CHVP webpage (Training Calendar - <http://cdph.ca.gov/programs/mcah/Pages/HVP-HomePage.aspx>). Recommendations were received to use local contractors to receive the training instead of sending staff; this was discussed internally. CHVP sees many positives to the recommendation; however, since contracts are currently in place, we have to move forward with the training as scheduled. We encourage you to send staff to Train-the-Trainer. Will put together a SOW for sites to contract out for the training in the future. We will request feedback on the proposal.

II. **Client Enrollment and Implementation** – Chris Krawczyk, CHVP Branch Chief

- To date, we have ten sites that are seeing clients; two sites are either screening clients or very close to obtaining clients. Currently 124 clients are enrolled and 331 home visits have been completed. This is excellent progress; CHVP looks forward to a steady stream of clients being enrolled in the program.
- QA teams will incorporate additional action items in upcoming conversations, which will include discussion of the enrollment rate and continued steady enrollment. If enrollment is not progressing, barriers and challenges will be discussed and methods to address the issues will be proposed. Attrition will also be discussed. Best practices from local and state efforts will be utilized to maintain steady enrollment. For sites that are not currently enrolling clients, the

QA teams will be working closely with you to determine a feasible and efficient timeline to begin enrollment.

- CHVP has performed timeline forecasting with regard to federal funding streams and notes that in order to meet benchmark and data collection milestones, and to allow for the necessary amount of time to reach client enrollment of 100/per site, the drop-dead date for enrollment is nearing. The QA teams will be working very closely with sites to develop appropriate timelines to ensure success. There were several comments from conference call participants on the ramp up time, and the possibility of overloading the nurses. Chris gave assurance that a 9-12 month ramp up time is being used in CHVP, and he explained that the 9-12 months begins with the first client enrollment. Laurel answered a question regarding the 60 vs. 100 client number with the HFA sites – she gave assurance that the 100 caseload is based on NFP and that CHVP recognizes that there will be differences to the enrollment numbers and rate for HFA sites.

III. **Budgets and Contracts** – Chris Krawczyk, CHVP Branch Chief

- Invoices SFY 2011/12 - An email was sent today (Sept.13) regarding invoices. The attached table in the email identifies the allocation for the last state fiscal year and the dollar amount invoiced as of yesterday; please review for accuracy and report any issues. It is very important that invoices are submitted as early and as often as possible. The deadline for final invoice submittal was Sept. 15; the new deadline is Sept. 30. CHVP needs sites to identify how much will be invoiced as we are currently compiling a budget for HRSA; if funds are not obligated, we will lose them. Submit invoices to LaFatima Jones by close of business Sept. 14; if there are internal issues that will not allow you to make this tight deadline, please contact your contract manager ASAP. It was noted that the email needed to be re-sent to several counties. There was a question on invoicing for training. Chris responded that sites affected by the Unit 2 training cancellation should include these training costs in the first 2012/13 invoice.
- Non Competitive Continuation Application (NCCA) and Request for Information (RFI) -- HRSA released a RFI which serves as the funding vehicle to release 2012 federal funds. CHVP had one week to respond with intended plans and updated budgets for the next year. According to HRSA, responses from all states are currently under review and awards should be issued by the end of September. HRSA also noted that we will still have to submit a NCCA; however a response date has not yet been identified, and the RFI served as the funding mechanism in lieu of the NCCA. This extension actually benefits CHVP as we will now be able to utilize the information provided by sites in their progress reports in our responses to the NCCA.

IV. Updates from the Program and Evaluation Sections – Laurel Cima Coates, Chief - Program, Policy and Quality Assurance Section and Kristen Rogers, Chief – Data, Benchmarks and Evaluation Section

- Primary Contact for QA Teams - CHVP realizes that as we progress with program implementation, we are in a different stage and communication needs have changed; MCAH Directors and coordinators were previously the primary contact on most issues due to staffing levels locally. Sites have been successful with hiring efforts, therefore the QA teams will engage sites in conversation concerning who are the best contacts regarding day-to-day issues, and how best to introduce a new communication flow. This will result in the QA teams working closely with the Nurse Supervisors and HFA Program Managers as their main point of contact. Discussions will cover program, CQI, training, contracts, data/evaluation, and budgets contacts. Several sites noted that they thought this was a good idea and looked forward to the discussions.
- Progress Reports - Laurel noted that all progress reports have been received and are currently under review by the QA teams; she thanked the group for the prompt responses. The QA teams will be providing responses in writing and in person at the upcoming site visits which are currently being scheduled. Information regarding the responses will be sent for review prior to the site visits, and other topics for discussion will be provided. The in-person visits will occur over the next couple months; you will be contacted very soon to schedule the visit. Those sites that have not yet started client enrollment will be the first visits scheduled.
- Nurse supervisors or HFA program managers might want to start participating in monthly conference calls. For the next monthly call HFA and NFP supervisors will be included in the meeting invitation. Chris requested that sites please call in from the same phone to ensure sufficient conference lines and access for all.
- Next Round of Site Visits – Kristen explained that site visits will include Evaluation staff that will assist with any technical and/or data related problems that sites encounter while using the ETO system.
- New NFP ETO System – CHVP was in regular contact with NFP during the release of the NFP data system, but NFP sent their system out to some, if not all, sites without notifying CHVP which has caused some confusion regarding TA requests.
 - It was noted that the NFP rollout would allow Social Solutions, the vendor contracted to implement the ETO system, to connect the CHVP system and the NFP system. However, NFP has made changes to their forms which in turn that has stalled this critical connection between the two systems. Social Solutions is currently working on the connection issue so that we have a fully functioning system, which is the final component that needs to be complete prior to entering the CHVP Supplemental Data. The

resulting delay in release of CHVP's system has been elevated to the COO at Social Solutions. Current release is projected for Oct. 1. We are pushing to have an earlier release, yet have no new information at this time.

Some sites have begun entering data into the NFP system; however, CHVP continues to advise sites to wait until the fully functioning system is in place.

The first set of benchmark data is due to HRSA in October. CHVP has inquired with HRSA regarding the due date; HRSA has not given a definitive due date yet.

- HFA ETO System – Kristen reported that as of Sept. 12, all bugs in the HFA system have been worked out by Social Solutions and it is fully functional. HFA screeners and the CHVP Screening Form are currently being mapped, and the ETO system will roll-out to sites as these are completed. If you have not submitted the screens, please do so as soon as possible so that you can access the ETO data system.

Manual Updates – the NFP data manual went to sites recently. The HFA manual is in the final draft phase, and is being reviewed and finalized with the release date in approximately one week.

The CHVP Supplemental Forms Data Collection Manual has been sent out to all NFP LHJs.

The ETO technical manual that explains and assists sites with data entry, developed by Social Solutions for both NFP and HFA, is complete and will be sent out as the data system rollout moves forward in each site. If you have not received this manual, contact Catherine Gilmore-Zarate or Eric Wilhelmsen.

V. **Training and Technical Assistance** – Chris Krawczyk, CHVP Branch Chief

A. Winter 2013 Technical Assistance Meeting

Current budgets have money allocated for travel to one statewide meeting in the next fiscal year. CHVP has been in discussion with other states to identify the elements of an effective statewide meeting, and is also holding internal discussions on how best to structure this type of meeting. One idea that has gained traction is to hold a technical assistance meeting. The meeting would feature trainers for specific topic areas, experts in general topic areas and would provide the opportunity for sites to come together to share lessons learned, best practices and have a chance to network. A list of topics for the technical assistance meeting was provided with the Monthly MCAH Director Call agenda. We are anxious to get your initial feedback on the following: Identify topics missing from the list; are there any topics on the list that do not interest you, or are not a priority at this time; what is a reasonable duration for this type of

meeting; what is the number and type of staff you would consider bringing to the meeting; what are some dates that may work for your team.

CHVP is currently considering a 3-3.5 day duration that could include break-out sessions, and sessions/days devoted to different aspects/topics that would be helpful for staff and supervisors. Most importantly, this meeting needs to be practical and of use for all participants.

A rich discussion then ensued about the various ways to approach the meeting. Chris introduced Julie Rooney as the CHVP meeting organizer, and mentioned that a brief survey may be sent to prospective participants. CHVP is working under very tight deadlines for this meeting, so timely feedback will be appreciated.

- B. ETO Training Completed for HFA/NFP Sites – HFA ETO training has occurred and was very successful. It was recorded and the link will be emailed by the end of this week. The NFP training experienced some interference and other technical difficulties and needs to be re-recorded. It will be sent to NFP sites as soon as it is ready.

VI. **General Updates from the State** - Chris Krawczyk, CHVP Branch Chief

- A. Use of Tablets – Computing tablets purchased with your allocated funds are property of CDPH. CDPH requires a specific make and model for tablet devices which is a Hewlett Packard (HP) netbook (HP 2760P Ultra Light PC with Touch Display; or HP 2760 P Tablet PC).

CHVP has submitted two exemption requests for the Samsung Galaxy and for iPad devices; these exemption requests go beyond our Department for approval and do not have an estimated time for approval/disapproval. Please contact your contract manager to request an exemption for other devices. Any devices other than the CDPH approved HP models cannot be used to house confidential client data or information until our exemption has been approved. Training materials/videos and links to information can be used on the devices. Sites should have plans in place regarding data security and what to do if data is stolen. If you do experience any data security issues, contact your QA team immediately. CHVP will need to have the incident reviewed within seven days of the event. If a device was stolen or lost we will need a police report.

- B. Coordinating Public Relations - If you have press releases or inquiries from your local media, let your QA team and Julie Rooney know (Julie.Rooney@cdph.ca.gov). Any work with your local media needs to be coordinated through the CDPH Office of Public Affairs. Printed materials need to be submitted to CHVP and will be reviewed and approved at the Branch level in CDPH; they do not need to go out of our office for approval. Our logo will soon be

officially approved; once approved it can be used on your billboards, brochures, banners, and these will be approved at the Branch level in CDPH. Use of your local logo on materials is at your discretion. To use NFP and HFA logos please consult with the DNC for NFP and your QA team for HFA – in particular with the NFP logo. If you have a need to use the CDPH logo, please contact CHVP prior to doing so.

- C. Chris noted that sites should feel free to send suggestions for this monthly call – topics, format ideas, etc. to ensure that this call is a valuable use of your time.