1. **How do we know if we are using the correct version of the form?**
   A. A date will be marked in the footer of each page. OAPP program managers will send emails to agencies when/if forms are updated.

2. **Does the color of paper make a difference?**
   A. Yes, use only white paper.

3. **If an agency has started services using their own forms, do they need to transcribe all the information from the agency's forms to the new standardized OAPP forms?**
   A. No. There is no need for information to be transcribed to new forms.

4. **If we want to transpose the information from our old forms to the new forms so we can get all of our data from OAPP, is that possible?**
   A. Yes, but it does depend if the agency data collection forms collect similar fields.

5. **If you are on a three month term, can you start using the forms in January 2010?**
   A. If you are providing services in December 2009, then begin using the new OAPP forms as of December 1, 2009.

6. **Will we still have to submit a monthly report for October to December 2009?**
   A. Yes, the format will be sent by your Program Manager.

7. **Can data forms be submitted late?**
   A. Data forms are due at the same time the monthly report is due. If you are going to need more time to submit the forms, you need to let your Program Manager know. Please note, late submission of forms will delay payment.

8. **How will we know which one of the forms will need to be corrected based on the program log?**
   A. Specific client information such as date of birth, date of session, client initials etc. will be provided so that the correct forms are identified.

9. **How do we correct a mistake on the form? Should we cross out the mistake, date and initial?**
   A. No, for fill in the bubble responses just cross out (X) the incorrect answer. See figure below.

Correct a response box by crossing out the incorrect answer and writing the correct answer above the box.

<center>**8**</center>

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10. **If we have all of our sessions in one week and we don't have a 60 day follow up, do we complete the full form for each session?**
   A. Contact your OAPP program manager to discuss which forms to use since this is a non-traditional session schedule.

11. **What should a client file look like? Should I include forms from multiple interventions in the same client file?**
   A. It is recommended that forms are filed per intervention as opposed to per client. All the risk assessments completed for a group, should be filed together under the session date and/or location. For IDI/CRCS, the documentation should be maintained in the client's individual charts. However, agencies can still file per client, but will need to clearly explain their filing system to the Program Manager at the time of the site visits.

12. **What if my clients cannot read or have literacy issues?**
   A. Please assist the client in completing the form.

13. **Do agencies have to make copies of the completed forms?**
   A. No. Although original forms will be submitted for scanning, you will receive them back for your records.

14. **What if we do not have a lab sticker for the HIV test?**
   A. The lab sticker number will indicate that the referral for testing was completed and can be counted as a linked referral. If you do not have the sticker number, it will not be counted as a linked referral.

15. **Will it be a conflict of interest to refer a testing client to HE/RR and have our HE/RR clients test at our agency?**
   A. No, inter-agency referrals are encouraged.

16. **What happens if OAPP loses our forms?**
   A. All forms are scanned once they are received and OAPP. OAPP will retain the image of the forms for 6 months and these can be made available to the provider in the rare case forms are misplaced.

17. **Can we use white out on the forms?**

A. No, white out or correction tape will cause errors on the forms. Please refer to Question #9 for instructions on how corrections can be made on the forms.

18. **Are agencies going to get an email stating that the forms/paperwork for the month was received?**
    A. OAPP will not send a confirmation e-mail that forms were received. If you plan to drop off the forms, you should ask for a receipt at the front desk. If you are going to mail in the forms, please follow up with your program manager to make sure these were received.

19. **Which forms do I submit to OAPP and what do I need to keep for audits?**
    A. You should only submit the standardized data collection forms to Planning and Research Division. Since all the documentation will be return to you, you will need to have these available for your Program Manager at the time of the site visit.

20. **What is the software being used?**
    A. Teleform.

21. **Should forms be single or double sided?**
    A. All forms MUST be double sided.

22. **Can we use blue ink?**
    A. Yes, you can use either blue or black ink pen. Please do not use a sharpie because the ink will bleed through the paper. Do not use pencil or any other color pen.

23. **For the in between sessions, if your program does not follow the IDI, IDG, or CRCS standard number of sessions when should the administrative form be completed?**
    A. Contact your OAPP Program Manager for your specific program.

24. **What style of handwriting should we use on the forms?**
    A. Please PRINT and look at the example found on the top of each form.

25. **Do we have access to our raw data?**
    A. Yes, a comma-delimited file (CSV) can be provided to you with your quarterly report upon request. Notify your OAPP Program Manager for this request.

26. **Can we get the data in other forms beside excel like SPSS?**
    A. Data will be provided in CSV format, which can easily be read by Excel, SPSS, or SAS.

27. **If we have a client that won't give a social security number, is social security number collected on the form?**

A. No, social security number is not collected on any of the HE/RR forms. This is only collected in testing services.

28. **SIPS do not focus on sexual behaviors; do we still need to address these questions on the risk assessment form?**
    A. Yes. You should assess all of your client's risk and ask all questions on the form (unless there is a skip pattern that applies to your client).

29. **Will we have our raw data returned to us (i.e. hard copies)?**
    A. Data will be provided in a simple CSV format for your use, and the hard copies will be returned to your agency.

30. **Will agencies be notified of the most recent forms?**
    A. Yes, you will receive an email from your OAPP manager.

31. **Will we be receiving site IDs?**
    A. OAPP will be providing you with the site IDs.

32. **What if we get new sites?**
    A. New sites can be reported in the monthly report, and also to your Program Manager.

33. **What about street-based sites (e.g. Gay Pride)?**
    A. For events that do not have a specific address, you will need to provide the block number(s) that you will cover, street name, city and zip code. (Example. 3600 – 4600 block of Santa Monica Blvd., Los Angeles, CA 90028).

34. **What if the client changes addresses?**
    A. No need to fill out a new form, just write down the clients new zip code information at your next encounter with them.

35. **Is there a budget for printing all of these forms?**
    A. All HE/RR budgets have a line item for duplication/copying. Each program will have to reassess if the line item amounts needs to be changed. This can be done through budget modifications.

36. **Does substance use include over the counter medicines?**
    A. No.

37. **Should Marijuana/Pot be included as a substance?**
    A. We are only collected the drugs that are required by the CDC and/or State. Marijuana is not one of these, but if as a program you want to collect Marijuana use, you can do so on a separate form.

38. **What if a client is high or intoxicated?**

A. As you have done in the past when collecting information, you will need to assist them in completing the form.

39. **Will all forms in a batch get rejected or only the ones with errors?**
   A. Only the ones that have errors. You will not need to resubmit all forms.

40. **Is the Test Lab Sticker only for HIV Test?**
   A. Yes.

41. **We don't have enough test stickers to use for our referral form and outreach form.**
   A. Place the sticker on the outreach form and you can just sign off on the linked referral form.

42. **How do we note linked referrals?**
   A. HCT linked referrals can be documented in on the forms. If you want to document other types of referrals, you will need to use your agency's linked referral form. These will not be scanned.

43. **Can you provide writable PDF forms?**
   A. As of 12/1/09, writable PDFs are not available. We may have this functionality in the near future. Please continue to write the information on the forms until notified otherwise.

44. **Can we highlight required fields?**
   A. The expectation is that all applicable fields are required. There are specific fields that if left blank, the form will be returned to you. Please see the protocol for a list of these fields. You can highlight questions if you choose, but please do not highlight over answer boxes or bubbles.

45. **In resubmissions, do we have 14 days from day 10 or from the first of the month?**
   A. You will have 14 days from the day you receive notification from OAPP that revisions are needed.

46. **Do we still have to report process monitoring data?**
   A. You will do this through your monthly report.

47. **What about the yearly audits?**
   A. Yearly program reviews will continue.

48. **Are behavioral changes at 30, 60, and 90-day follow-ups still required on the monthly reports?**
   A. The monthly report has been revised. Your Program Manger will be sending these out.

Outreach Forms

49. **What about referrals for outreach?**
    A. Use the designated referral form.

50. **On the Outreach form, how do I know if the person is an IDU? I need to know so that I can refer to my program.**
    A. The target populations are listed as a field on the Outreach form. Gather information from the client as you build rapport.

51. **Does the client fill out the Outreach form?**
    A. No, agency staff should fill out the outreach form.

52. **For homeless populations, if they do not have a residence zip code, do you want the zip code of where they hang out?**
    A. Yes, provide the zip code of where the client/participant hangs out or where they slept last night.

53. **Where do we write additional information/notes?**
    A. For additional information/data you are collecting, you will need to use your agency's forms (progress notes, linked referral form, etc.).

54. **Do we need to fill out a form for new clients only? What if the client is a repeat? Are we only reporting non-duplicates?**
    A. Outreach encounters can be duplicated, therefore a new Outreach form should be completed each time.

IDI/CRCS

55. **When do we complete the IDI/CRCS self-administered questionnaire?**
    A. This self-administered questionnaire is just another part of the IDI/CRCS risk assessment form. All IDI/CRCS forms (including the administrative form) are completed at first session, last session, and 60 day follow-up.

56. **Where do we report the client's progress on the IDI/CRCS form?**
    A. Record this information on separate progress notes. Risk assessment goals etc. should be retained in the client folder but should not be submitted to OAPP.

57. **What if a client does not come in for the 60-day follow-up, but instead for the 90-day?**
    A. Use the 60-day form.

58. **Is there a special form for the 90-day follow-up?**
    A. No, use the Administrative form. This form is used at both 30 day and 90 day follow-up.

59. Are the providers completing all of the forms?
   A. No, some forms will be completed by the client. If the client needs assistance with completing a form, the provider should assist by reading the questions to the client.

60. Based on the intervention type, is it okay to ask questions to the client over the phone?
   A. Check with your Program Manager.

GSAQ

61. Is there any additional follow-up past the 30-day?
   A. No, not unless it is outlined in your SOW.

62. Who completes the IDG form? Does the agency staff have to fill out this form?
   A. The IDG or GSAQ (Group Self Administered Form) is a self-administered form. The agency staff only has to complete the administrative portion of the form.

63. Who completes the GSAQ and can we read it to the client?
   A. The client completes this form. Depending on your target population, you may read the questionnaire out loud.