Social Networks Problem Indicator Tool

Problem Indicator	Potential Problems	Potential Causes	Potential Solutions	Phase
1. No recruiters enlisted in 30 days.	Recruiters not accepting invitation to participate	Staff may not be delivering the correct message	Train/Orient all assigned staff on screening criteria and observe screening sessions	Recruiter Enlistment
	Staff not screening potential recruiters	Screening criteria may be too structured	Modify screening criteria	
	New staff person assigned	Staff not trained/oriented on screening criteria		
2. Recruiters from the wrong target population being enlisted.	Staff's lack of understanding on the profile of potential recruiters.	Staff not trained/oriented on screening criteria	Train/Orient all assigned staff on screening criteria and observe screening sessions	Recruiter Enlistment
	New staff person assigned		Modify screening criteria	
3. No network associates being enlisted as recruiters	No network associates (NAs) accepted invitation to become a recruiter	Staff not providing the correct message to potential recruiters	Train/Orient staff on screening criteria for potential recruiters (Previously and newly diagnosed HIV+ persons, and high risk heterosexuals tested as NAs)	Recruiter Enlistment
	No network associates being screened to become recruiters	Staff unaware or lack of understanding of screening network associates to become recruiters		
4. Recruiters are not completing orientation	Orientation too long	Too much information included in the orientation	Develop checklist to discuss most important	Engagement (Orientation)

			information to potential recruiters	
	Orientation not convenient for recruiter	Orientation dates and times are inflexible	Provide individual orientation to recruiters at times most convenient to them	
	Wrong type of orientation for individual recruiter		Conduct individual or group orientation	
5. Recruiters not providing names of NAs	Recruiters do not understand confidentiality of information	Confidentiality not clearly discussed with recruiters in the recruiter enlistment phase	Clarify misunderstanding about confidentiality	Engagement (Interview)
	Recruiters do not want to provide names of NAs		Coach recruiters on the procedure for network elicitation and discuss other means for providing information, e.g., first names, initials, nicknames, etc.	
6. No follow-up with recruiters	Recruiters are not responsive to follow-up attempts	Recruiters not fully participating or not available	Close out recruiter records after _____ number of attempts	Engagement (Coaching/Follow-up)
	No follow-up attempts are being made	Staff not recording follow-up attempts.	Train staff on importance of progress notes.	
7. No NAs tested in 30 days	Recruiters are not referring	All NAs in network have been tested or refused testing	Coach recruiters on procedures for participation in project, assess network referrals, close out records after ____ number of follow-ups.	Recruitment of NAs
	Recruiters conducting outreach referrals to persons not in their personal networks.	Lack of understanding about referrals and incentives		

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	NAs are not coming in for testing	NAs lost CTR card	Coach recruiters on message to give if NAs if they lose CTR card	
		Need additional support from recruiter to navigate the testing system	Recruiters escort their NAs to testing	
8. Previous positives being tested	Seeking incentives offered to testers	Incorrect information about testing being circulated in networks	Follow-up and coach recruiters on referring persons unaware of their HIV status for testing	CTR
9. No HIV positive persons identified	Recruiters referring NAs for testing who are not at high risk for HIV	Recruiters lack of understanding of high risk	Coach recruiters and review types of persons referred for testing (sexual, social, drug-using) and discuss their risks	CTR
	Core of network not identified or previously identified	Staff not assessing network testing	Conduct discussions with staff to gain skills in assessing networks.	
10. No referrals to prevention and care services.	Staff not making referrals	Staff not trained to make and track referrals.	Train/Orient staff on referral tracking systems and their roles.	CTR
	Staff not tracking referrals	Referral tracking system not in place or not functional	Create/Modify referral tracking system	