



2019 Assessment of the Recipient Administrative Mechanism

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INTRODUCTION

The Assessment of the Recipient Administrative Mechanism is a Ryan White Part A/MAI Program legislative requirement and responsibility of the local Ryan White Planning Council, the Miami-Dade HIV/AIDS Partnership (the Partnership). Responses, reported in aggregate form, are used to evaluate the performance of the Eligible Metropolitan Area (EMA)'s Recipient, the Miami-Dade County Office of Management and Budget-Grants Coordination (OMB), and are included in the Ryan White Part A/MAI Program grant application. All data and reports are submitted to OMB with no identifiable information of any Partnership member or Part A/MAI subrecipient.

METHODOLOGY

This year's assessment was conducted using two self-administered online surveys developed by the Partnership's Strategic Planning Committee. The surveys were formatted so that a respondent could pause in taking the survey, save the partially completed survey and return to it later, in case the respondent was unable to complete the survey in one sitting. Subrecipient surveys allowed for more than one respondent to answer, if appropriate, and record his/her names as co-respondents. Instructions were emailed to each Partnership member and key subrecipient contact, and all respondents were given more than three weeks to complete the survey. Paper-and-pencil hard copies were offered to respondents upon request, and several surveys were submitted via hard copy. Subrecipients who were also serving as Partnership members were instructed to complete both the Subrecipient and the Partnership surveys.

The Partnership member survey:

- 1) Assessed the Partnership member's opinions as to how well the Recipient responded to priorities set by the Partnership;
- 2) Asked the Partnership members if he/she felt program funds were disbursed by the Recipient in a timely manner consistent with the Partnership's recommendations;
- 3) Evaluated the Partnership's Needs Assessment planning process; and
- 4) Evaluated the Partnership's staff support provider.

The Ryan White Part A/MAI Program subrecipient survey:

- 1) Evaluated how well the Recipient performed various administrative functions, such as contract execution, reimbursement for services, and providing clear updates on Ryan White Program policies and procedures;
- 2) Determined if the Recipient provided Part A/MAI subrecipients with programmatic and/or fiscal technical assistance during the Fiscal Year (FY) in response to requests by the subrecipients;
- 3) Evaluated the usability, efficiency, and reliability of OMB's Service Delivery Information System (SDIS); and
- 4) Evaluated subrecipients' perception of the site visit process, if applicable.

As of 2016, the Strategic Planning Committee discontinued providing a single self-administered survey to the Recipient. Instead, the Committee provided the tabulated results of the Subrecipient and the Partnership surveys to the Recipient for review, and Partnership staff conducted a structured follow-up interview with the Recipient to discuss the results of the survey and to obtain explanations or responses to these findings. This provides a more thoughtful and comprehensive response to areas of concern identified from the survey results. Those responses are incorporated into this document for the Committee's review.

COMPARATIVE ANALYSIS OF ASSESSMENT RESULTS, 2015-2019

Behavioral Science Research staff provides OMB and the Partnership a five-year longitudinal analysis of the Assessment of Recipient Administrative Mechanism results to identify ongoing challenges, if any, and to document progress made toward improving the administrative agent's functions. This report contains data and related Partnership, Subrecipient, and Recipient comments, where available, from the 2015, 2016, 2017, 2018, and 2019 Assessment of Recipient Administrative Mechanism surveys.

Note that the content of the survey has changed over these five years as the informational needs of the Partnership have changed or have been clarified. These changes are documented here.

- For the 2015 Assessments of FY 2014 (March 1, 2014-February 28, 2015), five new Partnership survey statements were added (#3, #9, #15, #16, and #17); and five new Subrecipient survey statements were added (#2, #4, #5, #8, and #10).
- For the 2016 Assessments of FY 2015 (March 1, 2015-February 29, 2016), one Partnership survey statement was added (#19); and two Subrecipient survey statements were added (#19c and #20).
- For the 2017 Assessments of FY 2016 (March 1, 2016-February 28, 2017), five new Subrecipient survey statements were added (#7b, #15, #19a, #19b, and #25), and three Subrecipient survey statements were revised (#8, #19c, and #24a).
- For the 2018 Assessments of FY 2017 (March 1, 2017-February 28, 2018), seven Partnership survey statements were revised (#2, #4, #7, and #9 through #12); and four Subrecipient survey statements were revised (#1, #4, #11, and #12).
- For the 2019 Assessments of FY 2018 (March 1, 2018-February 28, 2019), all statements on both surveys remained unchanged.

PARTNERSHIP MEMBER SURVEY RESULTS

Twenty-two (22) of twenty-nine (29) Partnership members responded to the survey.

As part of the assessments, respondents were invited to make general comments unrelated to specific questions in the statement inventory. These are reprinted below where applicable for the 5-year period.

PARTNERSHIP GENERAL COMMENTS

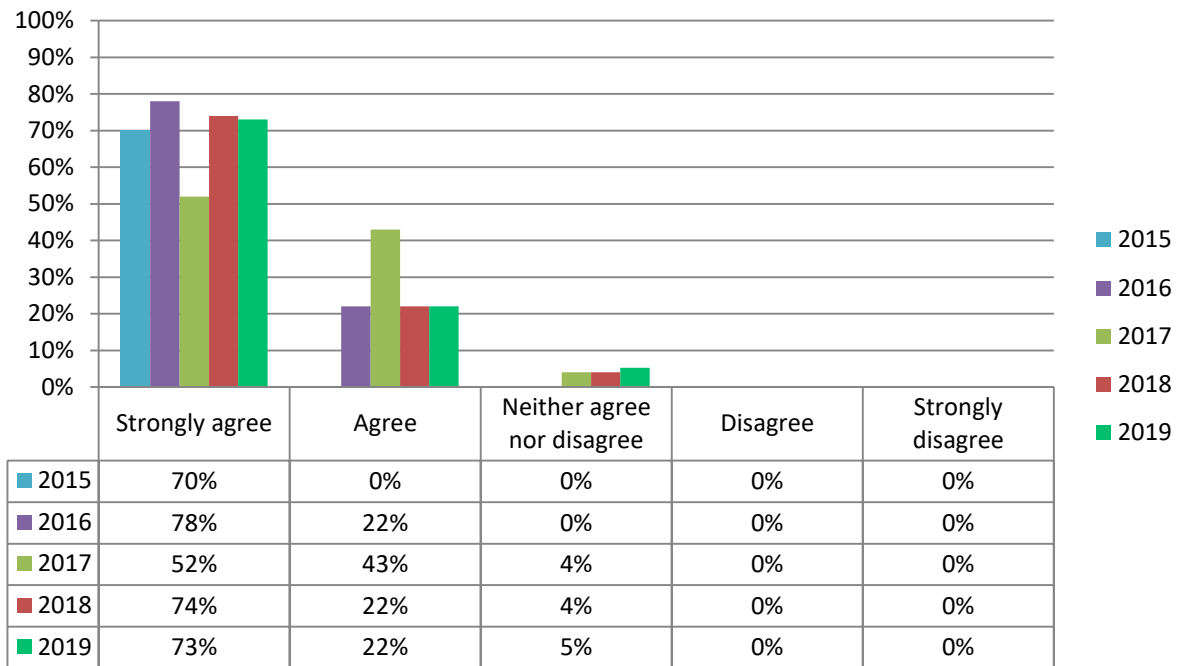
- (a) 2016: “I am a new member of the board. [I am] just beginning to learn and understand the scope and magnitude, policies, staff and procedures. Most of my answers provided are N/A due to that reason. If anything, these answers provide[d] herein are an indication of OMB’s impact [on] a new member’s understanding of the Partnership’s relationship with them and the community.”
- (b) 2017: “While I am a new member of the Partnership Board, my experience and interactions with OMB staff have been positive thus far.”
- (c) 2017: “An analysis of cost per patient and cost per unit of service between F.F.S. [fee for service] Ryan White A/B clients and ACA/Marketplace patients would be helpful. Also, a clearer picture of Medicare and Medicaid fees per unit of service would be helpful.”
- (d) 2017: “Don’t want to mess with perfection: Amen.”
- (e) 2017: “Our Recipient and [staff] support have an awesome relationship in meeting the needs of HIV/AIDS and HIV infected individuals.”

RECIPIENT GENERAL COMMENTS

- (a) 2017: “The shift from “Strongly agree” to “Agree” on many survey statements is not a major concern. We have been concentrating our attention on the total number of responses in the positive range, and focusing on “Neither agree nor disagree”, “Disagree” or “Strongly disagree” responses as a better indication of areas where we need to improve.”
- (b) 2017: “Several of the survey statements refer to issues that are not actually under the purview of OMB, and these are noted throughout the Recipient comments that follow.”
- (c) 2017: “In response to various comments praising specific OMB staff by name, we are humbled by the recognition but wish to note that the work of the Recipient is truly a team effort.”

PARTNERSHIP SURVEY RESPONSES

1. The Miami-Dade County Office of Management and Budget-Grants Coordination (OMB) follows the Partnership's service priorities and resource allocation recommendations.



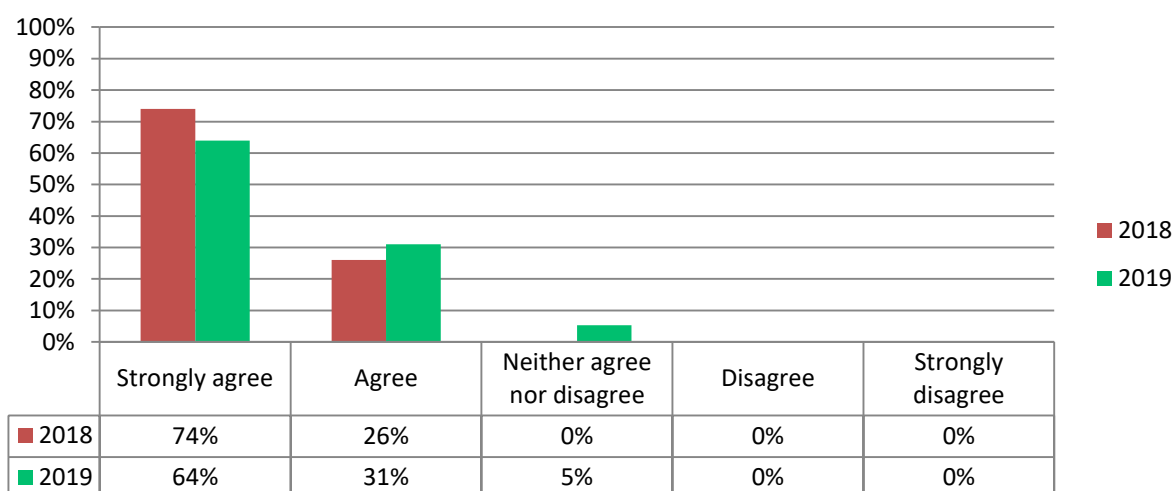
Comments:

- (a) 2016: "We should examine a 'pay-by-metric' contract structure. The CBOs that meet deliverables get more money. Other cities have started following this and have seen an impact on the [HIV] epidemic."
- (b) 2017: "OMB follows the Partnership service priorities with upmost [sic] diligence."
- (c) 2018: "The County is doing an excellent job."
- (d) 2019: "Close collaboration and thoughtful input."

Recipient comments:

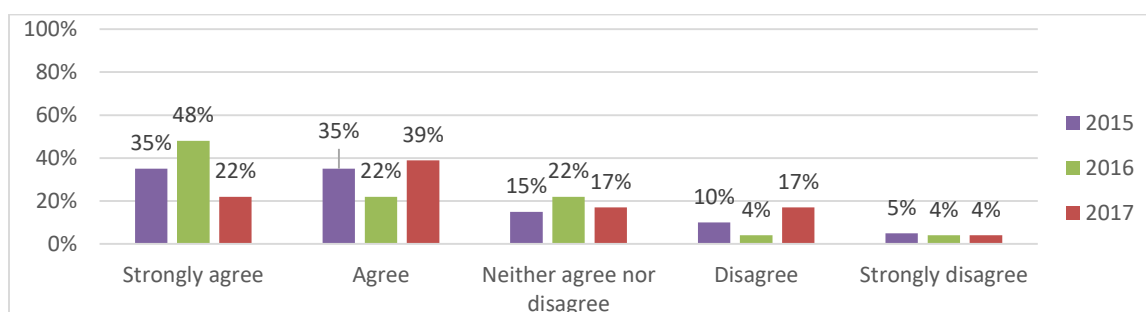
- (a) 2017: "This statement is critical for HRSA's evaluation of OMB's performance. The replies should indicate 100% Strongly Agree, because without exception, OMB always follows the Partnership's service priority setting and resource allocations. The responses to this statement indicate a need for more education to improve Partnership members' knowledge of the service priorities and resource allocation process."
- (b) 2017: "After the Partnership sets priorities and designates resource allocations, do members understand what OMB does with that information and how this translates into funding decisions? If not, what would help members of the Partnership to gain that understanding?"

2. OMB advised the Partnership of the Part A/MAI notice of grant award in a timely manner.



Statement revised in 2018 from, “OMB received its notice of grant award in a timely manner.”

Previous Statement: OMB received its notice of grant award in a timely manner.



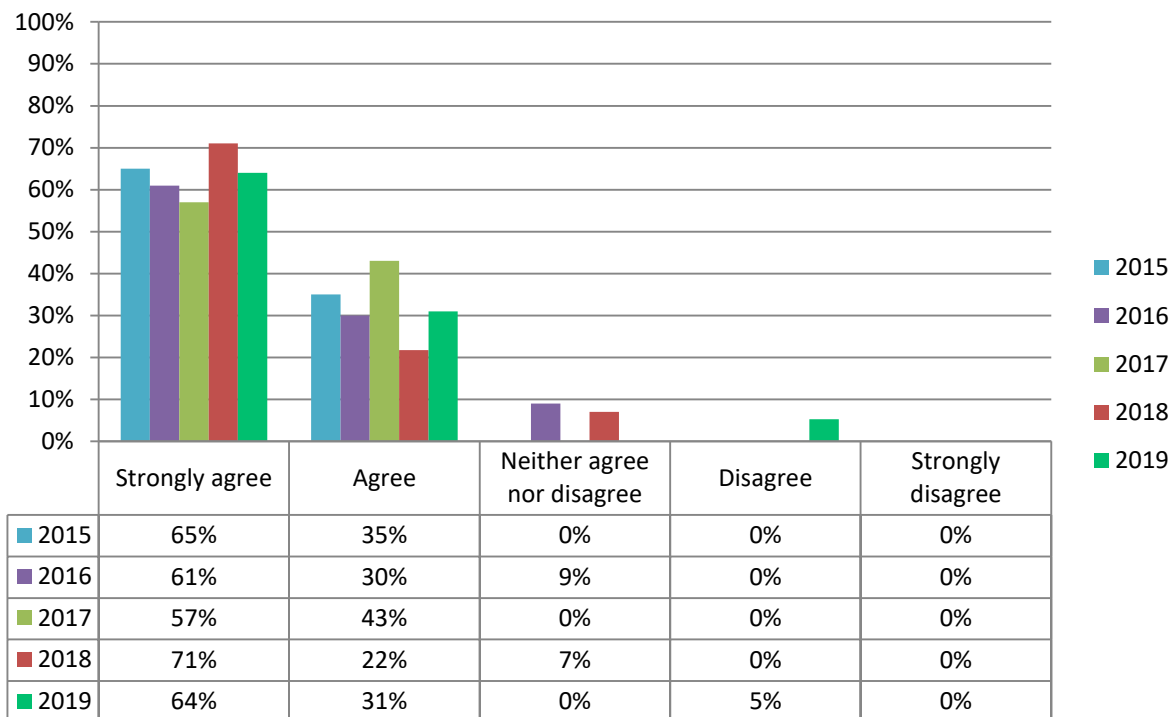
Comments:

- (a) 2016: “While I disagree, I do not hold OMB accountable here as they cannot control HRSA’s notification process.”
- (b) 2016: “It is not really under [OMB’s] control.”
- (c) 2017: “The long delays in getting the total grant award has made it difficult for OMB to plan and is requiring a lot of extra work in having to re-budget.”
- (d) 2017: “Need to be more proactive with.”
- (e) 2017: “That depends on HRSA.”
- (f) 2017: “Do not recall.”
- (g) 2018: “This could use some help but unfortunately this is s HRSA matter.”
- (h) 2018: “HRSA Notice of Award was delayed several months”
- (i) 2019: “They always let us know when they receive the award, but lately the award from HRSA hasn’t come on time or it comes in parts over several months.”

Recipient comments:

- (a) 2017: “OMB and the Partnership always receive the *partial* notice of award near the beginning of the grant fiscal year, with the final notice of award arriving three to four months into the grant fiscal year. Since OMB and the Partnership have no control over the timing of the grant award notice, this question should be considered for removal from future versions of the survey.”
- (b) 2019: “Unlike in prior years, OMB received the final notice of award early (January 23, 2019); and the Partnership and its committees were notified in the February meetings.”

3. OMB keeps the Partnership well informed of Health Resources and Services Administration (HRSA) policies, procedures, and updates that impact the Ryan White Program.



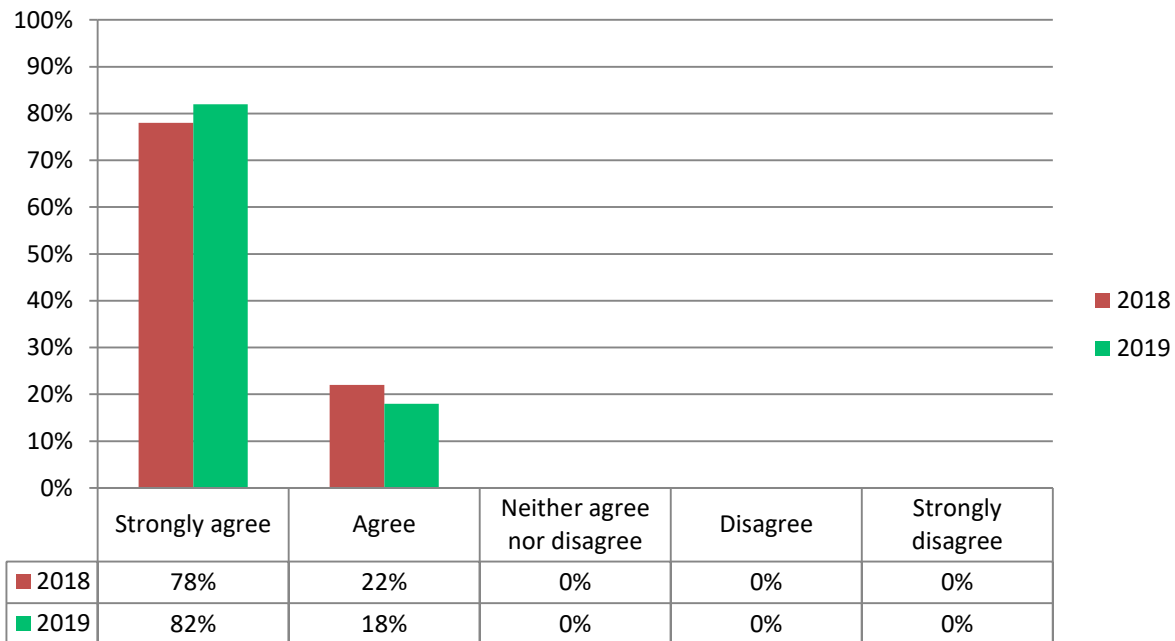
Comments:

- (a) 2015: “Need guidance on HRSA’s new RSR guidelines.”
- (b) 2018: “This is an area that we rarely receive robust feedback on as it relates to policy updates, etc. A lot gets lost in translation when sent via email. Should continuously reinforce these changes at Partnership meetings and Ryan White Subrecipient forums.”
- (c) 2019: “Over a year ago I raised a substantive objection to the PLWH race based quota system and asked for clarification. While my individual case was addressed locally, I am still waiting for an updated policy that reflects current law and administration policy.”
- (d) 2019: “OMB regularly provides timely, accurate, and factual information regarding any changes and updates coming from HRSA.”
- (e) 2019: “Partnership members don’t always get informed of policy changes. I think those notices probably go more to the subrecipients of the Part A grant.”

Recipient comments:

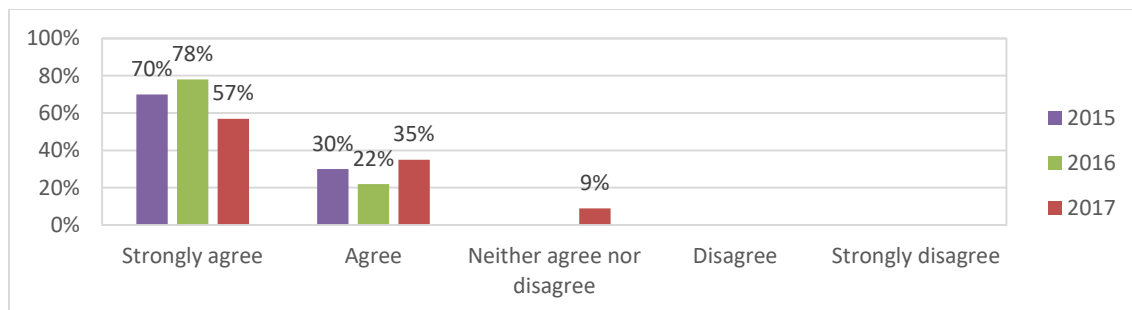
- (a) 2015: “We need to be more aggressive in providing changing policy data to Partnership members, not just to subrecipients. Information can be found on www.hab.hrsa.gov under ‘Manage Your Grant’ and on www.careacttarget.org.”
- (b) 2018: “OMB will continue to provide updates to the Partnership and subrecipient regarding any HRSA policies and procedures that impact the Ryan White Program. This information will continue to be disseminated to the Partnership through its Planning Council Staff Support team, and to subrecipients through OMB’s list serve, as soon as the information is received.”
- (c) 2019: “OMB will make concerted efforts to ensure the Partnership and subrecipients receive any new or updated HRSA policies and procedures that impact the Ryan White Program in a timely manner. This information will be documented in meeting minutes. This information will also continue to be disseminated to the Partnership through its Planning Council Staff Support team, and to subrecipients through OMB’s email listserv, as soon as the information is received.”

4. OMB provides standardized expenditure reports (Ryan White Program Part A/MAI spending) to the Partnership on a monthly basis.

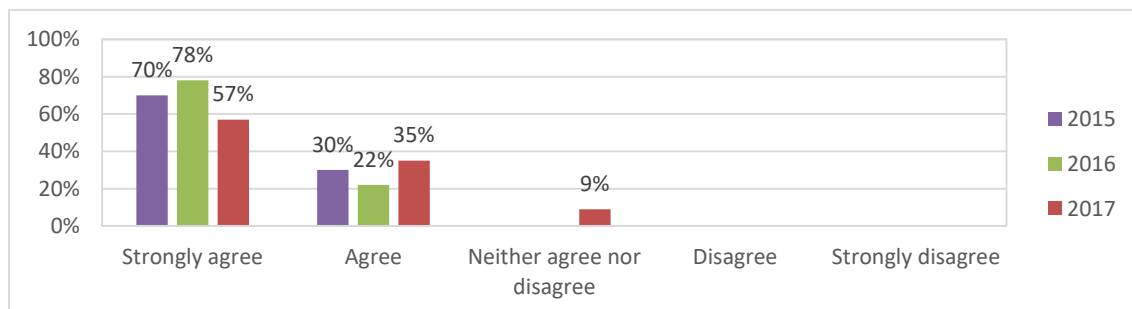


Statement revised in 2018 to combine two previous statements: “OMB reports Part A/MAI spending to the Partnership on a regular basis.” and “OMB provides standardized expenditure reports to the Partnership on a regular basis.”

Previous Statement: OMB reports Part A/MAI spending to the Partnership on a regular basis.



Previous Statement: OMB provides standardized expenditure reports to the Partnership on a regular basis.



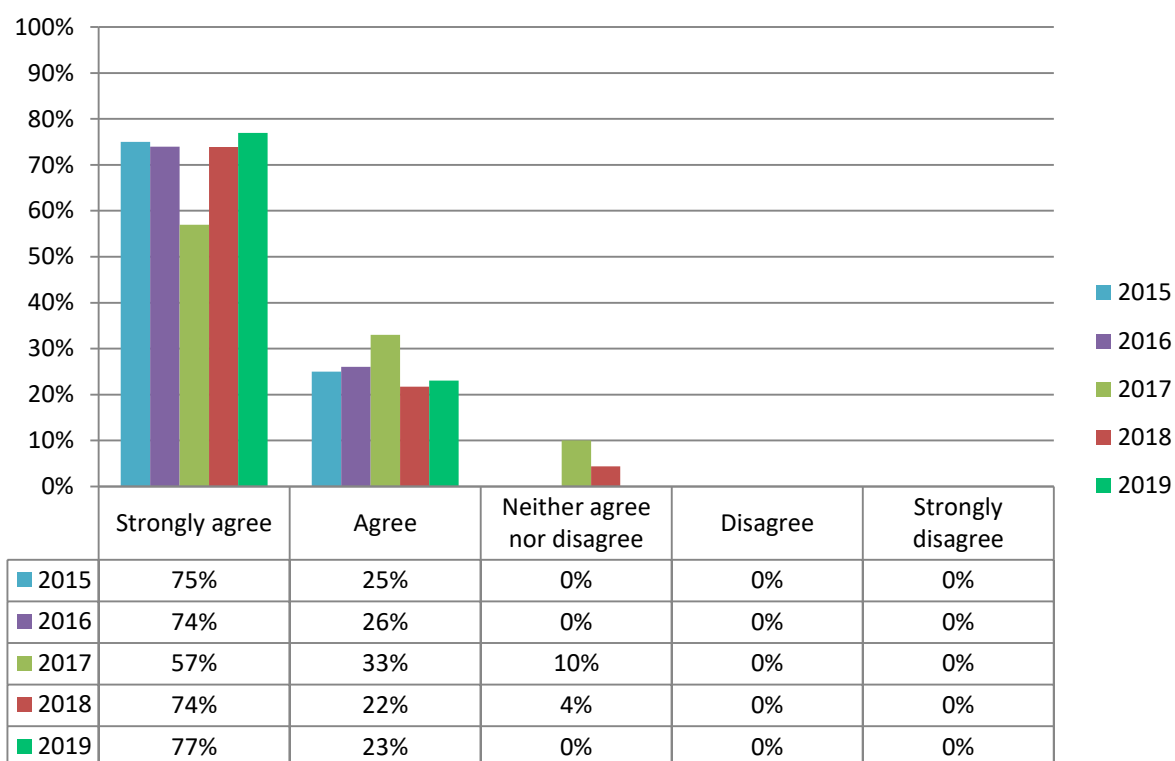
Comments:

- (a) 2017: “They tell us all info correctly.”
- (b) 2019: “OMB staff are good about explaining the standard format as many times as needed so that the members can fully understand what they are reviewing and potentially might need to know for some type of vote.”

Recipient comments:

- (a) 2017: “As noted in the Partnership survey statement #5, above, OMB provides Part A/MAI expenditure reports at every Partnership and committee meeting, with important information summarized and highlighted (circled and underlined). During each meeting, attendees are advised to refer to the Part A/MAI expenditure report in the meeting materials. Staff is available to address questions on how to read and interpret this report.”
- (b) 2017: “Because the wording of this statement appears to overlap with statement #5, OMB recommends that statement #8 be removed in future Assessments, and statement #5 be reworded to clarify the statement meaning and purpose.”
- (c) 2017: “OMB provides Part A/MAI expenditure reports at every Partnership and committee meeting, with important information summarized and highlighted (circled or underlined). During each meeting, attendees are advised to refer to the Part A/MAI expenditure reports in the meeting packet. Staff is available to answer questions on how to read and interpret these reports.”

5. OMB communicates clearly to the Partnership about the Part A/MAI sweeps/reallocation process.



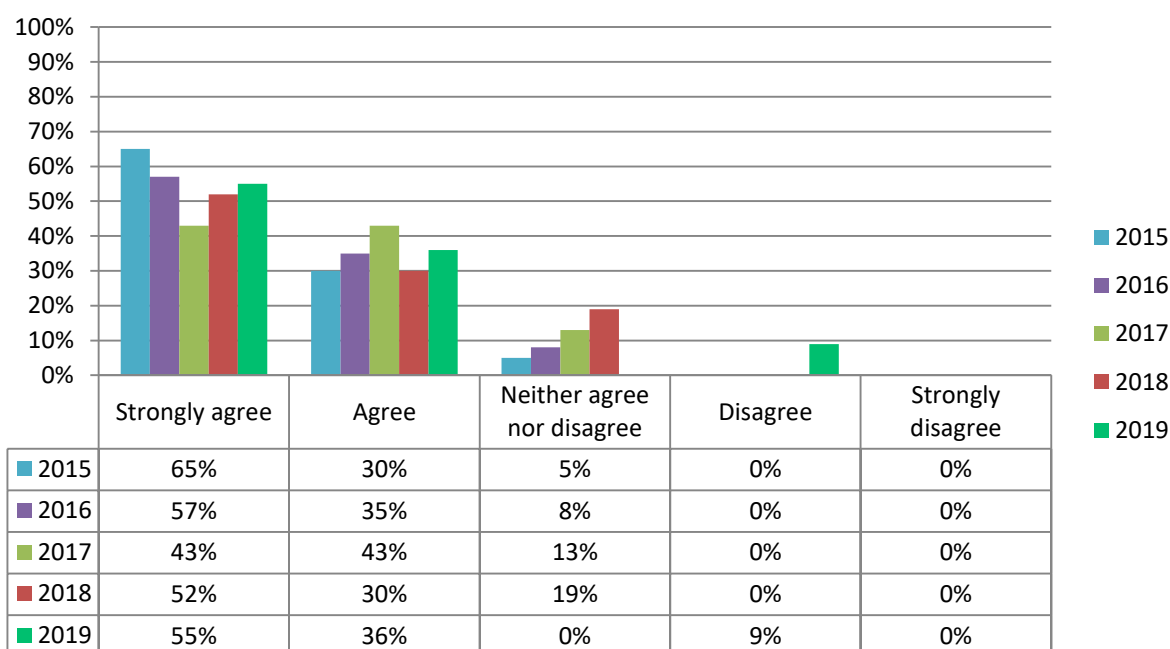
Comments:

- (a) 2017: “Only give us the basic info. Should give us more info.”
- (b) 2018: “This information has seemed unclear to me in the past.”

Recipient comments:

- (a) 2017: “As supporting information for the Partnership’s Reallocations (Sweeps) process, OMB conducts a review of current subrecipient expenditures, projects an annualized total need, requests a description of related unmet needs from subrecipients, and presents a summary of unmet needs and resource allocation requests (in aggregate, by service category) to the Care and Treatment Committee. Subrecipients who are under-spending face a reduction to their contract. Subrecipients who have unmet needs may receive an increase to the contract total, subject to available funds. Following discussion on the requests, OMB *always follows the committee’s recommendations* (after Partnership’s approval), and adjusts subrecipient contracts up to the total allocated by the Partnership to each service category. This entire process is open and transparent at the Care and Treatment Committee meeting.
- (b) 2017: “OMB would like to know what additional information the Partnership members need to better understand the Part A/MAI reallocation process.”

6. OMB updates the Partnership on the process for program and fiscal monitoring of Ryan White Program subrecipients.



Comments:

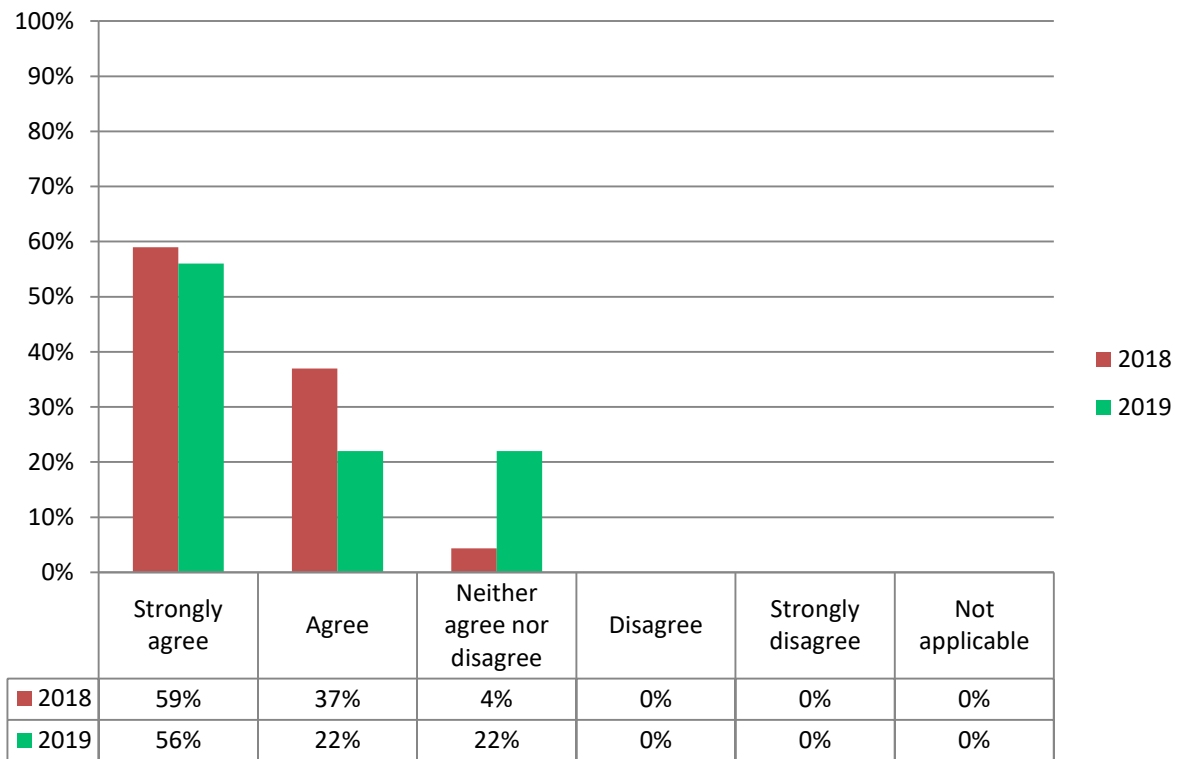
- (a) 2015: "Reporting about ongoing monitoring with limited outcome information."
- (b) 2017: "We received a general overview, but this is probably done more with subrecipients of RW funds, than with the actual Partnership."
- (c) 2018: "Also vague and unclear at times."
- (d) 2018: "Program monitoring through patient and client satisfaction surveys could be improved. Program monitoring through chart review and service staff feedback could be improved. Fiscal monitoring is excellent."
- (e) 2018: "Schedule of monitoring visits should be made available early in the Fiscal Year (dates, subrecipients). Blind findings, recommendations should be made available to Partnership."
- (f) 2019: "Evaluations of subrecipients are simply not shared. This is important for the Partnership to develop better outcomes and criteria for future RFP and standards of care."
- (g) 2019: "This isn't information they always share. They may assume members know; but if you're not a subrecipient you might not know how and when this is done."
- (h) 2019: "I'd like to see a very detailed report on program monitoring. Who, when, and how often is this monitoring?"

Recipient comments:

- (a) 2015: "Due to separation of duties and responsibilities between the Partnership and the Recipient, we do not share subrecipient specific findings in our reports to the Partnership. However, we will work to provide a better understanding of our process, as well as a summary of best practices and challenges learned from our site visits."
- (b) 2017: "OMB understands the increase in the "Neither agree nor disagree" responses. OMB has had staffing issues that have resulted in delays in receiving and summarizing subrecipient fiscal and program monitoring data. OMB does need to communicate better on this issue, as the Partnership needs to understand the challenges that some of the subrecipients face in complying with County contractual requirements and federal regulations. OMB looks forward to resuming the sharing of summary data on these issues in the future."

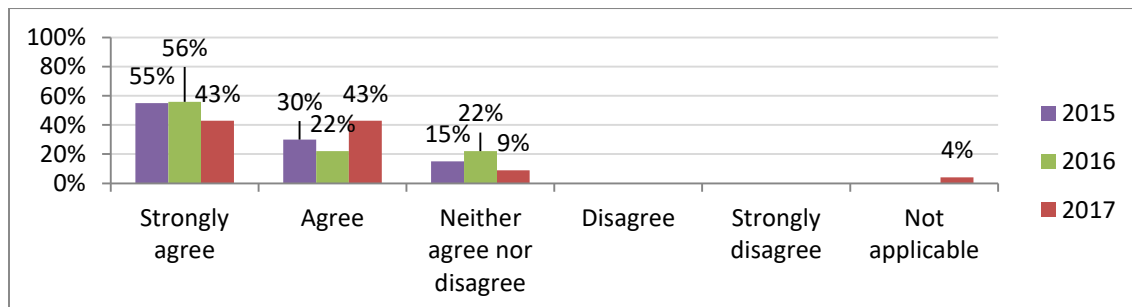
- (c) 2018: “OMB will provide the Partnership and its various committees and subcommittees with periodic updates on the status of subrecipient monitoring site visits, as these visits progress. If there are significant concerns that appear systemic (i.e., that are noted across multiple subrecipients), OMB staff will make note of these issues in related Ryan White Update reports at the various Partnership meetings; especially if the issues have the potential to impact service delivery or client access to care. As in the past, the separation of responsibilities between the Recipient and the Partnership generally precludes discussion of or reporting on any specific subrecipients.”
- (d) 2019: “See related Recipient response from 2018 above. OMB will make greater efforts to inform the full Partnership, as well as its Strategic Planning and Care and Treatment Committees, at the beginning and end of each site visit cycle (usually annually, unless a waiver is approved by HRSA). As needed, OMB will also provide monthly updates related to systemic concerns or issues that impact service delivery or client access to care that arise from the monitoring visits. Additionally, a copy of the monitoring tool and the web address to the online version of the tool will be made available to the Partnership, Strategic Planning Committee and Care and Treatment Committee at the start of a monitoring cycle.”

7. At least 95% of Part A/MAI funds (Formula & Supplemental) were expended by the end of the Fiscal Year.



Statement added in 2015 as, “At least 95% of Part A/MAI funds (Formula & Supplemental) were expended by the end of the Fiscal Year.” Statement revised in 2018.

Previous Statement: At least 95% of the Formula funds were expended by the end of the Fiscal Year.



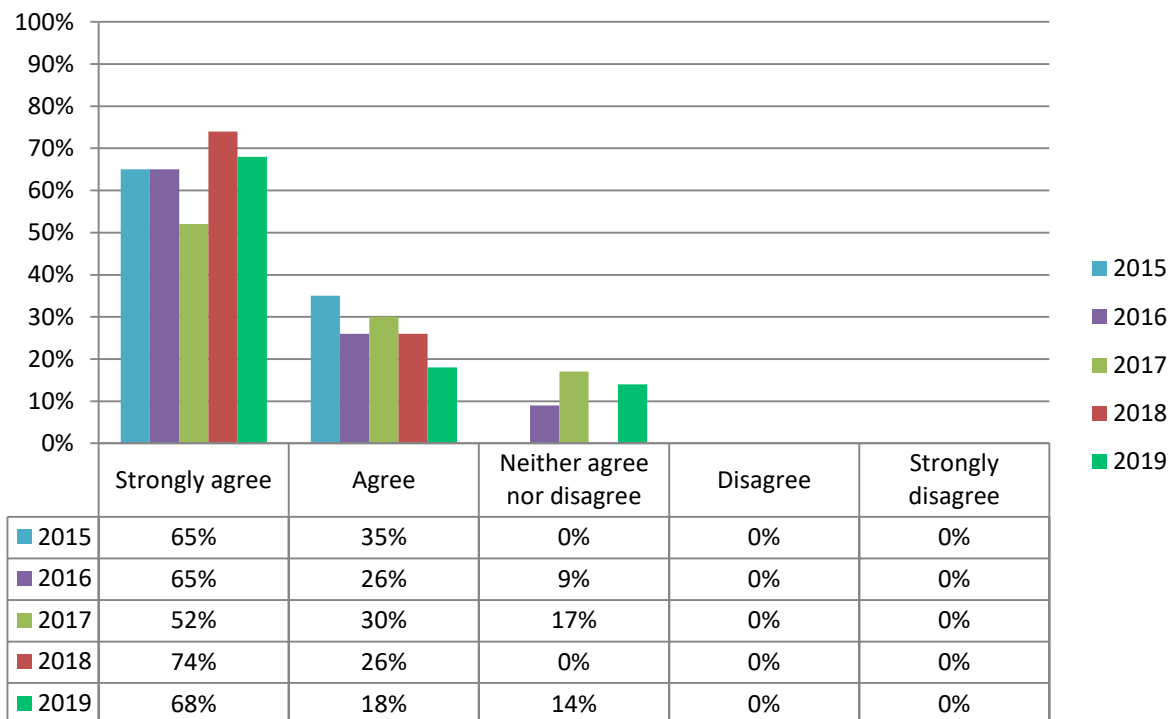
Comments:

- (a) 2015: "I do not have sufficient knowledge on this process."
- (b) 2016: "I do not recall."
- (c) 2016: "As reported by OMB to the Partnership."
- (d) 2016: "They're (OMB) still paying out bills, but it seems like it will be close."
- (e) 2019: "Difficult to answer without final end of the year financial reports."
- (f) 2019: "We have not received the final date [sic] for the end of the fiscal year."
- (g) 2019: "Generally, always, and I believe so this last fiscal year."
- (h) 2019: "We are close to this at this time, but the survey is being administered before this information is finalized."
- (i) 2019: "Not able to answer at this time. No final numbers at this time."

Recipient comments:

- (a) 2016: "Information on total expenditure levels is provided on a monthly basis in the Recipient report, for MAI and Part A, although Formula expenditures are not detailed specifically. At the time of the final expenditure report, normally provided to the Partnership and its committees in May or June, we show the expenditure levels for both Part A and MAI. There is no HRSA requirement that we report 'Formula only' expenditures. Perhaps in future years this question can be reworded to reflect *total expenditures*. These reports include indications that we have met our required earmarks (grant requirements)."
- (b) 2017: See Recipient comments made in 2016 (below). Note that current levels for earmarks are found on the bottom right hand corner of each monthly expenditure report formally titled *the Ryan White Part A Grand Award Earmark Allocation and Expenditure Reconciliation Schedule YR27 Formula and Supplemental Funding*. Note that the Recipient tracks and reports critical expenditure percentages (e.g., Formula dollar and percent expenditures, the 75%/25% core and support expenditures, 5% QM and 10% Administrative expenditure limits) on a monthly basis. Final overall expenditures are available once a year, after close-out."
- (c) 2019: The survey was administered on April 15, 2019, closeout of FY 2018 was completed on May 30, 2019, and the final expenditures were reported to the Partnership on July 15, 2019. In FY 2018, the local Ryan White Program met all required earmarks: 83.25% of the expenditures were spent on core medical services (75% was required); and 95.48% of the Part A Formula award was expended (95.00% was required).

8. OMB responds promptly and adequately to inquiries, requests, and problem-solving needs from the Partnership, including those related to the Partnership's Needs Assessment.



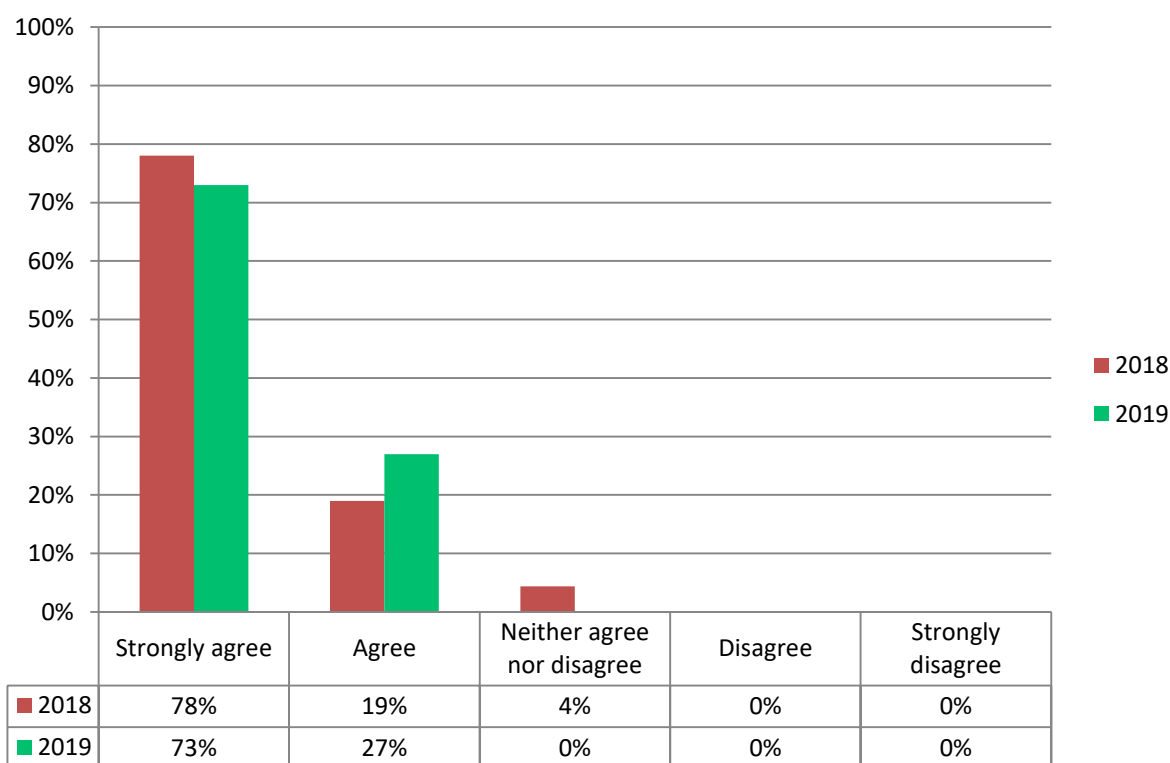
Comments:

- (a) 2019: “The RFPs for core services keep on being pushed back without a clear schedule. While I agree this is necessary given the circumstances, a clear timeline should be followed.”
- (b) 2019: “These often come through the staff support contractor, BSR. Staff are professional and patient in explaining the various analyses and bring forth new types of data each year to help in our evaluative process.”
- (c) 2019: “Very responsive and very helpful.”

Recipient comments:

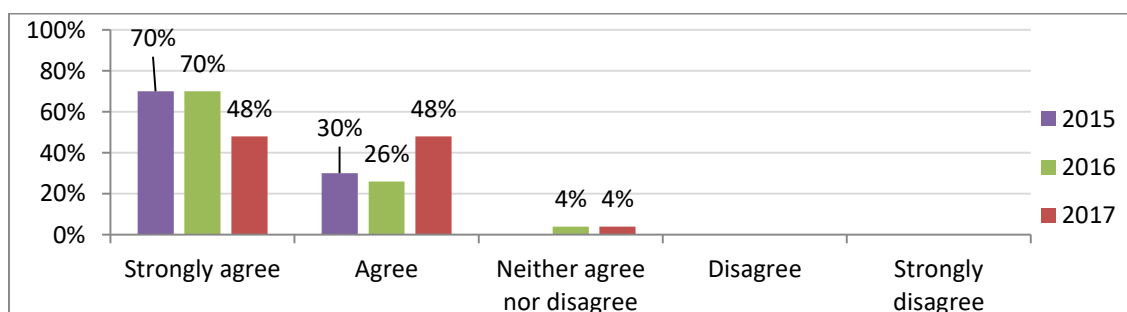
- (a) 2017: “OMB is not aware of any instance in which we were unable to respond to an inquiry in a timely manner. If there are such instances, please let us know of them, and let us know how we could better address the questions or respond to concerns.”

9. OMB effectively administers Part A/MAI funds according to priorities set by the Partnership.



Statement revised in 2018 from, “OMB effectively and efficiently administers Part A/MAI funds.”

Previous Statement: OMB effectively and efficiently administers Part A/MAI funds.



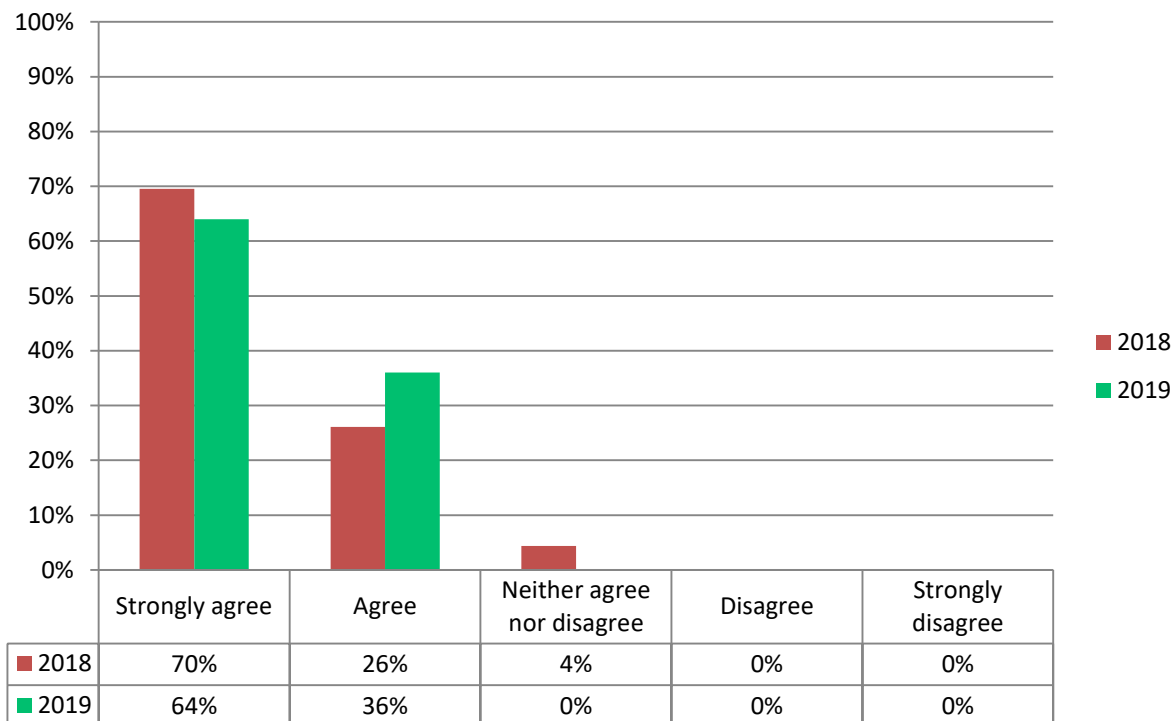
Comments:

None.

Recipient comments:

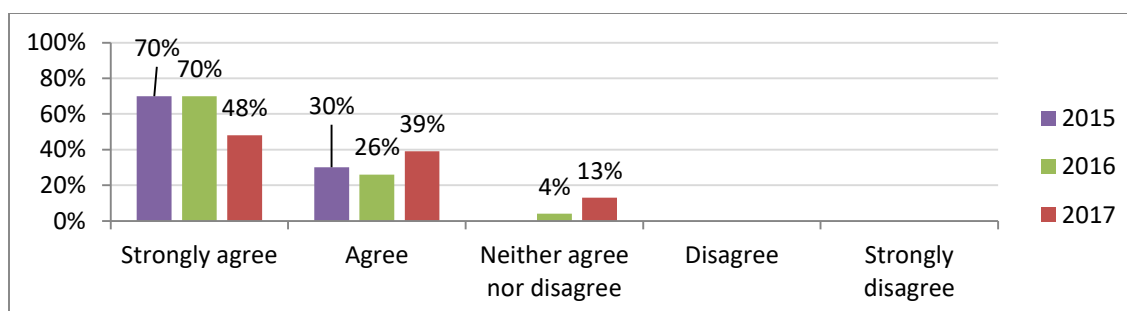
- (a) 2017: “We do not understand the purpose of the above statement and how the Partnership evaluates this statement. The Partnership should provide recommendations on how we should re-word to clarify the meaning of this question”

10. HIV/AIDS services funded by Part A/MAI are directed toward the demographic population of greatest need, based on Needs Assessment data.



Statement revised in 2018 to better indicate that funding distribution is data-based, specifically based on Annual Needs Assessment data.

Previous Statement: HIV/AIDS services funded by Part A/MAI are directed toward the demographic population of greatest need.



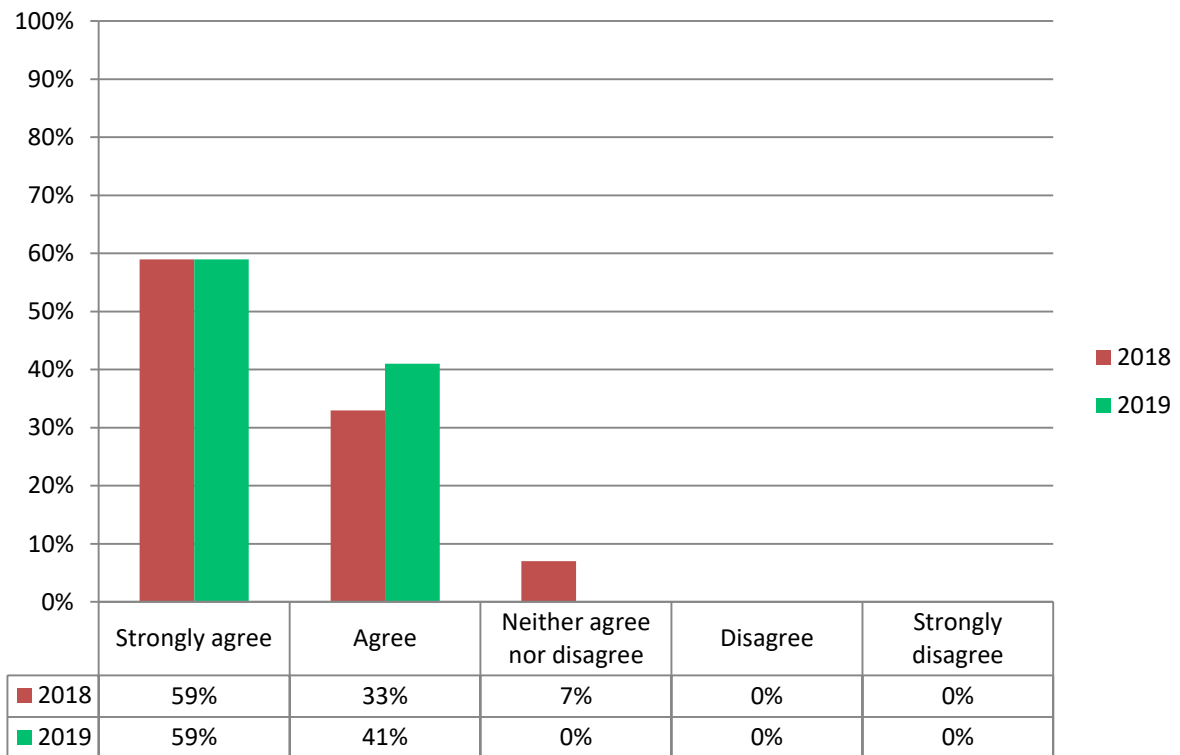
Comments:

- (a) 2015: “The south Miami-Dade area needs more funding and it lacks services in the area.”
- (b) 2016: “County-wide services.”
- (c) 2017: “I wonder if we might need to do a better job of marketing the RW services, since we have more than 10,000+ PLWHA who did not receive a medical service and may be out of care (FDOH as of 06/2016).”
- (d) 2018: “Looking at surveillance data, it appears that Blacks comprise 43% of the people living with HIV in Miami Dade, but only 39% of the RW Part A population receiving services; while Hispanics comprise 45% of PLWH, but 54% of the population in RW Part A care.”

Recipient comments:

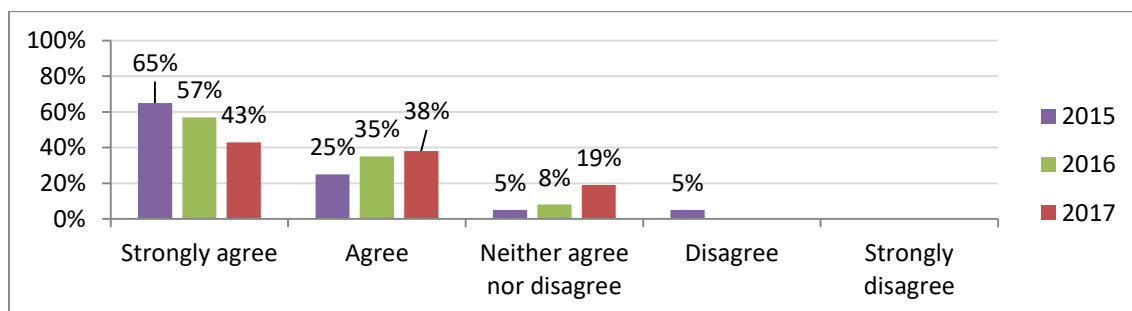
- (a) 2017: “Strategic Planning Committee members suggested the Recipient might seek pro-bono marketers for the Ryan White Program. Are there recommendations on who we could approach to provide such services?”
- (b) 2017: “Currently, the Miami-Dade County Ryan White Part A/MAI Program does not spend federal dollars to market program services, due to funding limitations. Although this is an allowable cost, this expense would be considered administrative in nature and count against the Recipient’s 10% administrative/indirect cost cap. Improving access to (and linkage to) Ryan White Program care are elements of the Integrated Plan, under the purviews of the Strategic Planning and Prevention Committees. Currently, the community is informed of available Ryan White Part A/MAI Program services through several means, through: 1) two multilingual service provider brochures (sorted by service category and by region of the county); 2) a weekly e-mail blast (Community Newsletter); 3) participation in health fairs; 4) speaking to support groups; 5) various subrecipient activities, newsletters, and websites; and 6) the Partnership’s website (www.aidsnet.org). It would be helpful to know more about the Florida Department of Health’s (FDOH) marketing strategies and how information regarding the Part A/MAI Program could be worked into the FDOH’s existing or future marketing plans.” Note that the marketing of service provision is a contractual obligation of the subrecipient service providers: perhaps some presentations of how specific subrecipients market their services to the PLWHA community would be of interest to Strategic Planning and the Partnership.”

11. HIV/AIDS services funded by Part A/MAI are directed toward the geographic areas of greatest need, based on Needs Assessment data.



Statement revised in 2018 to better indicate that funding distribution is data-based, specifically based on Annual Needs Assessment data.

Previous Statement: HIV/AIDS services funded by Part A/MAI are directed toward the geographic areas of greatest needs.



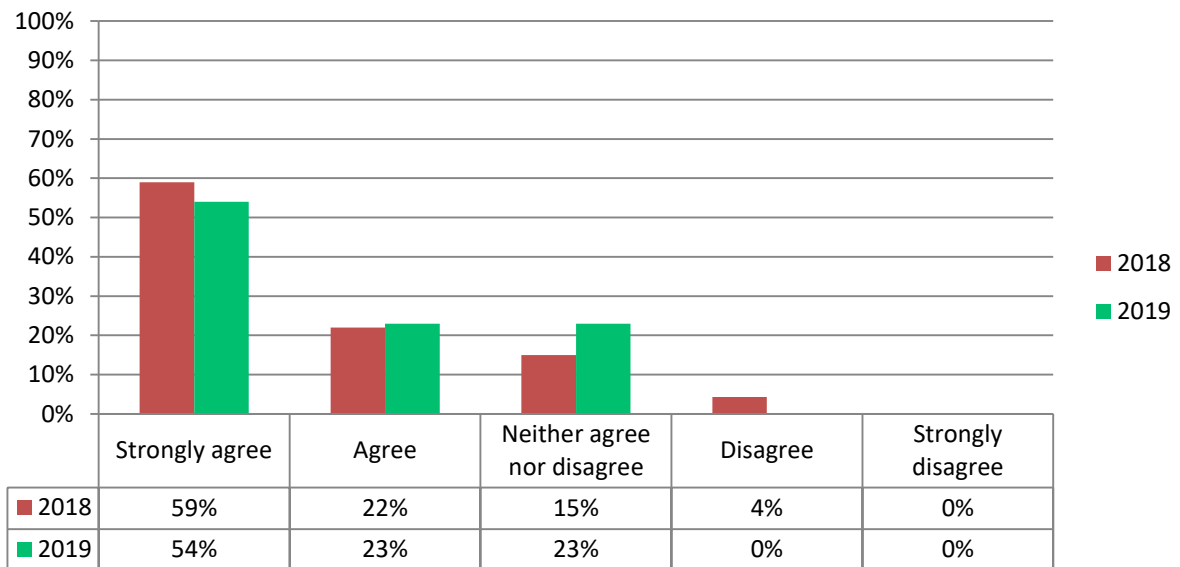
Comments:

- (a) 2015: “More of the [Ryan White Part A/MAI] funds are directed towards the north area of Miami-Dade than the south Miami-Dade area.”
- (b) 2016: “County-wide services.”
- (c) 2017: “From previous analysis, it seems like we’re targeting the right areas. Don’t know where those who are not in care are from, however.”
- (d) 2018: “It appears so, but we’ve never looked at an overlay of Ryan White patients and surveillance maps to know for sure where RW patients live.”

Recipient comments:

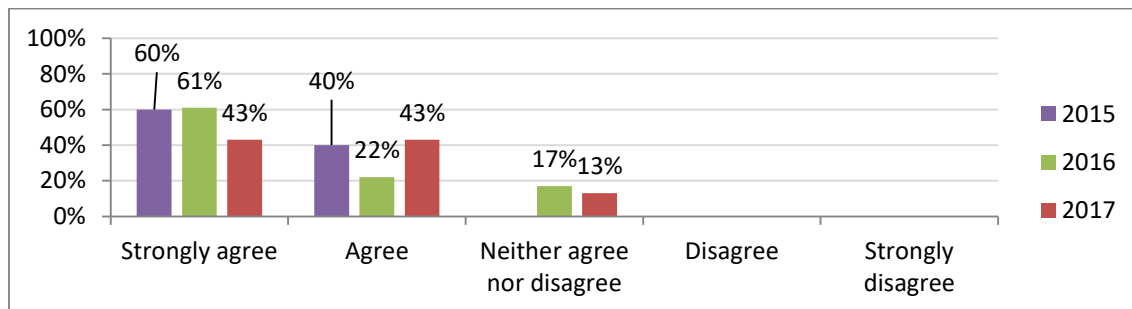
- (a) 2017: “Every year during the Needs Assessment process, the local Part A Program compares the geographic surveillance data on new HIV cases with the geographic distribution of contracted Ryan White Program subrecipients. The FDOH data provides best estimates of where the not-in-care PLWHAs are residing. Through this process, we have consistently found that Part A/MAI services are being delivered in the FDOH-designated Life Zones of greatest need. Perhaps this analysis should be disseminated more widely within the Partnership? Does the Partnership have additional recommendations on how the County or the Part A Program as a whole can improve in this area?”
- (b) 2018: “The Partnership’s Planning Council Staff Support team will look into the feasibility of creating overlays on surveillance maps to show where services are being provided and where Ryan White Program clients reside. This may be feasible for the next Needs Assessment.”

12. OMB's procurement and contracting processes reach a diverse group of subrecipients.



Statement revised in 2018 to include "procurement."

Previous Statement: OMB's contracting process reaches a diverse group of subrecipient agencies.



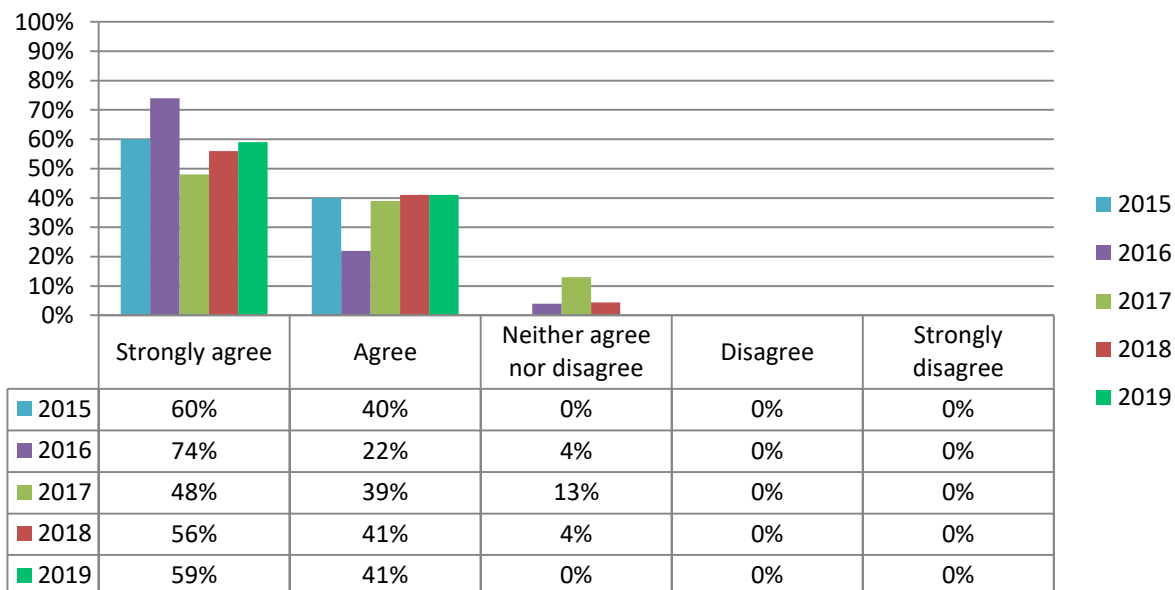
Comments:

- (a) 2017: "Since the contracts are generally set for the length of the grant period, which is often up to 5 years, it may be difficult for new agencies to participate."
- (b) 2018: "There's little flexibility, due to the county's cumbersome grant process, to add additional sub-recipients during non-competitive years."
- (c) 2018: "I feel like I have no way of knowing this."

Recipient comments:

- (a) 2017: "Contracting is based on an initial year of funding, with five (5) one-year options to renew. This system is in place to minimize disruption in services since the Request for Proposal (RFP) process is lengthy and time-consuming. It would be administratively unmanageable to complete a new RFP on an annual basis. Current contracts are in their fourth year of the five one-year options to renew; ending February 28, 2018. A new RFP process should begin in FY 2018, for a program start date of March 1, 2019."

13. The Partnership's Needs Assessment and planning process provides adequate opportunities for participation of the general community.



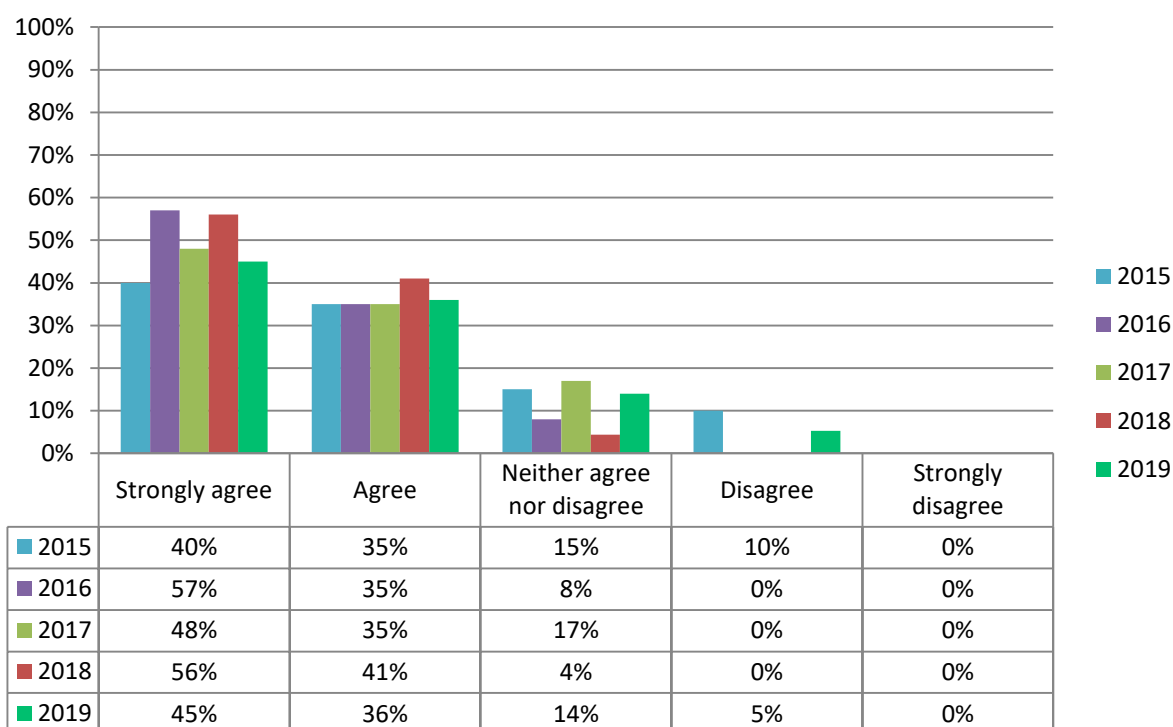
Comments:

- (a) 2015: "They do an excellent job of providing forums throughout the year in different neighborhoods. They do provide opportunities for survey input as well."
- (b) 2017: "The 'opportunity to be heard' by every recipient [consumer] of services could use improvement."
- (c) 2018: "To encourage community participation, evening 'town hall' meetings could be held."
- (d) 2018: "Only a small number of consumers attend the needs assessment meetings. We may need to find other venues to encourage their participation. Those from our agency have said they are a bit intimidated speaking at a large gathering. Also, they may not always be able to attend the one designated day/time for them to present."
- (e) 2018: "More input from Frontline service providers on barriers to care would be helpful."
- (f) 2019: "Multiple types of efforts are employed to bring the community in."

Recipient comments:

- (a) 2017: "It is not the sole responsibility of the Recipient to encourage participation from the general community in the Partnership's planning process. This is a responsibility of the Partnership, and is one of the primary functions of its Community Coalition Committee. Additionally, the community is notified of the Needs Assessment and planning process in a variety of ways, such as through meeting announcements, announcements posted at subrecipient agencies, information located on the Partnership's (www.aidsnet.org), and through the Partnership's weekly Community Newsletter."
- (b) 2018: "The Needs Assessment and planning process are Partnership responsibilities, as are providing adequate opportunities for the general community to participate in such activities. OMB encourages Partnership members to engage PLWHAs and non-PLWHAs in the community at large in the process of identifying needs and strategizing responses. OMB also encourages the Partnership to begin a process of self-assessment in the future to ensure its members understand their responsibilities and believe they are meeting expectations of their role as a planning council member addressing PLWHA needs."

14. The Partnership's Needs Assessment and planning process includes a high level of PLWHA involvement.



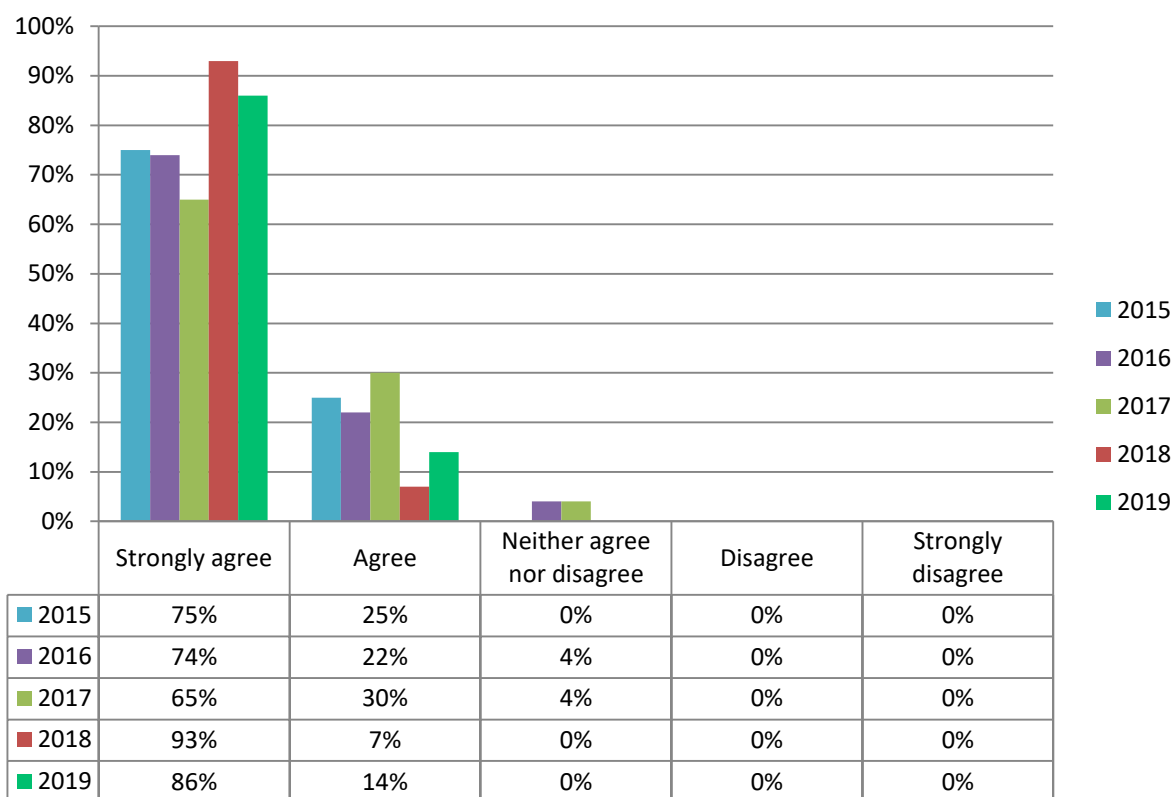
Comments:

- (a) 2015: "There is a limited number of PLWHA despite ongoing recruitment efforts."
- (b) 2016: "Although there is participation from PLWHA, there need to be more communication put [sic] out to the general community, like advertising."
- (c) 2017: "Great improvements have been made in engaging participants; although, I think there needs to be ongoing training for the first six months after new participant workshop."
- (d) 2017: "Last year had great participation by the PLWHA."
- (e) 2017: "Additional strategies would be helpful in order to have greater number of responses, improving reliability (prevalence). For example, randomized short one-page written questionnaire at point of service to assess the services category in question 1 out of 5 [sic]."
- (f) 2019: "I would like to see more PLWH involvement in the needs assessment and evaluations process."

Recipient comments:

- (a) 2017: "As noted in the Partnership survey statement #15, it is under the Partnership's purview to encourage participation from the general community. Additionally, the community is notified of the Needs Assessment and planning process in a variety of ways, such as through meeting announcements, announcements posted at subrecipient agencies, information located on the Partnership's website (www.aidsnet.org), and through the Partnership's weekly Community Newsletter."
- (b) 2018: "The Needs Assessment and planning process are Partnership responsibilities, as are providing adequate opportunities for the general community to participate in such activities. OMB encourages Partnership members to engage PLWHAs and non-PLWHAs in the community at large in the process of identifying needs and strategizing responses. OMB also encourages the Partnership to begin a process of self-assessment in the future to ensure its members understand their responsibilities and believe they are meeting expectations of their role as a planning council member addressing PLWHA needs."
- (c) 2019: "See Recipient comments from 2018 above."

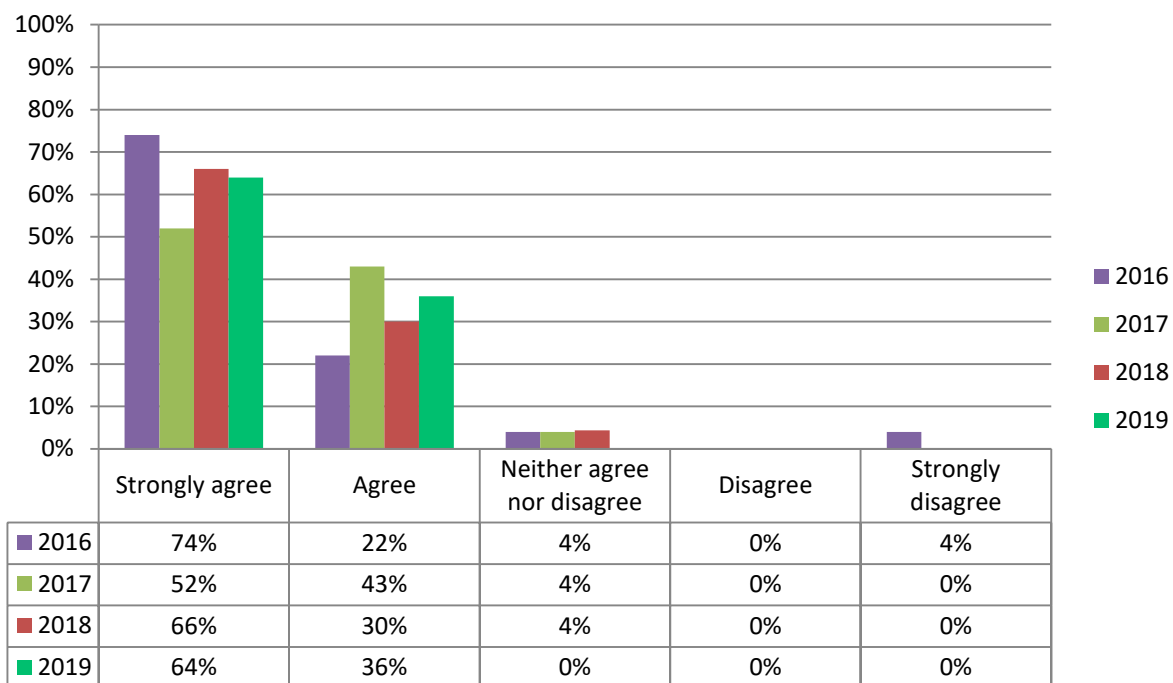
15. OMB's staff is courteous and respectful.



Comments:

- (a) 2015: "They exceed and go beyond! Great staff!"
- (b) 2017: "Everyone goes out of their way to answer questions and assist in whatever way they can and does it in a timely manner."
- (c) 2018: "OMB staff is very professional and responsive to member questions and concerns."
- (d) 2019: "Always."

16. OMB's HIV/AIDS planning council staff support contractor responds promptly and adequately to inquiries, requests and problem-solving needs from the Partnership. (Statement added in 2016.)



Comments:

- (a) 2017: "The BSR team is also very responsive. Their special reports have been VERY helpful and have allowed us to make more educated decisions in understanding the needs of the PLWHA and setting appropriate priorities."
- (b) 2017: "They are very helpful and nice."
- (c) 2017: "The extraordinary devotion of BSR plus County staff is excellent."
- (d) 2018: "Communication with staff support has at times been problematic this past year."

PART A/MAI SUBRECIPIENT SURVEY RESULTS

All subrecipients (14) responded to the FY 2018 (March 1, 2018-February 28, 2019) assessment survey.

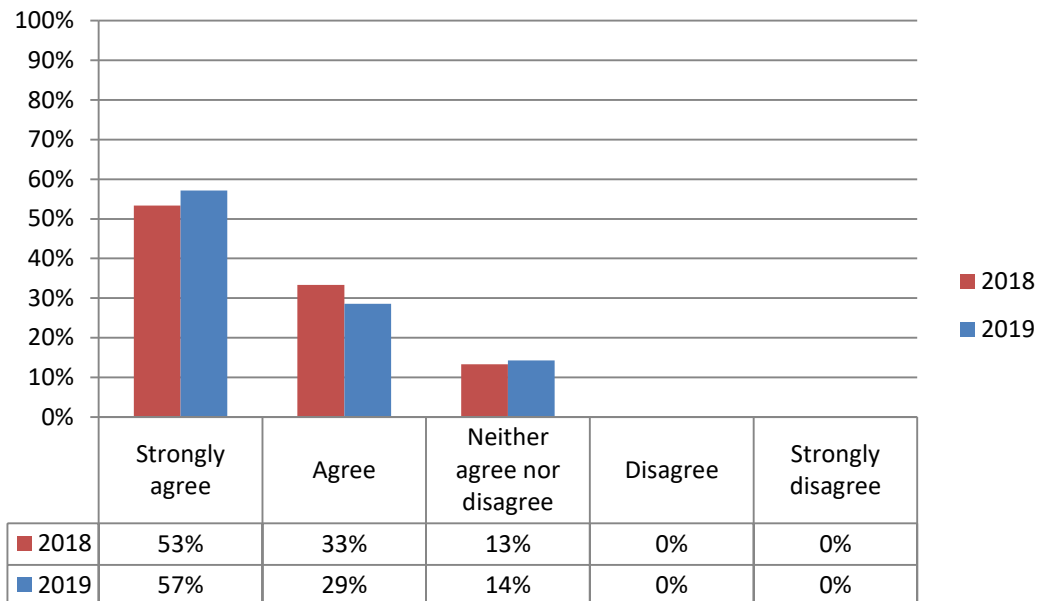
As part of the assessments, respondents were invited to make general comments unrelated to specific questions in the statement inventory. These are reprinted below where applicable for the 5-year period.

SUBRECIPIENT GENERAL COMMENTS

- (a) 2014: “No desk audit was conducted this year.”
- (b) 2014: “Carla Valle-Schwenk is an amazing asset to OMB.”
- (c) 2014: “No complaints!”
- (d) 2015: “Thank you for your help all year long.”
- (e) 2015: “The department [OMB] is great to work with. The only complaint is that budgets, which calculate in excel cause rounding differences which should just be addressed by OMB. A stipulation should be added to the contract to not have to re-do dozens of budgets because of rounding issues in excel and that OMB will accept small differences and adjust accordingly. These small revisions cause contract of millions of money to be delayed unnecessarily.”

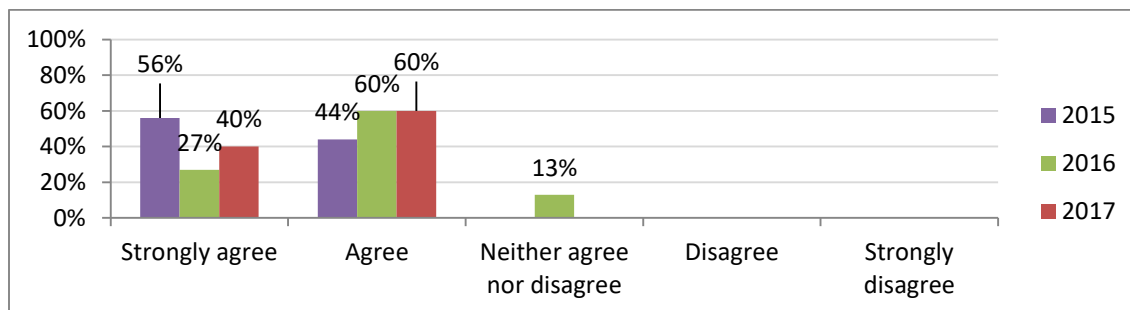
SUBRECIPIENT SURVEY RESPONSES

1. The Miami-Dade County Office of Management and Budget-Grants Coordination (OMB) conducted a fair contract negotiation process with our agency.



Statement revised in 2018.

Previous Statement: The Miami-Dade County Office of Management and Budget-Grants Coordination (OMB) conducted a *timely and* fair contract negotiation process with our agency.

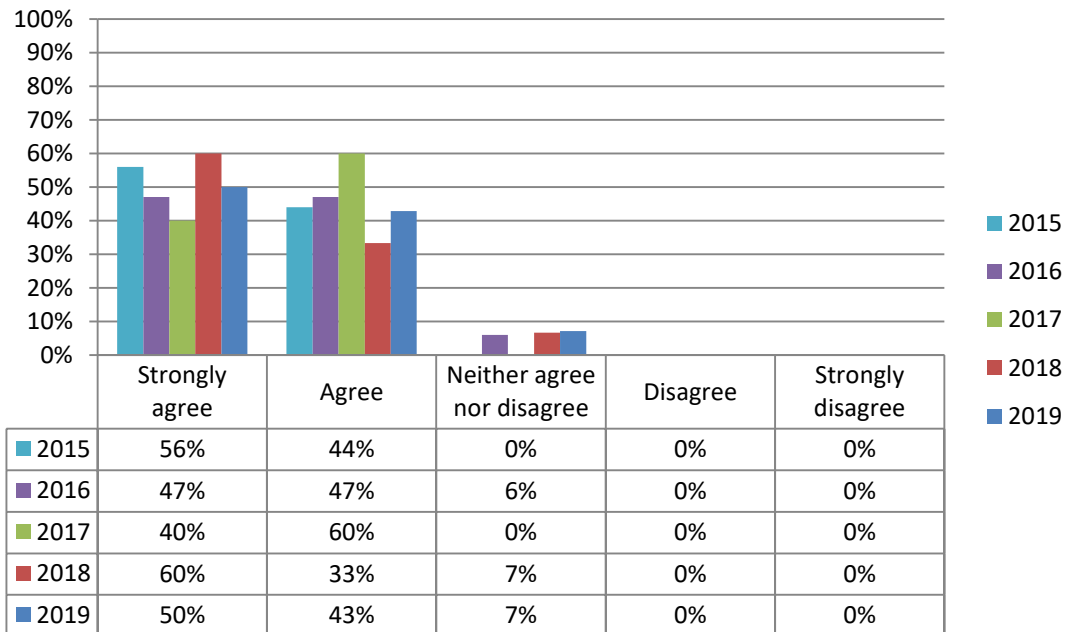


Comments:

- (a) 2016: "There are no contract negotiations. Units or service rates are established during Partnership meetings."
- (b) 2017: "I always feel the process could be made quicker/easier/faster. Always room to improve on this."
- (c) 2017: "Programs have been funded the same for some years. When will there be a new RFP for opportunities to increase funding other than the sweeps process every year?"
- (d) 2018: "Yes, the process was fair and informative."
- (e) 2018: "The Miami Dade County OMB is great to work with; they are professional, flexible and fair."

Recipient comments:

- (a) 2017: “To execute contract negotiations in a timely manner, OMB requires clean submissions of contract development documents, especially updated scope of services information, and correct line item budget forms and narrative justifications. Subrecipients must also pass an annual due diligence review to ensure the organization is in good standing with local, state, and federal requirements. Contracts cannot be executed until the review process is completed without any issues.”

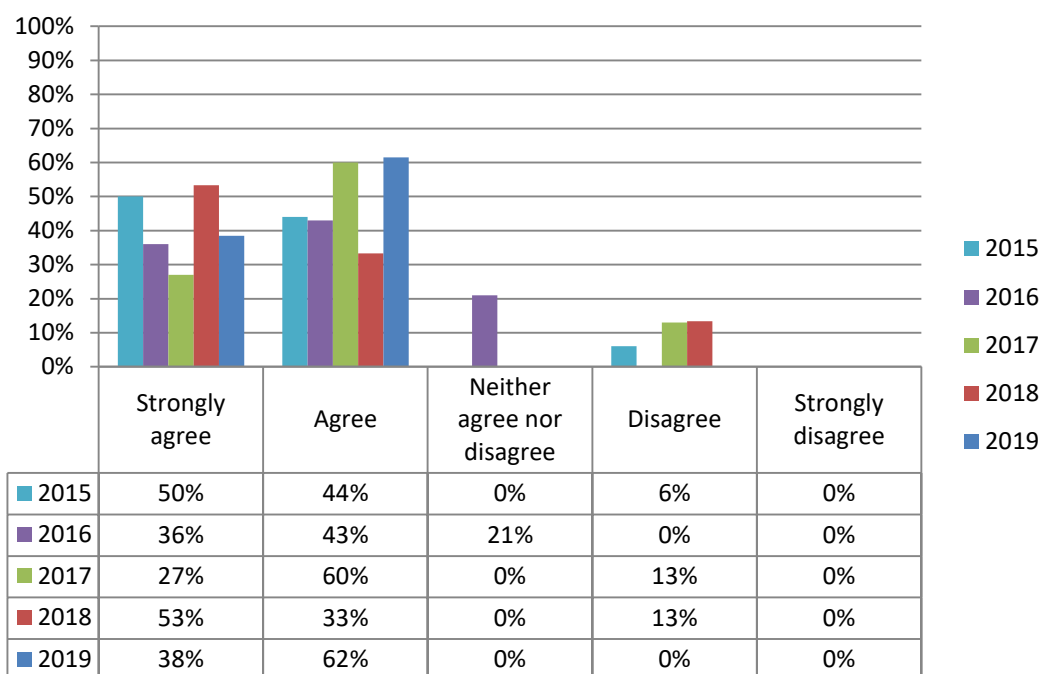
2. Award notifications/letters to our agency were sent in a timely manner.**Comments:**

- (a) 2018: “Definitely.”

Recipient comments:

- (a) 2017: “Every year, award letters are scheduled to be sent by the end of December.”

3. OMB executed our agency's contract in a timely manner.



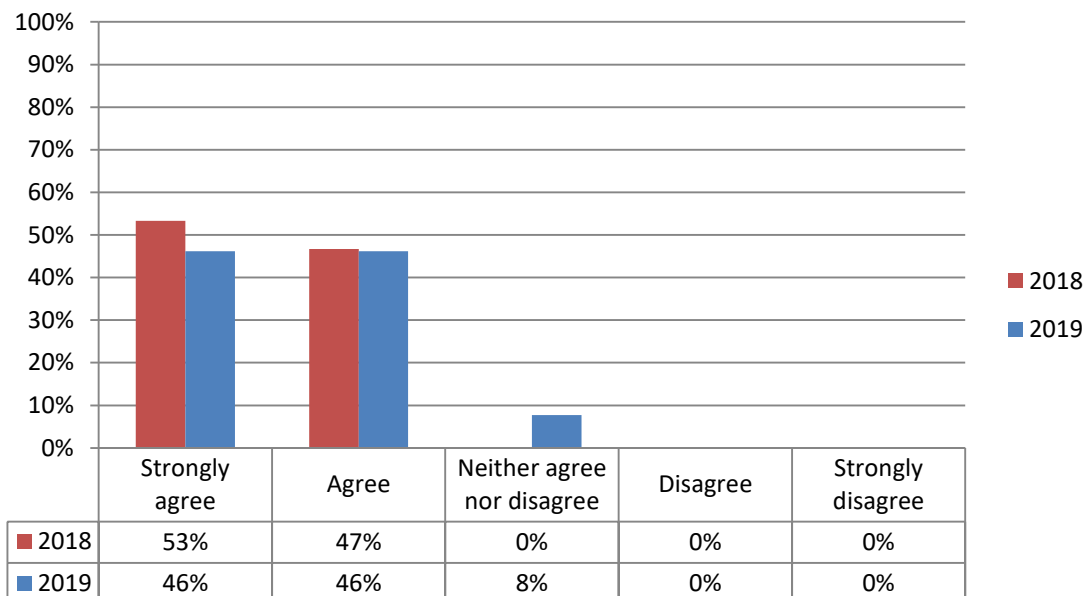
Comments:

- (a) 2015: "Executed contract was received several months into contract period."
- (b) 2016: "Turnaround has improved but [it] still [takes] more than 3 months."
- (c) 2017: "Programs have been funded the same for some years. When will there be a new RFP for opportunities to increase funding other than the sweeps process every year?"
- (d) 2017: "There is always a delay due to paperwork issues. Very grateful to OMB for being helpful during the process."
- (e) 2018: "The contract was executed timely."

Recipient comments:

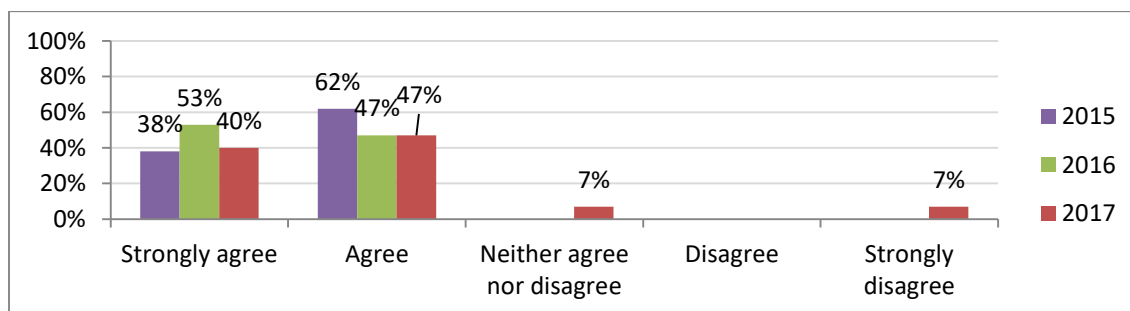
- (a) 2017: "As noted in the Subrecipient survey statement #1, to execute contract negotiations in a timely manner, OMB requires clean submission of contract development documents, especially updated scope of services information, and correct line item budget forms and narrative justifications. Subrecipients must also pass an annual due diligence review to ensure the organization is in good standing with local, state, and federal requirements"

4. There were no significant differences between billed versus reimbursed amounts for our agency that were not discussed prior to any disallowance.



Statement revised in 2018 from, “There were minimum discrepancies in reimbursement checks to our agency.”

Previous Statement: There were minimum discrepancies in reimbursement checks to our agency.



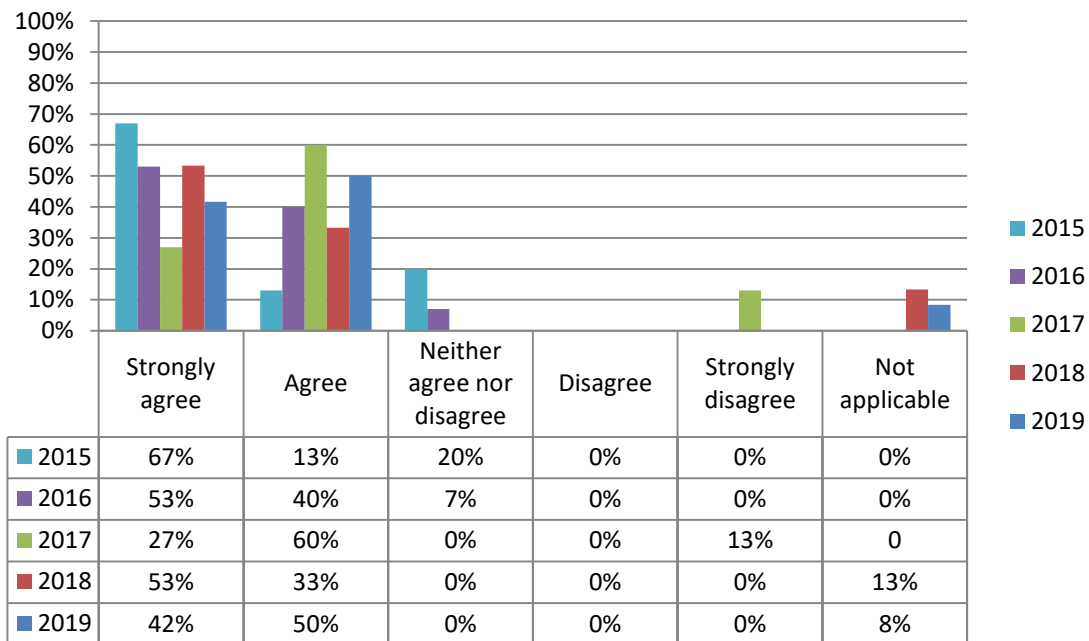
Comments:

- (a) 2017: “Communication with our fiscal staffers is very good.”
- (b) 2017: “OMB was accurate in our checks.”
- (c) 2018: “No significant differences.”
- (d) 2018: “We always receive communication from OMB regarding any discrepancies that needed to be addressed prior to disallowance.”

Recipient comments:

- (a) 2017: “This question seems to be addressing the difference between billed and reimbursed dollars. OMB always communicates to subrecipients if there is a difference between the billed amount and the reimbursed amount.”
- (b) 2017: “We recommend that this question be reworded to read, “There were no significant or ongoing differences between billed versus reimbursed amounts for our agency that were not discussed with our agency prior to any disallowance.”

5. OMB contacted our agency to review utilization and expenditures that were not on target.



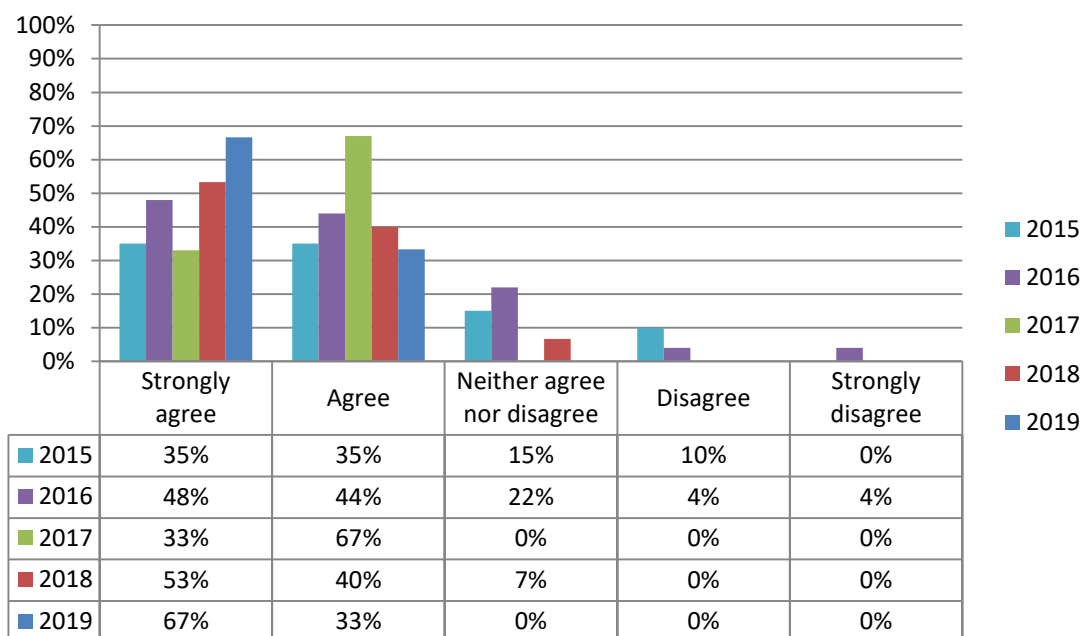
Comments:

- (a) 2017: "OMB was accurate in our checks."
- (b) 2017: "This occurs only during the Sweeps process."
- (c) 2018: "Not that I personally participated in."

Recipient comments:

- (a) 2017: "OMB reviews service utilization and expenditures that were not on target in advance of the Partnership's Reallocations/Sweeps process, which occurs two to three times per year. Subrecipients are required to review their agency's specific service utilization and expenditure data in-house on a regular basis. The "Strongly disagree" responses may be due to subrecipients who were not contacted by OMB staff for this purpose because their service utilization and expenditures were on target. Perhaps a "not applicable" response category should be considered in future years."

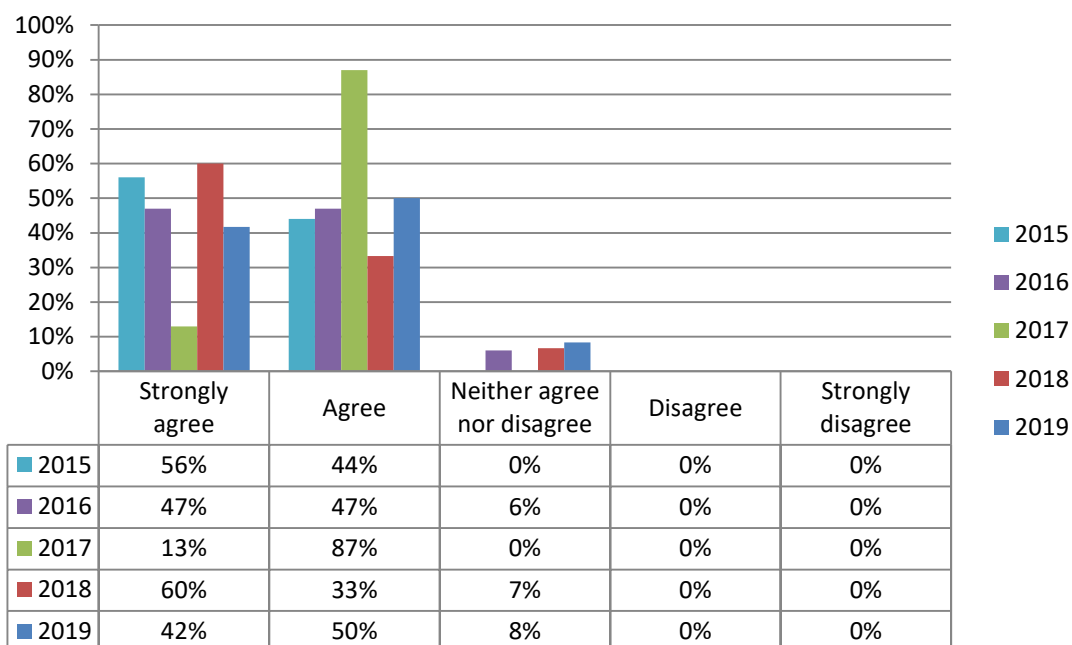
6. OMB reviewed our agency's service utilization and reimbursement requests submissions in a timely manner.



Comments:

(a) 2018: "I believe it was timely."

7. OMB provided payment to our agency within 30 days of submission of complete and accurate invoices.



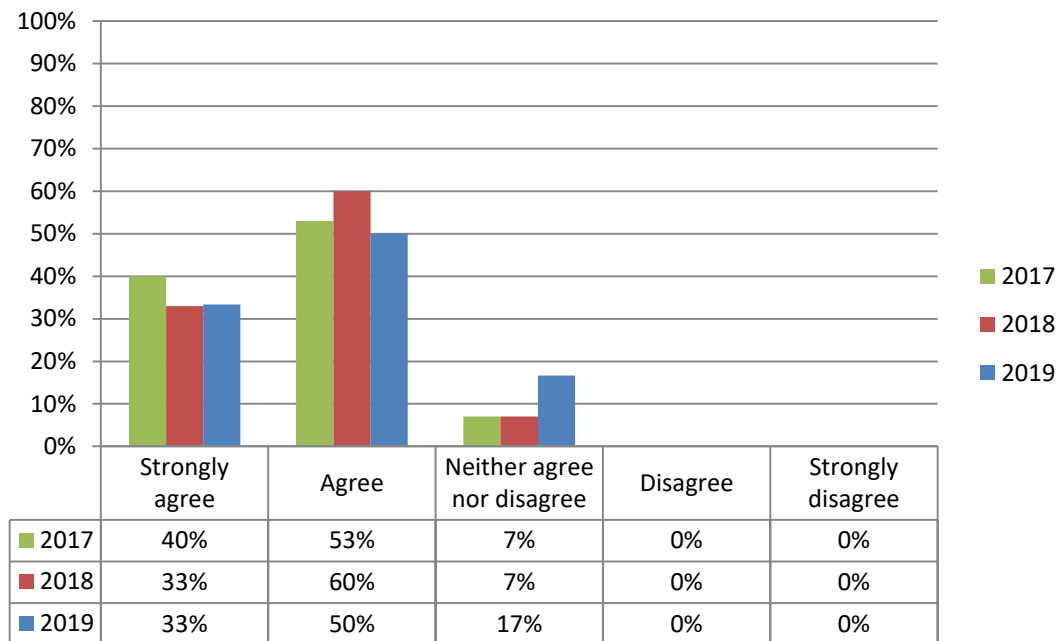
Comments:

- (a) 2015: “Not always 30.”
- (b) 2017: “Generally, I think this statement is true. They also have payments held up due to additional research that must be done, which then adds to those 30 days.”
- (c) 2018: “No suggestions.”

Recipient comments:

- (a) 2017: “Payments are made to subrecipient agencies on time, provided there are no discrepancies in invoicing, no contract compliance issues, and no additional discrepancies or potential disallowable items on the reimbursement request.”

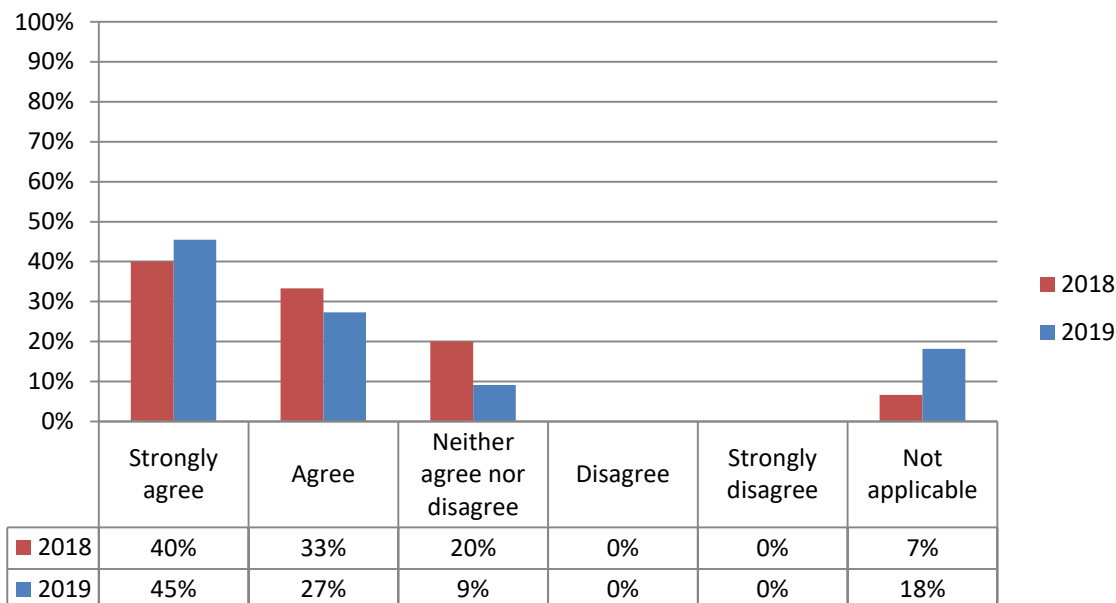
8. OMB clearly explained any holds or disallowances on reimbursement requests.



Statement added in 2017.

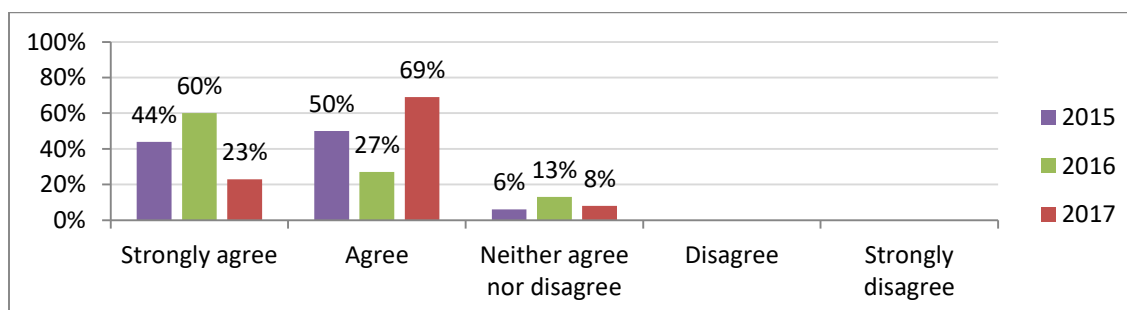
Comments: None

9. OMB provided our agency programmatic and/or fiscal technical assistance or training over the past 12 months, in a timely manner, based on our requests.



Statement added in 2015 and revised in 2018 to include Not Applicable option.

Previous Statement: OMB provided our agency programmatic and/or fiscal technical assistance or training over the past 12 months, as necessary, in a timely manner based on our requests.



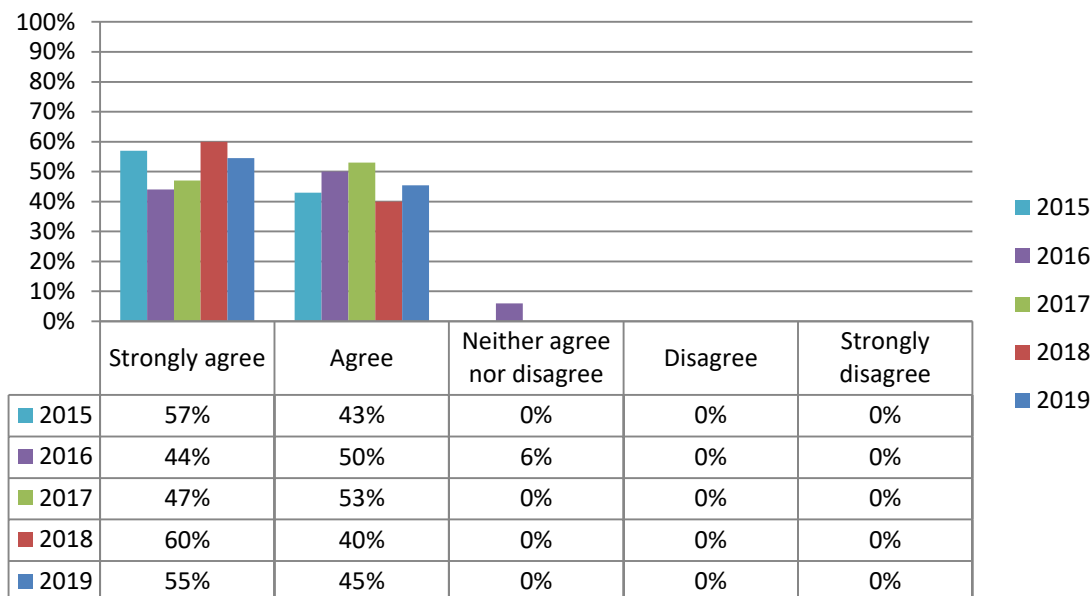
Comments:

- (a) 2017: “[We] have had significant turnover and challenges with our finance team; OMB has been EXTREMELY generous with their time and assistance with training and technical assistance. Not to mention their much appreciated patience with our new team/s.”
- (b) 2017: “Our agency did not request any training over the last twelve months.”
- (c) 2018: “As the interim CEO, I am not personally aware of anything to the contrary.”

Recipient comments:

- (a) 2018: “OMB is not aware of any requests for programmatic or fiscal technical assistance that were not addressed promptly and thoroughly by Recipient staff. OMB works closely with its subrecipients to provide access to a local service delivery system that works well for clients.”

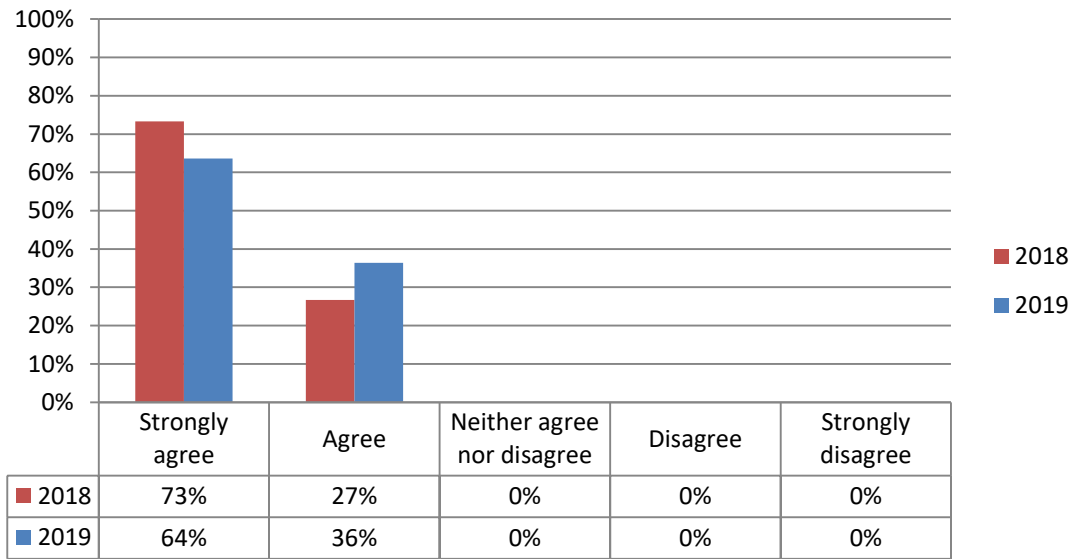
10. OMB provided our agency with a clear explanation of Ryan White Program reporting requirements (i.e., RSR, Annual Progress Report, client eligibility screening, etc.).



Comments:

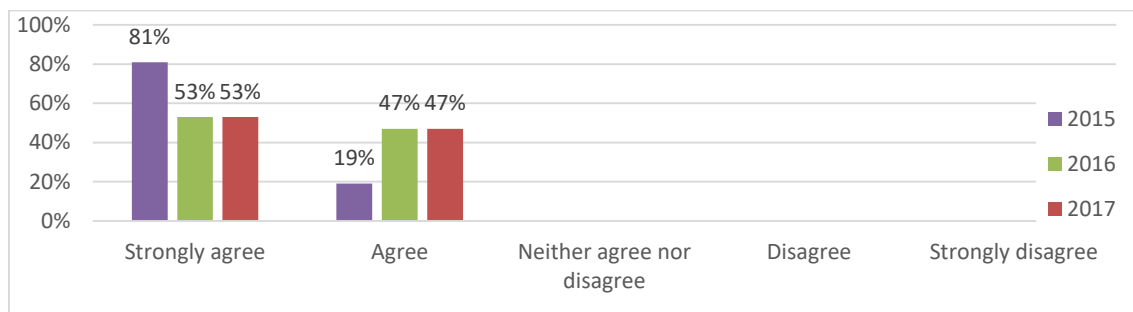
(a) 2015: “Need guidance on HRSA’s new RSR guidelines.”

11. Communication between OMB and our agency has been timely.



Statement added in 2015 and revised in 2018 to read as two statements, addressing “timely” and “effective” communication separately. See #12.

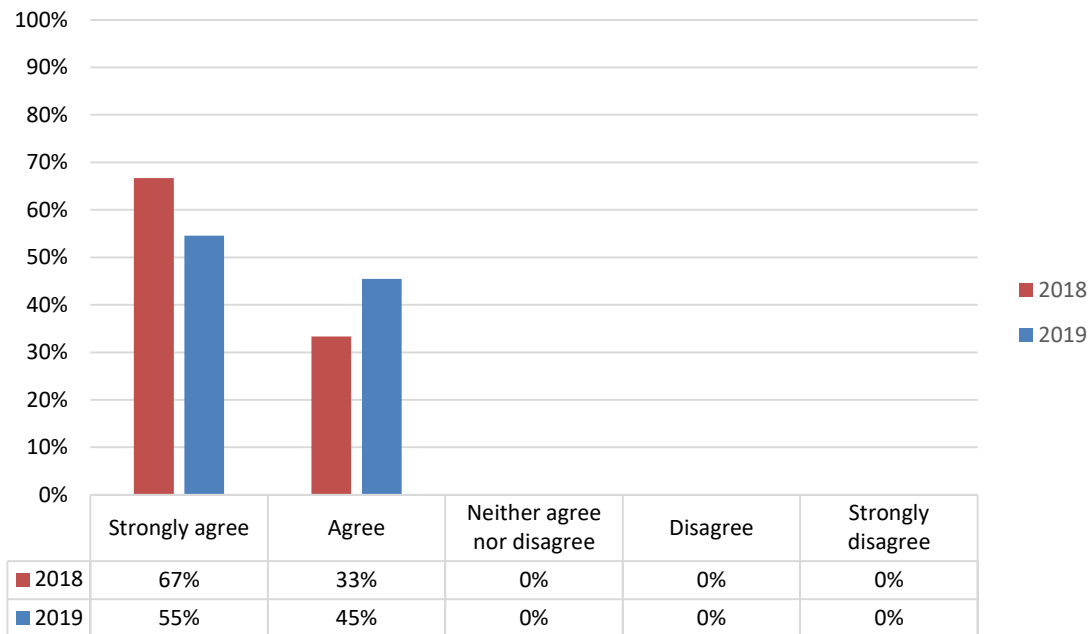
Previous Statement: Communication between OMB and our agency has been timely, effective, and appropriate.



Comments:

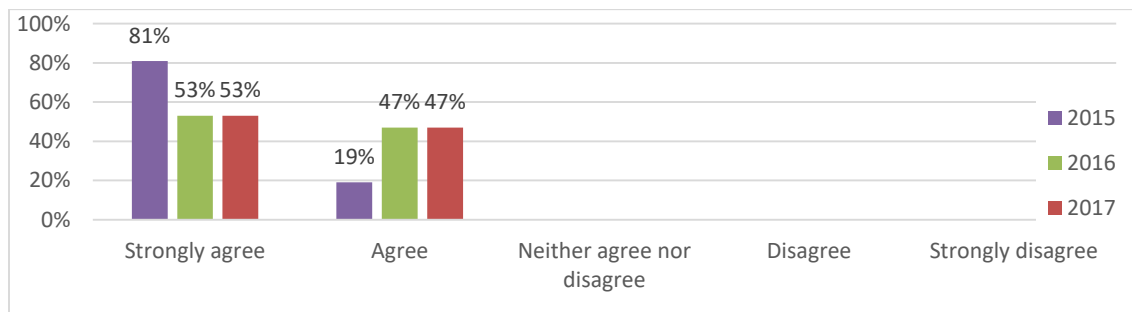
- (a) 2017: “I believe we have good communication with our office and OMB.”
- (b) 2017: “OMB is great at responding to emails and calls.”

12. Communication between OMB and our agency has been effective.



Statement added in 2015 and revised in 2018 to read as two statements, addressing “timely” and effective” communication separately. See #11.

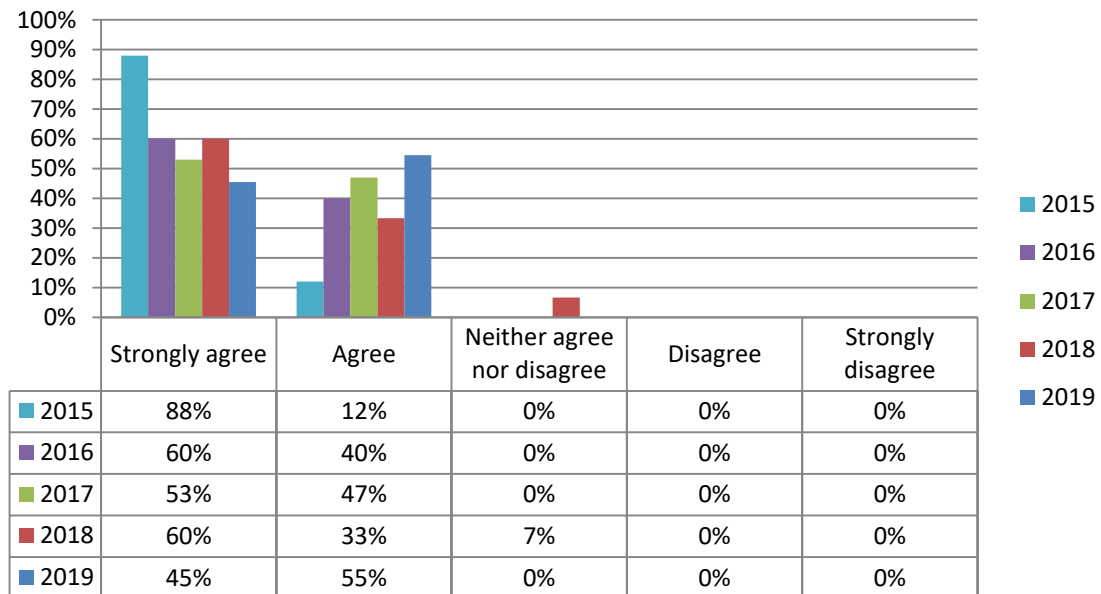
Previous Statement: Communication between OMB and our agency has been timely, effective, and appropriate.



Comments:

(a) 2018: “Yes, communication was timely.”

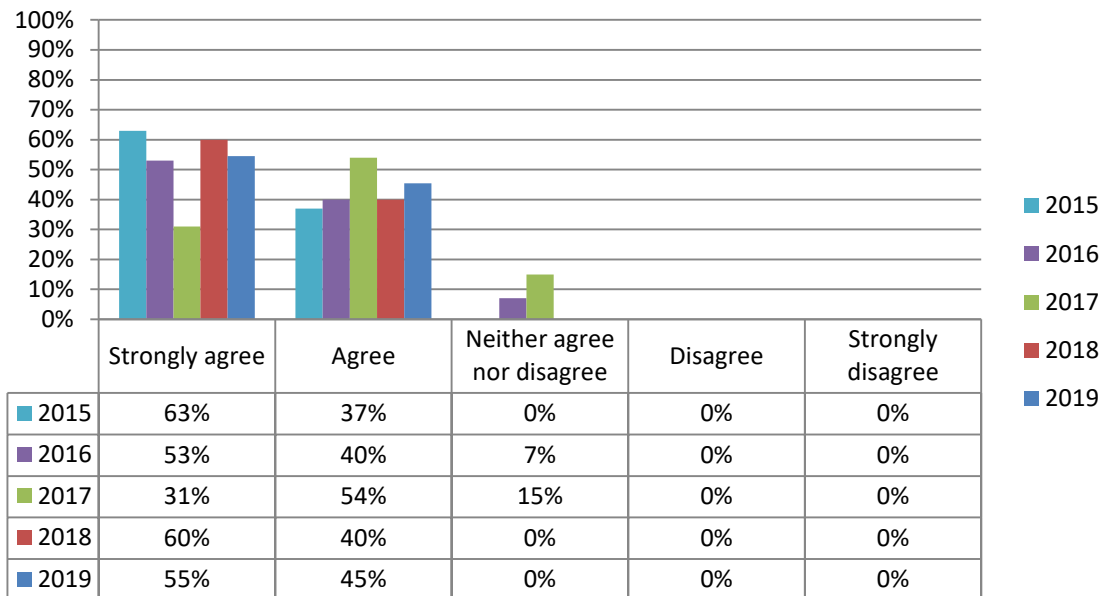
13. OMB informed our agency of reallocation processes (sweeps) and the requirements of a spending plan in order to adjust our agency budget during the contract year.



Comments:

(a) 2018: "Not aware of any advice not provided regarding sweeps."

14. OMB kept our agency well informed of HRSA policies, procedures and updates that impact Ryan White Program subrecipients.



Comments:

(a) 2015: “Need guidance on HRSA’s new RSR guidelines.”

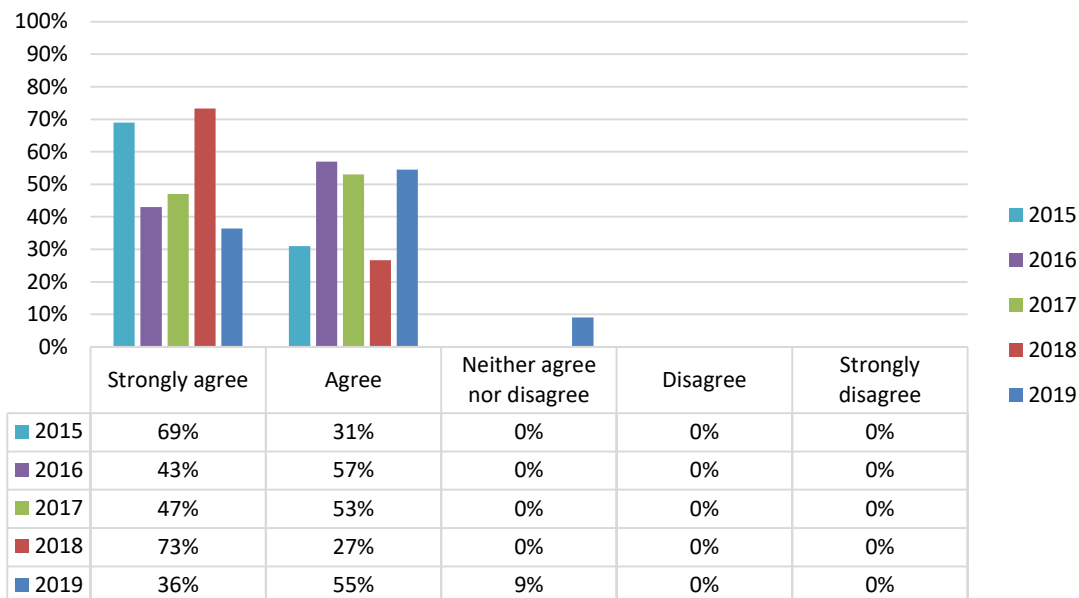
(b) 2018: “Yes.”

Recipient comments:

(a) 2017: “OMB advises stakeholders of HRSA policy changes via e-mail and handouts at Partnership and committee meetings. OMB also provides information regarding HRSA policy changes to subrecipients by e-mail and at the quarterly Service Provider Forums.”

(b) 2017: “How can OMB better communicate HRSA policy changes to subrecipients to improve responses to the statement above?”

**15. OMB kept our agency well informed of Miami-Dade
HIV/AIDS Partnership directives that impact Ryan White
Program subrecipients.**

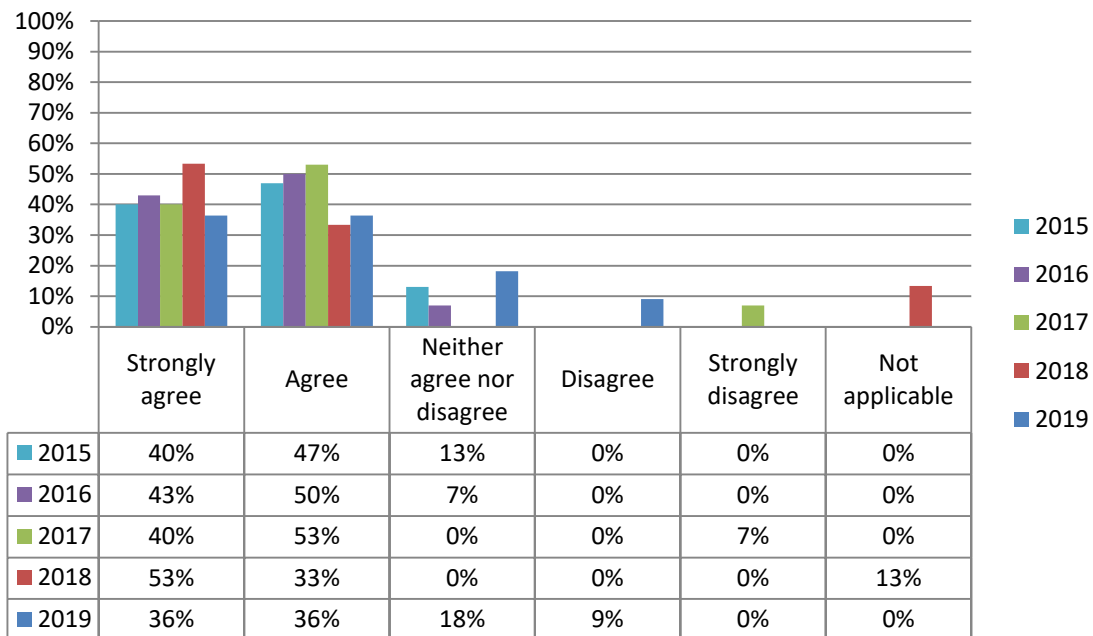


Comments:

(a) 2017: “Letters with updates are sent regularly or when needed.”

(b) 2018: “Yes.”

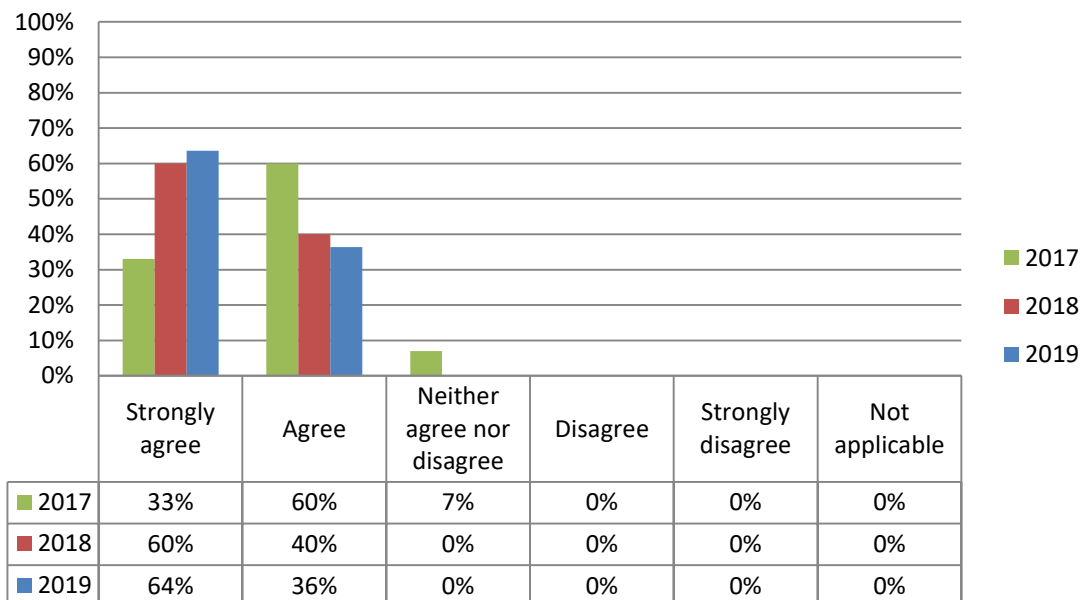
16. OMB provided adequate time for remediation when contract non-compliance issues were raised.



Comments:

- (a) 2017: “Our agency did not have any compliance issues.”
- (b) 2017: “OMB staff makes an effort to be flexible and work with subrecipients to meet compliance.”
- (c) 2018: “Yes.”

17. OMB provided guidance and clarification to our agency for any program-related document, reporting requirement, or other requested items, in a timely manner, in response to our requests.

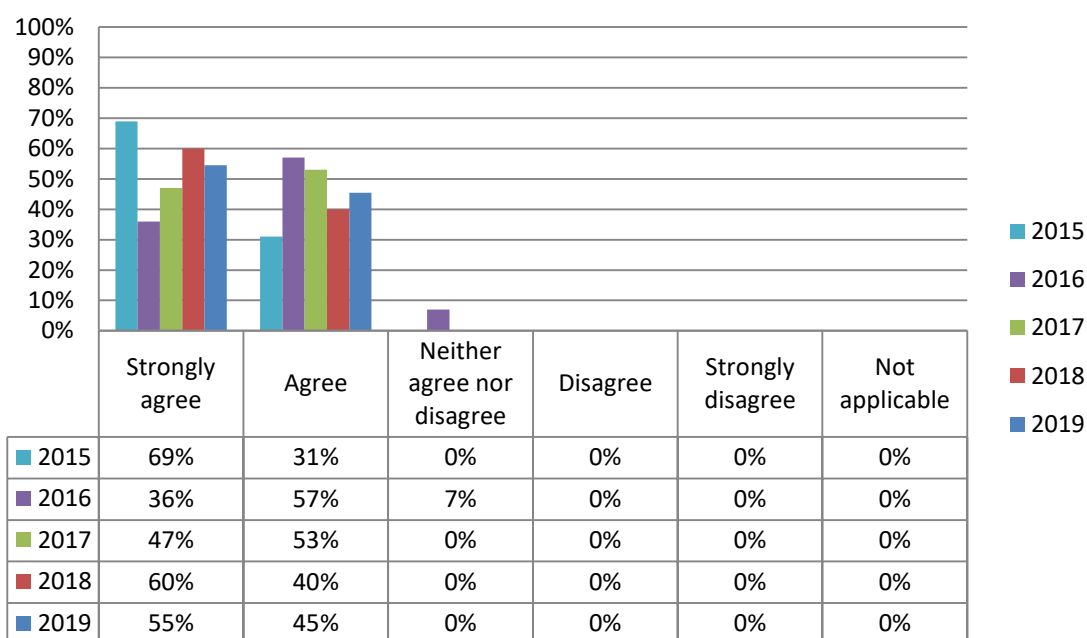


Statement added in 2017.

Comments:

(a) 2018: “Yes.”

18. OMB responded promptly and adequately to inquiries, requests and problem-solving needs from our agency.

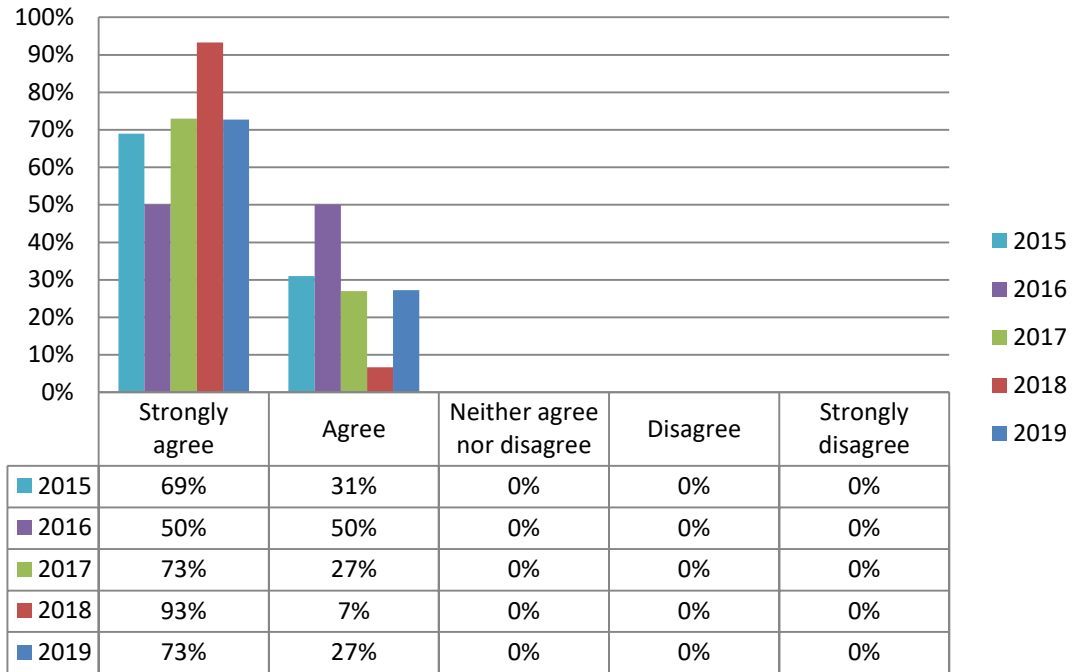


Comments:

(a) 2017: “Always, all the time and anytime! OMB has a great team!!”

(b) 2018: “Yes, very supportive.”

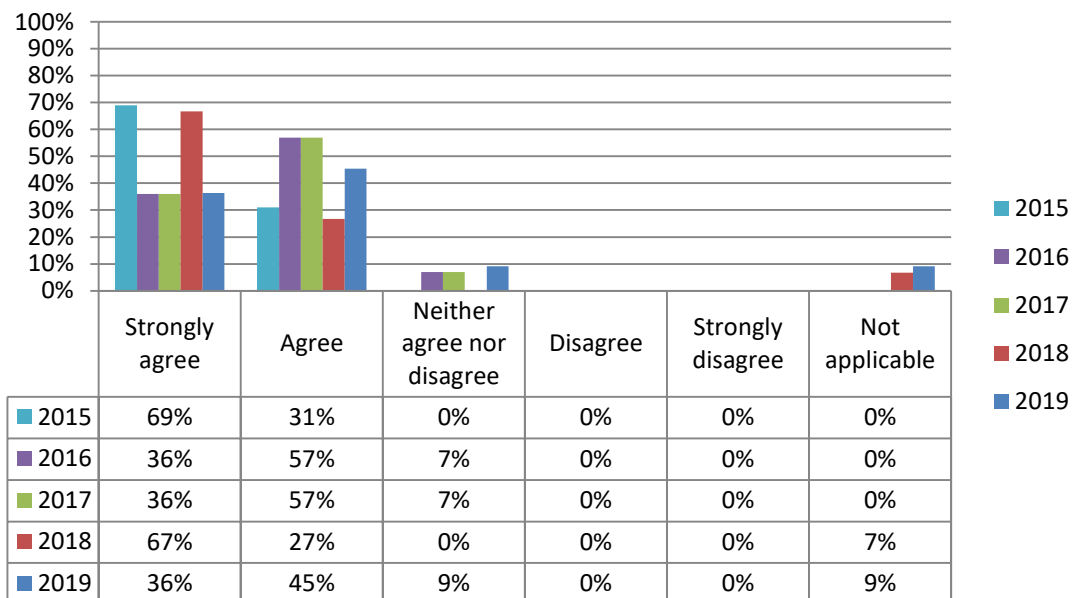
19. OMB staff is courteous and respectful.



Comments:

- (a) 2015: "Awesome staff!"
- (b) 2016: "It is a pleasure working with these professionals."
- (c) 2017: "Always."
- (d) 2017: "Yes, always!"
- (e) 2017: "They are very helpful."
- (f) 2017: "Always it is a pleasure to work with them."
- (g) 2018: "Always!"
- (h) 2018: "ALWAYS!!"

20. OMB's Ryan White Part A/MAI Program Clinical Quality Management contractor responds promptly and adequately to inquiries, requests and problem-solving from our agency.



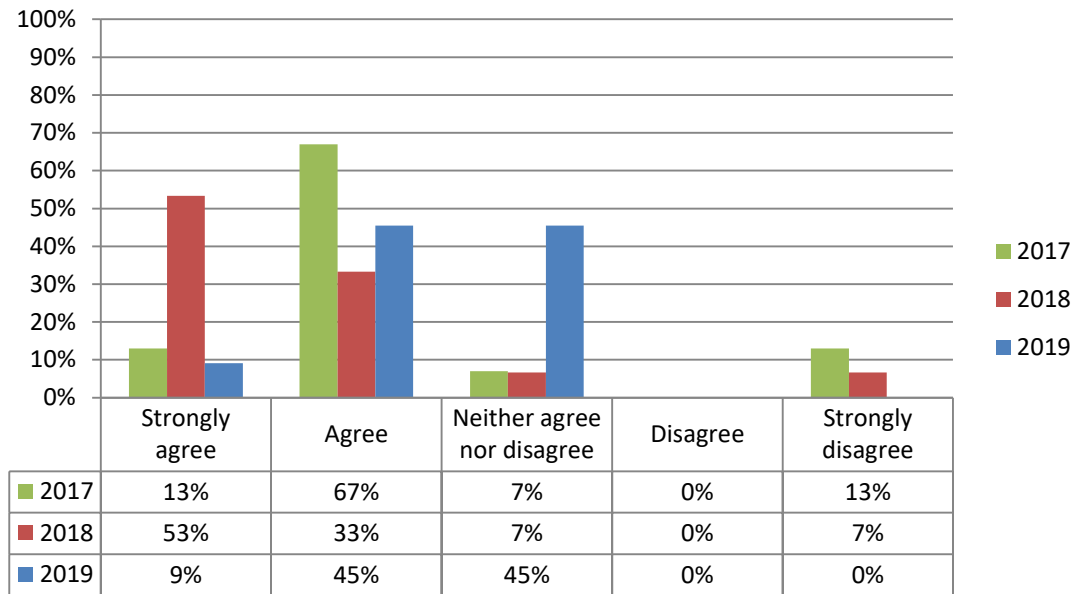
Comments:

(a) 2016: “Excellent data analysis.”

(b) 2018: “Always!”

(c) 2018: “BSR is also professional, flexible and willing to assist at all times.”

21. OMB's service delivery information system is reliable.

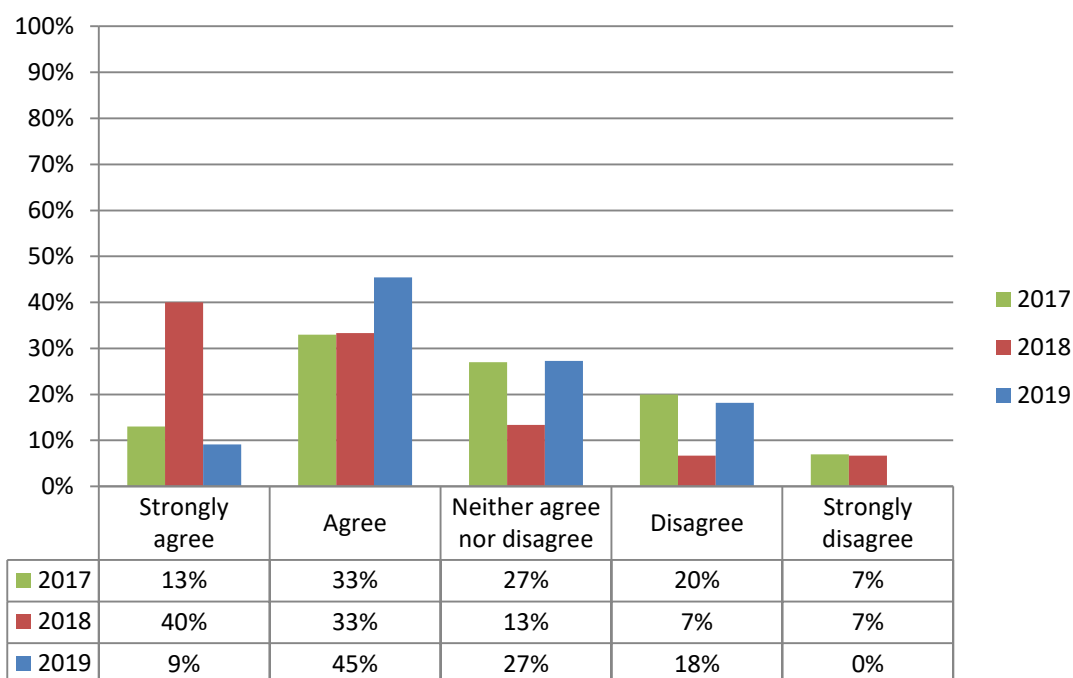


Statement added in 2017.

Comments:

- (a) 2017: "As long as there are no connection issues, the program works well."
- (b) 2017: "Constant connectivity issues with system always delays staff's processes."
- (c) 2017: "Casewatch data accuracy is dependent on information input across system."

22. OMB's service delivery information system is easy to use.

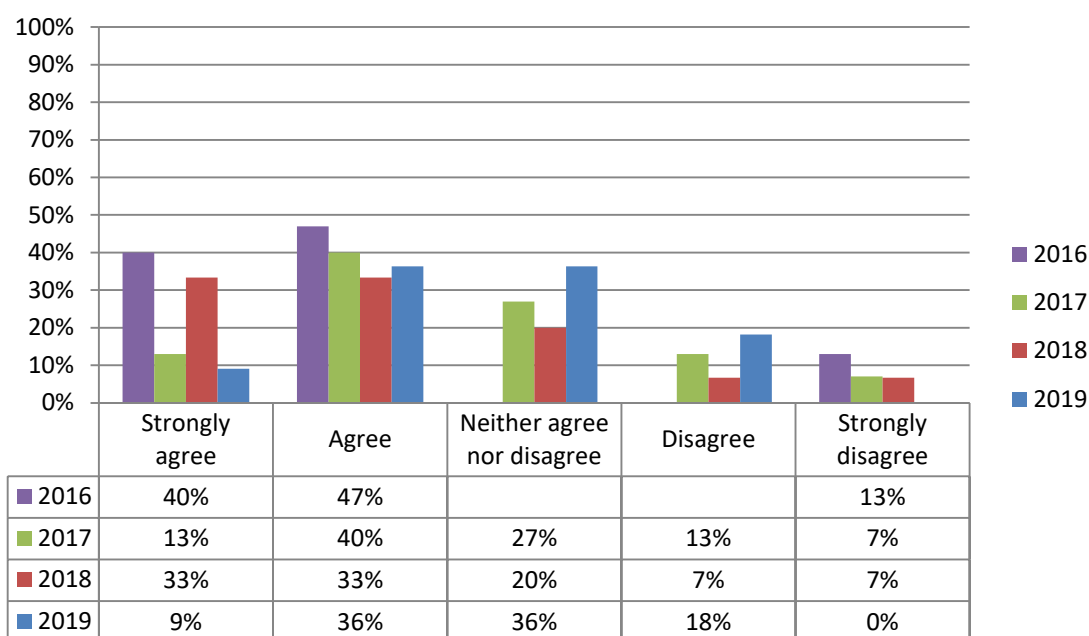


Statement added in 2017.

Comments:

- (a) 2017: "It's easy for someone with good computer skills, but its outdated format cause confusion for those less computer literate."
- (b) 2017: "Casewatch is not user friendly."
- (c) 2017: "The manual could have a better search, so information is easier to find."

23. OMB’s service delivery information system generates agency-specific data in an efficient and user-friendly manner.

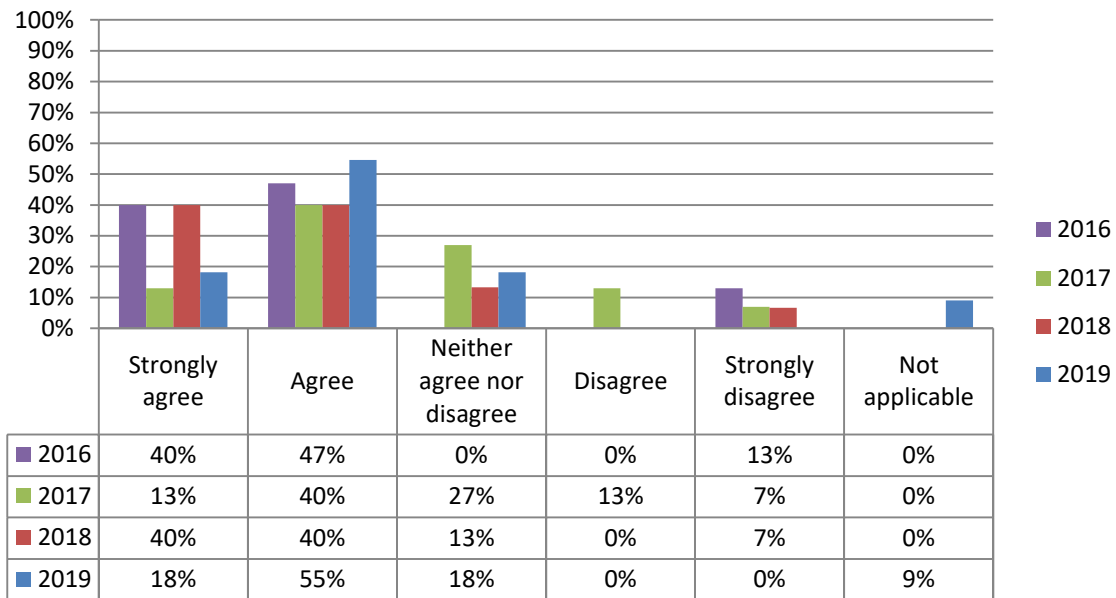


Statement added in 2016 and revised in 2017.

Comments:

- (a) 2017: “Casewatch data requires duplicity [sic] across system.”
- (b) 2017: “Constant connectivity issues with system always delays staff’s processes.”

24. OMB's service delivery information system contractor responds promptly and adequately to inquiries, data requests, and system trouble-shooting.



Statement added in 2016.

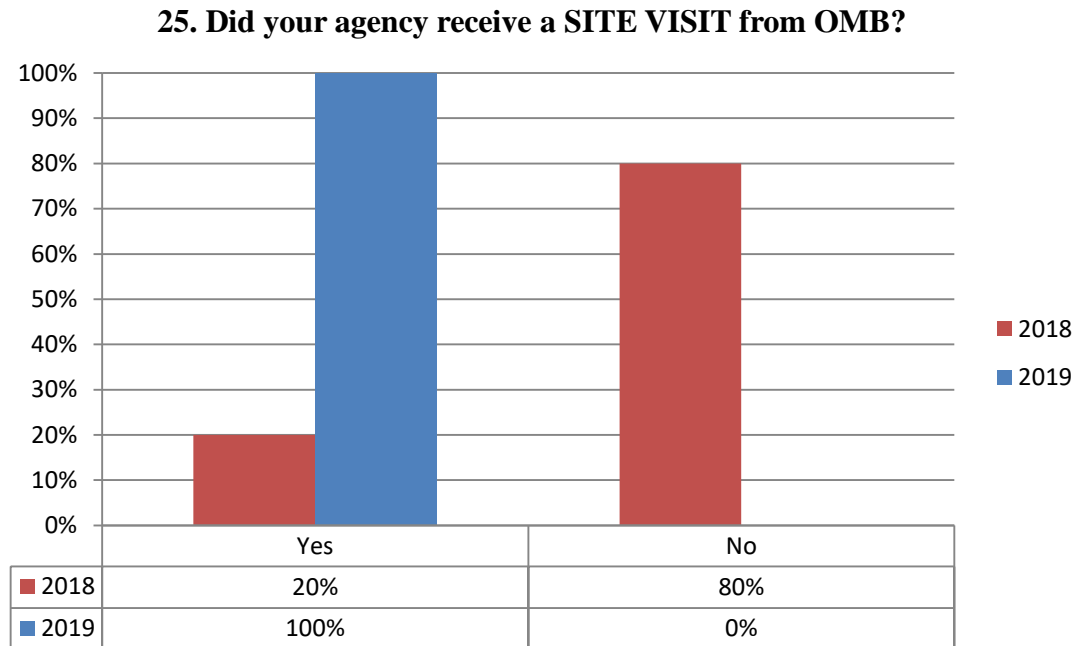
Comments:

- (a) 2017: "Kevin Palmer is amazing! Frank Ferry has also been very helpful."
- (b) 2017: "Their response time is good, but again, the outdated system presents a lot of unnecessary challenges for all staff using it."
- (c) 2017: "Kevin does an excellent job!"

Recipient comments:

- (a) 2017: "The Recipient will share these comments with Automated Case Management Systems, the managers of the SDIS. Where possible, this office will encourage system improvements. It is important to note that the procurement process for the program's data system is underway. A draft RFP document is making its way through the County's review process. The RFP application process is expected to begin before the end of this calendar year."

SUBRECIPIENT SITE VISIT SURVEY RESPONSES



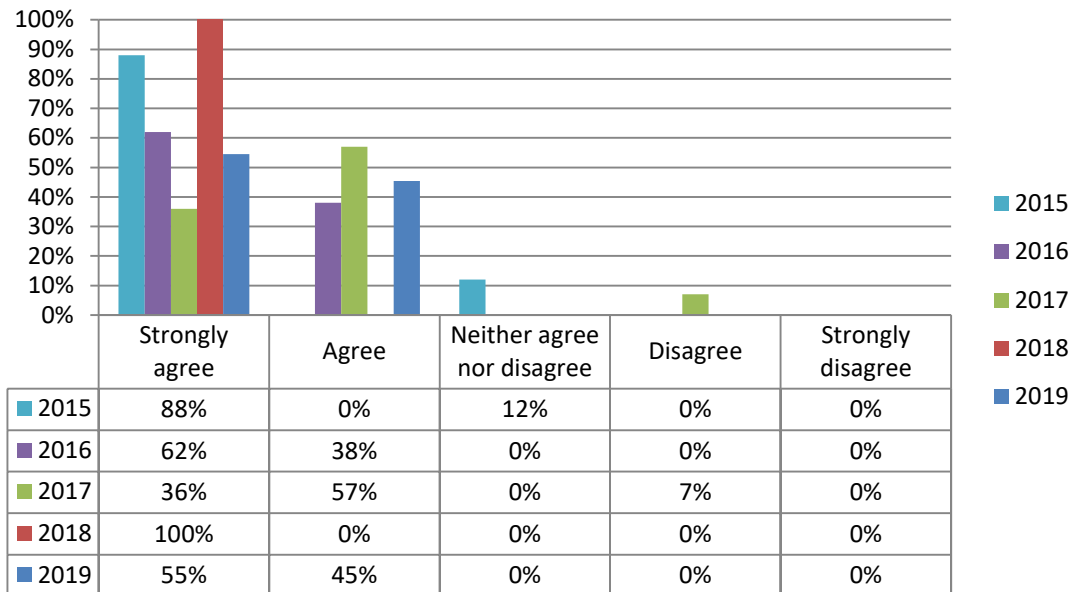
Note:

2018: March 1, 2017 through February 28, 2018

2019: March 1, 2018 through February 28, 2019

Statements #26 through #30 were answered only by those who answered “Yes” to #25.

26. OMB conducted a site visit of our agency that was thorough.



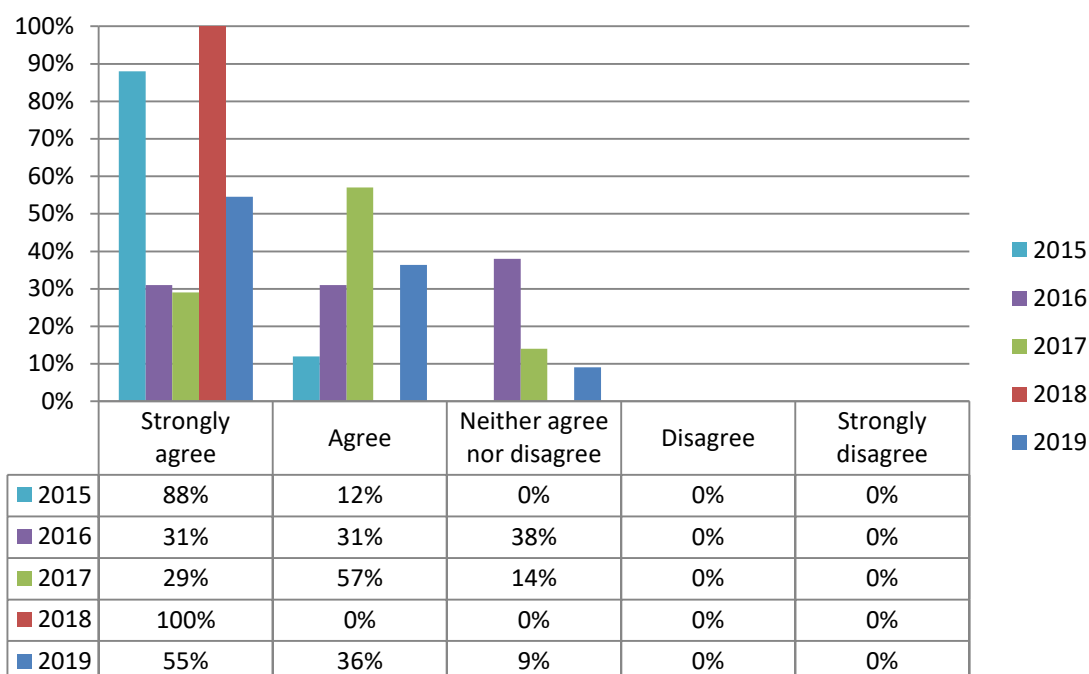
Comments:

- (a) 2017: “Staff felt this year the site visit was disorganized. The auditor was late several days and they had to return over several days as the review took longer than necessary.”

Recipient comments:

- (a) 2017: “OMB understands the concerns about the most recent site visit process. A recent staffing change has further delayed the completion of reports. OMB staff is working to complete the reports as soon as possible.”

27. OMB conducted a site visit of our agency that was fair.

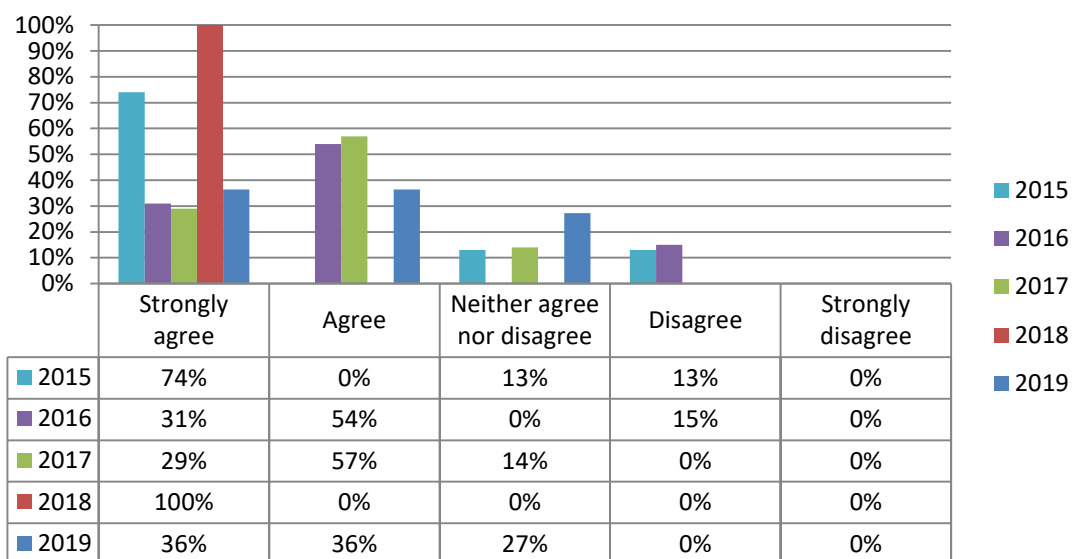


Comments:

(a) 2014: "It took a while to get back the response (more than 6 months) for the site visit, but the time given to the agency to respond was less."

(b) 2017: "Again, staff felt compared to other years, this year's visit was not organized well. There were CIS's lists that could not be printed by the auditor for the first few days, it caused additional delays and wore staff out."

28. OMB conducted a site visit of our agency that was well-documented.



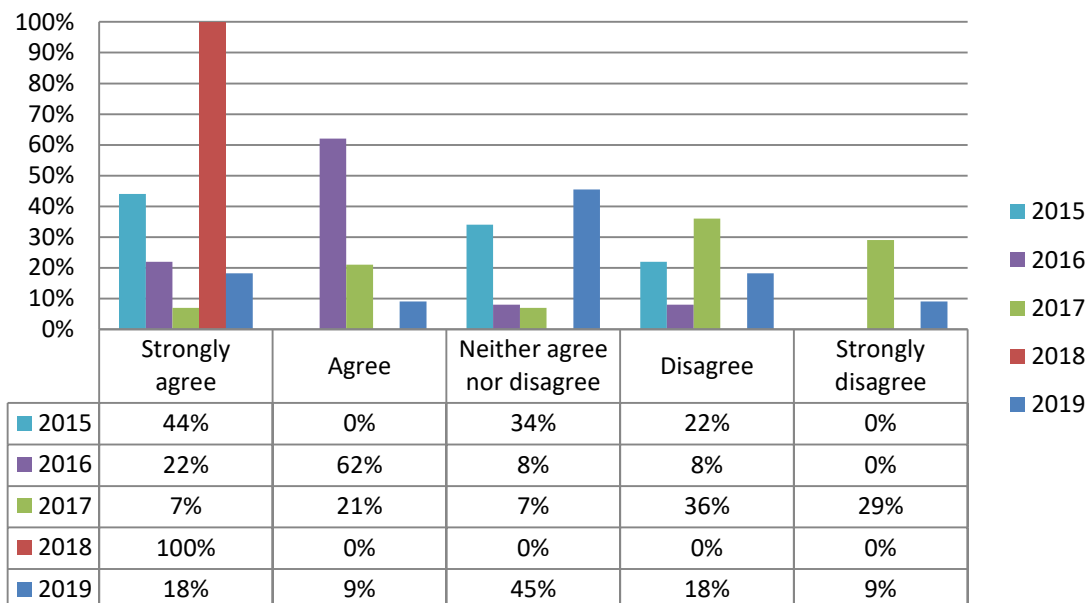
Comments:

- (a) 2014: “If you mean well-documented by findings/site visit report – we are still pending a report.”
- (b) 2017: “The Monitoring Report has not been provided yet.”
- (c) 2019: “Pending outcome.”
- (d) 2019: “We have not received a report.”

Recipient comments:

- (a) 2017: “As noted in the Subrecipient survey statement #21, OMB understands the concerns about the most recent site visit process. A recent staffing change has further delayed the completion of reports. OMB staff is working to complete the reports as soon as possible.”
- (b) 2019: “Forty percent (40%) of the reports have been issued to subrecipients. OMB is working on completing the remaining reports by the end of July 2019.”

29. OMB provided our agency with a written report regarding the site visit findings within 90 days of the site visit, to assist us in making improvements as needed.



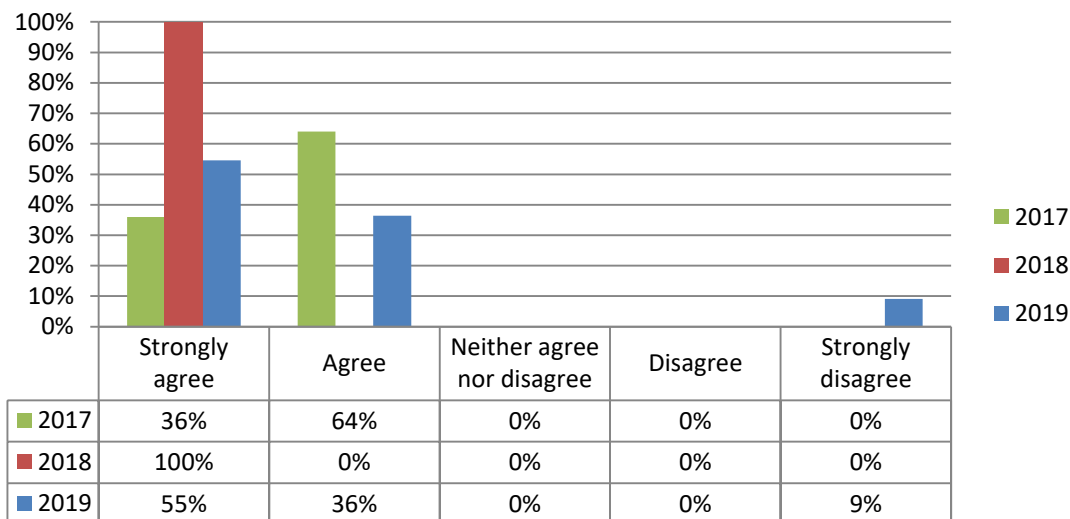
Comments:

- (a) 2014: “Results of survey has not yet been received.”
- (b) 2014: “Visit conducted in January, but [our agency] has not yet received feedback.”
- (c) 2015: “We did not receive written feedback.”
- (d) 2017: “Despite not having received the last site visit report as of the date of this survey; the exit interview conducted by OMB was extremely thorough and made very clear the items/findings that needed to be targeted.”
- (e) 2017: “Not always.”
- (f) 2017: “We have not received a written report.”
- (g) 2017: “It usually takes longer than 90 days to get the responses back. We have to respond in 30, 60, or 90 days.”
- (h) 2019: “Pending report.”

Recipient comments:

- (a) 2017: “It is OMB’s policy that significant contract compliance findings must be resolved within 30 calendar days, and policy related findings must be resolved within 90 calendar days.”
- (b) 2019: “Forty percent (40%) of the reports have been issued to subrecipients. OMB is working on completing the remaining reports by the end of July 2019.”

30. OMB provided our agency with an on-site exit interview, specifying the most important findings of the site visit, within three working days of the site visit.



Statement added in 2017.

Comments:

- (a) 2017: “Yes, absolutely!”
- (b) 2017: “There was an exit review conducted the last day of the monitoring visit. Based on [the Ryan White Compliance Officer’s] comments, I have no reason to believe our program or funding is in jeopardy. I do recall there were a few minor billing issues; however, I do not recall being told the value. On February 9, 2017 I submitted to [the Ryan White Compliance Officer] via email a Ryan White Monitoring Site Visit document listing all the deficiencies items identified during the exit interview. In addition, I identified the action plan for each line item as well as supportive documentation. I have not received the official written report or feedback regarding the email of our action plan or supportive documentation demonstrating compliance with specific standards identified during the monitoring visit.”
- (c) 2019: “The site visit staff (Antonio Fernandez) was very specific explaining the findings.”

Recipient comments:

- (a) 2019: “All site visits conclude with an exit interview with key subrecipient staff where significant issues identified during the visit are conveyed to the subrecipients by OMB monitoring staff.”