

## **Ryan White Program - Outreach concerns**

### **Message from Miami-Dade County Office of Management and Budget - Grants Coordination/Ryan White Program (3/13/20)**

Due to the concerns raised by several providers regarding Ryan White Part A/MAI Outreach efforts in attempting to locate lost to care clients during this COVID-19 pandemic, please be advised that this office will take this into consideration when reviewing performance during this first quarter of FY 2020. Ensure that outreach staff properly document in the Outreach Progress Notes for each client where circumstances prevented the outreach worker from executing an action or activity to contact a client and connect them to care. For example, if the last known address or location is an area where COVID-19 is identified or visitors are restricted from access, this would be an allowable reason to counter any possible performance penalty.

Any organizations referring client cases to the Ryan White Program Outreach teams should keep this in mind, as this situation may delay outreach efforts.

As stated in the corresponding Request for Proposals document, attached are details related to reimbursement, performance and related penalties for under-performing in this services category.

As a reminder, only outreach-related activities specified in our local Service Delivery Guidelines (See Section I, Service Definitions, pages 87-101, at [www.miamidade.gov/grants/ryan-white-program](http://www.miamidade.gov/grants/ryan-white-program)) are billable. General street outreach is not allowed.

Please share this information with your outreach team. Take appropriate measures and precautions to ensure your staff are safe.

We will be sending more information next week related to any other program issues affected by COVID-19. In the meantime, here is the information from HRSA again:

HRSA's Ryan White HIV/AIDS Program recipients provide a comprehensive system of HIV primary medical care, medication, and essential support services to the most vulnerable people with HIV, and many are well positioned to play an important role in delivering critical services and assisting local communities during an emergency. We encourage Ryan White HIV/AIDS Program recipients to be proactive in their emergency preparedness planning and to coordinate with existing partners at the state and local level in the development of preparedness and response plans, while also taking into consideration the need to maintain their ongoing capacity to provide access to HIV care and treatment services to low-income people with HIV.

- Up-to-date information on the status of the virus outbreak is available from the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov).
- The CDC has developed [clinical evaluation criteria for providers](#), as well as information about [COVID-19 symptoms, prevention, and treatment](#) (including educational materials in Chinese and Spanish). Along with limiting your exposure to sick individuals, [hand washing](#) is one of the best precautions you can take to help prevent the spread of the disease.