



Assessment of the Ryan White Program Recipient Administrative Mechanism March 1, 2022 – February 28, 2023

*Approved by the Executive Committee
September 27, 2023*



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INTRODUCTION

The Assessment of the Recipient Administrative Mechanism (AAM) is a Ryan White Part A/Minority AIDS Initiative (MAI) Program legislative requirement and responsibility of the local Ryan White Planning Council, the Miami-Dade HIV/AIDS Partnership (the Partnership). Aggregated responses 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. Selected responses are included in the annual Ryan White Part A/MAI Program grant application and non-competing continuation reports. All data and reports are submitted to the Recipient without information that would identify any Partnership member or Part A/MAI subrecipient as the respondent.

The Partnership's Strategic Planning Committee reviewed this draft report at their September 8, 2023 meeting. The Recipient was also given the opportunity to further review and respond to survey results and comments following the meeting and prior to final review of the report. This provides a more thoughtful and comprehensive response to areas of concern identified from the survey results. Those responses were incorporated into the final version of this report.

Results of the surveys will provide data on Recipient performance for the annual Ryan White Program non-competing continuation reports, will guide improvements in planning council administration, and will guide the Recipient in enhancements in administrative functions.

For questions or clarification, please contact Behavioral Science Research Corp.: Robert Ladner, rladner@behavioralscience.com, or Christina Bontempo, cbontempo@behavioralscience.com.

Special thanks to all those who made this report possible: Strategic Planning Committee Members for survey design and review of this report; Miami-Dade HIV/AIDS Partnership Members and Miami-Dade County Ryan White Program Part A/MAI Subrecipients for survey responses; and the Recipient for review and feedback.

METHODOLOGY

Two versions of the AAM surveys have been developed and refined over the history of this activity. One survey is administered to Partnership members; and one survey is administered to subrecipients. The surveys were drafted by Behavioral Science Research Corp (BSR), with input from the Strategic Planning Committee. They were formatted in Survey Monkey, and distributed variously as a URL, QR code, or paper copy. Both versions were self-administered, and programmed so that if a respondent was unable to complete the survey in one sitting, the respondent could pause in taking the survey, save the partially completed survey, and return to it later. Both surveys allowed respondents to make comments on each question and to make general comments unrelated to specific questions at the end of the survey.

The Partnership survey was distributed at the May 15, 2023 general meeting, and was available online via URL or QR code. Instructions were emailed to each subrecipient. All respondents were given more than two weeks to complete the survey. Subrecipients who were also serving as Partnership members were instructed to complete both the Subrecipient and the Partnership surveys.

The Partnership member survey:

1. Evaluated how well the Recipient responds to the funding priorities and directives set by the Partnership;
2. Evaluated whether the Recipient disburses Part A and Minority AIDS Initiative (MAI) funds to Ryan White Program service providers (subrecipients) in a timely manner consistent with Partnership recommendations;
3. Evaluated the overall performance of the Recipient and the administrative subrecipient; and
4. Allowed for open-ended comments and suggestions.

Subrecipient surveys were emailed directly to one or more representatives at each subrecipient organization. Their version allowed for more than one respondent from the subrecipient organization to answer, if appropriate, and record his/her name(s) as co-respondents.

The subrecipient survey:

1. Evaluated whether the Recipient disburses Part A and Minority AIDS Initiative (MAI) funds to Ryan White Program service providers (subrecipients) in a timely manner, consistent with Partnership recommendations;
2. Evaluated how the Recipient manages contracts with Ryan White Program Part A/MAI subrecipients;
3. Evaluated the overall performance of the Recipient and the administrative/clinical quality management subrecipient;
4. Evaluated the Groupware Technologies, LLC (GTL) Provide® Enterprise Miami (PE Miami) data management system; and
5. Allowed for open-ended comments and suggestions.

COMPARATIVE ANALYSIS OF AAM RESULTS, 2018-2021 AND 2023

Behavioral Science Research Corp. (BSR) staff historically has provided the Recipient and the Partnership a five-year longitudinal analysis of the AAM results to identify ongoing challenges, if any, and to document progress made toward improving the administrative agent's functions. This report contains data from the 2018, 2019, 2020, 2021, and 2023 AAM surveys. In 2022 (for FY 2021-2022 administrative functions), no survey was distributed because the Strategic Planning Committee, the Partnership, and the Recipient were solely focused on development of the 2022-2026 Integrated HIV Prevention and Care Plan, and on meeting the Plan submission deadline.

Surveys from 2018-2020 evaluated the responses of 13 subrecipients, the total number of contracted subrecipients at that time. Surveys in 2021 and 2023 evaluated the responses of 16 subrecipients, the total number of contracted subrecipients at that time. Note that Care Resource reported both for Care Resource and Food for Life Network. All results are reported by percentages, separated by reporting year.

Partnership response has varied year to year based on the number of active members on the roster. In 2023, 19 active Partnership members completed the survey. All results are reported by percentages, separated by reporting year.

Survey questions related to the COVID-19 response were dropped from this year's surveys and those questions are no longer being tracked.

PARTNERSHIP MEMBER SURVEY RESULTS

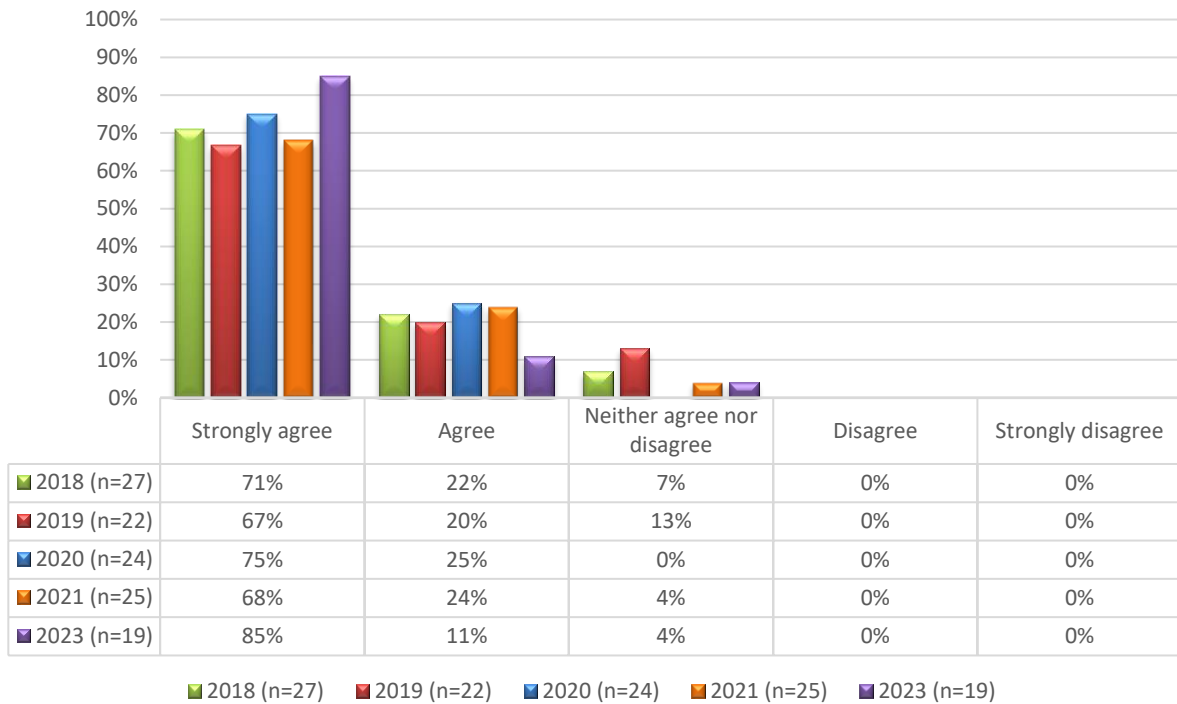
Partnership General Comments for 2023

- Great job.
- Very happy to be part of the Partnership.
- Overall very good performance.
- We need to find solution to mental health stigma.
 - *Recipient response:* The Recipient appreciates the feedback and agrees we need work together as a community to find solutions to the issue of mental health stigma.

Partnership General Notes

- Reference to the Miami-Dade County Office of Management and Budget-Grants Coordination was updated to “the Recipient.” Previous versions used the reference, “the County.”
- The optional general comments field was updated to read, “Additional comments/suggestions regarding the Recipient, BSR, and/or other matters.” Previous versions read, “Additional comments/suggestions.”

1. The Miami-Dade County Office of Management and Budget-Grants Coordination (“the Recipient”) kept the Partnership well informed of policies, procedures, and updates from HRSA which impact the Ryan White Program.



Comments for 2023

- Well presented, maybe address areas of low utilization and discuss solutions before sweeps.
 - *Recipient response:* The Recipient will try to provide more details and work with the Partnership to address this concern. Going forward, the monthly Top Line Summary Report will include category-specific issues regarding under- and over-utilization to highlight challenges, open discussion for solutions, and better inform decisions about Sweeps. Under-utilization in some services are likely a result of the Ryan White Part A Program funds being used as the payor of last resort; that will also be noted on the Top Line Summary Report.

- Recipient provides monthly reports and handouts as appropriate.
 - *Recipient response:* The Recipient appreciates the comment.

Reference Report for Statements 2-6

PART A

This report includes YTD paid reimbursements for FY 2022 Part A service months up to February 2023, as of 5/3/2023. This report reflects final reimbursement requests that were due by 4/7/2023; and have been paid thus far. Pending Part A reimbursement requests that have been received and are in the review process total \$415,337.60. Miami-Dade County staff are still in the process of closing out FY 2022, as well as processing the final invoices and administrative charges. A final expenditure report will be forthcoming.

RYAN WHITE PART A GRANT AWARD (Grant #: BURW3201)
EARMARK ALLOCATION AND EXPENDITURE RECONCILIATION SCHEDULE YR32
FORMULA AND SUPPLEMENTAL FUNDING
Per Resolution #S: R-1162-21, R-246-20, R-247-20 & R-817-19

Project #:	AWARD AMOUNTS	ACTIVITIES	
Grant Award Amount Formula	16,141,380.00	FORMULA	
Grant Award Amount Supplemental	4,121,835.00	SUPPLEMENTAL	FY 2022 Award
Grant Award Amount FY20 Supplemental	4,268,879.00	PY_SUPPLEMENTAL	\$24,532,094
Carryover Award FY21 Formula	4,076,477.00	CARRYOVER	
Total Award	\$ 28,608,571.00		

Note:
 The recipient has reached its budgeted direct services Formula minimum expenditures. Until the end of the current period of performance, only budgeted Administrative and Quality Management expenditures and a carryover allowance will be applied to this funding source in order to surpass the 95% minimum expenditure threshold.

Priority Order	CONTRACT ALLOCATIONS/ FORMULA, SUPPLEMENTAL & CARRYOVER		
	Allocations	Carryover Allocations	
DIRECT SERVICES:			
Core Medical Services			
4	AIDS Pharmaceutical Assistance	84,492.00	
6	Health Insurance Services	335,776.00	259,924.00
1	Medical Case Management	5,826,737.00	400,000.00
3	Mental Health Therapy/Counseling	51,237.00	91,457.00
5	Oral Health Care	2,864,445.00	1,000,000.00
2	Outpatient/Ambulatory Health Svcs	8,695,763.00	600,000.00
9	Substance Abuse - Outpatient	28,099.00	17,369.00
	CORE Services Totals:		20,255,299.00
Support Services			
11	Emergency Financial Assistance	9,853.00	
8	Food Bank	1,660,108.00	1,000,000.00
10	Medical Transportation	209,912.00	
13	Other Professional Services	154,449.00	
12	Outreach Services	178,086.00	
7	Substance Abuse - Residential	1,338,406.00	200,000.00
	SUPPORT Services Totals:		4,750,814.00
	DIRECT SERVICES TOTAL:		\$ 25,006,113.00

CURRENT CONTRACT EXPENDITURES				
Account	Core Medical Services	Expenditures	Carryover Expenditures	
DIRECT SERVICES:				
Core Medical Services				
5606970000	AIDS Pharmaceutical Assistance	3,954.10		
5606920000	Health Insurance Services	297,151.61	0.00	297,151.61
5606870000	Medical Case Management	5,415,024.15	0.00	5,415,024.15
5606860000	Mental Health Therapy/Counseling	51,237.00	12,333.00	63,570.00
5606900000	Oral Health Care	2,864,445.00	409,199.50	3,273,644.50
5606810000	Outpatient/Ambulatory Health Svcs	7,661,572.65	0.00	7,661,572.65
5606910000	Substance Abuse - Outpatient	4,401.00	0.00	4,401.00
	CORE Services Totals:			16,719,318.01
Support Services				
5606940000	Emergency Financial Assistance	0.00		
5606980000	Food Bank	1,540,864.00	1,000,000.00	2,540,864.00
5606460000	Medical Transportation	153,904.90		
5606890000	Other Professional Services	67,581.00		
5606950000	Outreach Services	114,524.86		
5606930000	Substance Abuse - Residential	1,053,800.00	0.00	1,053,800.00
	SUPPORT Services Totals:			3,931,074.76
	TOTAL EXPENDITURES DIRECT SVCS & %:		\$ 20,650,392.77	82.58%

Total Core Allocation	17,886,549.00	
Target at least 80% core service allocation	17,149,890.40	
Current Difference (Short) / Over	\$ 736,658.60	
Recipient Admin. (GC, GTL, BSR Staff)	\$ 2,453,209.00	
Quality Management	\$ 641,822.00	
(+) Unobligated Funds / (-) Over Obligated:		
Unobligated Funds (Formula & Supp)	\$ -	
Unobligated Funds (Carry Over)	\$ 607,727.00	3,602,458.00
		28,608,571.00

Formula Expenditure %	94.84%
5606710000 Recipient Administration	1,642,024.58
5606880000 Quality Management	620,491.00
	2,262,515.58
Grant Unexpended Balance	
FY 2022 Award	3,040,718.15
Carryover	2,654,944.50
	5,695,662.65
Total Grant Expenditures & %	\$ 22,912,908.35
	80.09%

Core medical % against Total Direct Service Allocation (Not including C/O):		
Cannot be under 75%	83.44%	Within Limit
Quality Management % of Total Award (Not including C/O):		
Cannot be over 5%	2.62%	Within Limit
OMB-GC Administrative % of Total Award (Cannot include C/O):		
Cannot be over 10%	10.00%	Within Limit

Core medical % against Total Direct Service Expenditures (Not including C/O):		
Cannot be under 75%	95.56%	Within Limit
Quality Management % of Total Award (Not including C/O):		
Cannot be over 5%	2.53%	Within Limit
OMB-GC Administrative % of Total Award (Cannot include C/O):		
Cannot be over 10%	6.69%	Within Limit

Printed on: 5/3/2023

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Reference Report for Statements 2-6

MAI

RYAN WHITE PART A GRANT AWARD (Grant#: BURW3201)
EARMARK ALLOCATION AND EXPENDITURE RECONCILIATION SCHEDULE YR32
MINORITY AIDS INITIATIVE (MAI) FUNDING
Per Resolution #S: R-1162-21, R-246-20, R-247-20 & R-817-19

This report includes YTD paid reimbursements for FY 2022 MAI service months up to February 2023, as of 5/3/2023. This report reflects final reimbursement requests that were due by 4/7/2023; and have been paid. There are no pending MAI reimbursement requests. Miami-Dade County staff are still in the process of closing out FY 2022 and processing administrative charges. A final expenditure report will be forthcoming.

PROJECT #: BURW3201	AWARD AMOUNTS	ACTIVITIES	
Grant Award Amount MAI	1,089,480.00	MAI	FY 2022 Award
Grant Award Amount FY20 MAI	1,623,771.00	PY_MAI	2,713,251.00
Carryover Award FY21 MAI	1,212,670.00	MAI_CARRYOVER	
Total Award	\$ 3,925,921.00		

Priority Order

CONTRACT ALLOCATIONS

DIRECT SERVICES:		Allocations	
Core Medical Services			
AIDS Pharmaceutical Assistance			
Health Insurance Services			
1 Medical Case Management	903,920.00		
3 Mental Health Therapy/Counseling	18,960.00		
Oral Health Care			
2 Outpatient/Ambulatory Health Svcs	1,356,661.00		
4 Substance Abuse - Outpatient	8,058.00	2,287,599.00	
Support Services			
7 Emergency Financial Assistance	0.00		
Food Bank			
5 Medical Transportation	7,628.00		
Other Professional Services			
6 Outreach Services	39,816.00		
Substance Abuse - Residential		47,444.00	
DIRECT SERVICES TOTAL:		\$ 2,336,043.00	

Total Core Allocation	2,287,599.00
Target at least 80% core service allocation	1,868,034.40
Current Difference (Short) / Over	\$ 419,564.60

Recipient Admin. (OMB-GC)	\$ 271,325.00	3,925,921.00
Quality Management	\$ 106,883.00	

(+) Unobligated Funds / (-) Over Obligated:			
Unobligated Funds (MAI)	\$ -	378,208.00	2,713,251.00
Unobligated Funds (Carry Over)	\$ 1,212,670.00		

CURRENT CONTRACT EXPENDITURES

DIRECT SERVICES:		Expenditures	Carryover	Expenditures
Account	Core Medical Services			
5606970000	AIDS Pharmaceutical Assistance			
5606920000	Health Insurance Services			
5606870000	Medical Case Management	616,313.20		
5606860000	Mental Health Therapy/Counseling	1,007.50		
5606900000	Oral Health Care			
5606610000	Outpatient/Ambulatory Health Svcs	660,366.80		
5606910000	Substance Abuse - Outpatient	570.00		
				1,278,257.50
Account	Support Services			
5606940000	Emergency Financial Assistance	0.00		
5606980000	Food Bank			
5606460000	Medical Transportation	5,647.59		
5606880000	Other Professional Services			
5606950000	Outreach Services	36,498.00		
5606930000	Substance Abuse - Residential			42,145.59

TOTAL EXPENDITURES DIRECT SVCS & %: \$ 1,320,403.09 56.55%

5606710000	Recipient Administration	138,968.04		
5606880000	Quality Management	106,883.00	245,851.04	
	Grant Unexpended Balance	FY 2022 Award	Carryover	
		1,146,996.87	1,212,670.00	2,359,666.87

Total Grant Expenditures & % (Including C/O): \$ 1,566,284.13 39.90%

Core medical % against Total Direct Service Allocation (Not including C/O): 97.97% Within Limit

Quality Management % of Total Award (Not including C/O): 3.94% Within Limit

OMB-GC Administrative % of Total Award (Cannot include C/O): 10.00% Within Limit

Core medical % against Total Direct Service Expenditures (Not including C/O): 96.81% Within Limit

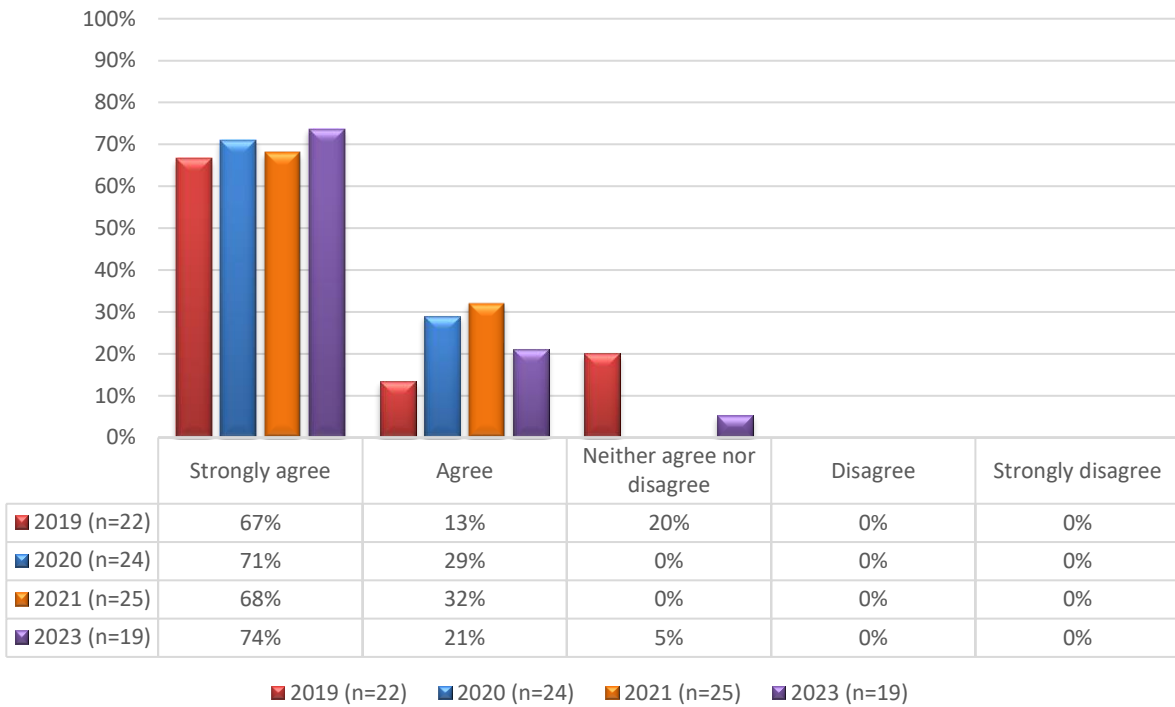
Quality Management % of Total Award (Not including C/O): 3.94% Within Limit

OMB-GC Administrative % of Total Award (Cannot include C/O): 5.12% Within Limit

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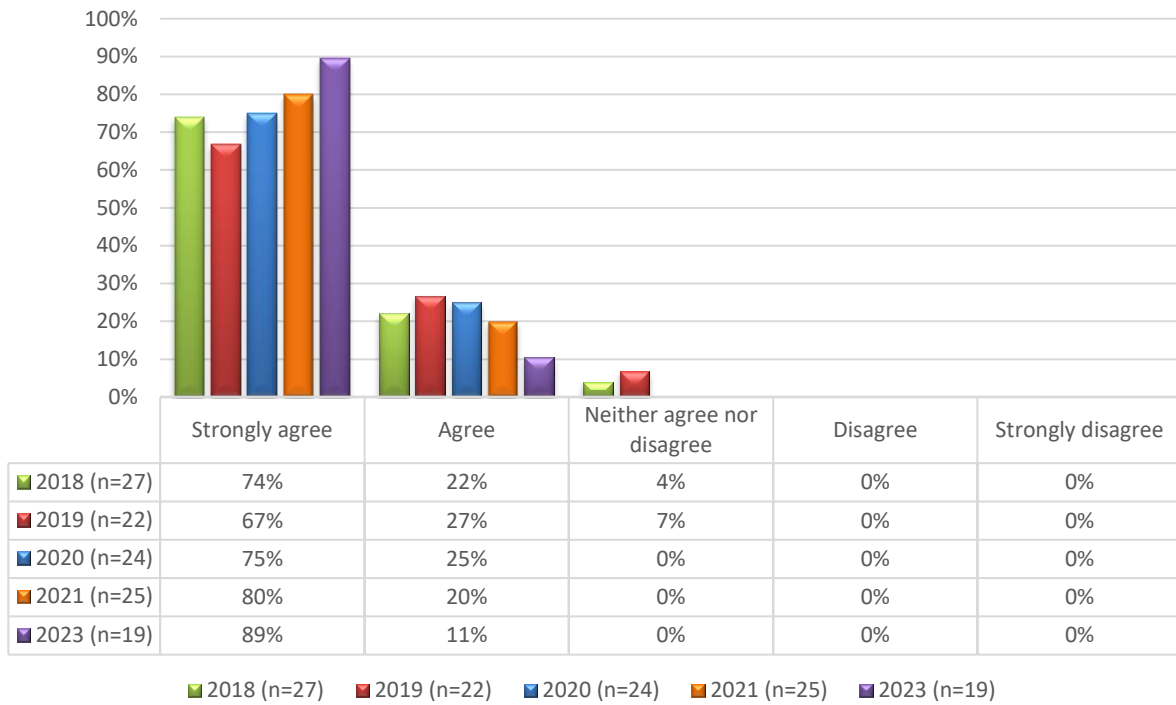
2. I understand the information presented on the Recipient’s Ryan White Program Part A/Minority AIDS Initiative (MAI) expenditure reports. (See Reports, above).



Comments for 2023

- Would be interesting to see challenges.
 - *Recipient response:* Going forward, the Top Line Summary Report will include category-specific issues regarding under- and over-utilization to highlight challenges, open discussion for solutions, and better inform decisions about Sweeps.
- Questions are appropriately responded to.
 - *Recipient response:* The Recipient appreciates the comment.

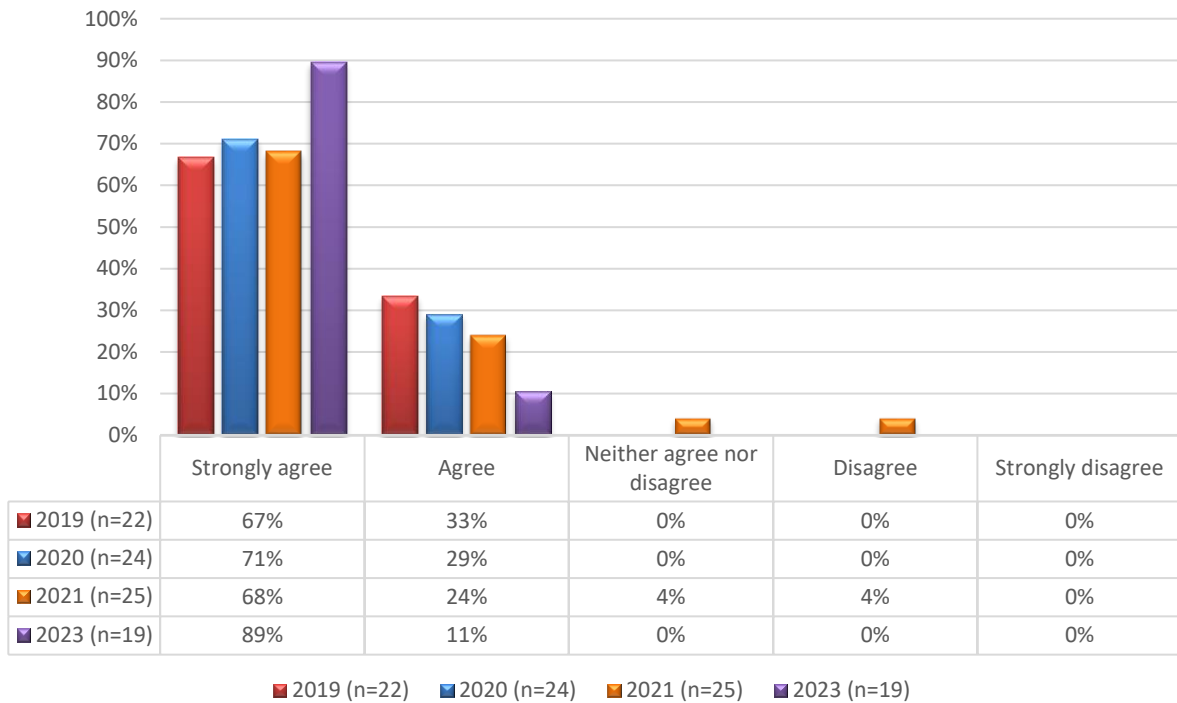
3. The Recipient followed the Partnership’s recommendations for service priorities and resource allocations. (See Reports, above).



Comments for 2023

- Well organized.
 - *Recipient response:* The Recipient appreciates the comment.

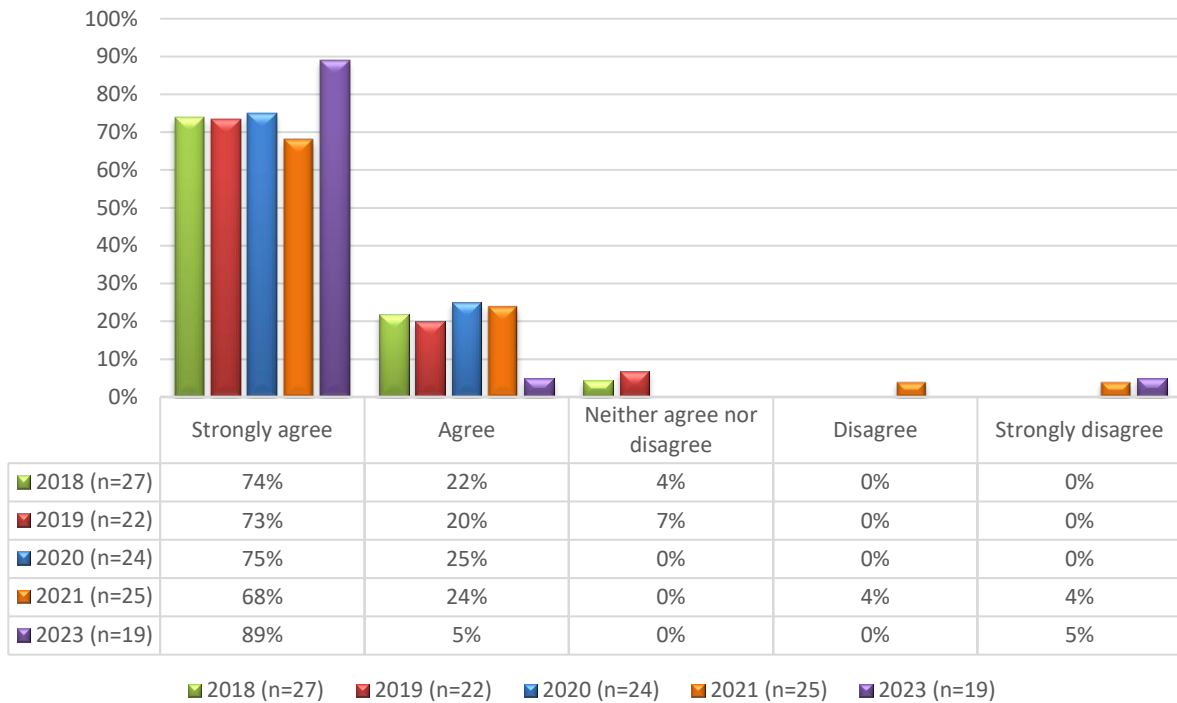
4. The Recipient effectively administered Part A/MAI funds according to priorities set by the Partnership. (See Reports, above).



Comments for 2023

- Works with the Partnership and provide[s] guidance and suggestions that truly meet the needs of the organization.
 - *Recipient response:* The Recipient appreciates the comment.

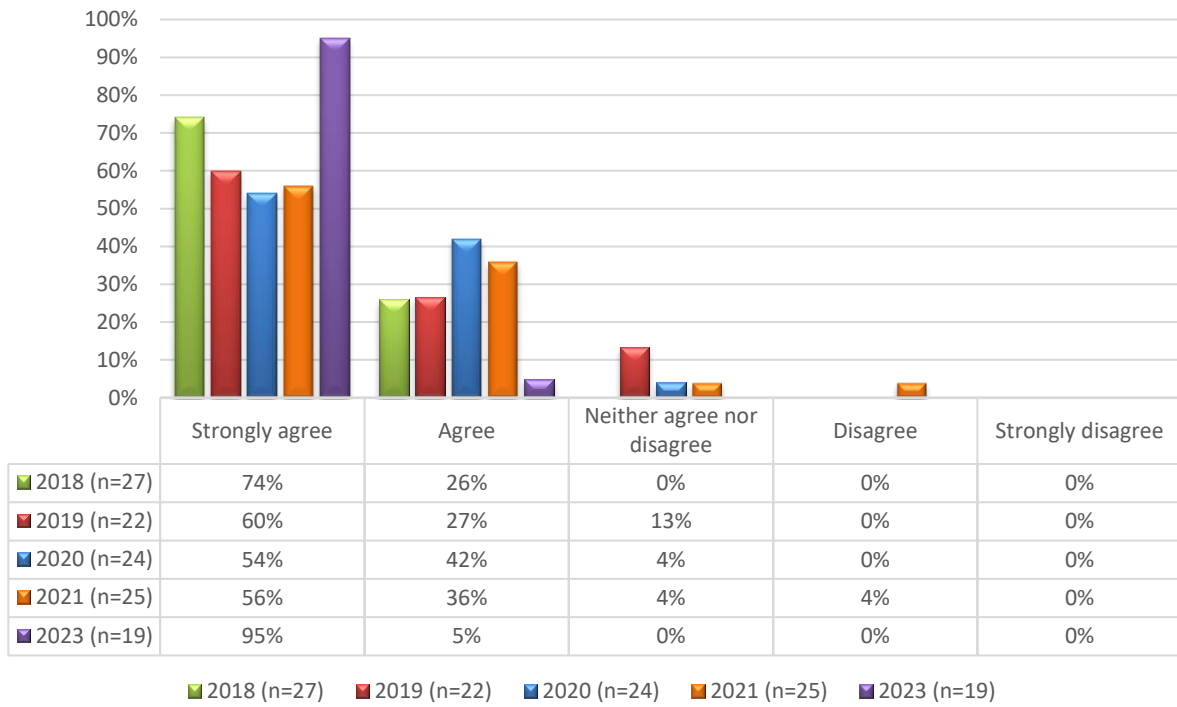
5. The Recipient communicated clearly to the Partnership on expenditure changes related to the Part A/MAI sweeps/reallocation process. (See Reports, above).



Comment for 2023

- It would be better to track utilization of funds and discuss before sweeps are announced.
 - *Recipient response:* Going forward, the Top Line Summary Report will include category-specific issues regarding under- and over-utilization to highlight challenges, open discussion for solutions, and better inform decisions about Sweeps.

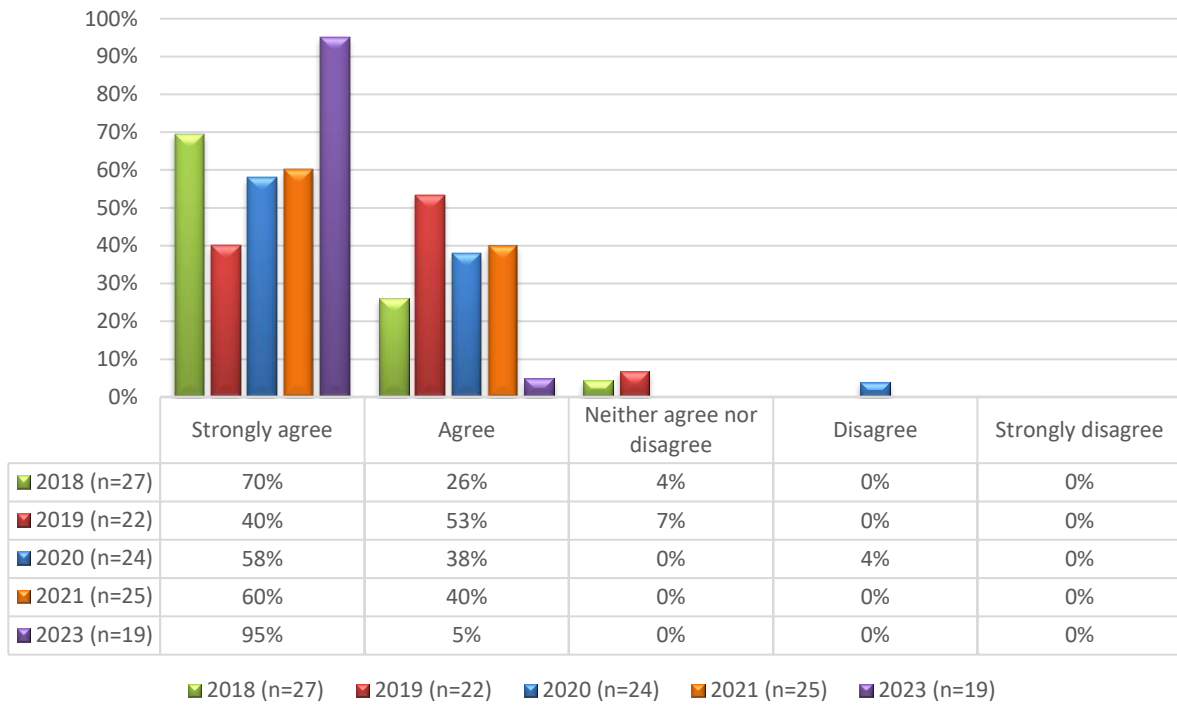
6. The Recipient responded to inquiries, requests, and problem-solving needs from the Partnership, including those related to the Partnership’s Needs Assessment in a timely manner.



Comment for 2023

- Provide language and guidance to engage everyone.
 - *Recipient response:* Meeting “housekeeping” invites participants to ask for clarification on any terminology that is confusing; however, due to the fast pace of meetings, this is not always possible or attendees may not feel comfortable asking. Table-toppers with commonly used terminology and acronyms will be created by BSR staff for meeting attendees to have a handy reference; and the Recipient will work with the Partnership and Staff Support Services team at BSR to develop additional ways to engage attendees and reduce complexities.

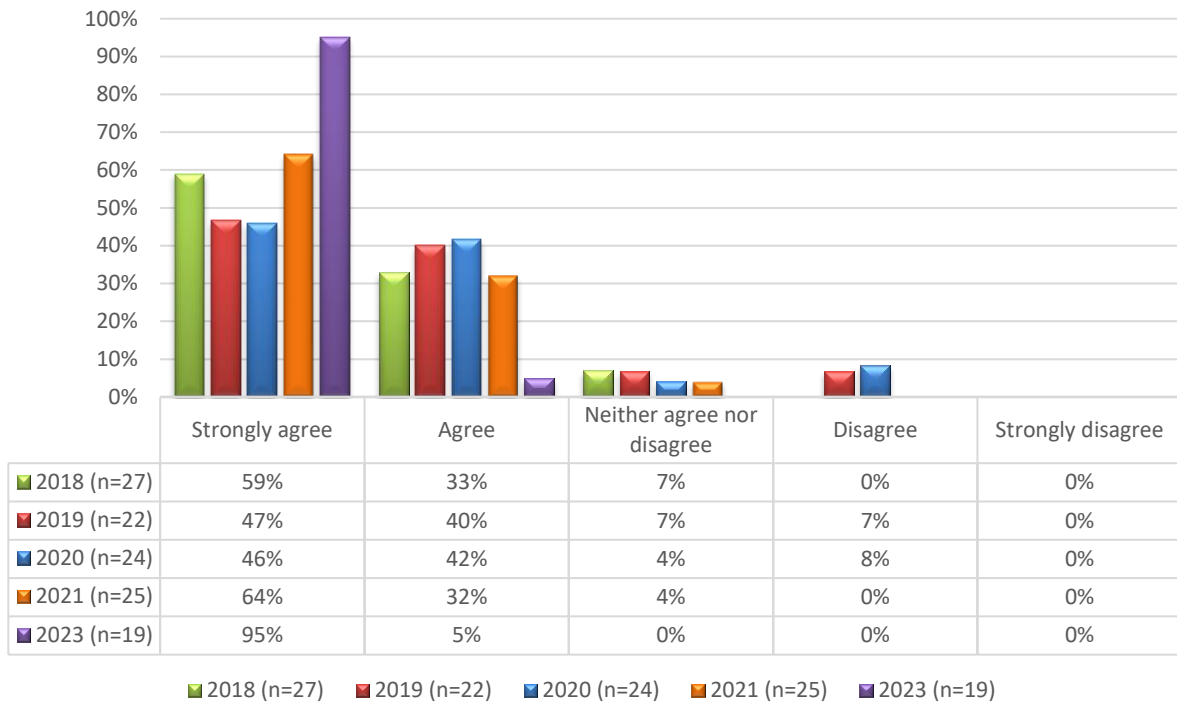
7. Based on Needs Assessment data, HIV/AIDS services funded by Part A/MAI were directed toward the demographic population(s) of greatest need.



Comment for 2023

- Detailed and well guided and oriented to the needs of the community and avoids overlap of funding.
 - *Recipient response:* The Recipient appreciates the comment.

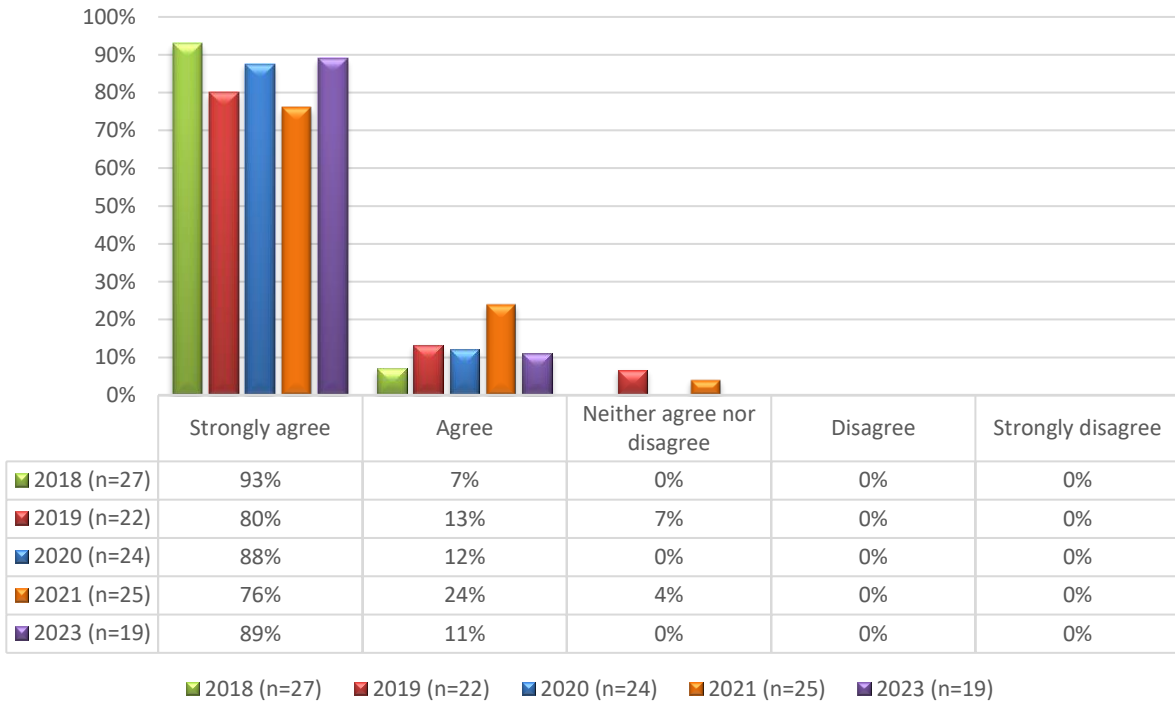
8. Based on Needs Assessment data, HIV/AIDS services funded by Part A/MAI were directed toward the geographic area(s) of greatest need.



Comment for 2023

- Organizations provide information about the projects to support and address MAI.
 - *Recipient response:* The Recipient appreciates the comment.

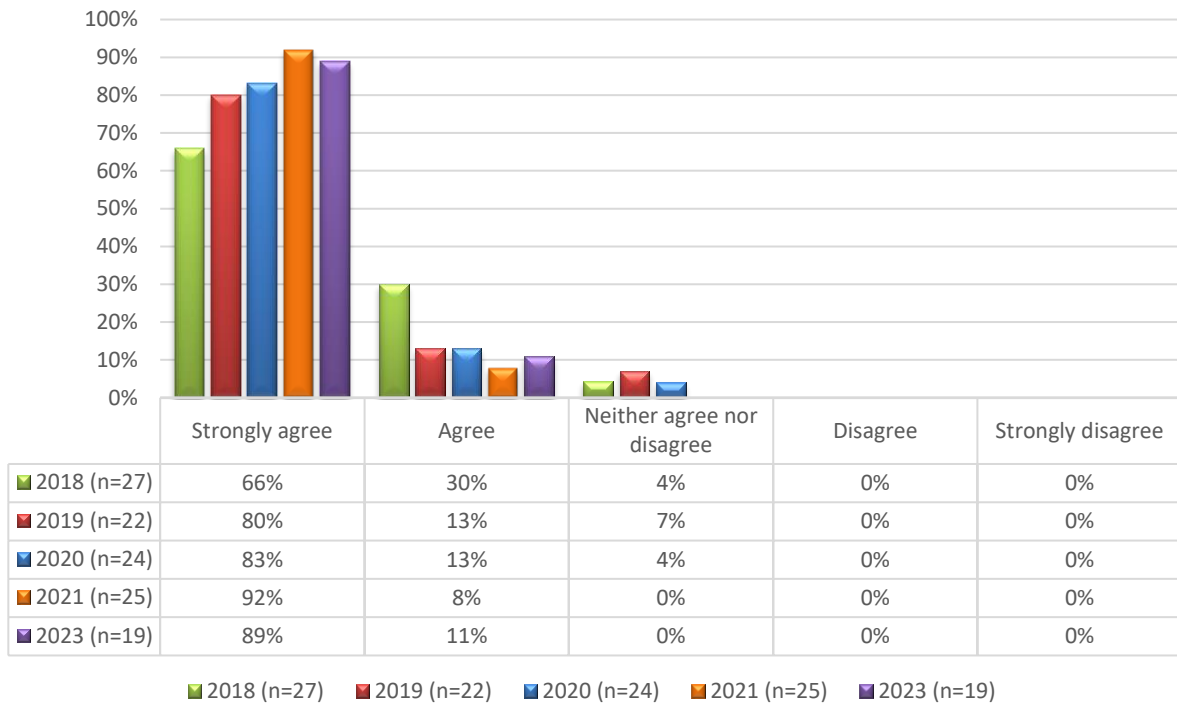
9. The Recipient's staff was courteous and respectful.



Comments for 2023

- Awesome staff!!
- Great staff and very professional always wanting to guide and support.
 - *Recipient response:* The Recipient appreciates the comments. Our team strives to deliver excellent services every day, with professionalism, courtesy, and respect for all.

10. Behavioral Science Research Corp. (BSR), the Recipient's HIV planning council staff support contractor, responded to inquiries, requests, and problem-solving needs from the Partnership.



Comments for 2023

- The staff are all great!!
- Great team and collaboration.
 - *Recipient response:* The Recipient and BSR staff appreciate the comments.

PART A/MAI SUBRECIPIENT SURVEY RESULTS

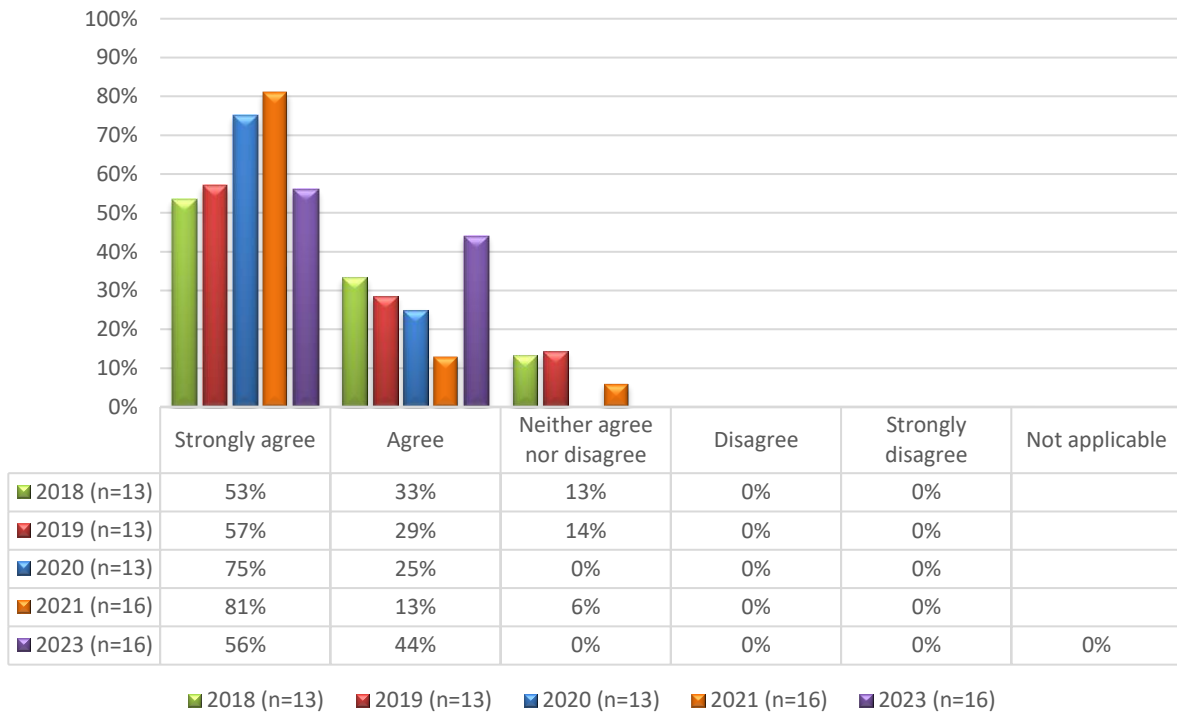
Subrecipient Survey General Comments for 2023

- We recognize the challenges and delays that occur across all parties [(GTL, BSR, PE Miami)] involved in the RW program. The most important piece is the communication behind the reason why, and [our organization] has developed wonderful relationships with each of the teams!
- Partners working effectively together for those in our communities we are serving.
- I love how informed the Recipient keeps our organization, I love receiving educational PowerPoints and webinars, keeping us up to date with changes and materials to better assist our patients and keep all medical staff informed and educated.
 - *Recipient response:* The Recipient appreciates the comments.
- I believe that [PE Miami] could be able to deliver better reports. It is cumbersome and difficult to navigate.
 - *Recipient response:* Recipient will explore the feasibility of assembling a review team – including the Recipient, BSR staff, medical case managers, contract managers and other database super users and end users – to evaluate existing views and reports in PE Miami, develop and enhance PE Miami training around using these views and reports, and encourage peer-to-peer training opportunities.

Subrecipient Survey General Notes

- Reference to the Miami-Dade County Office of Management and Budget-Grants Coordination was updated to “the Recipient.” Previous versions used the reference, “the County.”
- The optional general comments field was updated to read, “The Recipient provided our organization with a clear explanation of Ryan White Program reporting requirements (i.e., Ryan White HIV/AIDS Program Services Report (RSR), Annual Progress Report, client eligibility screening, etc.).”
- Beginning in 2023, the choice, “Not applicable” was included on all statements. Where the option was not included in previous years, the corresponding row or column is blank.
- *Data Management System:* Statements 21-24 relate to the data management system. Responses in 2018-2019 are related to ACMS, which was the data management system during those years. Responses in 2021 and 2023 are related to the PE Miami data management system. These statements were removed in 2020 while the ACMS data management system was in the process of being replaced by PE Miami.

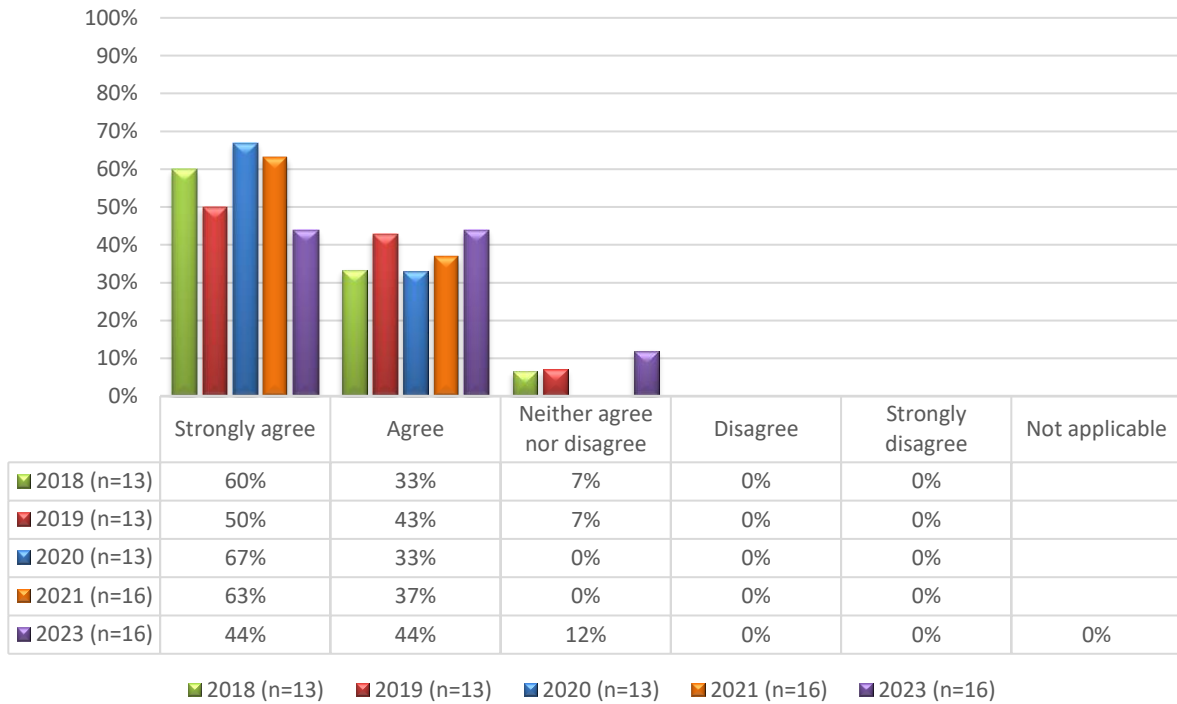
1. The Miami-Dade County Office of Management and Budget-Grants Coordination (“the Recipient”) conducted a fair contract negotiation process with our organization.



Comments for 2023

- OMB is open to recommendations from subrecipient.
- They allow [us] to work with the organization, re-evaluate funding and have open conversation.
 - *Recipient response:* The Recipient appreciates the comments.

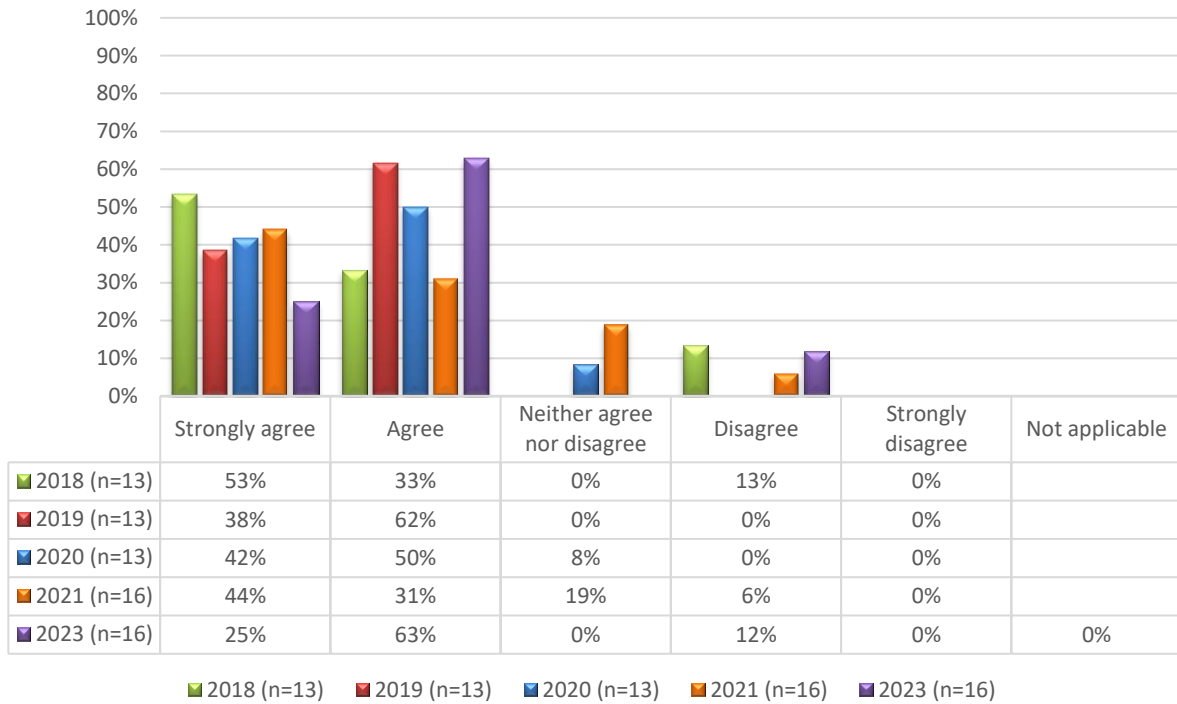
2. The Recipient sent award notifications/letters to our organization in a timely manner.



Comments for 2023

- We understand that at times, delays do occur but those are always communicated to providers as well as with a reason as to why, which we appreciate.
- Communications and updates are provided in timely manner.
- They send proper notifications and on time. They also send out reminders.
 - *Recipient response:* The Recipient appreciates the comments.

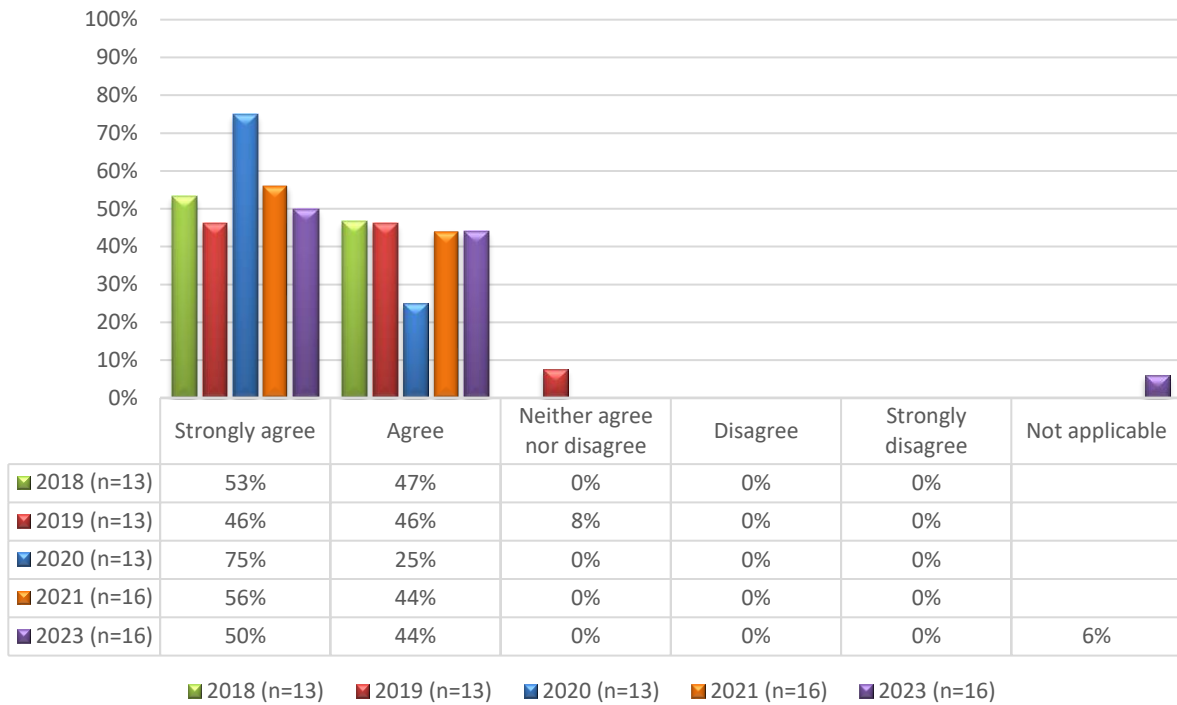
3. The Recipient executed our organization’s contract in a timely manner.



Comments for 2023

- The delays of the process and execution were communicated to providers.
- Communications and instructions are clear for contract executions.
- They work with the organization as a team.
 - *Recipient response:* The Recipient appreciates the comments.

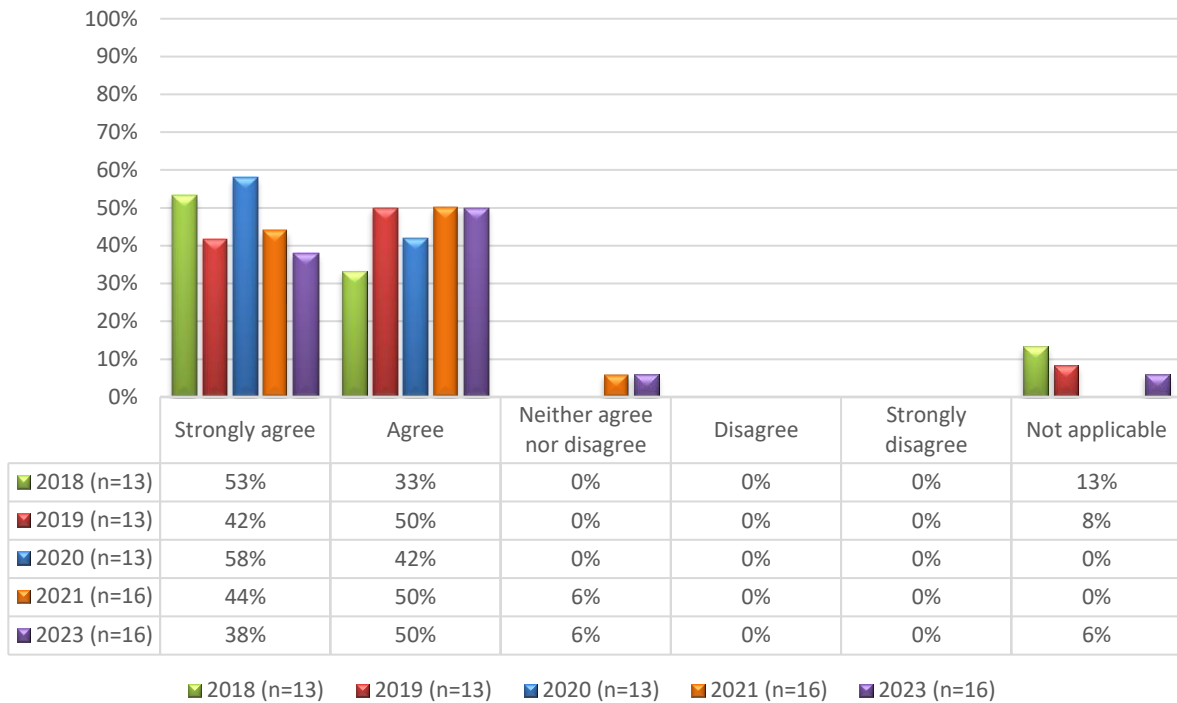
4. There were no significant differences between billed versus reimbursed amounts for our organization that were not discussed prior to any disallowance.



Comments for 2023

- Communications received are concise and reviews were in agreement.
- The only downside of billing is that [PE Miami] has challenges with certain tasks, but OMB is open to discuss and provide support to address any potential challenges.
 - *Recipient response:* The Recipient appreciates the comments.

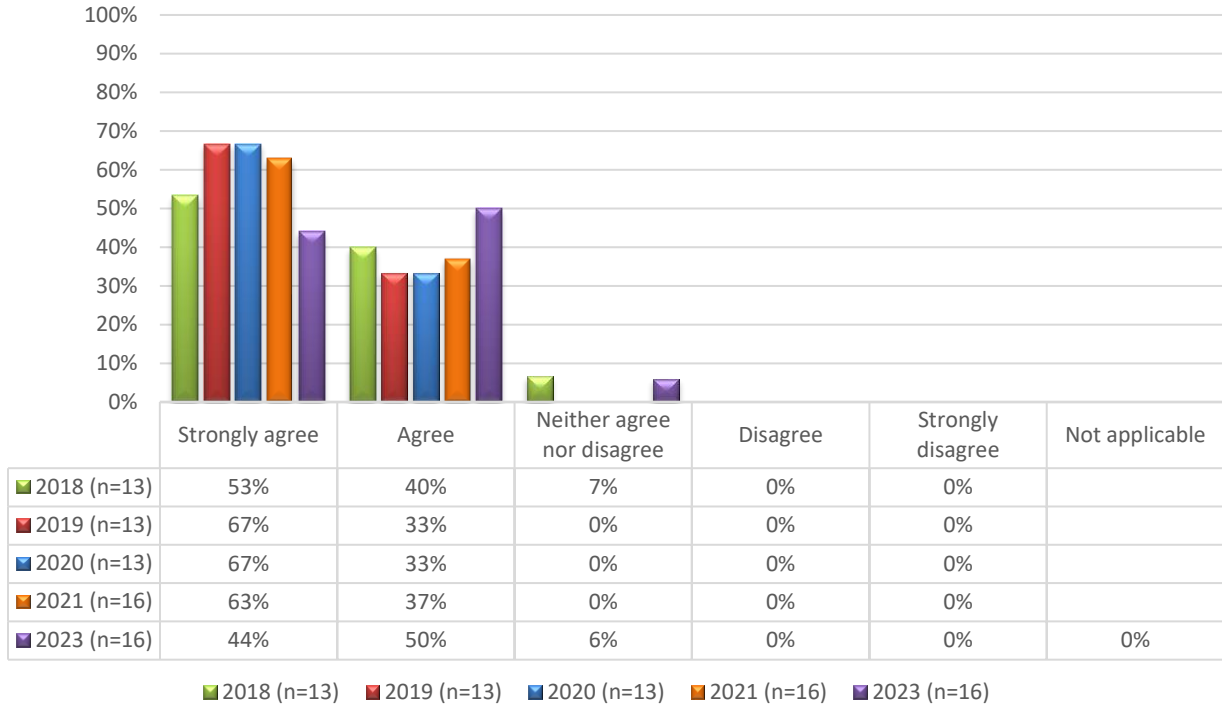
5. The Recipient contacted our organization to review utilization and expenditures that were not on target.



Comments for 2023

- Utilization reviews were regular and utilized for sweeps allocations.
- Support reviewing our targets.
 - *Recipient response:* The Recipient appreciates the comments.

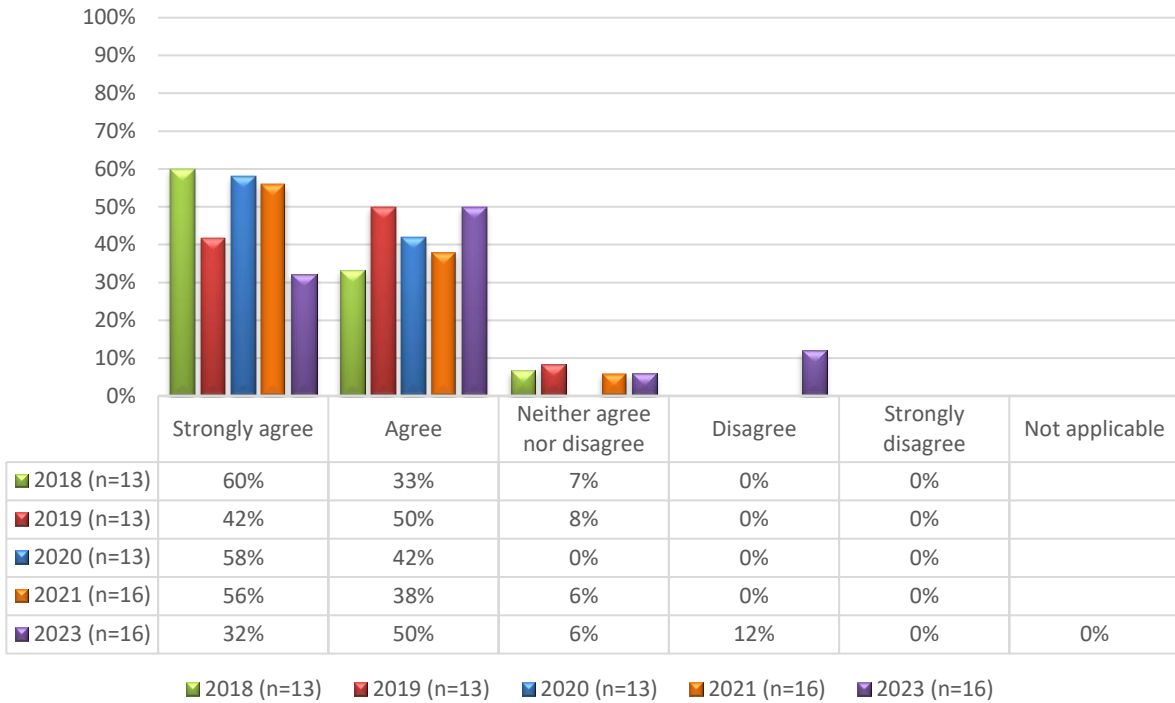
6. The Recipient reviewed our organization’s service utilization and reimbursement requests submissions in a timely manner.



Comments for 2023

- Reimbursement requests were timely without conflicts.
- They do so in a timely manner and have conversations about it.
 - *Recipient response:* The Recipient appreciates the comments.

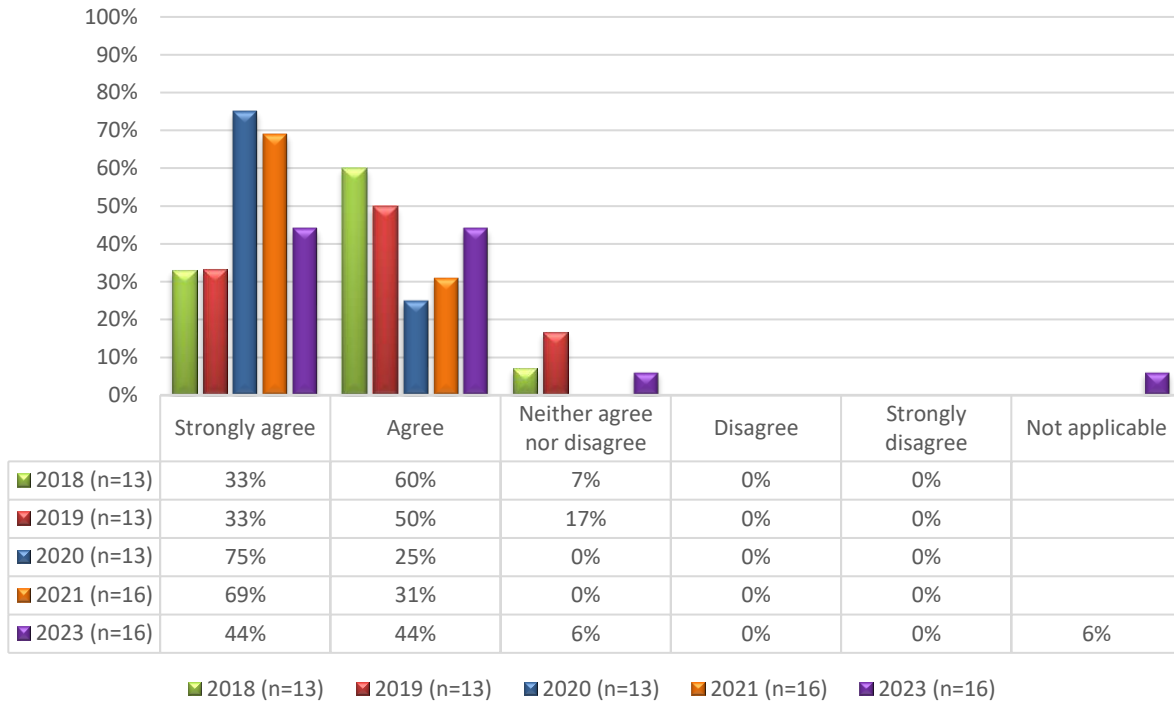
7. The Recipient provided payment to our organization within 30 days of submission of complete and accurate invoices.



Comments for 2023

- Payments were received within time frames.
 - *Recipient response:* The Recipient appreciates the comment.

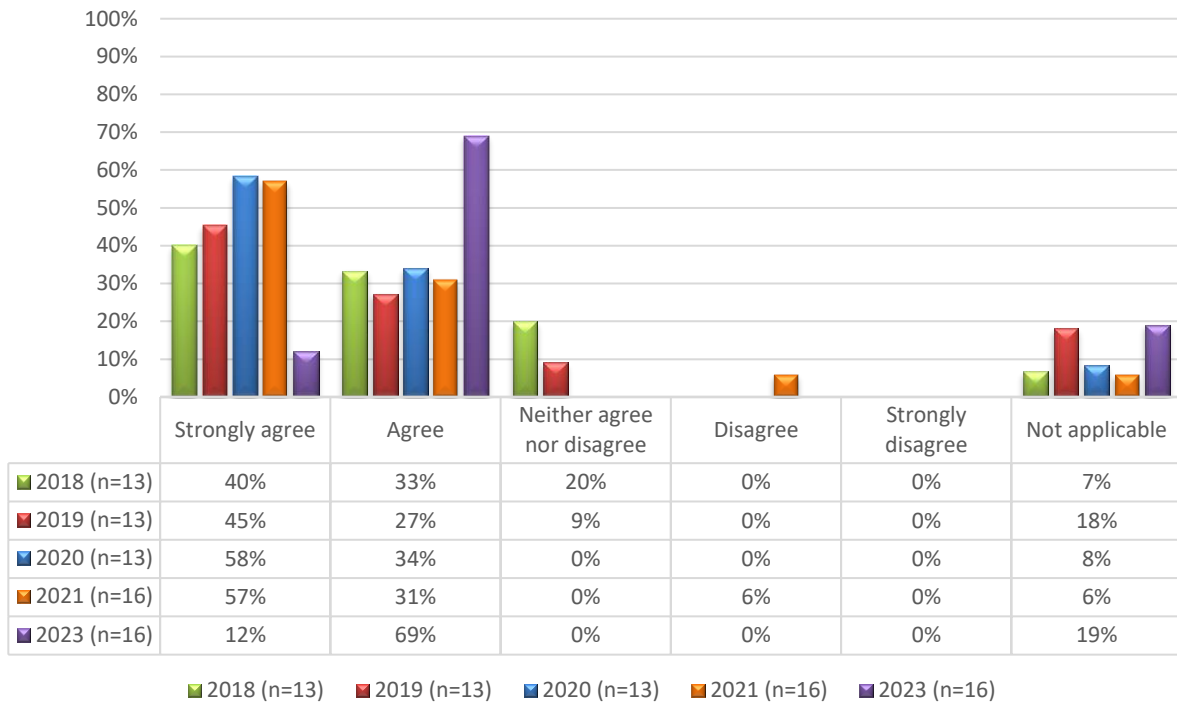
8. The Recipient clearly explained any holds or disallowances on reimbursement requests.



Comments for 2023

- Clear and detailed communications received for holds or disallowances.
- Emails are clear and also they are open to receiving calls to clarify.
 - *Recipient response:* The Recipient appreciates the comments.

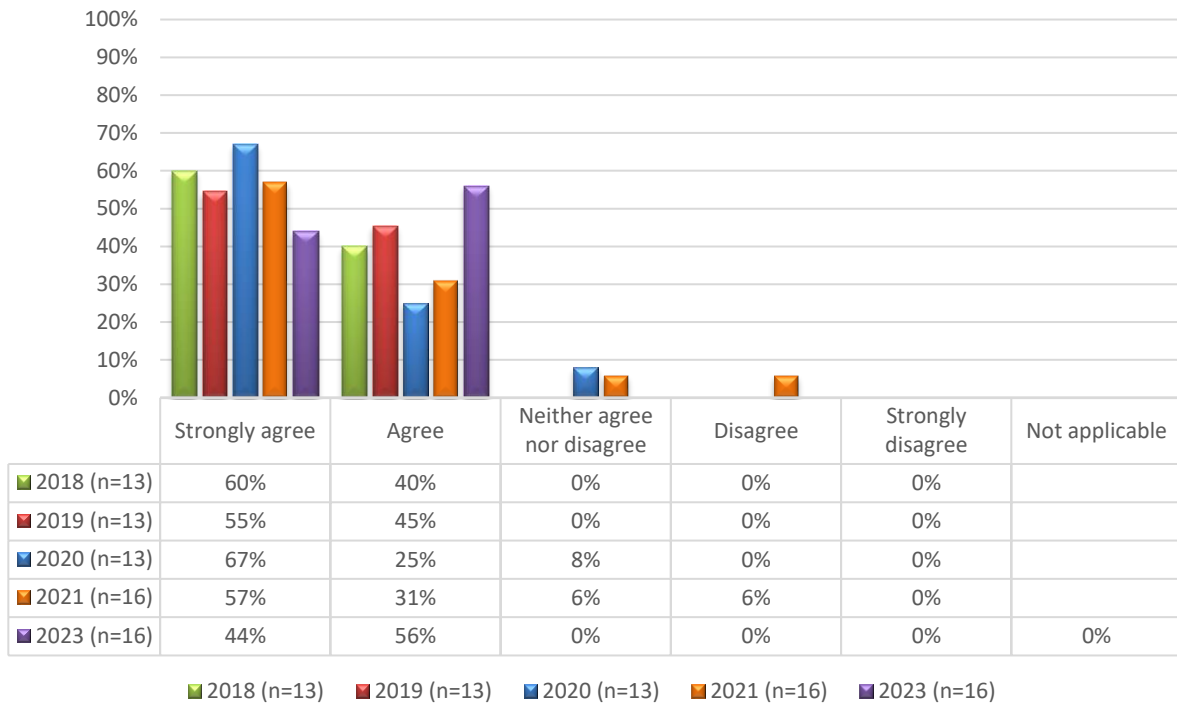
9. When/if our organization requested programmatic and/or fiscal technical assistance or training, it was provided in a timely manner.



Comments for 2023

- OMB is supportive of subrecipients technical assistance needs.
- They want to make sure that we fully understand how to provide services and manage its utilization
 - *Recipient response:* The Recipient appreciates the comments.

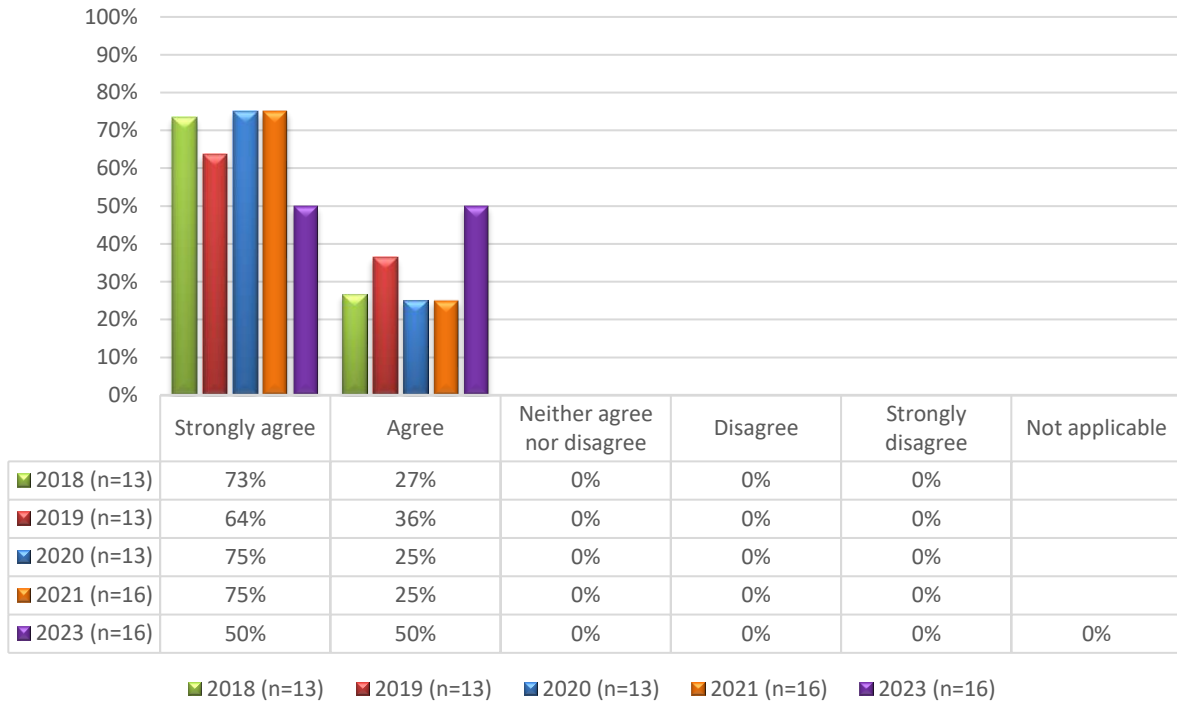
10. The Recipient provided our organization with a clear explanation of Ryan White Program reporting requirements (i.e., Ryan White HIV/AIDS Program Services Report (RSR), Annual Progress Report, client eligibility screening, etc.).



Comments for 2023

- OMB is supportive of subrecipients technical assistance needs.
- They want to make sure that we fully understand how to provide services and manage its utilization.
 - *Recipient response:* The Recipient appreciates the comments.

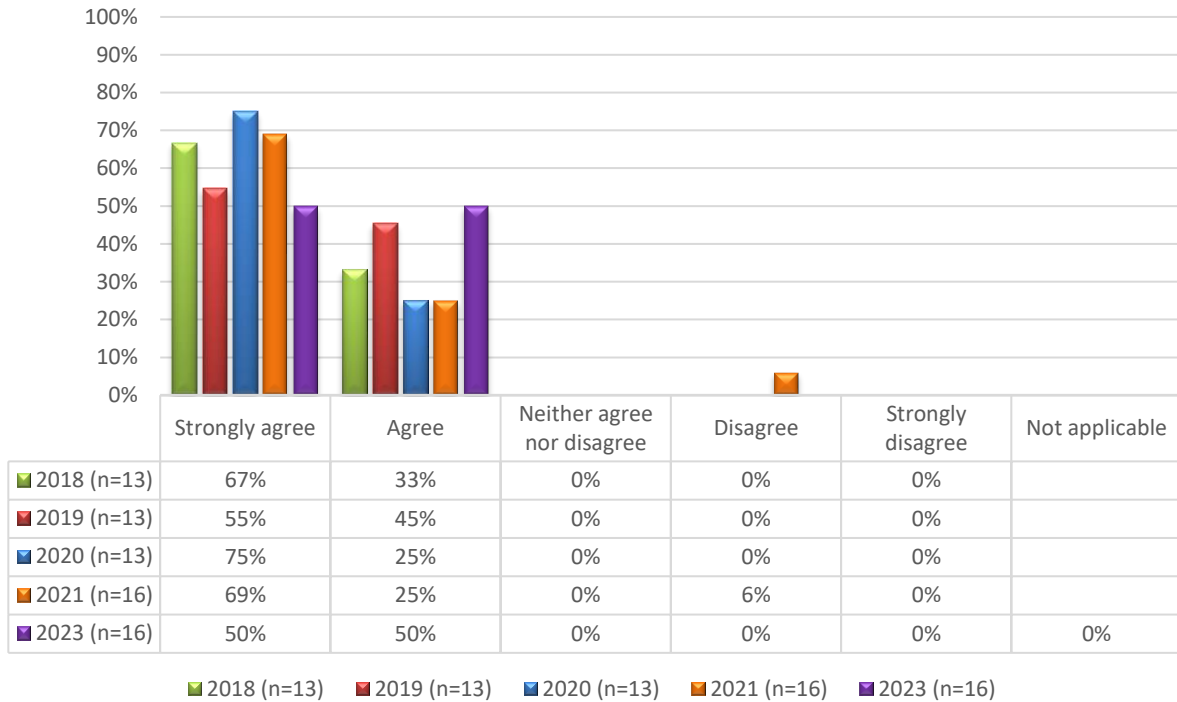
11. Communication between the Recipient and our organization has been timely.



Comments for 2023

- Communication responses are timely, if not the same day within 24 hours.
- They have an open door policy.
 - *Recipient response:* The Recipient appreciates the comments.

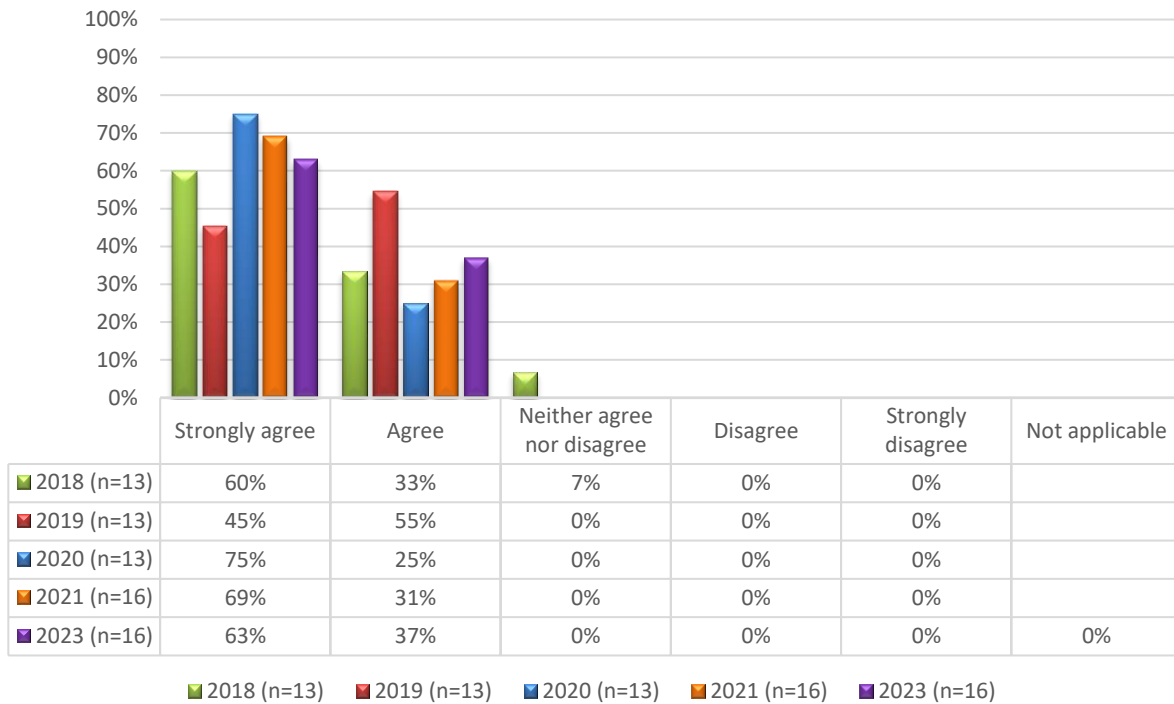
12. Communication between the Recipient and our organization has been effective.



Comments for 2023

- Open channel of communications between recipient and organization.
- After meetings or conversations we find ourselves improving.
 - *Recipient response:* The Recipient appreciates the comments.

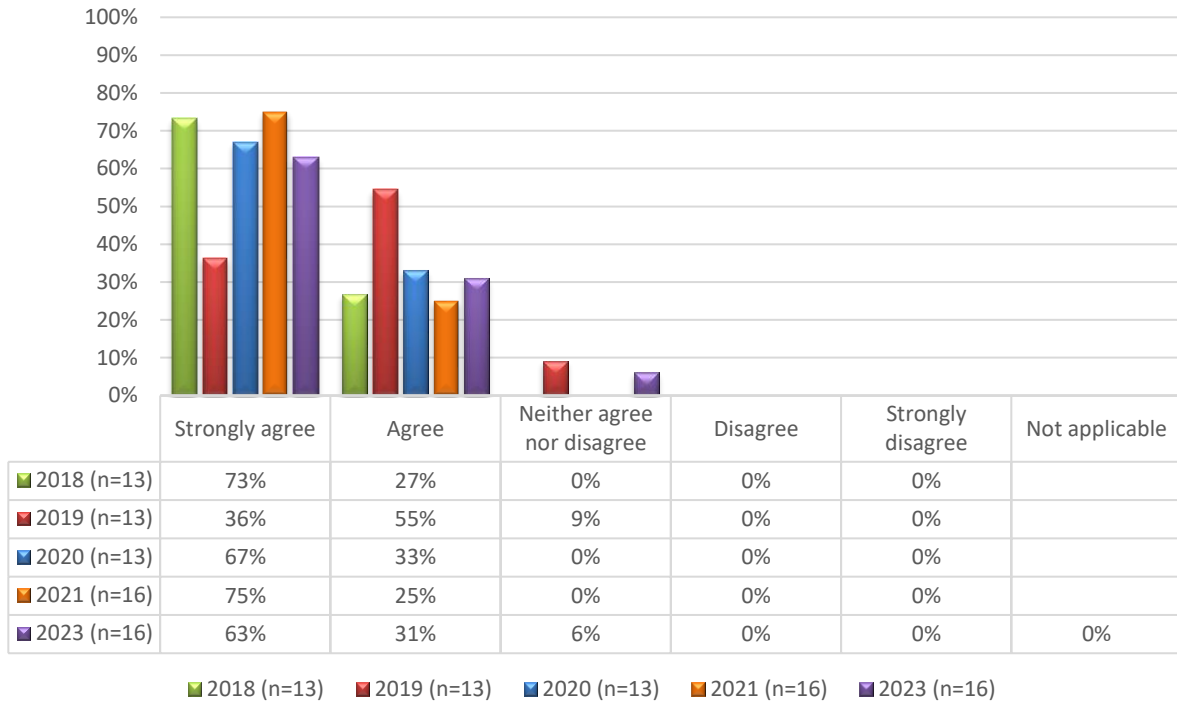
13. The Recipient informed our organization of reallocation processes (sweeps) and the requirements of a spending plan in order to adjust our organization’s budget during the contract year.



Comment for 2023

- Notification [of] sweeps allocations were timely without incident.
 - *Recipient response:* The Recipient appreciates the comment.

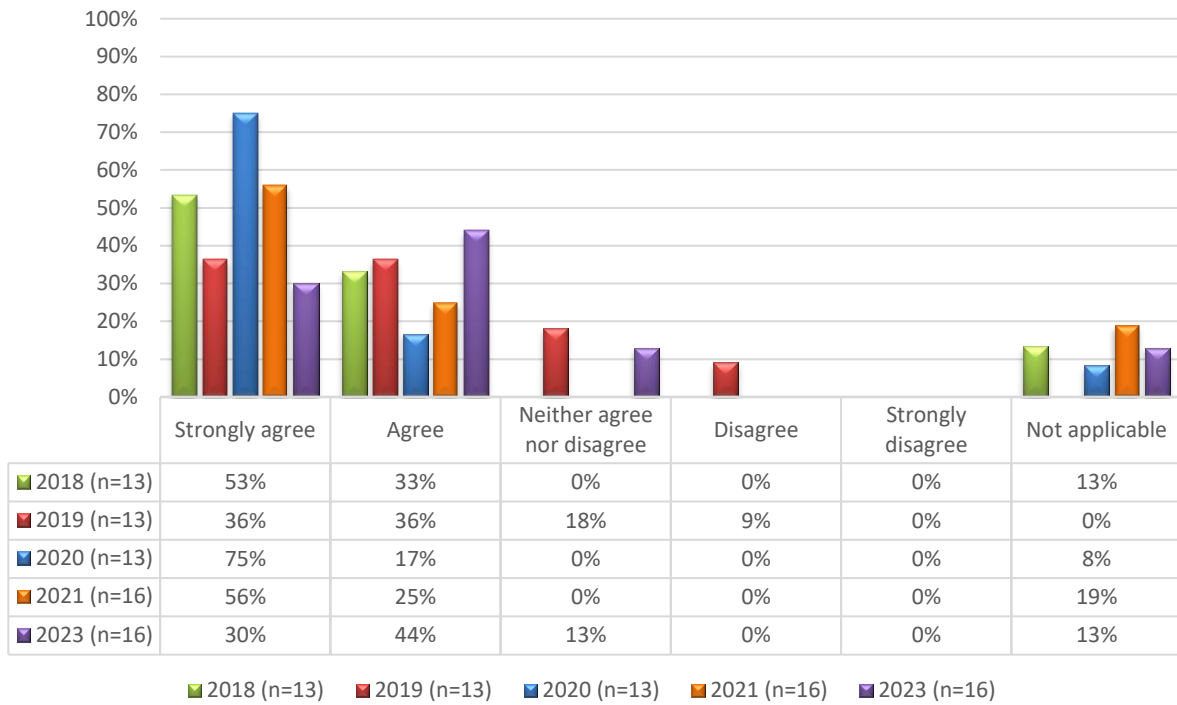
14. The Recipient kept our organization well informed of Miami-Dade HIV/AIDS Partnership decisions that impact Ryan White Program subrecipients (e.g., approval of or changes to service definitions, notice of Prescription Drug Formulary changes, updates to Allowable Medical Conditions, changes to billable services, etc.).



Comment for 2023

- Communications from Partnership updates/changes are received timely.
 - *Recipient response:* The Recipient appreciates the comment.

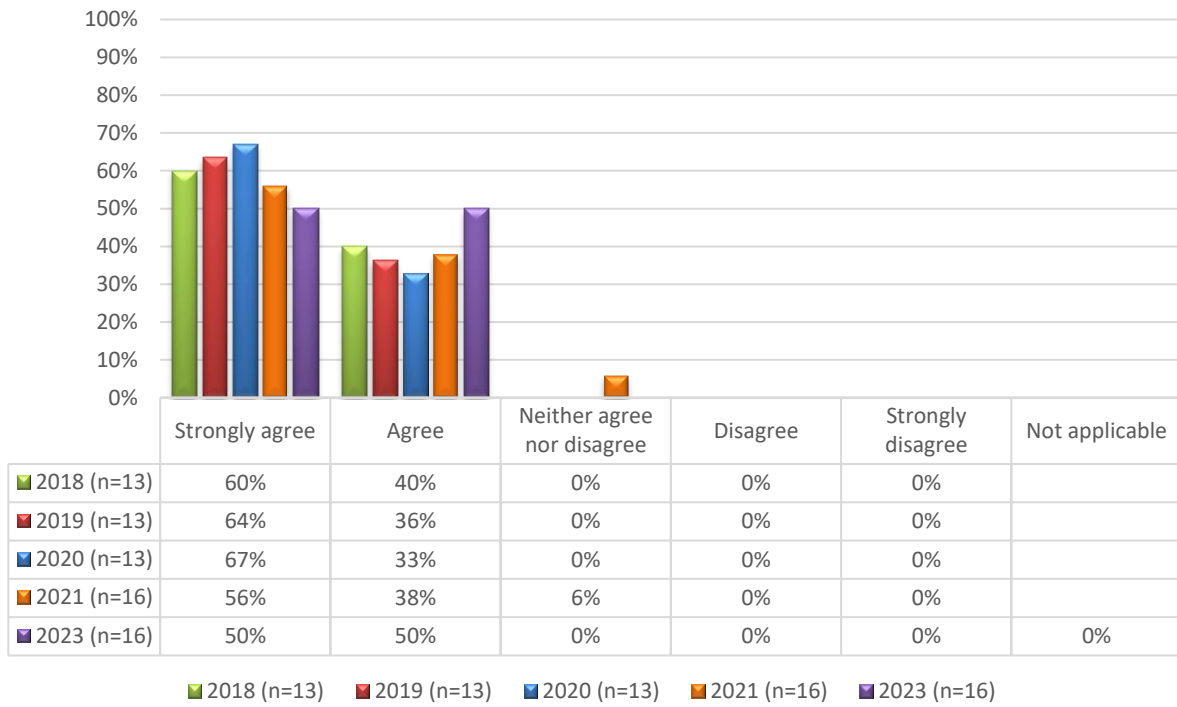
15. When contract non-compliance issues were raised, the Recipient provided adequate time for remediation specific to the issue.



Comments for 2023

- Recipient supports organization timelines for corrective action plans submission.
- Always provide adequate time to remediate and if extensions are needed they work with each organization on a case by case [basis].
 - *Recipient response:* The Recipient appreciates the comments.

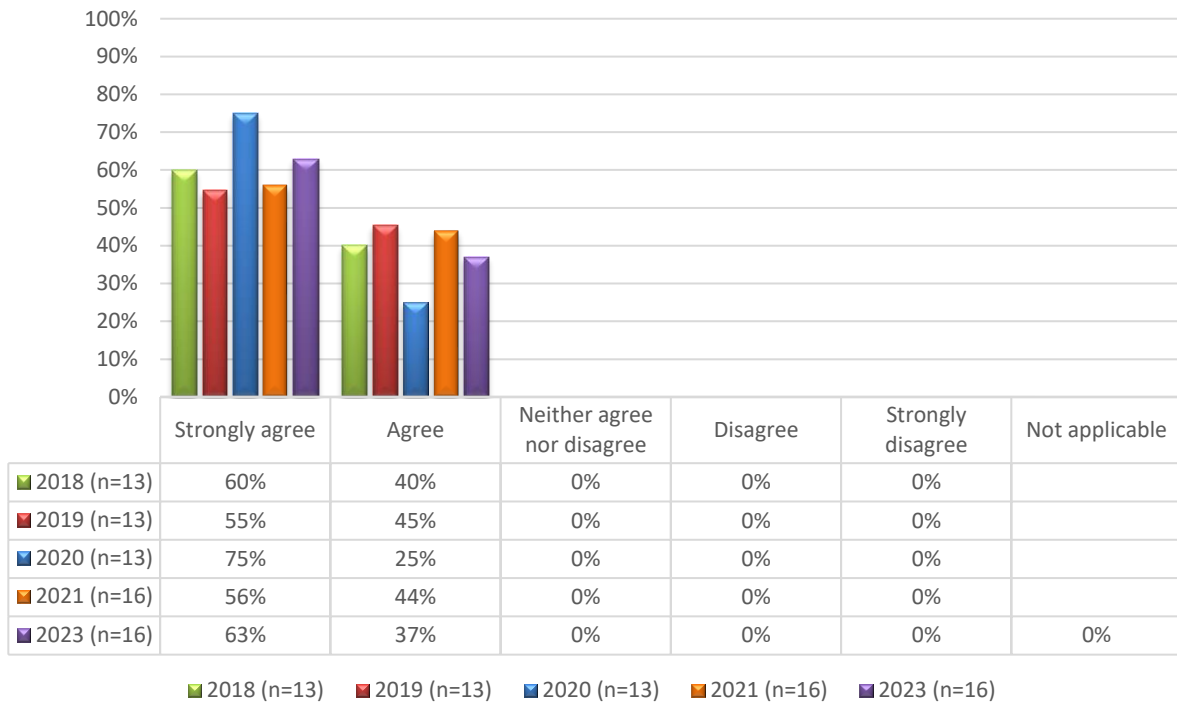
16. In response to our requests, the Recipient provided guidance and clarification to our organization for any program-related document, reporting requirement, or other requested items, in a timely manner.



Comments for 2023

- Recipient is supportive of organization requests with quick turnaround.
- They work to ensure that we comprehend what is being requested to properly deliver the information.
 - *Recipient response:* The Recipient appreciates the comments.

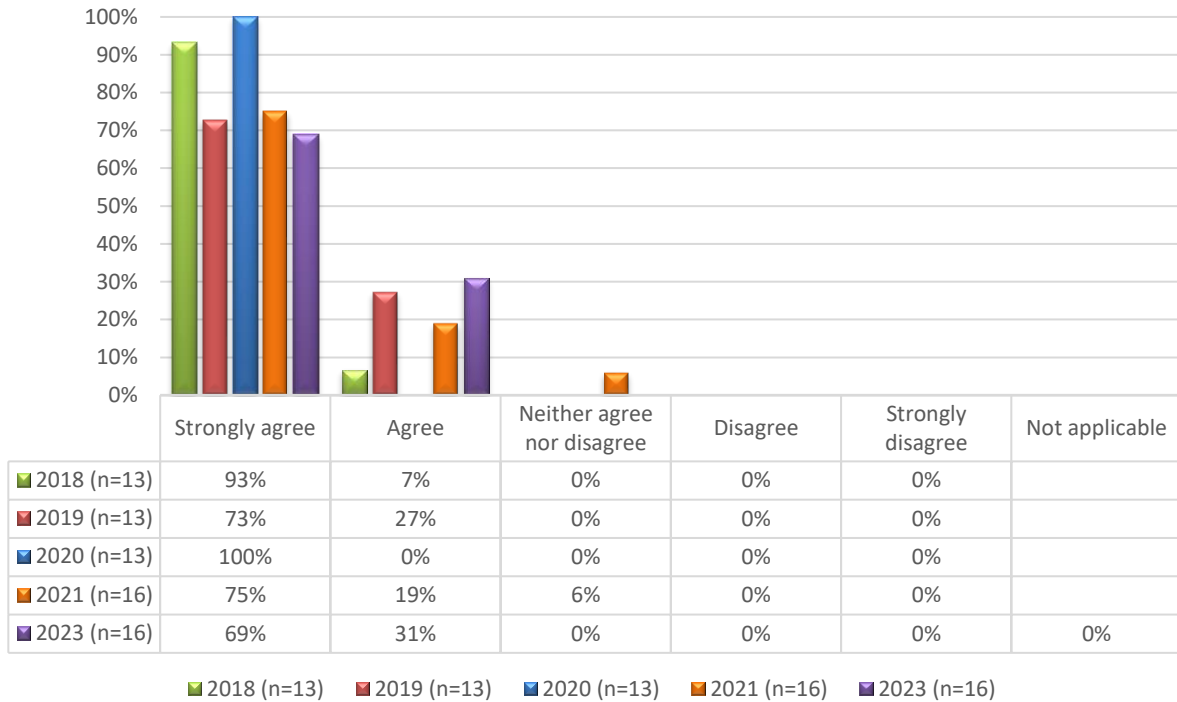
17. The Recipient responded adequately to inquiries, requests, and problem-solving needs from our organization.



Comments for 2023

- Recipient provided clear advisement/guidelines to organization requests.
 - *Recipient response:* The Recipient appreciates the comment.

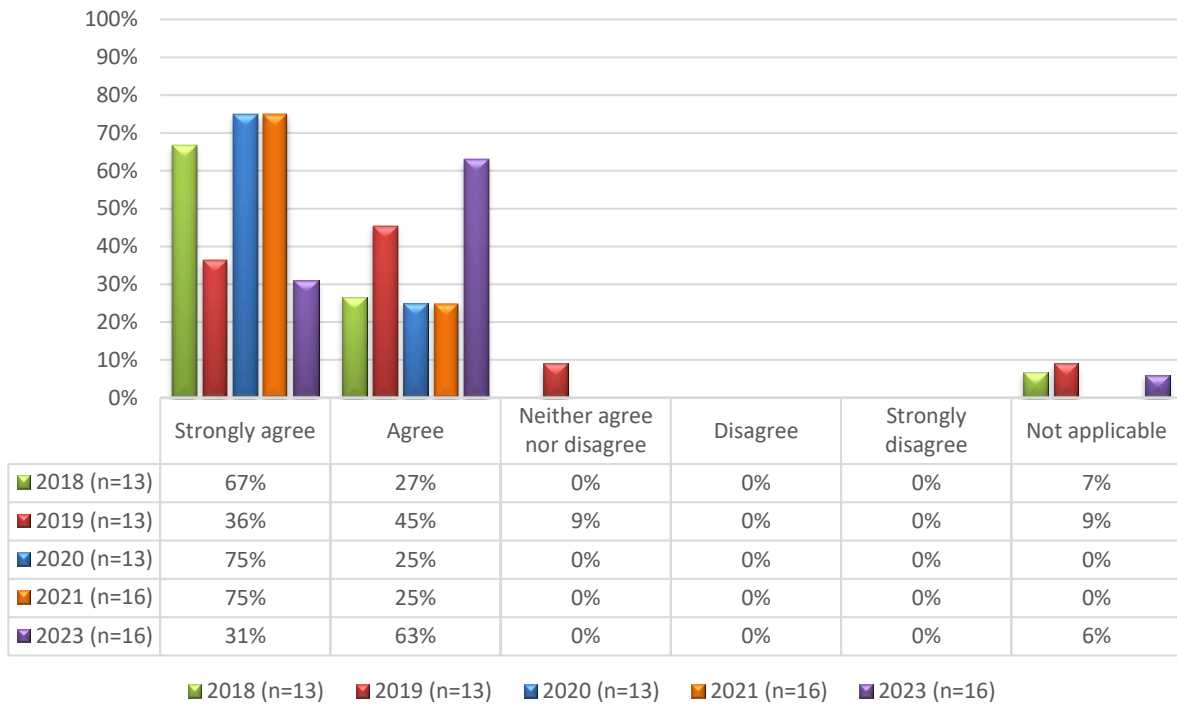
18. The Recipient's staff was courteous and respectful.



Comments for 2023

- The OMB team has been a pleasure to work with and are very responsive to our requests.
- Recipient staff are supportive in providing guidance.
- Knowledgeable, courteous and very professional.
 - *Recipient response:* The Recipient appreciates the comments. Our team strives to deliver excellent services every day, with professionalism, courtesy, and respect for all.

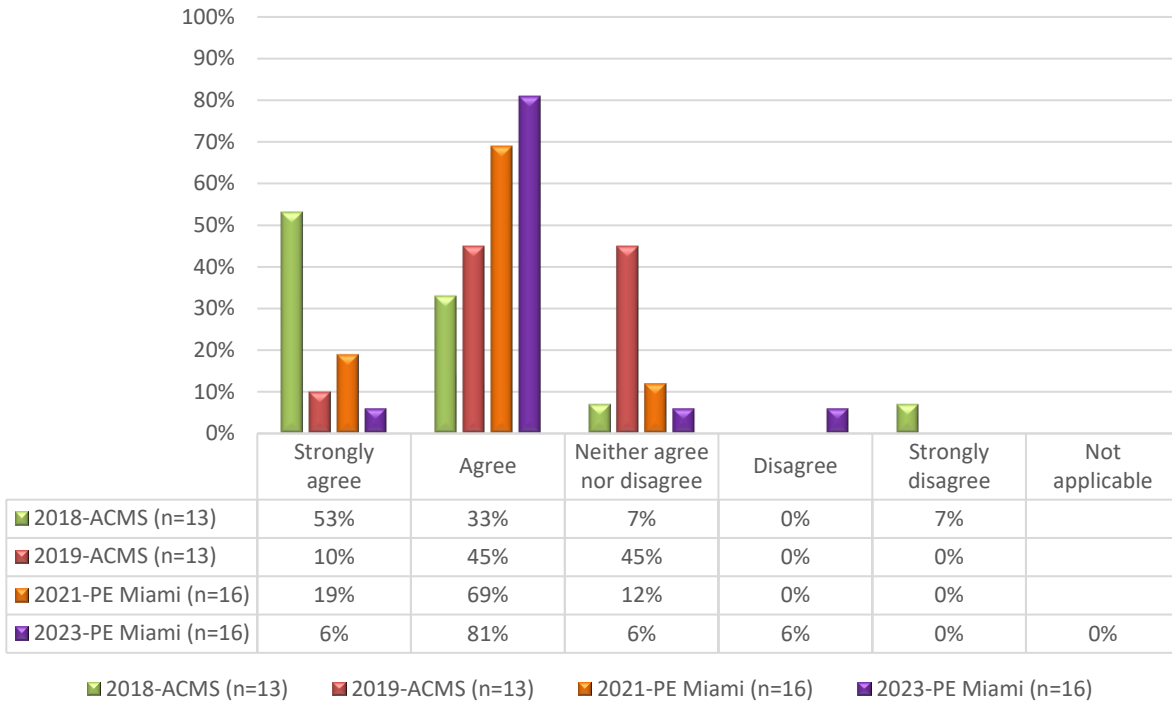
19. Behavioral Science Research Corp. (BSR), the Recipient’s Ryan White Program Clinical Quality Management contractor, responded adequately to inquiries, requests, and problem-solving from our organization.



Comments for 2023

- BSR provides feedback and guidance to organizations requests, including data reporting.
- Always glad to help and support.
 - *Recipient response:* The Recipient and BSR staff appreciate the comments.

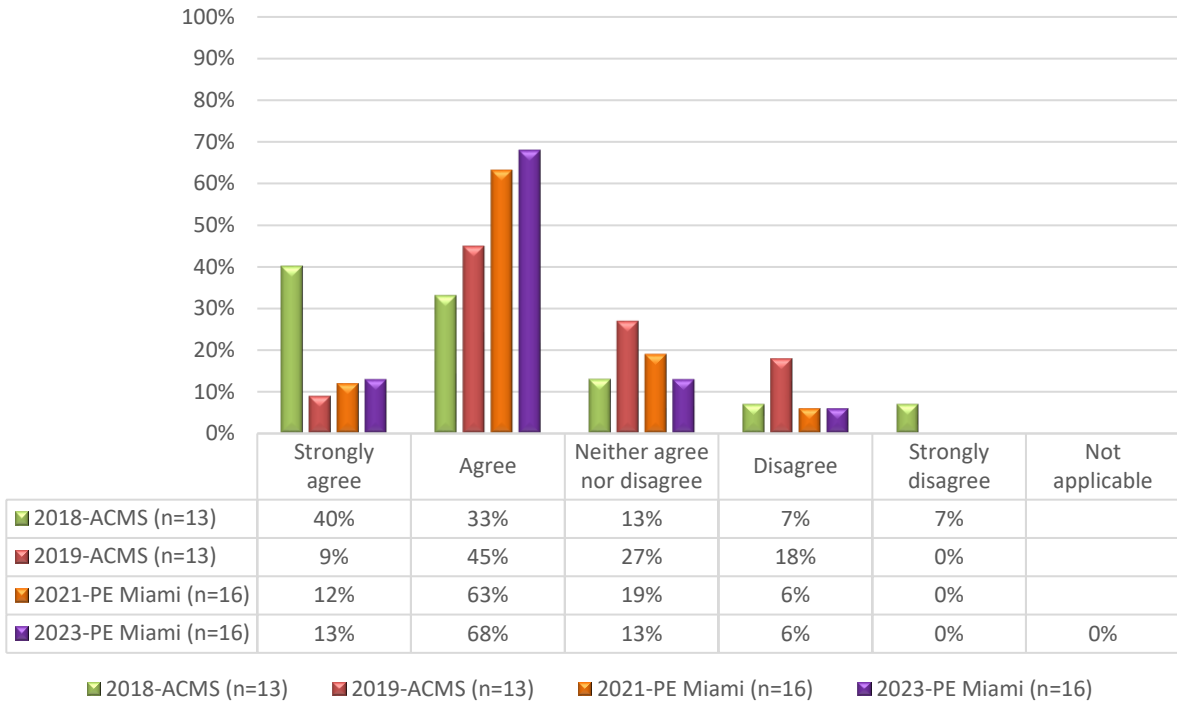
20. The Provide® Enterprise Miami (PE Miami) client database system is reliable.



Comments for 2023

- One of the best systems we use.
- [PE Miami] is reliable and supports internal reporting requirements.
- It is a good system.
 - *Recipient response:* The Recipient appreciates the comments.
- [PE Miami] database is slow. Some ADAP and ACA insurance enrollments do not update.
 - *Recipient response:* The Recipient will explore the feasibility of assembling a review team – including the Recipient, BSR staff, medical case managers, contract managers and other database super users and end users – to evaluate reports, develop and enhance PE Miami training, and support peer-to-peer training.

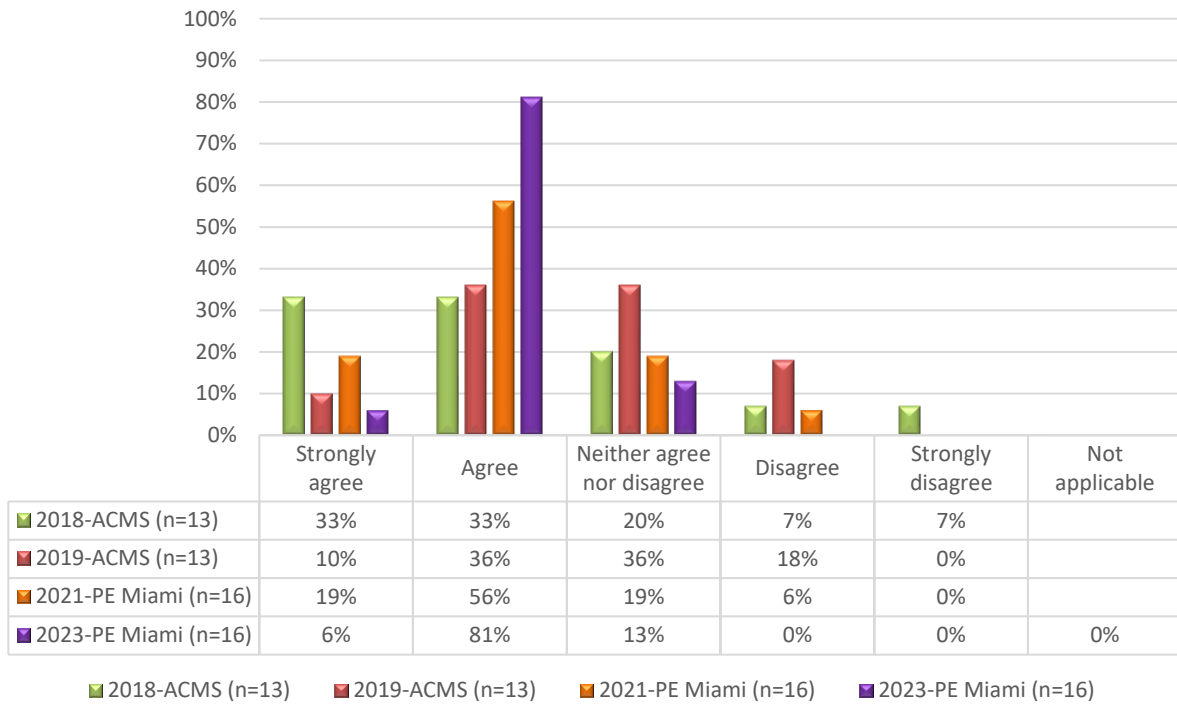
21. The PE Miami client database system is easy to use.



Note

No comments received.

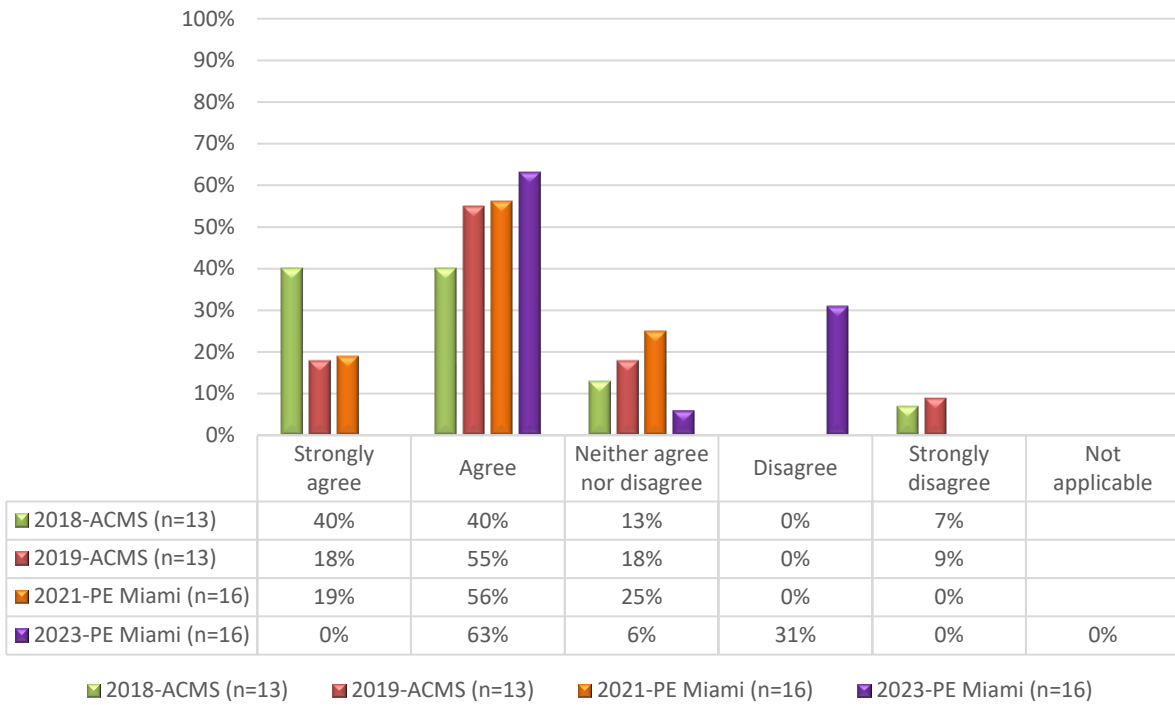
22. The PE Miami client database system generates organization-specific data in an efficient and user-friendly manner.



Note

No comments received.

23. The PE Miami client database system vendor, Groupware Technologies, responds promptly and adequately to inquiries, data requests, and system trouble-shooting.



Note

- The Recipient will share these results with GTL and work on improving the response time for inquiries and Help Desk tickets.