



Findings and Follow Up Recommendations
2022-2023 Assessment of the Ryan White Program Recipient
Administrative Mechanism Report

Presented to the Strategic Planning Committee
January 12, 2024

Introduction

This report highlights comments and ratings from the *March 1, 2022 – February 28, 2023 Assessment of the Ryan White Program Recipient Administrative Mechanism Report*, which may need follow up by the Miami-Dade County Office of Management and Budget-Grants Coordination (Recipient), the Miami-Dade HIV/AIDS Partnership (Partnership), and/or Groupware Technologies, LLC (GTL) Provide® Enterprise Miami (PE Miami).

Included for the committee’s consideration are comments that indicate a concern or recommendation, the Recipient Response, and statements with a rating of “Disagree.”

General Comments

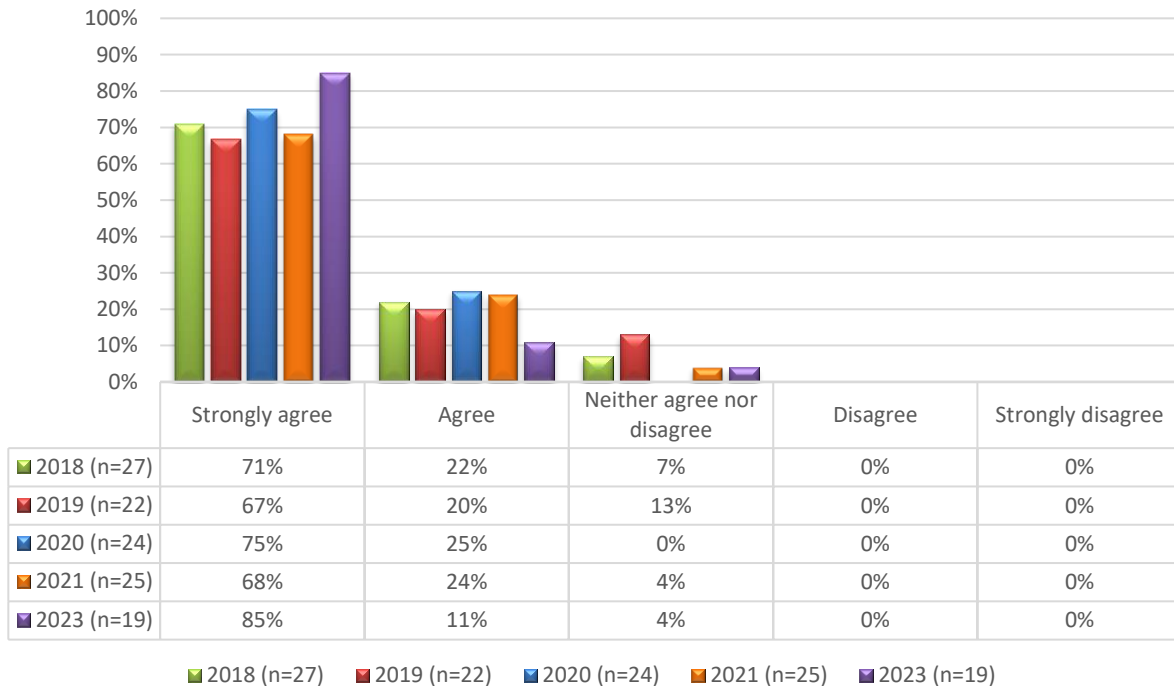
1. We need to find solution [sic] to mental health stigma.
 - *Recipient response:* The Recipient appreciates the feedback and agrees we need to work together as a community to find solutions to the issue of mental health stigma.

 2. 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.
-

Partnership Survey Responses

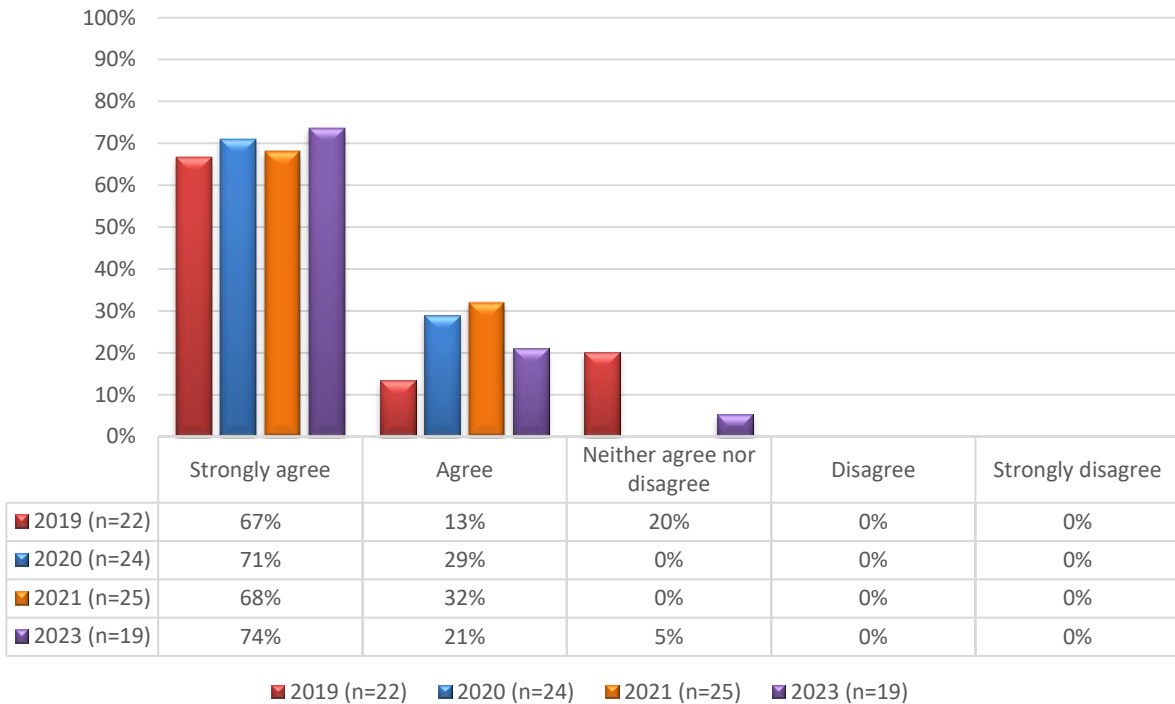
1. The Miami-Dade County Office of Management and Budget-Grants Coordination (“the Recipient”) kept the Partnership well informed of policies, procedures, and updates from HRSA which impact the Ryan White Program.

- Comment: 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.



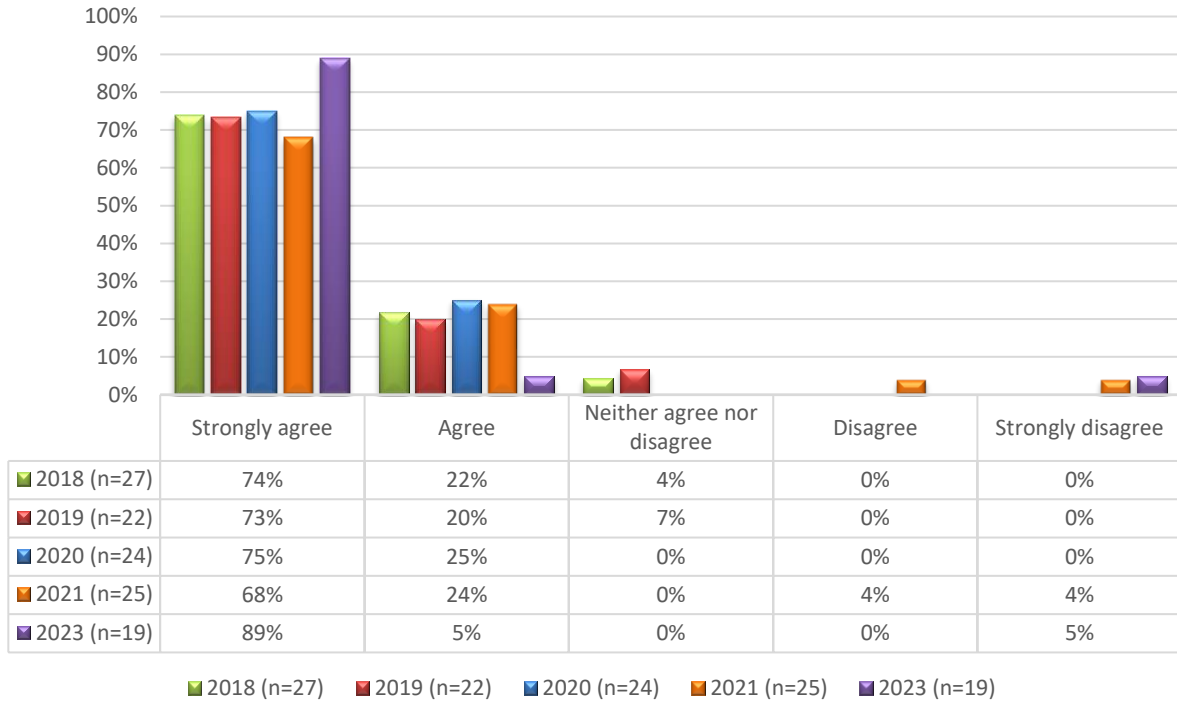
2. I understand the information presented on the Recipient’s Ryan White Program Part A/Minority AIDS Initiative (MAI) expenditure reports.

- Comment: 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.



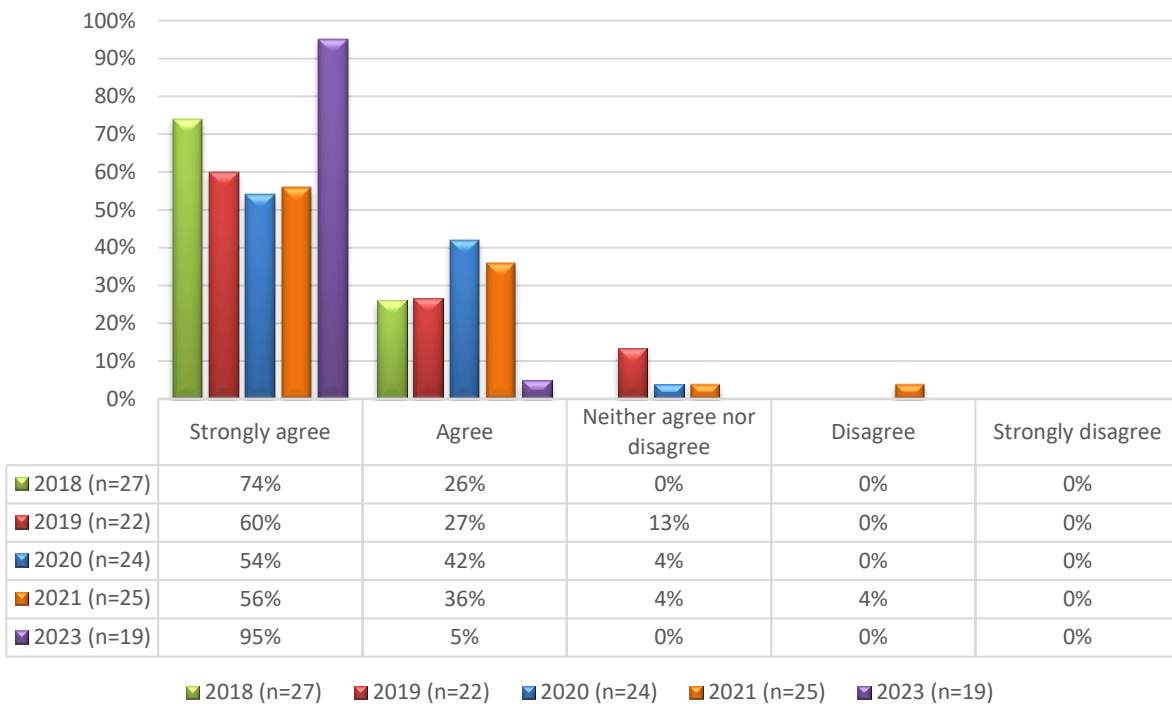
3. The Recipient communicated clearly to the Partnership on expenditure changes related to the Part A/MAI sweeps/reallocation process.

- Comment: 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.



4. 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: 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.

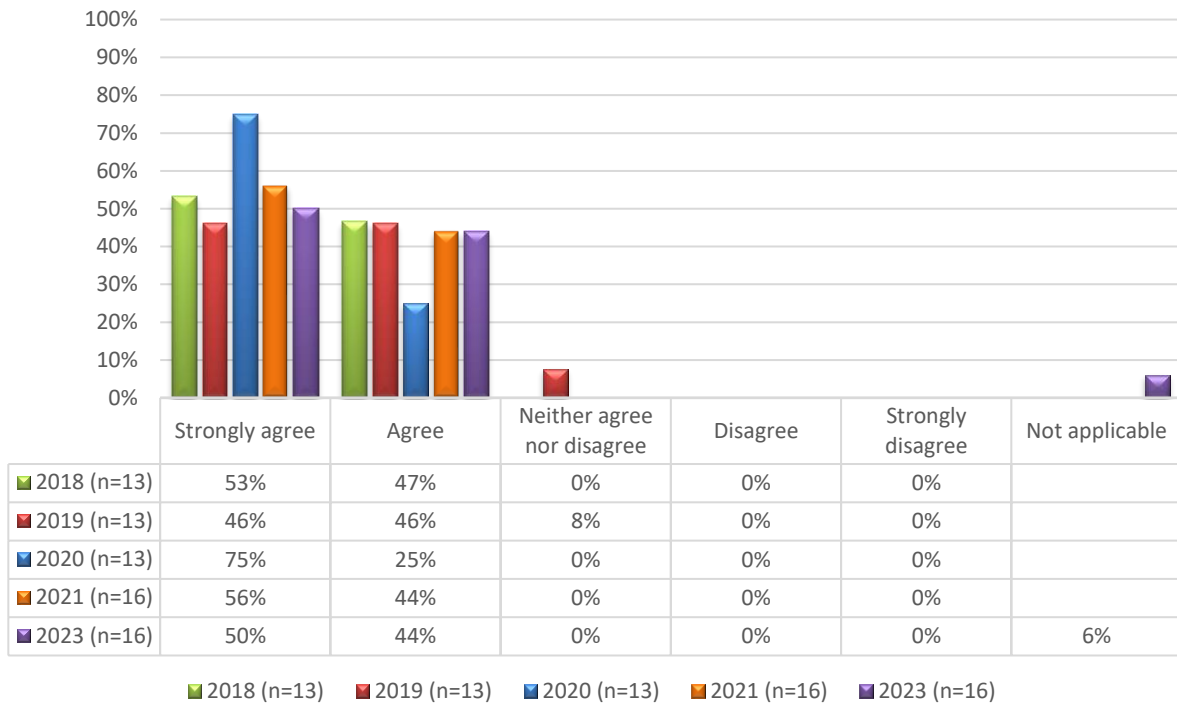


Subrecipient Survey Responses

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

- Comment: 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.

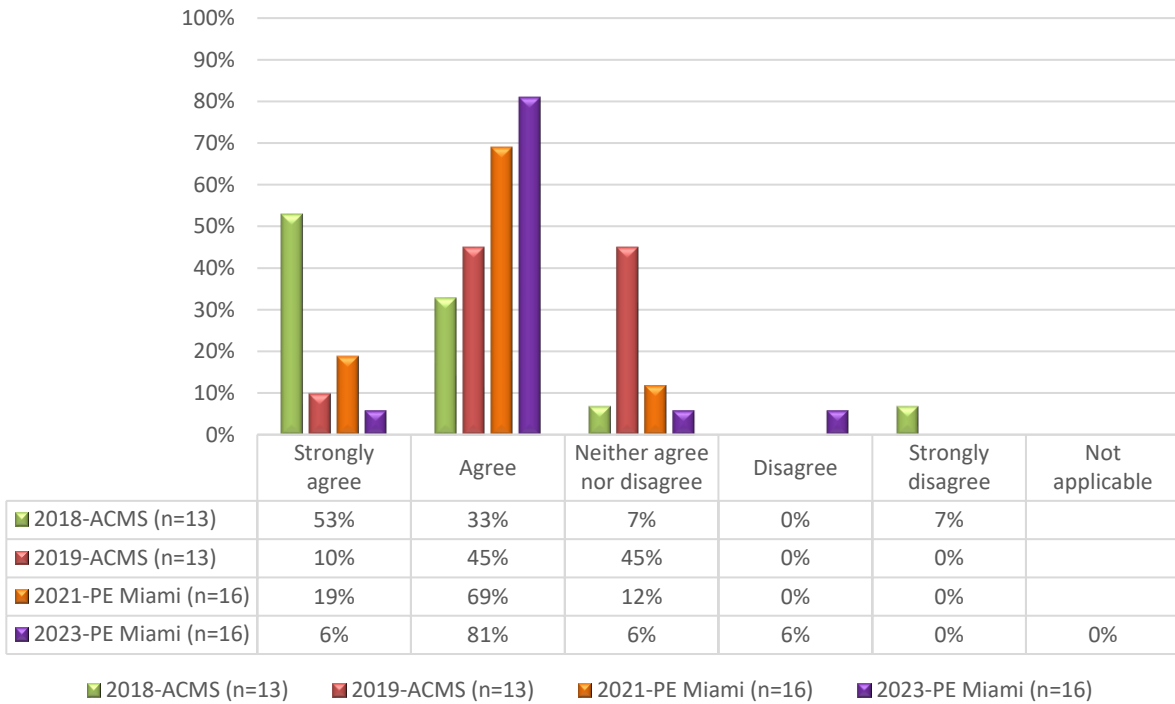
□ *Recipient response:* The Recipient appreciates the comments.



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

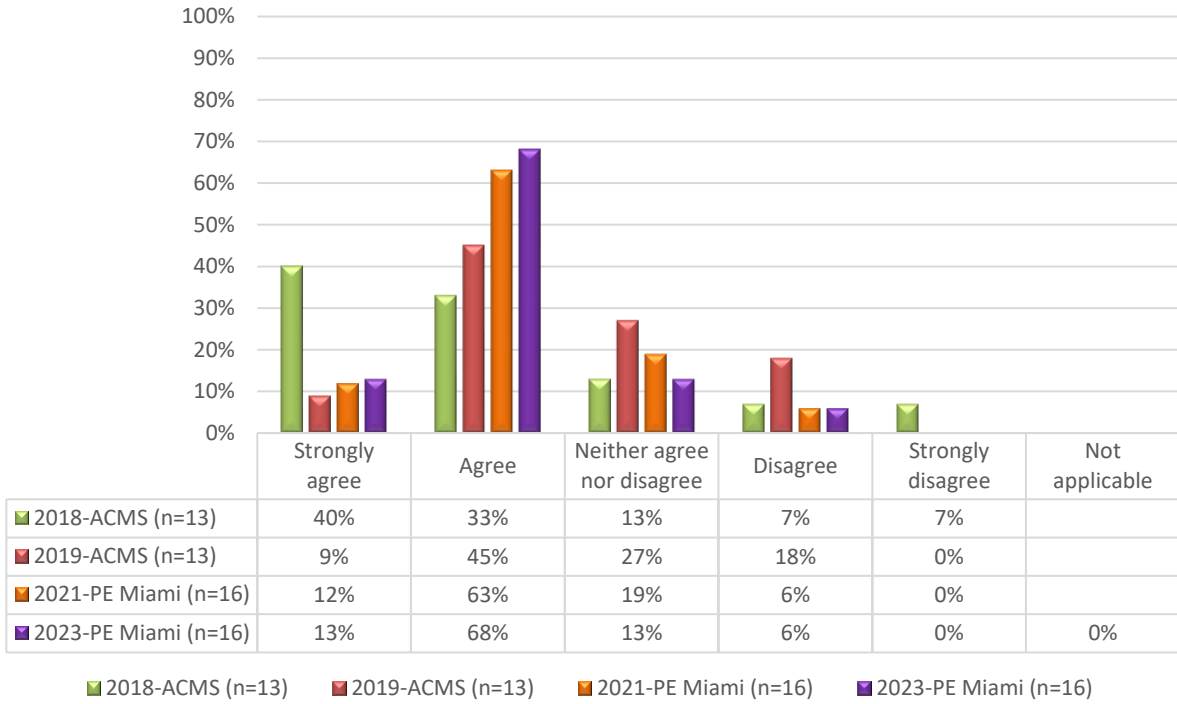
- Comment: [PE Miami] database is slow. Some ADAP and ACA insurance enrollments do not update.
 - *Recipient response:* The Recipient will explore the feasibility of assembling a review team – including the Recipient, BSR staff, medical case managers, contract managers and other database super users and end users – to evaluate reports, develop and enhance PE Miami training, and support peer-to-peer training.

- Disagree Rating: 6% (n=1)



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

- Disagree Rating: 6% (n=1)



4. 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.
- Disagree Rating: 31% (n=5)

