

FY2023-2024 ASSESSMENT OF THE EFFICIENCY OF THE ADMINISTRATIVE MECHANISM

March 1, 2023 – February 28, 2024



Broward County HIV Health Services Planning Council
Broward County Health Care Services Ryan White Part A Program
Broward County Board of County Commissioners

Presented January 16, 2025 to PSRA

Presented to and approved by the HIVPC General Body on January 23, 2025.

PURPOSE

○ **The Assessment** of the Part A Administrative Mechanism (Broward County Ryan White Part A Office) for FY 2023-2024 **is to fulfill the federal mandate of the Ryan White Part A program.**

○ This requirement is summarized in the HRSA/HAB Ryan White CARE Act Part A Manual:

- “Assessment of the Administrative Mechanism and Effectiveness of Services 2602(b)(4)(E) requires planning councils to “assess the efficiency of the administrative mechanism in ***rapidly allocating funds to the areas of greatest need within the eligible area***, and at the discretion of the planning council, assess the effectiveness, either directly or through contractual arrangements, of the services offered in meeting the identified needs.”



Topics Covered in the Assessment Are

- 1) The Procurement Process
- 2) Contracting
- 3) Reimbursement of Subrecipients
- 4) Use of Funds, and
- 5) Recipient's Engagement with the Planning Council



How Does the Assessment of the Administrative Mechanism Affects the HIVPC?

- ❑ The Planning Council **is required to complete the assessment annually.**
 - ❑ It evaluates how rapidly Part A funds are allocated and made available to provider agencies.
 - ❑ The results of the assessment will be used to **make recommendations to improve** the administrative processes of the Ryan White Part-A program.



Participation was completed by

PARTICIPANTS	# OF ACTUAL PARTICIPANTS	# OF POTENTIAL PARTICIPANTS
HIVPC Members	13 (52%)	25
Recipient	1 (100%)	1
Providers	12 (100%)	12
Total	26 (68%)	38



Service Category	Agencies
Outpatient Ambulatory Health Services	4 (33.3%)
Minority AIDS Initiative (MAI) OAHS	1 (8.3%)
AIDS Pharmaceutical Assistance	2 (16.7%)
Oral Health Care	4 (33.3%)
Health Insurance Continuation Program (HICP)	1 (8.3%)
Medical Case Management	6 (50.0%)
Mental Health Services	2 (16.7%)
Non-Medical Case Management Central Intake & Eligibility Determination (CIED)	1 (8.3%)
MAI Non-Medical Case Management Services: CIED	2 (16.7%)
Non-Medical Case Management	6 (50.0%)
Food Bank Services	1 (8.3%)
Legal Services	1 (8.3%)
Food Bank (Food Vouchers)	1 (8.3%)
Emergency Financial Assistance	2 (16.7%)

**Ryan White
Services
Represented
in the
Assessment
are**

HIVPC Survey Results

The HIVPC Survey focused on communication between the HIVPC and Recipient regarding the allocation and reallocation of funds, and HRSA policies which can affect funding.

The Results of the assessment show:

Efficiency:

- 53.8% (7) strongly agreed and 46.2% (6) agreed that the RW Part A HIVPC is effective as a planning body.

Training/Education:

- 76.9% (10) strongly agreed and 23.1% (3) agreed that they had received enough training/education to understand the structure and process of RW Part A HIVPC.

Communication:

1. How well the Ryan White Part A Office provided the Planning Council with funding information and updates:

- Good – 30.8% (4)
- Excellent – 69.2% (9)

2. Level of communication between the RWPA Office and the HIVPC in general:

- Good - 30.8% (4)
- Excellent - 69.2% (9)

Recipient Survey Results

The Part A Recipient's survey, included questions pertaining to the execution of contracts, provider reimbursements, communication and technical assistance expenditures and allocations for FY 2023-2024.

- ❑ **Award Notification:** The Recipient informed providers of renewal letters and Contract Adjustments exercising the Option Period.
 - ❑ Award letters sent to funded agencies – mid-February 2023
 - ❑ Final Notification of Award – April 6, 2023
 - ❑ Funded agencies uploaded contracted into Provide Enterprise – mid-March 2023
 - ❑ Providers are required to enter budgets per service category; billing commences once budgets are approved
- ❑ **Due Date For Agencies To Submit Contract Documents:** Five days from receipt of executable contract.
- ❑ **Contracts Executed:** Various dated between March 1 - 20, 2023
- ❑ **Delays in Executing Contracts:**
 - ❑ Recipient: Draft delays involving contract staff and County Attorney.
 - ❑ Subrecipients: Execution errors; Bureaucratic processes at provider agencies.

Recipient Survey Results

Continued...

❏ Policies Used to Guide the Payment of Invoices/Reimbursements:

- ❏ Broward County Department of Human Services, Community Partnership Electronic Invoice Processing Guide (Volume: HSCPD – FI104)

❏ **Provider Reimbursements:** The Recipient's office noted that the average turnaround time for reimbursements was 22-28 days.

- ❏ *Submission for reimbursement started April 28, 2023*
- ❏ *There were **no noted discrepancies** in provider reimbursement during FY2023.*

❏ **Delays in Provider Reimbursement:**

- ❏ Incorrect invoicing and internal processing delays

❏ **Communication with provider agencies:**

- ❏ The Recipient **maintained monthly communication with provider agencies to review utilization and expenditures.**
- ❏ **They provided technical assistance to agencies** that were not on target to ensure complete reimbursements and optimal services for clients.
- ❏ The Recipient also noted that it kept all agencies ***'fairly well informed'*** and **responded to questions and requests for information within *two days*.**
- ❏ The Recipient conducted **annual programmatic and fiscal site visits;** Remedial or Corrective Action Plans were issued.

Provider / Subrecipients' Survey Results

The Provider's survey, included questions pertaining to the execution of contracts, provider reimbursements, communication between the Recipient and Providers regarding utilization and expenditures, technical assistance and questions for information and other questions.

- ❑ **Survey Completion:** The Provider survey was completed by 12 of Ryan White Part A's 12 funded providers, thus increasing the response rate from 92% to 100% compared to last year's submission of the assessment.
- ❑ **Notification of Award for FY23-24:** Most agencies were notified by February 2023.
- ❑ **Executed Contracts:** 3/1/23, 3/7/23, 3/8/23, 3/17/23, 3/25/23, 4/18/23, 5/1/23, 9/27/23, 2/27/24, 3/22/24, 5/1/24, 7/1/24
- ❑ **Satisfaction with the Timeliness of loading Contracts:**
 - ❑ Very Satisfied: 25% (3); Satisfied (6) 50% ; Neutral 25% (3)
- ❑ **Provider Reimbursements:** Most providers received their **first reimbursement check** for FY2023 services **between April and May 2023**;
 - ❑ 16.7% (2) of respondents received reimbursement within 7 days,
 - ❑ 41.7% (5) within 8-14 days.
 - ❑ 8.3% (1) within 15-21 days.
 - ❑ 25.0% (3) within 36-42 days.
 - ❑ 8.3% (1) within 26-42 days.
- ❑ **Discrepancies in Reimbursement Checks:** There were none reported.

Provider Survey Results

Continued...

- ❑ **Obstacles contributing to the delay in reimbursements were:**
 - ❑ PE-related invoice errors
 - ❑ Delays on the recipient side due to staffing, scheduling, and other issues in Fiscal and Accounting.
- ❑ **Communication/Technical Assistance:**
 - ❑ 50.0% (6) of respondents reported receiving guidance from the Recipient's Office regarding utilization and expenditures.
- ❑ **Overall Communication Rating:**
 - ❑ Fully well informed - 50.0% (6)
 - ❑ Fairly well informed - 41.7% (5)
 - ❑ Adequately informed - 8.3% (1)
- ❑ **91.7% (11) said that the Recipient responded to their Inquiries within One to two days –**
 - ❑ **The Recipients' Office rating in providing agencies with quality management, programmatic, fiscal, technical assistance, or training.**
 - ❑ Excellent – 41.7%
 - ❑ Good – 41.7%
 - ❑ Average – 5.6%, and
 - ❑ 11.1% Did not require technical assistance in FY23

During the presentation, it was noted that the number of individuals who made requests for technical assistance was not explicitly asked. This recommendation will be taken into consideration for future AAM survey.

Limitations

- The AEAM process faced competition from the County's request for funding proposals.
- Low survey responses from the Planning Council.



1. Timeliness of Processes

- ☐ Streamline contract execution and reimbursement processes to ensure consistency across providers.

2. Communication Improvement

- ☐ Provide written updates for all programmatic changes.
- ☐ Improve data request fulfillment timelines.
- ☐ Provide clearer fiscal assistance and guidance.

3. Enhance Participation

- ☐ Increase consumer involvement in the planning process.
- ☐ Address barriers to PWH participation through targeted outreach and support.

4. Technical Assistance

- ☐ Conduct more frequent and tailored technical assistance sessions to address fiscal and programmatic challenges.

5. Data-Driven Decisions

- ☐ Ensure data is available well in advance of decision-making processes, such as PSRA.

**The following are
recommendations based
on the assessment**

FY 2023-2024
CONCLUSIONS &
RECOMMENDATIONS

Findings reveal that

The Broward County Ryan White Part A administrative mechanism functioned effectively and efficiently from March 1, 2023, through February 29, 2024.

QUESTIONS?

DISCUSSION

