

FY2024-2025 ASSESSMENT OF THE EFFICIENCY OF THE ADMINISTRATIVE MECHANISM

Reporting Period: March 1, 2024 - February 28, 2025



Broward County HIV Health Services Planning Council
Broward County Health Care Services Ryan White Part A Program
Presented by Planning Council Support Staff: January 2026

PURPOSE



The Assessment of the Part A Administrative Mechanism (AAM) (Broward County Ryan White Part A Office) for FY 2024-2025 is to **fulfill the federal mandate of the Ryan White Part A program.**

This requirement is summarized in the HRSA/HAB Ryan White CAREAct Part A Manual:

- Section 2602(b)(4)(E) of the PHS Act requires a planning council 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 (PC), assess the effectiveness, either directly or through contractual arrangements, of the services offered in meeting the identified needs[1]*”



TOPICS COVERED IN THE ASSESSMENT

1. Procurement Process
2. Contracting
3. Reimbursement of Subrecipients
4. Use of Funds
5. Recipient's Engagement with the Planning Council



HOW DOES THE AAM AFFECT 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.



SURVEY WAS COMPLETED BY

Participant	# OF POTENTIAL PARTICIPANTS	# OF PARTICIPANTS COMPLETED SURVEY	SURVEY ADMINISTRATION
HIVPC Members	25	22 (88%)	Alchemer.com
Recipient Office	01	01 (100%)	
RWPA Subrecipients/Providers	12	12 (100%)	
Total	38	35 (92%)	

HIVPC SURVEY RESULTS



- The survey evaluated the effectiveness of the Planning Council's structure, processes, and collaboration with the Ryan White Part A Office, focusing on **award notifications, contract progress, reimbursements, procurements, and responsiveness to requests.**
- **Survey Completion:** 95.5% completion rate, with 22 responses (21 complete and 1 partial).



HIVPC SURVEY RESULTS (CONT.)



Planning Council Self-Assessment:

- **Overall Performance:** 61.9% (13) rated Excellent, 33.3% (7) Good. *Comments noted strong leadership and effective decision-making.*
- **Structure and Processes:** 47.6% (10) strongly agreed, and 42.9% (9) agreed that the Council's structure and processes are effective.
- **PWH Participation:** 52.4% (11) rated participation as Good, 14.3% (3) as Excellent. *Comments suggest continuing outreach to increase engagement.*
- **Training & Education to understand HIVPC structure and operational processes:** 47.6% (10) strongly agreed, and 42.9% agreed that they received sufficient training, while 9.5% (2) strongly disagreed



HIVPC SURVEY RESULTS (CONT.)



Ryan White Part A Recipient Assessment:

- **Funding Information:** 61.9% (13) rated the Ryan White Part A Office as Good and 38.1% (8) as Excellent in providing updates.
- **Communication on Notices of Award:** 57.1% (12) rated Excellent, 38.1% (8) Good.
- **Communication on Subrecipient Contracts:** 47.6% (10) Good, 38.1% (8) Excellent.
- **Responsiveness to Data Requests:** 57.1% (12) Good, 33.3% (7) Excellent
- **Overall Communication:** 47.6% (10) Good and 47.6% (10) Excellent.



RECIPIENT SURVEY RESULTS

The survey focused on **award notification, contract execution dates, average reimbursement time, and communication and technical assistance.**



RECIPIENT SURVEY RESULTS (CONT.)



- **Award Notifications**
 - Initial Notice of Grant Award received: January 12, 2024
 - Final award received: May 16, 2024
 - Partial notifications issued; no impact on procurement due to prior-year allocation estimates
- **Contract Execution**
 - Award letters issued: February 9, 2024
 - Contracts executed: February–June 2024
 - Contracts uploaded to Provide Enterprise: March 6, 2024
- **Challenges**
 - Delays related to legal review and agency-level DocuSign issues
- **Recommendations**
 - Continue early contract drafting
 - Strengthen coordination with the County Attorney's Office to reduce delays



RECIPIENT SURVEY RESULTS (CONT.)



Invoicing and Reimbursement

- Providers began submitting invoices: March 2024
- Average reimbursement timeframe: 15–21 days
- No discrepancies reported
- HSCPD-FI014 Electronic Invoice Processing Policy submitted via email (document size limitation)

Fiscal and Programmatic Monitoring

- Each provider received:
 - One programmatic site visit
 - One fiscal site visit during FY 2024
- Corrective action plans implemented when necessary
- Ryan White Part A Monitoring Standards shared via email



RECIPIENT SURVEY RESULTS (CONT.)



Communication & Technical Assistance

- Communication rated as keeping agencies fairly well informed
- Provider inquiries addressed within two business days
- Technical assistance rated as good
- *Key Strategies:*
 - Monthly provider meetings to review utilization and quality management issues
 - Ongoing technical support to maintain compliance
 - Timely identification and resolution of emerging challenges

RFP Contractual Corrective Actions

- Plan to draft initial contracts early following the RFP process
- Allows adequate time for County Attorney's Office legal review



SUBRECIPIENT SURVEY RESULTS



- The survey focused on **procurement, contracting, reimbursement, and communication with the RWPA Recipient.**
- **Survey Completion:** 100% completion rate (12 agencies)



SUBRECIPIENT SURVEY RESULTS (CONT.)



Service Provision

- **Most Common Services**
 - Non-Medical Case Management: 66.7% (8)
 - Medical Case Management: 58.3% (7)
- **Other frequently provided services:**
 - Integrated Primary Care & Behavioral Health: 41.7% (5)
 - Oral Health Care – Routine: 33.3% (4)
- **Additional services include:**
 - AIDS Pharmaceutical Assistance
 - Emergency Financial Assistance
 - Mental Health Services
 - Food Services



SUBRECIPIENT SURVEY RESULTS (CONT.)



Agency Tenure

- 91.7% (11) of agencies partnered with RWPA for 16+ years
- 8.3% (1) of agencies reported 4–9 years
- Reflects strong stability and continuity of services within the Broward EMA

Contracting and Award Notifications

- **Award notifications issued electronically:** 91.7%
- **Satisfaction with contract loading in Provide Enterprise:**
 - Very Satisfied: 33.3%
 - Satisfied: 25%
 - 16.6% reported dissatisfaction
- **Feedback indicated:**
 - Delays often outside the Recipient's Office control
 - Delays still impacted provider planning efforts



SUBRECIPIENT SURVEY RESULTS (CONT.)



Communication & Responsiveness

- **Communication ratings:**
 - Fully informed: 66.7%
 - Fairly well informed: 33.3%
- **Responsiveness ratings:**
 - Excellent (within 1 day): 58.3%
 - Good (within 2 days): 41.7%
- **Provider feedback:**
 - “Extremely helpful”
 - “A valued partner”
 - “Among the best at communicating and supporting agencies”

Technical Assistance

- Overall technical assistance rated as effective
- **Programmatic technical assistance:**
 - Excellent: 66.7%
- **Fiscal and quality management assistance:**
 - Rated positively
 - Opportunity for more hands-on fiscal TA
- **Suggested improvements:**
 - Continue monthly provider meetings
 - Offer additional training opportunities



LIMITATIONS

- Recipient Office outreach achieved a 100% survey submission rate from subrecipients
- Planning Council Support follow-up increased HIVPC member participation to 88%
 - Improved from 52% in FY 2023



RECOMMENDATIONS

Recommendations to the Recipient Office

1. Improve Contract Loading Timeliness

- Continue early drafting and coordination with the County Attorney's Office to minimize delays.
- Explore automation or streamlined workflows in Provide Enterprise to reduce bottlenecks.

2. Maintain and Monitor Reimbursement Timeliness

- Continue meeting the 15–21-day reimbursement window.
- Implement a tracking dashboard for invoice processing times to identify and address delays proactively.

3. Enhance Fiscal Technical Assistance

- Provide more hands-on training for fiscal processes, complementing documentation-based support.
- Offer quarterly workshops focused on invoice accuracy and compliance.

4. Strengthen Communication and Transparency

- Maintain responsiveness within two business days.
- Document and share technical assistance provided for HRSA reporting.
- Continue monthly provider meetings to address emerging issues and share best practices.



RECOMMENDATIONS (CONT).



1. Standardize Award Notification SOPs

- Develop and disseminate clear procedures for communicating award notifications and contract timelines to subrecipients.

2. Expand Training Opportunities

- Offer onboarding sessions for new subrecipient staff.
- Include modules on contract management, reimbursement processes, and compliance requirements.

3. Preparation for Contract Awards Following a New RFP Process

- The Recipient should establish a clear definition of what constitutes “early drafting” of contracts and integrate this standard into its official Standard Operating Procedures (SOPs).

Recommendations to Planning Council Support

1.1. Expand Training Opportunities

- Incorporate AEAM and HIVPC structure and operational processes training annually.



FINDINGS

The Broward County Ryan White Part A administrative mechanism functioned effectively and efficiently from March 1, 2024, through February 28, 2025.



QUESTIONS?

Discussion

