



REVISED DATE: 08/15/16

POLICY:

The Ryan White Grant Administration (RWGA) Quality Analyst Team will perform comprehensive and standardized site visits of all agencies receiving Ryan White Part A funds. The purpose of the site visit is to ensure that eligible clients get the highest quality care possible in accordance with all applicable federal, state, and local governing bodies and current Standards of Care.

PROCEDURES:

1. The Quality Analyst will email a Site Visit Notification letter to the agency within sixty (60) days of the site visit. The letter will notify the agency of the scheduled site visit date(s) and time for the entrance conference.
2. Agencies are not allowed to reschedule assigned site visits.
3. During the entrance conference, the Lead Quality Analyst will provide a site visit agenda, a list of tasks, employee names and client records to be reviewed.
4. Agencies will allow Quality Analysts full access to physical charts and/or electronic records for all randomly selected codes (copies of records on USB/Flash Drives are not acceptable.)
5. Quality Analyst staff will be allowed to review records from a remote location (e.g. RWGA Offices), when feasible with agency consent.
6. The site visit tasks will include, but not be restricted to, the following elements:

PROGRAMMATIC REVIEW:

- All agency policies and procedures for the service(s) funded by Ryan White Part A will be reviewed to ensure compliance with applicable Federal, State and local laws, rules and regulations.
- Interviews will be conducted with key staff regarding the programmatic component(s) of the agency and progress towards achieving contract objectives.

- Client records will be reviewed against the applicable Site Visit Guidelines, RWGA Standards of Care, HRSA Monitoring Standards and contract requirements to ensure compliance.
- The Quality Analyst Team will conduct an environmental review in the areas where clients receive services (home-based services not applicable) to determine if there are any identifiable hazards. Additionally, the environmental review will involve ensuring that the agency maintains all requisite licensures and certifications in accordance with city, county, state and/or federal regulations.
- The analysts will review personnel records for staff funded by Ryan White Part A to determine if the minimum qualifications for the position/s have been met as indicated by the contract or Standards of Care, RFP, job description, agency policy and procedure and/or Site Visit Guidelines. The analysts will also review the agency's supporting documentation to evaluate compliance with training requirements.
- Physical inventory will be done on all items purchased with Ryan White Part A funds in excess of \$500.

FINANCIAL REVIEW:

- Review of agency's financial policies and procedures to ensure that the financial management system addresses generally accepted accounting principles.
 - Interviews will be conducted with key Ryan White Part A financial staff.
 - Standard desk review of the agency's financial statements as well as review of the last independent audit report, if applicable, to determine if the agency has any noncompliance issues.
 - The Financial Analyst will perform a standard review of applicable OMB requirements annually for all Ryan White Part A contracts.
7. The Lead Quality Analyst will request a designated minimum number of client records based on the HRSA sample size guidelines below.

1	1-50 unduplicated clients	Review 100%
2	51-100 unduplicated clients	Review 25-50%
3	101-999 unduplicated clients	Review 10%
4	1,000 and up	Review 3-5%

8. At the completion of the review, the Quality Analyst Team will meet with the designated Agency staff member to address the initial findings. The agency will be given an hour to address the initial findings. The designated staff member will review the record/s with the Quality Analyst Team. All findings not supported by the required documentation will remain and be issued a citation in the site visit report.

9. The Quality Analyst Team will have an exit conference which will conclude the site visit. The exit conference will address the programmatic strengths and weaknesses of the agency. The financial analyst will submit a final report to the Executive Director or designee to address financial strengths and weaknesses of the agency.
10. A final report that will include background of the services, the scope of the review, and the results will be emailed to the subcontractor within thirty (30) working days following the exit conference.
11. Once the agency receives the final site visit report, the Executive Director or designee must submit the Plan of Corrective Action (PCA) form that stipulates the agency's plans to address the findings, as well as timeframes for implementation, to Ryan White Grant Administration within fifteen (15) calendar days from receipt of the final site visit report.
12. The Quality Analyst will review the Plan of Corrective Action form to ensure the agency has addressed all site visit findings and/or recommendations. Subsequently, the Quality Analyst will submit a written notification of approval/denial to the agency within five (5) business days.
13. The agency must have a reasonable timeline (e.g. 45 days from receipt of the site visit report) for implementation of the Plan of Corrective Action. The Quality Analyst Team will conduct a follow-up site visit approximately 30 - 45 days from approval of agency's implementation plan or within 60 calendar days prior to end of grant term to assess the progress of the agency's plan of action. Agencies will receive notice within forty-eight (48) hours of the follow-up site visit date. Upon completion of the follow-up site visit, the Lead Quality Analyst will send a written statement of progress to the agency within 10 working days of the follow-up date.
14. First time agencies who have never been funded by RW Part A will receive a start-up site visit within three months of the commencement of services during the contract year and a comprehensive program review before the end of the same contract year. The agency will receive notification within fifteen (15) working days of the site visit. The Quality Analyst Team will conduct a preliminary program review. Upon completion the Lead Quality Analyst will provide written recommendations for programmatic development.

Approved by Manager
HCPH – Ryan White Grant Administration

Date