

San Francisco Eligible Metropolitan Area

HIV Community Planning Council

Grantee Assessment

2019



Contents

1. Introduction.....	3
a. Background.....	3
b. Purpose.....	3
c. Scope of Work.....	3
2. Methodology.....	4
3. Results.....	5
a. Council Members.....	5
b. Providers.....	6
c. Grantee.....	8
4. Conclusion.....	9
5. Appendix.....	10
a. Provider Survey Results.....	10

Introduction

Background

The Health Resources and Services Administration (HRSA) mandates Planning Councils to fulfill certain activities, among them is a grantee assessment, the purpose of which is to assess the efficiency of the administrative mechanism, including the following areas:

- How efficiently providers are selected, paid, and monitored, including:
 - A review of the process used for the solicitation or bidding of services and disbursement of funds
 - Time-framed observations of the processes of solicitation of services, development or modification of contracts, processing of invoices, and payment for services
 - Date of service delivery through invoicing to payment, with documentation of any adverse impact on clients or providers related to payments
 - Contract certification process
 - Contract monitoring process
- How well services that are funded by the grantee address the Planning Council's priorities, allocations, and instructions for addressing these priorities

Purpose

In addition to fulfilling the HRSA mandate outlined above, this grantee assessment aims to facilitate a broader conversation about how the grantee supports the work of both local providers and the community planning process.

Scope of Work

The scope of work will cover an assessment of the administrative mechanism through the lenses of council members and providers. This approach aims to highlight both efficiencies and areas for improvement in the administrative mechanism, in the hopes that a more effective administrative mechanism enriches the community planning process, service provision, and the continuum of care as a whole.

Methodology

The methodology used in this assessment was tailored to each key stakeholder group, in order to optimize collection results.

There was a total of 13 respondents.

For providers, we felt that confidentiality was the primary consideration in choice of methodology. For this group, we provided an anonymous survey with 5-point scale rubrics for assessing the administrative mechanism, as well as the opportunity for free-form answers. There was a total of 7 responses. The providers were selected from local agencies providing Ryan White services, and were intended to capture a broad range of services, both core and support. Individual providers from these agencies were selected based on having direct interface with the grantee, and experience with contract management, procurement, and reimbursement processes.

For council members, council staff, and members of the government, individual interviews were conducted. Because these individuals are considered to be working within the public sphere and therefore acting with transparency, anonymity in the collection of their responses was less important. There was a total of 6 interviews, including participants across 3 stakeholder categories (3 council members, 2 council staff members, 1 SFDPH HHS staff member). Council members were selected based on their tenure on the Council and whether they had served in leadership roles in the past (increasing their likelihood of a direct relationship with the grantee). Council staff and representatives from the grantee were self-selecting.

Results – Council Members

Councilmember feedback was overwhelmingly positive. Every interviewee indicated a supportive relationship between the grantee and the council. Several councilmembers commended HHS for their support of the carry forward funding allocation process, especially the local Needs Assessment. No areas for improvement were indicated by this stakeholder group.

Quotes:

“HHS support carry forward funding allocation by utilizing needs assessment, and voices of community stakeholders to develop responsive scenarios for the council to examine and vote upon.”

“HHS let us know carry forward funding opportunities are coming well ahead of time, conscientious about reduce waste, and improving efficiency.”

“HHS supports the carry the forward funding process by providing an update on the range of funding, as well as making recommendations on how to spend carry forward funds, informed by needs assessment and consumer voice and community stakeholders.”

“HHS supports the process of allocating carry-forward dollars by providing background and information on services or populations the council finds a need for extra support from our work throughout the year – especially the local needs assessment.”

“I do not believe that the planning council not the agencies have ever had as good a relationship as we have experienced in the last 5 years”

“HSS support the allocation process by working closely with independent council staff, defining scope of work for the council, developing and vetting an effective process, and providing detailed information about how allocation fits into overall integrated system of care.”

“HHS provides informational updates around funding, training, CQI, ARIES, trends, as well as engaging with the council at meeting to provide guidance and support.”

“HHS representatives provide communications, and updates at monthly meeting, as well as data and informational support. They are responsive and willing to partner with council members.”

“HHS staffers are consistent in providing informational support and context around funding streams and amounts as well as updates on the effectiveness of the service provision. They are helpful in providing a top down systemic perspective.”

“HHS provide representation at all meetings, info support, and are diligent at keeping us up to date”

“HHS aid in the allocation process by providing system wide context for decision making.”

“HHS helps to prioritize efficient and effective decision making, through a large investment in transparency and a collaborative relationship with council staff, and services providers.”

Results – Providers

Provider feedback was generally positive, though some challenges were also captured. The grantee received the highest ratings in regard to responsiveness, and for its supportive relationship with providers. Areas for improvement included invoice processing and RFP clarity.

Below are topics with provider feedback.

Responsive and Supportive – Many Providers expressed appreciation for the supportive relationship they experienced with the Grantee.

“In what is left of the AIDS Office, I feel that staff are very responsive to my requests.”

“DPH Staff are responsive and helpful in resolving contracting issues.”

“Thought partner, very open to ideas, very helpful in facilitating collaborations with sister agencies.”

“We get monetary support, ARIES training, vouchers for our programs, support with completing required award documents, etc.”

Invoice Processing and Contract Certification – Several providers noted challenges with the timeliness of invoice processing, as well as the consequences of not receiving payments when expected. Timely contract certification was also mentioned as an opportunity for improvement.

“For some organizations not getting timely payments means having to take out loans (which costs the agency money and that money is not reimbursed!)”

“Certifying contracts can be slow.”

“Timely unless there has been an error and the fiscal team doesn’t let us know...then it’s delayed.”

“I think the challenge is in getting contracts certified promptly.”

RFP Clarity – There were few comments regarding whether or not RFPs were well written and provided clear direction, but the comparatively low rating in this area indicates an opportunity for improvement.

“The RFPs are way too complex with numerous forms and no real checklist to know which of the forms are required for submission of the contract.”

Provider Survey Results

Survey Question	Total Score out of 5
How supportive do you feel HHS has been to you as a provider and to your programs?	4.14
How do you feel the grantee/HHS specifically is responsive to your questions or requests for information?	4.28
How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?	3.57
In terms of the process of program monitoring, are you clear on the expectations prior to the site visit and monitoring?	3.71
In regard to the development of your HHS contract and budget documents, how would you describe the level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance?	3.85
How well written are the RFP's, and do you feel they provide clear direction?	3.6
Do you feel the process of contract monitoring is fair?	4
Do you feel the grantee's process of awarding contracts for services is fair and accurate?	4

Results – Grantee

The grantee was given the opportunity to self-assess the efficiency of the administrative mechanism, which they rated very highly. They noted an excellent administrative mechanism that supports the Council in fulfilling its mandates and works with local providers to ensure a quality system of care in San Francisco.

A more detailed report on the grantee's self-assessment is provided below.

Efficiency of the Administrative Mechanism.

"Strong collaborative relationships with both the HRSA project officer and council staff. Site visits have been positive other than an element of CQI which was quickly addressed, clinical apparatus considered exceptional. Fiscal management is effective; though unspent funds have been a past concern. Administration is very effective, with excellent staff support. The relationship with the state office of AIDS has been historically strong."

Provider Reimbursements

"If deliverables are in line, reimbursement generally happens within 2-3 weeks. Failure to meet deliverables is unusual, stable funding year over year, in part due to city back-fill funds, allows for a great deal of pre-planning."

Barriers to rapid allocation of funds

"Deliverables, and contract certification can add a layer of complexity and slow payment. Contract modifications can also slow payment."

Forms of support provided to the Council

"Attending meetings, and providing informational support. Working to maintain integration, and continuity of information between DPH programs."

Forms of support provided to Providers

"Technical assistance, contract review, and QI support."

Process of Contract Monitoring

"Thorough, though contract management is gear toward a likelihood of success. HHS staff attend to help facilitate communication."

Support of the planning process for carry-forward allocation

"Brainstorming options, costing research, and attending meeting to provide informational support."

Conclusions

In summary we find the following conclusions in assessing the administrative mechanism:

- Key stakeholders across the board defined their relationship with the grantee as a partnership, and expressed appreciation for a high level of responsiveness and a general spirit of shared vision.
- Council members emphasized the importance of grantee's informational, contextual support and guidance, especially the use of the local Needs Assessment.
- Providers reported concerns around the long and complicated process of contract certification.
- Providers reported a high level of responsiveness from HHS.
- The grantee self-assessed the administrative mechanism as very effective.

Appendix – Provider Survey Results

2019 Grantee Assessment Survey: Providers

#1

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Wednesday, November 06, 2019 12:03:21 PM
Last Modified: Wednesday, November 06, 2019 12:07:10 PM
Time Spent: 00:03:48

Page 1: Please answer the following questions:

Q1 How supportive do you feel HHS has been to you as a provider and to your programs?

Support provided by HHS to you as a provider and to your program. **4**

Q2 How do you feel the grantee/HHS specifically is responsive to your questions or requests for information?

How the grantee/HHS is responsive to your questions or requests for information. **5 = Excellent**

Q3 In what ways does HHS support you and your programs? **Respondent skipped this question**

Q4 How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?

How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)? **5 = Excellent**

Q5 How quickly do you get reimbursed for your invoices which have been correctly submitted after your contract is certified?

No problem

Q6 What, if any adverse impacts have you seen due to delay in reimbursement?

No problem experienced

Q7 In terms of the process of program monitoring are you clear on the expectations prior to the site visit and monitoring?

In terms of the process of program monitoring, clearness on the expectations prior to the site visit and monitoring. **4**

1 / 16

2019 Grantee Assessment Survey: Providers

Q8 If applicable, have you been provided appropriate technical assistance or guidance for any findings or deficiencies from the program monitoring process?

Not that I know of

Q9 Do you feel the process of contract monitoring is fair?

Fairness of contract monitoring. **4**

Q10 In regard to the development of your HHS contract and budget documents how would you describe the level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance?

The level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance. **4**

Q11 How well written are the RFPs, do you feel they provide clear direction?

RFP writing and direction. **N/A**

Q12 Do you feel the grantee's process of awarding contracts for services is fair and accurate?

The fairness and accurateness of the grantee's process of awarding contracts for services. **5 = Excellent**

Q13 If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs?

Respondent skipped this question

#2

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Wednesday, November 06, 2019 4:07:56 PM
Last Modified: Wednesday, November 06, 2019 4:18:45 PM
Time Spent: 00:10:49

Page 1: Please answer the following questions:

Q1 How supportive do you feel HHS has been to you as a provider and to your programs?

Support provided by HHS to you as a provider and to your program. **4**

Q2 How do you feel the grantee/HHS specifically is responsive to your questions or requests for information?

How the grantee/HHS is responsive to your questions or requests for information. **4**

Q3 In what ways does HHS support you and your programs?

They have been responsive to questions posed.

Q4 How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?

How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)? **2**

Q5 How quickly do you get reimbursed for your invoices which have been correctly submitted after your contract is certified?

After certification we did not get paid for an extended period of time and had to email SFDPH about outstanding invoices that are due. AT times we were not paid for over 5 months!

Q6 What, if any adverse impacts have you seen due to delay in reimbursement?

We had to remind SfdPH that payment for invoice provided was not received well over the two month period.

2019 Grantee Assessment Survey: Providers

Q7 In terms of the process of program monitoring are you clear on the expectations prior to the site visit and monitoring?

In terms of the process of program monitoring, clearness on the expectations prior to the site visit and monitoring. **3**

Comment:: There is always a different person doing the monitoring site visit. With each [person there are requirements that were not previously indicated on the monitoring form that we received in order to prepare for the site visit.

Q8 If applicable, have you been provided appropriate technical assistance or guidance for any findings or deficiencies from the program monitoring process?

We have not had any deficits in our monitoring site visit.

Q9 Do you feel the process of contract monitoring is fair?

Fairness of contract monitoring. **2**

Comment:: There are certain requirements posed at the visit that were not provided prior to the visit. Also the monitoring site visitor usually had different program objectives than was in the current contract for the monitoring site visit time period being evaluated.

Q10 In regard to the development of your HHS contract and budget documents how would you describe the level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance?

The level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance. **3**

Q11 How well written are the RFPs, do you feel they provide clear direction?

RFP writing and direction. **3**

Comment:: The RFPs are way too complex with numerous forms and no real checklist to know which of the forms are required for submission of the contract.

2019 Grantee Assessment Survey: Providers

Q12 Do you feel the grantee's process of awarding contracts for services is fair and accurate?

The fairness and accurateness of the grantee's process of awarding contracts for services.

1 = Needs Improvement

Comment::

There is clear evidence that the reviewers are biased in their scoring and determining the scores. The SFDPH was previous warned about this problem in the last RFP and the biases within the review team was more clear and evident.

Q13 If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs?

Respondent skipped this question

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 12, 2019 8:04:16 AM
Last Modified: Tuesday, November 12, 2019 8:09:10 AM
Time Spent: 00:04:53

Page 1: Please answer the following questions:

Q1 How supportive do you feel HHS has been to you as a provider and to your programs?

Support provided by HHS to you as a provider and to your program. **4**

Q2 How do you feel the grantee/HHS specifically is responsive to your questions or requests for information?

How the grantee/HHS is responsive to your questions or requests for information. **4**

Q3 In what ways does HHS support you and your programs?

Consultation, Voucher support, Best practices.

Q4 How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?

How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)? **4**

Q5 How quickly do you get reimbursed for your invoices which have been correctly submitted after your contract is certified?

Varies. Certifying contracts can be slow.

Q6 What, if any adverse impacts have you seen due to delay in reimbursement?

None.

Q7 In terms of the process of program monitoring are you clear on the expectations prior to the site visit and monitoring?

In terms of the process of program monitoring, clearness on the expectations prior to the site visit and monitoring. **3**

2019 Grantee Assessment Survey: Providers

Q8 If applicable, have you been provided appropriate technical assistance or guidance for any findings or deficiencies from the program monitoring process? **Respondent skipped this question**

Q9 Do you feel the process of contract monitoring is fair?

Fairness of contract monitoring. **3**

Q10 In regard to the development of your HHS contract and budget documents how would you describe the level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance?

The level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance. **4**

Q11 How well written are the RFPs, do you feel they provide clear direction?

RFP writing and direction. **4**

Q12 Do you feel the grantee's process of awarding contracts for services is fair and accurate?

The fairness and accurateness of the grantee's process of awarding contracts for services. **4**

Q13 If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs?

If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs? **N/A**

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 12, 2019 3:30:11 PM
Last Modified: Tuesday, November 12, 2019 3:39:02 PM
Time Spent: 00:08:50

Page 1: Please answer the following questions:

Q1 How supportive do you feel HHS has been to you as a provider and to your programs?

Support provided by HHS to you as a provider and to your program.

5 = Excellent

Comment::

In what is left of the AIDS Office, I feel very supported by the staff there. They have a great deal of technical and program expertise and are very responsive.

Q2 How do you feel the grantee/HHS specifically is responsive to your questions or requests for information?

How the grantee/HHS is responsive to your questions or requests for information.

5 = Excellent

Comment::

In what is left of the AIDS Office, I feel that staff are very responsive to my requests. Folks in the business office are a little less responsive.

Q3 In what ways does HHS support you and your programs?

DPH Staff are responsive and helpful in resolving contracting issues.

Q4 How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?

How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?

4

Q5 How quickly do you get reimbursed for your invoices which have been correctly submitted after your contract is certified?

very quickly. i think the challenge is in getting contracts certified promptly.

2019 Grantee Assessment Survey: Providers

Q6 What, if any adverse impacts have you seen due to delay in reimbursement?

our agency has some money in the bank, so we can afford to cover payroll. for some organizations not getting timely payments means having to take out loans (which cost the agency money and that money is not reimbursed!)

Q7 In terms of the process of program monitoring are you clear on the expectations prior to the site visit and monitoring?

In terms of the process of program monitoring, clearness on the expectations prior to the site visit and monitoring.

5 = Excellent

Comment::

We have a great relationship with our program monitor. I think she really understands the role our agency plays in serving the needs of our clients.

Q8 If applicable, have you been provided appropriate technical assistance or guidance for any findings or deficiencies from the program monitoring process?

yes. our program monitor has identified resources to assist us as needed.

Q9 Do you feel the process of contract monitoring is fair?

Fairness of contract monitoring.

4

Q10 In regard to the development of your HHS contract and budget documents how would you describe the level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance?

The level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance.

3

Comment::

We recently got a new contract development person. She was not familiar with our services and was a little challenging to work with. Since then we have been assigned to a new person and have had little interface with her yet.

Q11 How well written are the RFPs, do you feel they provide clear direction?

RFP writing and direction.

4

Q12 Do you feel the grantee's process of awarding contracts for services is fair and accurate?

The fairness and accurateness of the grantee's process of awarding contracts for services.

4

2019 Grantee Assessment Survey: Providers

Q13 If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs?

If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs? **N/A**

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, November 25, 2019 4:32:21 PM
Last Modified: Monday, November 25, 2019 4:42:10 PM
Time Spent: 00:09:48

Page 1: Please answer the following questions:

Q1 How supportive do you feel HHS has been to you as a provider and to your programs?

Support provided by HHS to you as a provider and to your program. **5 = Excellent**

Q2 How do you feel the grantee/HHS specifically is responsive to your questions or requests for information?

How the grantee/HHS is responsive to your questions or requests for information. **5 = Excellent**

Q3 In what ways does HHS support you and your programs?

We get monetary support, ARIES training, vouchers for our programs, support with completing required award documents, etc.

Q4 How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?

How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)? **3**

Q5 How quickly do you get reimbursed for your invoices which have been correctly submitted after your contract is certified?

past 60 days

Q6 What, if any adverse impacts have you seen due to delay in reimbursement?

More administrative work in asking for submission of payments

Q7 In terms of the process of program monitoring are you clear on the expectations prior to the site visit and monitoring?

In terms of the process of program monitoring, clearness on the expectations prior to the site visit and monitoring. **4**

11 / 16

2019 Grantee Assessment Survey: Providers

Q8 If applicable, have you been provided appropriate technical assistance or guidance for any findings or deficiencies from the program monitoring process?

Some what.

Q9 Do you feel the process of contract monitoring is fair?

Fairness of contract monitoring.

4

Q10 In regard to the development of your HHS contract and budget documents how would you describe the level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance?

The level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance.

5 = Excellent

Q11 How well written are the RFPs, do you feel they provide clear direction?

RFP writing and direction.

4

Q12 Do you feel the grantee's process of awarding contracts for services is fair and accurate?

The fairness and accurateness of the grantee's process of awarding contracts for services.

5 = Excellent

Q13 If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs?

If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs?

5 = Excellent

#6

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Thursday, December 12, 2019 10:01:07 PM
Last Modified: Thursday, December 12, 2019 10:04:53 PM
Time Spent: 00:03:45

Page 1: Please answer the following questions:

Q1 How supportive do you feel HHS has been to you as a provider and to your programs?

Support provided by HHS to you as a provider and to your program. **2**

Comment:: Very judged at times, for things they never communicated, so feels inappropriate and unnecessary

Q2 How do you feel the grantee/HHS specifically is responsive to your questions or requests for information?

How the grantee/HHS is responsive to your questions or requests for information. **2**

Q3 In what ways does HHS support you and your programs?

Not much

Q4 How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?

How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)? **2**

Q5 How quickly do you get reimbursed for your invoices which have been correctly submitted after your contract is certified?

Timely unless there has been an error and the fiscal team doesn't let us know so we track it down and then it's delayed and we are judged again for needing our money

Q6 What, if any adverse impacts have you seen due to delay in reimbursement?

Delay in paying contractors

2019 Grantee Assessment Survey: Providers

Q7 In terms of the process of program monitoring are you clear on the expectations prior to the site visit and monitoring?

In terms of the process of program monitoring, clearness on the expectations prior to the site visit and monitoring. **2**

Q8 If applicable, have you been provided appropriate technical assistance or guidance for any findings or deficiencies from the program monitoring process?

Not much

Q9 Do you feel the process of contract monitoring is fair?

Fairness of contract monitoring. **2**

Q10 In regard to the development of your HHS contract and budget documents how would you describe the level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance?

The level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance. **3**

Q11 How well written are the RFPs, do you feel they provide clear direction?

RFP writing and direction. **2**

Q12 Do you feel the grantee's process of awarding contracts for services is fair and accurate?

The fairness and accurateness of the grantee's process of awarding contracts for services. **N/A**

Q13 If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs?

If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs? **N/A**

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, January 08, 2020 9:44:19 AM
Last Modified: Wednesday, January 08, 2020 9:47:56 AM
Time Spent: 00:03:37

Page 1: Please answer the following questions:

Q1 How supportive do you feel HHS has been to you as a provider and to your programs?

Support provided by HHS to you as a provider and to your program. **5 = Excellent**

Comment:: Some of the best staff in the City we work with--especially Bill and Dean, but really everyone

Q2 How do you feel the grantee/HHS specifically is responsive to your questions or requests for information?

How the grantee/HHS is responsive to your questions or requests for information. **5 = Excellent**

Comment:: Always quick and helpful response.

Q3 In what ways does HHS support you and your programs?

Thought partner, very open to ideas, very helpful in facilitating collaborations with sister agencies.

Q4 How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)?

How well has the grantee ensured ongoing processing of invoices (even in years when significant reductions in grant funding occurred or were anticipated)? **5 = Excellent**

Comment:: on top of it

Q5 How quickly do you get reimbursed for your invoices which have been correctly submitted after your contract is certified?

It depends, but mostly fine

Q6 What, if any adverse impacts have you seen due to delay in reimbursement?

we have to usually use reserves/credit line (which is true for all the deparment payments of course)

2019 Grantee Assessment Survey: Providers

Q7 In terms of the process of program monitoring are you clear on the expectations prior to the site visit and monitoring?

In terms of the process of program monitoring, clearness on the expectations prior to the site visit and monitoring. **5 = Excellent**

Comment:: have good relationship with monitoring team

Q8 If applicable, have you been provided appropriate technical assistance or guidance for any findings or deficiencies from the program monitoring process?

n/a

Q9 Do you feel the process of contract monitoring is fair?

Fairness of contract monitoring. **5 = Excellent**

Q10 In regard to the development of your HHS contract and budget documents how would you describe the level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance?

The level of technical assistance and support provided by your assigned Program Manager from the Business Office of Contract Development & Technical Assistance. **5 = Excellent**

Comment:: very helpful

Q11 How well written are the RFPs, do you feel they provide clear direction?

RFP writing and direction. **5 = Excellent**

Comment:: i appreciate opportunity for community feedback around this.

Q12 Do you feel the grantee's process of awarding contracts for services is fair and accurate?

The fairness and accurateness of the grantee's process of awarding contracts for services. **5 = Excellent**

Q13 If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs?

If you receive HIV Prevention funding, how supportive has CHEP been to you as a provider and to your programs? **5 = Excellent**

REPORT PREPARED BY:

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