

ASSESSMENT OF THE ADMINISTRATIVE MECHANISM REPORT

GY 2009 (March 1, 2009-February 28, 2010)

Assess the Efficiency of the Administrative Mechanism Definition:

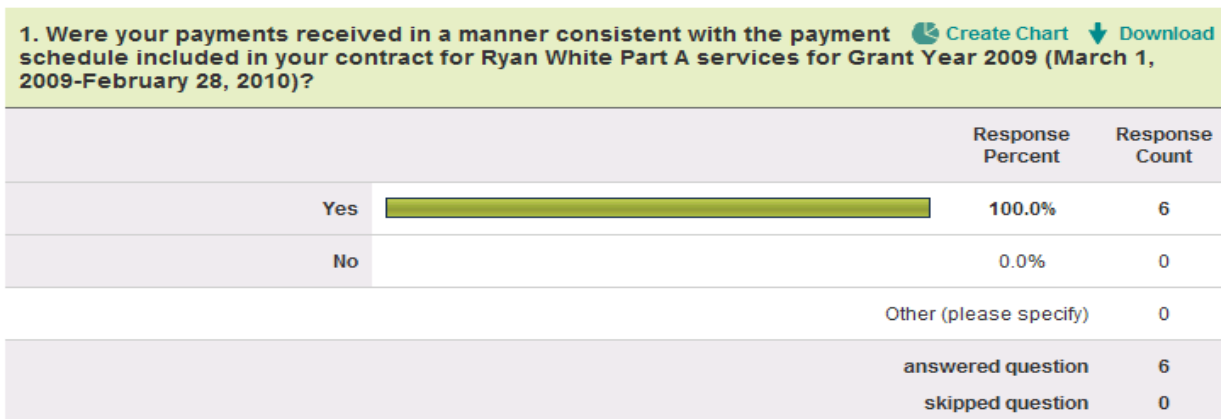
The planning council is responsible for evaluating how well the grantee gets funds to providers on an annual basis. This means reviewing how quickly contracts with service providers are signed and how long the grantee takes to pay these providers.

The assessment of the administrative mechanism is completed utilizing the online survey tool, Survey Monkey in the form of an anonymous survey to all Ryan White Part A funded providers in the TGA for that grant year. This survey is developed and disseminated by planning council staff following phase #3 of the annual planning cycle each year for the grant year finishing the prior February. Results are compiled in report format and delivered to each planning council member prior to beginning phase #1 of the next cycle.

Summary:


This survey follows the outline of questions required for the Ryan White Part A Grant Application to HRSA. For GY 2009 8 service providers were funded through the Part A Grant Administration in the Las Vegas TGA and 6 of those 8 responded to this survey. Providers were notified via email with a survey link and were given 4 weeks to complete the survey.

Overall, no providers indicated dissatisfaction with any of the grant processes for GY 2009. The only suggestion from providers is to implement direct deposits of funding which has been discussed with County Management and unfortunately is currently against County policy. The entire survey can be reviewed here as well as all included qualitative comments.





2. Were you satisfied with the timeliness of the payment process for Grant Year 2009 (March 1, 2009-February 28, 2010)?

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		Response Percent	Response Count
Yes		100.0%	6
No (if no, please specify why)		0.0%	0
Other (please specify)			0
answered question			6
skipped question			0

3. Do you have any suggested methods of improvement for the Grantee's payment process going forward?

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		Response Percent	Response Count
Yes (if so please specify)		16.7%	1
No		83.3%	5
Other (please specify)			1

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1. We would appreciate direct deposit of funds.

Wed, Aug 4, 2010 2:18 PM [Find...](#)

answered question 6
skipped question 0

4. How satisfied are you with the Grantee's Fiscal Administration for Grant Year 2009 (i.e. reimbursement process, payment schedule, unit of cost support)?

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		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		0.0%	0
Satisfied		0.0%	0
Very Satisfied		100.0%	6

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Comments 1

1. Grantee is always very helpful and is always available.

Wed, Aug 4, 2010 10:37 AM [Find...](#)

answered question 6
skipped question 0

5. Please provide us with any comments or suggestions you may have on how to improve the Grantee's reimbursement process going forward? [Download](#)

	Response Count
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1. Make sure Jeff, Shayla, Donna and Alisha remain with the grantee forever. The positive change in the administration of the Ryan White Grant is functioning at the highest-level of integrity, organization, and expertise we have seen in a very long time. We are a better community for the clients we serve because of this team of people. That should be commended and recognized regularly.

Wed, Aug 4, 2010 10:09 AM [Find...](#)

answered question	1
skipped question	5

6. Did you require technical assistance from the Grantee during Grant Year 2009 (March 1, 2009-February 28, 2010)? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Yes	16.7%	1
No (If no, please skip to question 9)	83.3%	5

answered question	6
skipped question	0

7. If you required technical assistance during Grant Year 2009 (March 1, 2009-February 28, 2010), did the Grantee provide information or technical assistance to help you with the process? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Yes (if yes, please explain what assistance was required)	100.0%	1
No	0.0%	0

[Hide replies](#) (please specify) 1

1. CAREWare installation and support was excellent.

Wed, Aug 4, 2010 2:18 PM [Find...](#)

answered question	1
skipped question	5

8. In general, how satisfied are you with the overall quality of information and/or technical assistance you received from the Grantee? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Satisfied	0.0%	0
Very Satisfied	100.0%	1
Hide replies Comments		1

1. Calls and answers to any questions were very timely. Wed, Aug 4, 2010 2:18 PM [Find...](#)

answered question 1
skipped question 5

9. Overall, how satisfied are you with the contracting process for Ryan White Part A Services? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Satisfied	16.7%	1
Very Satisfied	83.3%	5
Hide replies Comments		1

1. They were very easy to work with and made the process very simple, direct and clear. Wed, Aug 4, 2010 10:16 AM [Find...](#)

answered question 6
skipped question 0

10. In general, how satisfied are you with the Grantee's overall Administration of the Ryan White Part A funds? [Create Chart](#) [Download](#)

	Response Percent	Response Count
Very Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Satisfied	0.0%	0
Very Satisfied	100.0%	6
Hide replies Comments		1

1. They were phenomenal and a true pleasure to work with. One of the most knowledgeable group I have ever had pleasure to work with. Wed, Aug 4, 2010 10:16 AM [Find...](#)

answered question 6
skipped question 0

11. What do you think is the single most important system-wide change that would improve the contracting process for Part A funds?

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Response
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5

- | | | |
|--|---------------------------|-------------------------|
| 1. Ensuring that all providers are following use of systems that are currently in place. | Wed, Aug 4, 2010 2:18 PM | Find... |
| 2. The process for contracting in a governmental agency is sometimes slow and difficult however working with Grantee staff makes the process less cumbersome. | Wed, Aug 4, 2010 10:37 AM | Find... |
| 3. Constant communication via email. | Wed, Aug 4, 2010 10:16 AM | Find... |
| 4. I have no change to recommend at this time. | Wed, Aug 4, 2010 10:09 AM | Find... |
| 5. I really feel the only problem we experience is that if the Federal Government runs late with the approval then that puts everyone else late. I would like to see our fiscal year start maybe 3 months after the fed government is approving the new budget. That would avoid having to turn clients away because the final paperwork has not been received | Wed, Aug 4, 2010 9:55 AM | Find... |

answered question 5

skipped question 1

12. Please provide us with any other comments or suggestions you may have on the contracting process?

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Response
Count

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2

- | | | |
|---|---------------------------|-------------------------|
| 1. Grantee staff have been very helpful. | Wed, Aug 4, 2010 10:37 AM | Find... |
| 2. No comments or suggestions at this time. | Wed, Aug 4, 2010 10:09 AM | Find... |

answered question 2

skipped question 4