









1. What was the interval between being informed of the RFP for Ryan White Part A funded services and the due date of your agency's response for bid information for Grant year 2013?

		Response Percent	Response Count
Less than 30 Days		0.0%	0
30-60 Days		50.0%	4
60-90 Days		12.5%	1
More than 90 Days		0.0%	0
N/A		37.5%	3
	Other (please specify)		0
answered question			8
skipped question			0






2. What was the interval between submitting your application for funding and the notice of funding award to provide Ryan White part A funded services for Grant year 2013?

		Response Percent	Response Count
Less than 30 Days		0.0%	0
30-60 Days		62.5%	5
60-90 Days		0.0%	0
More than 90 Days		0.0%	0
N/A		37.5%	3
Other (please specify)			0
answered question			8
skipped question			0



3. What was the interval between the funding award and signing of the agreement to provide Ryan White Part A services for Grant year 2013?

		Response Percent	Response Count
Less than 30 Days		0.0%	0
30-60 Days		37.5%	3
60-90 Days		0.0%	0
More than 90 Days		25.0%	2
N/A		37.5%	3
Other (please specify)			0
answered question			8
skipped question			0





4. (FOR RENEWALS) What was the interval between the expiration of the service contract and the execution of the renewal contract for Ryan White funded services for Grant year 2013?

		Response Percent	Response Count
Less than 30 Days		12.5%	1
30-60 Days		50.0%	4
60-90 Days		12.5%	1
More than 90 Days		12.5%	1
N/A		12.5%	1
Other (please specify)			0
answered question			8
skipped question			0




5. What was the interval between receiving unsigned contracts and your return of signed contracts to the Administrative Agent to provide Ryan White Part A services for Grant year 2013?

		Response Percent	Response Count
Less than 30 Days		62.5%	5
30-60 Days		37.5%	3
60-90 Days		0.0%	0
More than 90 Days		0.0%	0
N/A		0.0%	0
Other (please specify)			0
answered question			8
skipped question			0

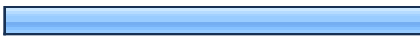

6. Please describe the relationship between your agency and the Administrative Agent concerning the administration of Ryan White Part A funded services for Grant year 2013.

		Response Percent	Response Count
Very Dissatisfied		12.5%	1
Dissatisfied		37.5%	3
Neither Satisfied nor Dissatisfied		25.0%	2
Satisfied		25.0%	2
Very Satisfied		0.0%	0
	Other (please specify)		0
answered question			8
skipped question			0




7. Were you satisfied with the time between the release of an RFP and the due date of the response to provide Ryan White Part A services for Grant Year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		12.5%	1
Neither Satisfied nor Dissatisfied		50.0%	4
Satisfied		37.5%	3
Very Satisfied		0.0%	0
	Other (please specify)		2
answered question			8
skipped question			0

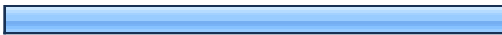

8. Were you satisfied with the clarity of RFPs for Ryan White part A services for Grant Year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		0.0%	0
Neither Satisfied nor Dissatisfied		62.5%	5
Satisfied		37.5%	3
Very Satisfied		0.0%	0
	Other (please specify)		2
		answered question	8
		skipped question	0




9. Were you satisfied with the interval between the RFP due date and notice of funding award for Ryan White Part A services for Grant year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		25.0%	2
Neither Satisfied nor Dissatisfied		50.0%	4
Satisfied		25.0%	2
Very Satisfied		0.0%	0
	Other (please specify)		2
		answered question	8
		skipped question	0




10. (FOR NEW SERVICES OR SERVICE PROVIDERS) Were you satisfied with the fairness of the RFP process for Ryan White Part A services for Grant year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		0.0%	0
Neither Satisfied nor Dissatisfied		75.0%	6
Satisfied		25.0%	2
Very Satisfied		0.0%	0
	Other (please specify)		1
answered question			8
skipped question			0




11. (FOR RENEWALS) Were you satisfied with the process of requesting information to complete negotiation of a contract being renewed for Ryan White part A services for Grant year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		25.0%	2
Neither Satisfied nor Dissatisfied		50.0%	4
Satisfied		25.0%	2
Very Satisfied		0.0%	0
	Other (please specify)		1
answered question			8
skipped question			0

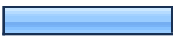

12. Were you satisfied with the negotiations for renewal of contracts for Ryan White Part A services for Grant Year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		25.0%	2
Neither Satisfied nor Dissatisfied		50.0%	4
Satisfied		25.0%	2
Very Satisfied		0.0%	0
	Other (please specify)		2
		answered question	8
		skipped question	0




13. Were your payments received in a manner consistent with the payment schedule included in your contract for Ryan White Part A services for Grant year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		12.5%	1
Neither Satisfied nor Dissatisfied		25.0%	2
Satisfied		62.5%	5
Very Satisfied		0.0%	0
	Other (please specify)		1
		answered question	8
		skipped question	0




14. Were you satisfied with the payment process for Ryan White Part A services for Grant Year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		0.0%	0
Neither Satisfied nor Dissatisfied		25.0%	2
Satisfied		75.0%	6
Very Satisfied		0.0%	0
	Other (please specify)		1
		answered question	8
		skipped question	0





15. In general, how satisfied are you with the overall quality of information and/or technical assistance you received from the Administrative Agent?

		Response Percent	Response Count
Very Dissatisfied		37.5%	3
Dissatisfied		37.5%	3
Neither Satisfied nor Dissatisfied		25.0%	2
Satisfied		0.0%	0
Very Satisfied		0.0%	0
	Other (please specify)		1
		answered question	8
		skipped question	0





16. Overall, how satisfied are you with the contracting process for Ryan White Part A services for Grant year 2013?

		Response Percent	Response Count
Very Dissatisfied		0.0%	0
Dissatisfied		50.0%	4
Neither Satisfied nor Dissatisfied		25.0%	2
Satisfied		25.0%	2
Very Satisfied		0.0%	0
	Other (please specify)		1
		answered question	8
		skipped question	0



17. In general, how satisfied are you with the Administrative Agent's overall administration of the Ryan White Part A funds for Grant Year 2013?

		Response Percent	Response Count
Very Dissatisfied		37.5%	3
Dissatisfied		25.0%	2
Neither Satisfied nor Dissatisfied		12.5%	1
Satisfied		25.0%	2
Very Satisfied		0.0%	0
	Other (please specify)		0
		answered question	8
		skipped question	0



18. How satisfied was your agency with the Administrative Agent's assistance to resolve this problem during Grant Year 2013?

		Response Percent	Response Count
Very Dissatisfied		25.0%	2
Dissatisfied		50.0%	4
Neither Satisfied nor Dissatisfied		12.5%	1
Satisfied		12.5%	1
Very Satisfied		0.0%	0
	Other (please specify)		1
		answered question	8
		skipped question	0



19. Do you have any suggested methods of improvement for the Administrative Agent's payment process going forward?

		Response Percent	Response Count
Yes		37.5%	3
No		62.5%	5
		Comments	4
		answered question	8
		skipped question	0



20. Did you require technical assistance from the Administrative Agent during Grant Year 2013?

		Response Percent	Response Count
Yes		87.5%	7
No		12.5%	1
	Comment		3
answered question			8
skipped question			0



21. If you required technical assistance during Grant year 2013, did the Administrative Agent provide information or technical assistance to help you with the process?

		Response Percent	Response Count
Yes		37.5%	3
No		62.5%	5
	Comments		4
answered question			8
skipped question			0

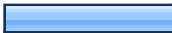

22. Did your agency experience any overspending or underspending during Grant year 2013 for Ryan White Part A services?

		Response Percent	Response Count
Yes		50.0%	4
No		50.0%	4
	Comments		1
answered question			8
skipped question			0

23. If there were instances of overspending or underspending during Grant year 2013, did this significantly impact your agencies' ability to deliver Ryan White Part A services?

		Response Percent	Response Count
Yes		42.9%	3
No		57.1%	4
	Comments		3
answered question			7
skipped question			1

24. During Grant Year 2013, did any problems occur in the administration and delivery of Ryan White Part A services?

		Response Percent	Response Count
Yes		25.0%	2
No		75.0%	6
	Comments		4
	answered question		8
	skipped question		0

25. During Grant Year 2013, how often did the Administrative Agent carry out site visits to monitor or evaluate your Ryan White Part A services?

	Response Count
	8
answered question	8
skipped question	0

26. What do you think is the single most important system-wide change that would improve the contracting process to provide Ryan White Part A services?

	Response Count
	8
answered question	8
skipped question	0

27. Please provide us with any other comments or suggestions you may have on the contracting process to provide Ryan White Part A services?

**Response
Count**

3

answered question

3

skipped question

5

Q7. Were you satisfied with the time between the release of an RFP and the due date of the response to provide Ryan White Part A services for Grant Year 2013?

1	N/A	Oct 1, 2013 9:02 AM
2	n/a	Sep 30, 2013 4:42 PM

Q8. Were you satisfied with the clarity of RFPs for Ryan White part A services for Grant Year 2013?

1	N/A	Oct 1, 2013 9:02 AM
2	n/a	Sep 30, 2013 4:42 PM

Q9. Were you satisfied with the interval between the RFP due date and notice of funding award for Ryan White Part A services for Grant year 2013?

1	N/A	Oct 1, 2013 9:02 AM
2	n/a	Sep 30, 2013 4:42 PM

Q10. (FOR NEW SERVICES OR SERVICE PROVIDERS) Were you satisfied with the fairness of the RFP process for Ryan White Part A services for Grant year 2013?

1	N/A	Oct 1, 2013 9:02 AM
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Q11. (FOR RENEWALS) Were you satisfied with the process of requesting information to complete negotiation of a contract being renewed for Ryan White part A services for Grant year 2013?

1	Grants were competed for 2012-2013 period. No renewals.	Sep 30, 2013 10:11 AM
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Q12. Were you satisfied with the negotiations for renewal of contracts for Ryan White Part A services for Grant Year 2013?

1	The amount of time it took to receive a contract was a major issue	Sep 30, 2013 6:51 PM
2	Grants were competed for 2012-2013 period. No renewals.	Sep 30, 2013 10:11 AM

Q13. Were your payments received in a manner consistent with the payment schedule included in your contract for Ryan White Part A services for Grant year 2013?

1 partial award has made billing and payments difficult Oct 1, 2013 9:02 AM

Q14. Were you satisfied with the payment process for Ryan White Part A services for Grant Year 2013?

1 Implementation of new electronic billing process has helped. Sep 30, 2013 10:11 AM

Q15. In general, how satisfied are you with the overall quality of information and/or technical assistance you received from the Administrative Agent?

1 AA leadership and advocacy on behalf of funded agencies is severely lacking. Contract managers provide as much useful assistance with the limited information and meager tools they are given. Sep 30, 2013 6:51 PM

Q16. Overall, how satisfied are you with the contracting process for Ryan White Part A services for Grant year 2013?

1 partial award has made grant management difficult Oct 1, 2013 9:02 AM

Q18. How satisfied was your agency with the Administrative Agent's assistance to resolve this problem during Grant Year 2013?

1 what/which problem? Sep 30, 2013 4:42 PM

Q19. Do you have any suggested methods of improvement for the Administrative Agent's payment process going forward?

1	help with implementation of policies and stop simply pushing requirements onto providers without any guidance or development of TGA wide systems to help with compliance	Oct 1, 2013 9:02 AM
2	Make sure the budgets are loaded	Oct 1, 2013 8:06 AM
3	The payment process itself is fine.	Sep 30, 2013 6:17 PM
4	Electronic process is better; however, there seems to still be issues with billings being approved for payment and sent to purchasing. We are meeting our required billing deadlines by the 15th of each month but there are times when AA does not meet its deadlines to approve billings for payments.	Sep 30, 2013 10:11 AM

Q20. Did you require technical assistance from the Administrative Agent during Grant Year 2013?

1	ACA	Oct 1, 2013 8:06 AM
2	There is a very long list of things we struggled with and requested TA with. They brought in a HRSA consultant who contradicted a lot of what we had been told and then the AA told us she had been incorrect about some things, so who are we to believe? Nothing and no one seems to have any answers, just opinions.	Sep 30, 2013 6:17 PM
3	TA is driven by providers requested and is not a proactive activity of AA it appears. The only TA that occurred was in advance of the HRSA site visit and there was a rush to get it done. It seemed to be more of a need to check off that it was done in order for AA to show compliance with HRSA requirements. The positive outcome was that most of the TA was helpful and had been requested by multiple providers for a while. It would be great if this was done proactively in concert with needs of providers.	Sep 30, 2013 10:11 AM

Q21. If you required technical assistance during Grant year 2013, did the Administrative Agent provide information or technical assistance to help you with the process?

1	simply passed along requirements without good guidance or help	Oct 1, 2013 9:02 AM
2	Sometimes, and almost. Mostly with regards to understanding HRSA Monitoring Standards, we were told that the AA was waiting to hear back from HRSA project officers before any guidance could be given. That waiting period dragged on for several months in some cases. Technical assistance was requested and given regarding development of the agency QM plan and CLAS standards.	Sep 30, 2013 6:51 PM
3	We met a lot and were told we MUST do things, but given no practical assistance on how operationalize things required by the AA. The AA does not seem to grasp that TA is the nuts and bolts of how to do something, not just THAT we must do something, Reading regulations to us (that we already know about) over and over is not TA.	Sep 30, 2013 6:17 PM
4	Technical Assistance is not a proactive activity of the AA. Quarterly meetings have helped with identifying collective TA needs and the AA has responded to provide TA. Positive.	Sep 30, 2013 10:11 AM

Q22. Did your agency experience any overspending or underspending during Grant year 2013 for Ryan White Part A services?

1	Due to having to bill insurance for services fewer people are eligible for reimbursement under RW.	Sep 30, 2013 6:17 PM
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Q23. If there were instances of overspending or underspending during Grant year 2013, did this significantly impact your agencies' ability to deliver Ryan White Part A services?

1	partial award makes grant management very cumbersome	Oct 1, 2013 9:02 AM
2	Insurance does not pay for the cost of the service. It's a serious loss for us and greatly impacts services.	Sep 30, 2013 6:17 PM
3	n/a	Sep 30, 2013 4:42 PM

Q24. During Grant Year 2013, did any problems occur in the administration and delivery of Ryan White Part A services?

1	Lack of leadership on the part of the AA regarding fee for service and client caps.	Sep 30, 2013 6:51 PM
2	Not on our end. Just issues with not being able to bill people due to insurance.	Sep 30, 2013 6:17 PM
3	When we received award it was past 30 days after grant start date.	Sep 30, 2013 4:42 PM
4	Not exactly sure what is meant by this question.	Sep 30, 2013 10:11 AM

Q25. During Grant Year 2013, how often did the Administrative Agent carry out site visits to monitor or evaluate your Ryan White Part A services?

1	CCU visit; desktop reviews; quick admin review	Oct 1, 2013 9:02 AM
2	No - Sep 12	Oct 1, 2013 8:06 AM
3	0	Sep 30, 2013 6:51 PM
4	Once	Sep 30, 2013 6:17 PM
5	one	Sep 30, 2013 4:42 PM
6	Once	Sep 30, 2013 12:00 PM
7	We did not have a site or monitoring visit during that grant year.	Sep 30, 2013 10:11 AM
8	One site visit and three to four visits for technical assistance.	Sep 26, 2013 9:57 AM

Q26. What do you think is the single most important system-wide change that would improve the contracting process to provide Ryan White Part A services?

1	earlier processing	Oct 1, 2013 9:02 AM
2	QA the spreadsheets	Oct 1, 2013 8:06 AM
3	New AA leadership	Sep 30, 2013 6:51 PM
4	A better, more realistic and cooperative relationship with the AA. This has been brought up every year since I have been in the RW business (about 20 years) and it never changes. The AA needs to understand how services are delivered so they can understand our challenges, it is clear they are very disconnected with how services are delivered and how clients use them and what negatively affects clients. The AA needs to be our advocate to HRSA and step up for us even just to make a phone call and ask a question or see how other AAs are handling important issues. We wasted a lot of time last year grinding over the same issues month after month with no progress at all, with the resolution to a few important issues finally coming this month. The HRSA-approved solution was to handle the issues exactly as we had been asking the AA to allow us to do so for more than a year.	Sep 30, 2013 6:17 PM
5	lack of leadership at the senior level.	Sep 30, 2013 4:42 PM
6	Acceptance of electronic signature	Sep 30, 2013 12:00 PM
7	We need advance timelines from the AA to prepare for contracting processes and adherence to the timelines. Additionally, we need to be sent current templates for all documents required by AA for contracts in advance in order to properly responds and support the AA executing contracts. There is not a clearly defined process of working with the AA to complete this process.	Sep 30, 2013 10:11 AM
8	That the AA would LISTEN to the community partners instead of DICTATING to them. Solutions to problems are best achieved when both parties are willing to work together to achieve the same goal. We are on the same side of the issue, but the relationship is extremely adversarial at this point.	Sep 26, 2013 9:57 AM

Q27. Please provide us with any other comments or suggestions you may have on the contracting process to provide Ryan White Part A services?

- | | | |
|---|---|-----------------------|
| 1 | The contracts need to be in place before the grant year starts. It is an extreme hardship on all of us to not be able to bill for months because the contract is not in place, yet we still must deliver services and pay staff. The administrative burden on RW is very, very high and is often not worth what we receive in a month to bill services. About 50% of my time is often spent on RW Part A, and it;s such a small part of our budget. | Sep 30, 2013 6:17 PM |
| 2 | David Garza is very good and easy to work with. | Sep 30, 2013 4:42 PM |
| 3 | As requested in previous years, there needs to be an orientation every year to the contract and expectations of the AA and to work with providers to establish achievable deadlines to best serve the community. Quarterly meetings that have been established are helpful - need to work together in between meetings to make sure answers and clarifications are addressed in order to properly serve the community. | Sep 30, 2013 10:11 AM |