



VIRTUAL
**2020 NATIONAL
RYAN WHITE
CONFERENCE ON**
HIV CARE & TREATMENT

Subrecipient and Service Provider Monitoring Practices in Texas

Presenting:

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Introduction



- Who is Texas DSHS and what do we do?
- HIV Care Services
- Fiscal Monitoring Unit
- Ryan White Part B Structure
- 7 Administrative Agencies (AAs) and 58 Subrecipients

Background



- Background of Ryan White monitoring at Texas DSHS prior to 2019
 - Program and Fiscal Separate
 - Standard monitoring tool and processes
- How the Ryan White Part B fiscal team began:
 - Awareness of the need for a RW-specific monitoring team
 - Updated and increased federal monitoring requirements
 - Increased use of data analytics

Risk Assessment Matrix



- Almost 200 grantees that need to be given a risk factor
- Variety of factors included in assessing risk
 - Factors carefully weighted and reviewed to ensure accurate results

FY2021-FMU Risk Assessment

Grantee	Grantee ID (TIN)	Single Audit Results (total risk score)	Historical Fiscal Compliance	Latest Fiscal Review	DSHS Dollars	Total Fiscal Risk Score	SCOR Conversion Risk High/Med/Low
...	*****	3.20	5.00	3.00	2.00	3.76	24
...	*****	3.20	1.00	2.00	1.00	2.46	16
...	*****	1.00	5.00	1.00	4.00	2.30	15
...	*****	3.20	3.00	5.00	2.00	3.06	20
...	*****	1.00	4.00	4.00	2.00	2.90	19
...	*****	3.20	1.00	4.00	2.00	2.96	19
...	*****	2.20	4.00	3.00	2.00	3.21	21
...	*****	1.20	5.00	1.00	2.00	2.31	15
...	*****	3.20	1.00	4.00	4.00	3.16	20
...	*****	3.20	1.00	4.00	2.00	2.21	14
...	*****	1.50	1.00	4.00	2.00	2.45	16

Incorporating Data Analytics



- Multiple levels of monitoring, lots of moving pieces
- Tools are versatile enough to be used for an array of objectives
- More accurate and reliable for risk management than human judgement alone, able to compute more factors into the assessment of risk
- Overall improvement of efficiency and accuracy of reporting

Building a Team



- Getting both parties on board
- Convincing leadership
- Obtaining approval for two new FTEs
- Forming a three-person team

Expectations of the new team



- Expectations placed on a brand-new team such as completing all of the 7 AAs fiscal reviews between February and September, for the first year.
- Establish rapport with HIV care services, developing monitoring tools and processes that followed the HRSA monitoring requirements and not just state requirements

The Big Idea

- HIV care service staff and HIV branch fiscal monitoring staff joint monitoring reviews of the Administrative Agencies and some subrecipients, if possible.
- Joint meetings every 1-3 months
- Develop complimentary monitoring tools



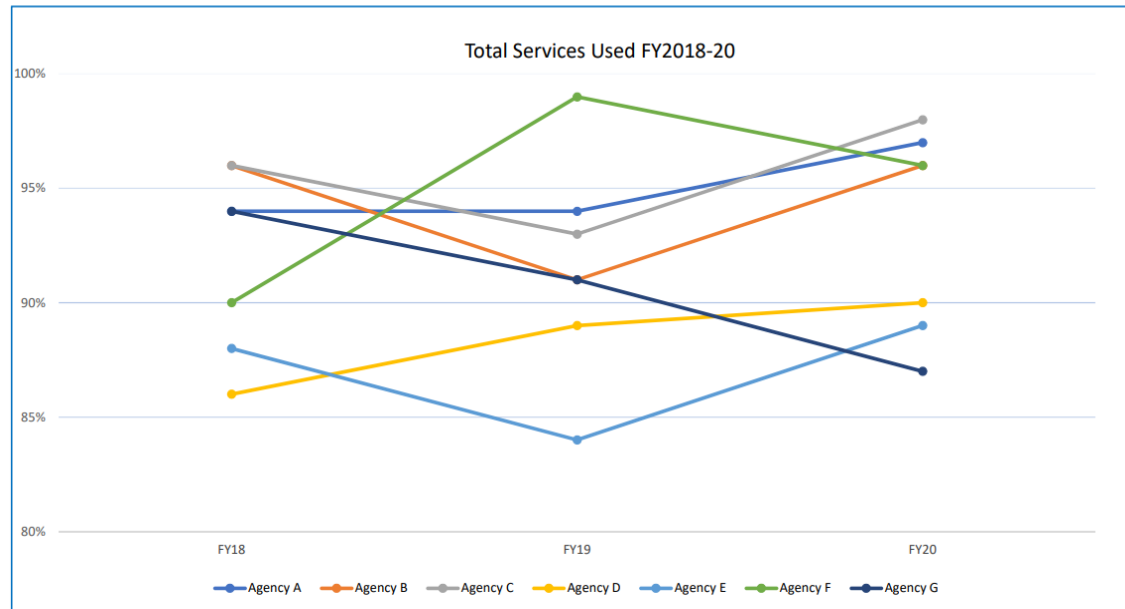
- Expenditure monitoring
 - Shows data by funding stream, activity, and service category
 - Shows a snapshot of statewide progress
- PI tracking tool
 - Shows data at the AA and service provider-level
 - Shows statewide aggregated level information

Ryan White Expenditure Snapshot



- Monitoring tool tracks multiple agencies across a several year span

Total Percentage of Services Used							
	Agency A	Agency B	Agency C	Agency D	Agency E	Agency F	Agency G
FY18	94%	96%	96%	86%	88%	90%	94%
FY19	94%	91%	93%	89%	84%	99%	91%
FY20	97%	96%	98%	90%	89%	96%	87%



2017-2018 AA's Ryan White Annual Snapshot					
2018 Grantee	Total of Services Used	% of Services Used	Total Administrative Used (H25+079)	% of Admin Used (H25+079)	Program Income
Agency A	3,483,575.79	94%	554,222.50	91%	60,217.04
Agency B	5,328,917.44	96%	495,174.88	87%	162,809.72
Agency C	2,371,492.29	96%	142,019.04	93%	375,188.03
Agency D					
Agency E					
Agency F					
Agency G					

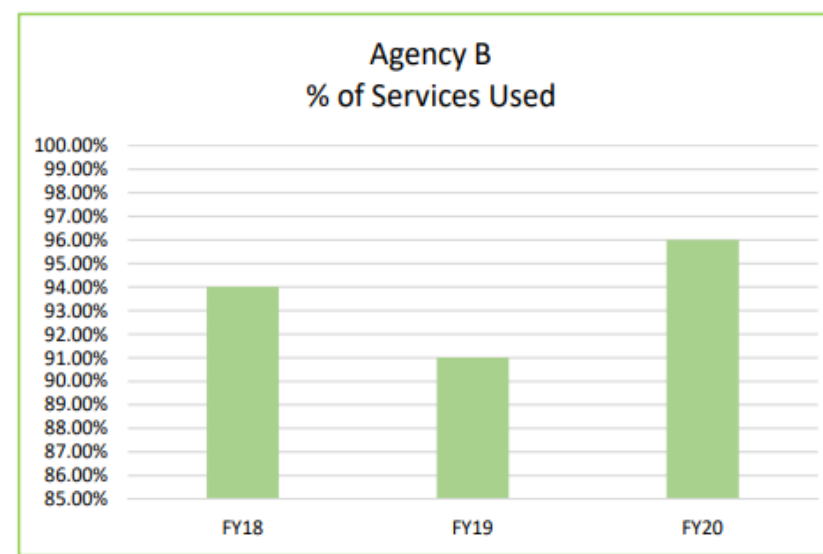
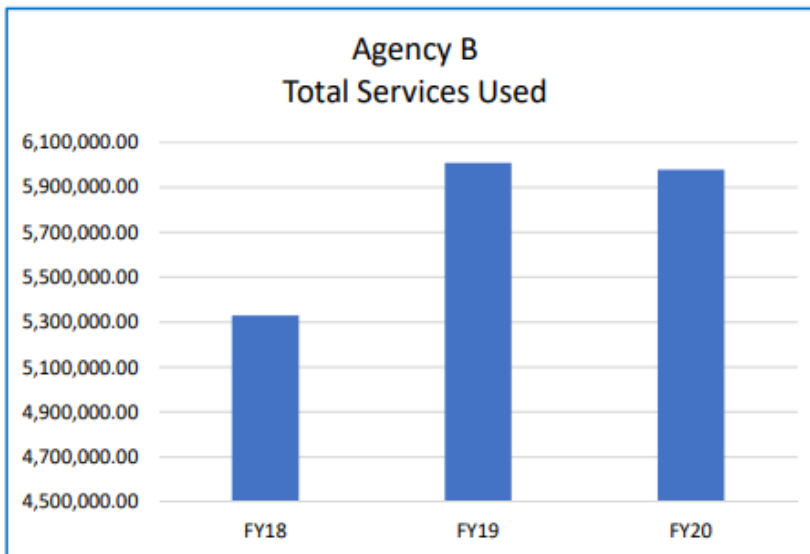
2018-2019 AA's Ryan White Annual Snapshot					
2018 Grantee	Total of Services Used	% of Services Used	Total Administrative Used (H25+079)	% of Admin Used (H25+079)	Program Income
Agency A	3,488,859.94	94%	615,695.94	91%	122,437.25
Agency B	6,008,639.59	91%	405,162.21	98%	143,591.00
Agency C	1,401,503.50	93%	92,356.49	100%	339,832.18
Agency D					
Agency E					
Agency F					
Agency G					

2019-2020 AA's Ryan White Annual Snapshot					
2018 Grantee	Total of Services Used	% of Services Used	Total Administrative Used (H25+079)	% of Admin Used (H25+079)	Program Income
Agency A	3,430,070.26	97%	622,746.62	92%	165,751.27
Agency B	5,978,203.44	96%	394,204.70	94%	189,156.93
Agency C	3,219,302.94	98%	96,239.28	99%	210,472.82
Agency D	4,381,039.30	90%	703,589.21	95%	216,830.07
Agency E	2,015,839.73	89%	296,817.18	91%	83,917.42
Agency F	2,183,295.29	96%	291,026.33	88%	74,917.02
Agency G	1,192,384.00	87%	178,392.00	92%	12,942.16

Ryan White Expenditure Snapshot, cont.

- Zooming in on one agency to get a closer look at their data across the same 3-year span

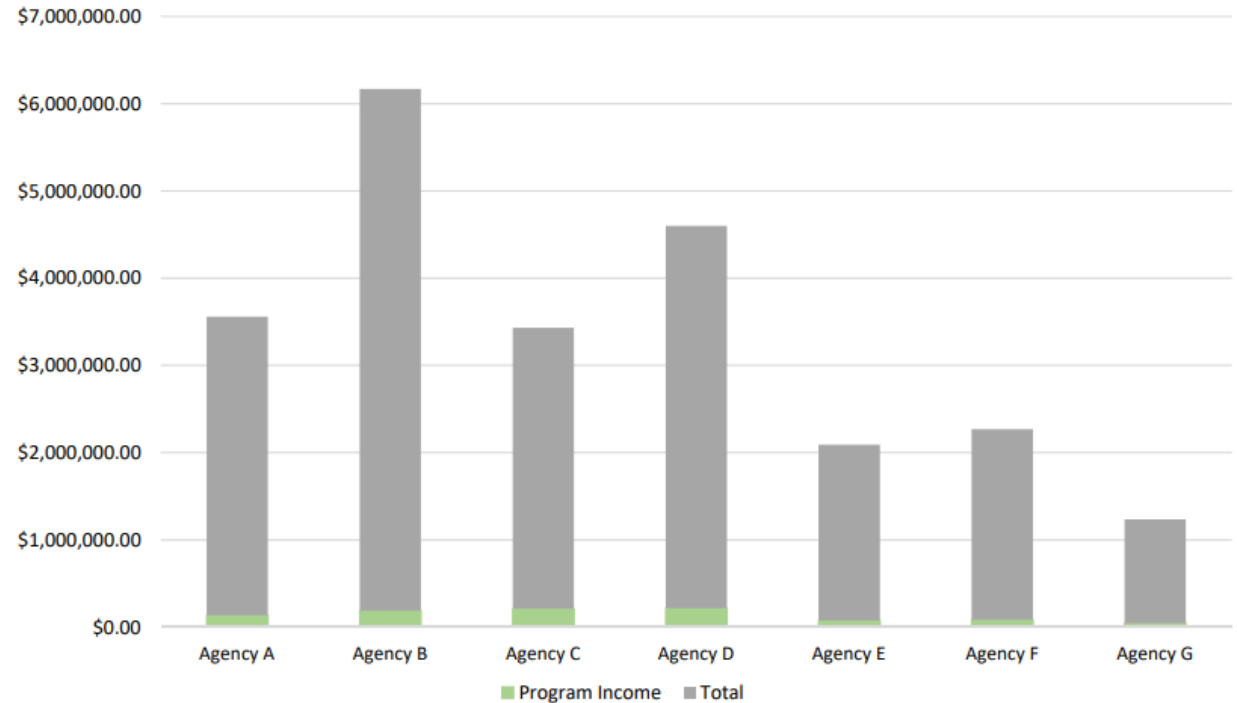
Agency B	FY18	FY19	FY20
Total of Services Used	5,328,917.44	6,008,639.59	5,978,203.44
% of Services Used	94.00%	91.00%	96.00%
Total Administrative Used (H25+079)	495,174.88	405,162.21	394,204.70
% of Admin Used (H25+079)	87%	98%	94%
Program Income	60,217.04	122,437.25	165,751.27



Program Income Tracking

- This tool pivots to focus directly on the amount of program income for each agency under a single fiscal year
- Easily compare the amount of services to the amount of program income

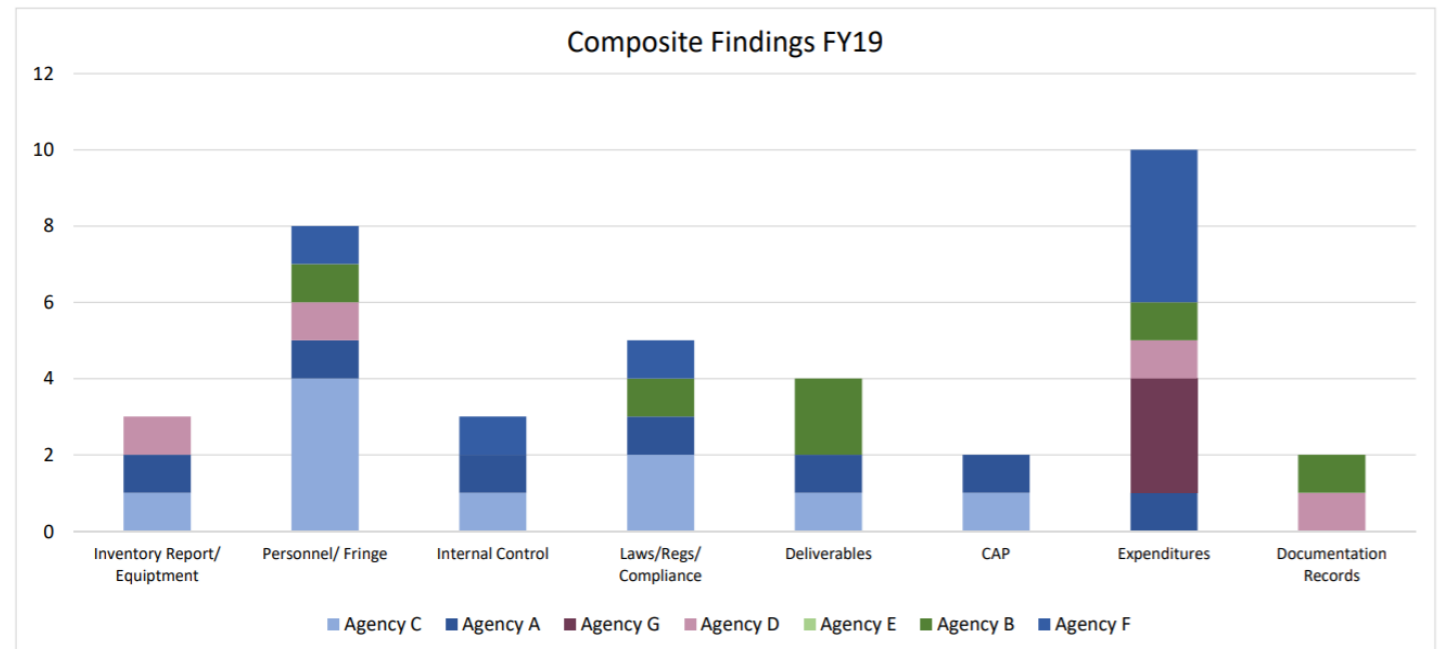
	Total	Program Income
Agency A	\$3,422,824.32	\$134,824.22
Agency B	\$5,978,203.44	\$189,156.93
Agency C	\$3,219,302.94	\$210,472.82
Agency D	\$4,381,039.30	\$216,830.07
Agency E	\$2,015,839.73	\$74,917.02
Agency F	\$2,183,295.29	\$83,917.42
Agency G	\$1,234,567.89	\$942.16



Year 1 Lessons Learned

- Accumulating data for several factors
 - How many findings
 - The questioned cost
 - Why type of findings
 - The disallowed cost
- Identify common areas across all agencies for findings
- Identify agencies with highest/lowest number of findings

Grantee	Findings	Questioned Cost	Disallowed Cost	Inventory Report/ Equipment	Personnel/ Fringe	Internal Control	Laws/Regs/ Compliance	Deliverables	CAP
Agency C	10	\$9,808.40	\$0.00	1	4	1	2	1	1
Agency A	7	\$58,182.32	\$1,421.64	1	1	1	1	1	1
Agency G	3	\$6,610.40	\$6,610.40						



Preliminary Collaboration



- Different priorities and different processes
- Similar document requests of the AAs
- Coordinate a year's worth of schedule's for joint reviews
- Discussed travel plans (renting of car, hotel room coordination) with several more staff than either were used to
- Compared monitoring tools to ensure we weren't double monitoring the same categories
- Compared entrance and exit onsite conferences to discuss how to merge these meetings
- Each of our expectations of what a joint review meant

First Monitoring Trip Together



- Our first joint monitoring review was in February 2020, to the Administrative Agency Brazos Valley Council of Governments
- Logistics
- Building rapport

PANDEMIC!

100% Telework for DSHS



New World of Monitoring



- Travel by DSHS staff was cancelled on March 11, 2020.
 - This was one week before our second scheduled joint review
 - We had to look at our processes and determine what we could salvage and what components would need to be cancelled or postponed
- Joint meetings were cancelled in March to allow for planning and stabilization as we transitioned to full-time telework
- Developing processes for remote reviews
- IT adjustments and new tools
- Effect on AAs and subrecipients

Where we are now



- Opportunities:
 - Joint agendas for entrances and exits allows for program and fiscal teams to be available for questions during reviews
 - Conducting RW-focused reviews by a team with increased RWHAP knowledge
 - Created RW-specific monitoring documents and tools for RW AAs and subrecipients
 - Ability to perform entirely remote reviews
- Obstacles:
 - Teasing apart Texas state contract monitoring processes to make room to add RW requirements
 - Incorporate two groups with different priorities

Looking toward the future



- Develop and provide training for identified common deficiencies
- HIV fiscal branch is now monitoring on HIV Prevention and STD grants
- Developing increased synergy between program and fiscal staff
- Streamline processes to expand and better align compliance reviews

Special Thanks goes out to our highly talented interns:

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Questions?

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