



# **SITE VISITS 101: Yikes! We have a site visit?!? What do I do?**

**2023 Administrative Reverse Site Visit (ARSV)  
November 15<sup>th</sup>, 2023**

- Ashley Bennett, Branch Chief, Northeastern/Central Services Branch, Division of State HIV/AIDS Programs (DSHAP)**
- Amistad St. Arromand, Project Officer, Southern Services Branch, DSHAP**
- Wendy Briscoe, Project Officer, Southern Services Branch, DSHAP**
- Kenya Young, Project Officer, Northeastern/Central Services Branch, DSHAP**
- HIV/AIDS Bureau (HAB)**

**Vision: Healthy Communities, Healthy People**



# Session Agenda

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- Welcome and Introductions
- HAB DSHAP Vision & Mission
- Learning Objectives
- Knowledge Check
- RWHAP Part B
- Purpose of Monitoring & Conducting RWHAP Site Visits
- Site Visit Planning
- Pre-Site Visit
- On-Site
- Post-Site Visit
- Interactive Discussion
- Q&A



# Introductions

- **Site Visit Workgroup:**
  - Ashley Bennett (Sponsor)
  - Amistad St. Arromand
  - Wendy Briscoe
  - Kenya Young



# HAB DSHAP Vision and Mission

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- **Vision:** Optimal HIV/AIDS prevention, care, and treatment for all.
- **Mission:** To provide leadership and support to states/territories for developing and ensuring access to quality HIV prevention, health care, and support services.



# Knowledge Check

What would you say is your level of understanding about RWHAP Part B site visits?

I feel very confident in my understanding of RWHAP Part B site visits!

I have some understanding but need more training.

I do not have any understanding of RWHAP Part B site visits.

# Site Visit Overview: Learning Objectives



## Participants will:

- Gain an understanding of the DSHAP expectations for conducting site visits.
- Understand the purpose of conducting site visits.
- Identify the types of site visits provided by DSHAP.
- Become aware of the different stages and key actions in each phase of a site visit.
- Learn how to successfully prepare and plan for a site visit.

# Ryan White HIV/AIDS Program (RWHAP) Part B

- Provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people living with HIV.
- Funds grants to states and territories to improve HIV health care and support services.
  - States/territories determine the specific services funded based on their jurisdiction's needs assessment and available funding.
- Payor of last resort statutory provision: RWHAP funds may not be used for services if another payer is available.



# Relevant Authorities

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- The RWHAP Part B is authorized by title XXVI of the Public Health Service Act as amended by the Ryan White HIV/AIDS Treatment Extension Act of 2009.
- This award is subject to the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for HHS Awards in 45 CFR 75.





# Relevant Authorities continued

- 2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles and Audit Requirement for Federal Awards specifies recipient role in monitoring and reporting program performance.
- 2 CFR Part 200.328 – Monitoring and reporting program performance
  - The non-federal entity is responsible for oversight of the operations of the Federal award supported activities.
  - The non-federal entity must monitor its activities under federal awards to assure compliance with applicable federal requirements and performance expectations are being achieved.
  - Monitoring by the non-federal entity must cover each program, function or activity.
- 2 CFR Part 200.331 – Requirements for pass-through entities (for subrecipient monitoring)
  - Subrecipient must permit the recipient to have access to records and financial statements.
  - Recipients must evaluate risk of noncompliance with federal statutes, regulations, and terms and conditions of the award.

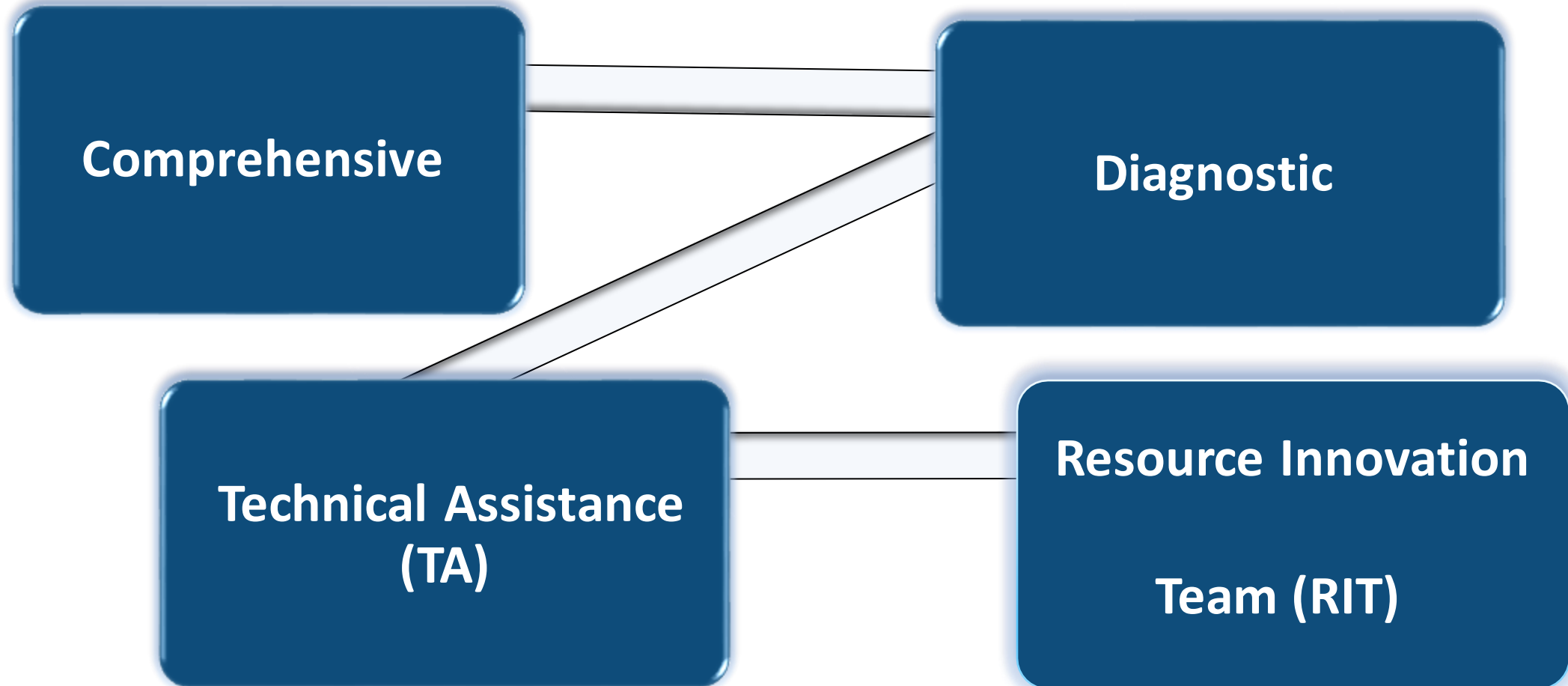


# Monitoring of RWHAP Part B Recipients by DSHAP

- DSHAP provides federal monitoring and oversight of the RWHAP Part B, including ADAP.
- The scope of federal monitoring and oversight includes all administrative, fiscal, and program activities under RWHAP Part B, including ADAP.
- Site visits are a key component of DSHAP oversight of RWHAP Part B and ADAP recipients.



# RWHAP Part B Site Visit Types



# Comprehensive Site Visits (CSVs) - Purpose

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The purpose of a CSV is to:

- Assess compliance with all legislative, regulatory, and programmatic requirements of Ryan White HIV/AIDS Program (RWHAP) Part B;
- Review and ensure that the recipient makes progress in planning and implementing proposed programs/projects;
- Provide recommendations for areas of improvement; and
- Identify best practices.



# CSVs

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- CSVs are an assessment of more than statutory and program requirements. There are also regulations.
- CSVs are conducted once every three to five years.

# CSVs Continued

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- This assessment may result in the identification of legislative and/or programmatic findings, performance improvement options, and programmatic strengths.
- The site visit team may also provide on-site TA and/or identify TA needs to assist recipients in meeting legislative and regulatory requirements and program expectations.



# Diagnostic Site Visits - Purpose

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- The purpose of a diagnostic site visit is to address a specific “for cause” concern or issue identified through project officer (PO) monitoring, recipient self-assessment, and/or audit findings.
- Diagnostic site visits are conducted on an as needed basis.



# Diagnostic Site Visits

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- Review previously identified programmatic, fiscal, or administrative deficiencies and/or;
- Address persistent recipient non-compliance with conditions of award, program terms, and/or reporting requirements.





# TA Site Visits - Purpose

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- The purpose of a TA visit is to provide tailored or in-depth training, capacity-building assistance, instruction, or staff orientation around an identified area of need.
- TA may address any legislative or programmatic area (i.e., ADAP, fiscal, administration, and clinical quality management).



# TA Site Visits

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- Requests for TA may be submitted by the recipient to the PO at any time, and are approved by DSHAP senior leadership according to priorities established for TA on an annual basis.
- The PO may also request a TA site visit on the recipient's behalf as a result of areas identified as needing improvement.

# RIT Site Visits - Purpose

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- The purpose of the RIT visit is to support jurisdictions who have been successful in generating additional resources for HIV care and treatment, exploring innovative strategies to maximize utilization of resources while addressing service gaps and unmet needs.
- Conducted as needed (determined by the PO).
- RIT visits may be requested by the recipient.



# Goals of RIT Site Visits

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- Learn more about the unique challenges faced by jurisdictions with increasing resources and obstacles faced with utilizing all available resources.
- Reduce the total amount of unobligated balances (UOB) across the RWHAP Part B/ADAP.
- Improve HIV outcomes across the care continuum.



# DSHAP Site Visit Process

## Pre-Site Visit

- **Planning:** Confirm site visit dates | Notify selected subrecipient of the site visit | Participate in the joint recipient and consultant call | Provide PO and consultants with pre-site visit documents | Coordinate the closed consumer meeting | Ask questions

## On-site Visit

- **Comprehensive visit, Diagnostic visit, TA visit, and RIT visit:** Entrance meeting conference | Review of documents | Staff interviews | Subrecipient visit (Comprehensive) | Closed consumer meeting (Comprehensive) | Exit Conference

## Post-Site Visit

- **PO follow-up:** PO completes the compilation of site visit report | PO develops corrective action plan | PO provides ongoing follow-up/TA/monitoring

## Grantee Site Visit Report

Recipient receives site visit report & corrective action plan

# Pre-Planning Tips

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- Once the official notification of site visit dates is received, confirm the dates with the PO.
- Review draft agenda and provide feedback.
- Provide PO with the address of the site visit building location, as well as staff contact numbers and email address.



# Pre-Planning Tips Continued

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- Maintain communication with PO
  - Participate in conference calls with PO and consultant team
  - Discuss goals of visit
  - Discuss major areas that are for review
  - Discuss documents for review (pre-site visit documents and on-site documents)

# More Pre-Planning Tips

- Ensure requested/required documents (pre-site and on-site) are available and ready for review.
- Coordinate site visit at subrecipient location.
- Ensure that the subrecipient is aware of the intent of the subrecipient visit and expectations (i.e., overview of services, access to client records for review, what staff should be available).
- Develop PowerPoint slides to provide overview of the RWHAP Part B.
- Coordinate the closed consumer meeting.
- Ensure appropriate staff are available.





# Helpful Tips!

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- Be flexible, open, and honest.
- Identify and discuss challenges/barriers, best practices, and successes.
- Utilize the site visit as an opportunity to enhance RWHAP Part B.
- Allocate time for staff to meet with the site visit team.
- Ask questions.



# On-Site Reminders

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- Entrance conference – discuss the purpose and activities that will occur over the next two days
- Program overview
- Review documents/interview staff
- Subrecipient visit (comprehensive site visit)
- Time for discussion and document review
- Exit conference



# Post-Site Visit Protocols

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- Site visit report will be provided to recipient within 45 business days.
- Recipient will have an opportunity to respond to site visit report.
- PO enters findings in Electronic HandBooks (EHBs) to begin Corrective Action Plan (CAP) process.
- PO will continue to provide ongoing TA.



# Interactive Discussion

- How many types of site visits does DSHAP provide?
- Which site visit is provided to address a specific “for cause” concern or issue identified through project officer monitoring, recipient self-assessment, and/or audit findings?
- Which site visit is designed to provide a full operational assessment of ALL statutory, regulatory and program requirements?
- What is the purpose of site visits?
- How often are RWHAP Part B CSV conducted?



# Questions:





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# Contact Information

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Ashley Bennett  
Branch Chief  
[abennett@hrsa.gov](mailto:abennett@hrsa.gov)

Amistad St. Arromand  
Project Officer  
[astarromand@hrsa.gov](mailto:astarromand@hrsa.gov)

Wendy Briscoe  
Project Officer  
[wbriscoe@hrsa.gov](mailto:wbriscoe@hrsa.gov)

Kenya Young  
Project Officer  
[kyoung@hrsa.gov](mailto:kyoung@hrsa.gov)

