**FY2023 Ryan White Part A & EHE**

**Monitoring Site Visit Check List**

**Program Monitoring**

**Please have the following program information available on the first day of the site visit:**

1. Consumer Advisory Board membership list, meeting notices, and meeting minutes.
2. Client satisfaction survey tools, analysis, and documented use of results.
3. Agency’s Grievance Policy and Procedure including documentation of any patient complaints and resolution.
4. File of all clients who were refused services, with the reason for refusal specified.
5. File of all formal client complaints received, grievances filed, and follow-up outcomes.
6. Copy of eligibility policies, including agency policies that do not permit denial of service due to pre-existing or present health conditions, non-HIV related conditions, and that do not consider VA health benefits as primary health coverage for the purposes of Ryan White.
7. Subrecipient has written enrollment and eligibility policies specific to EHE.
8. Documentation that all staff involved in eligibility determination are properly trained.
9. Informational materials about agency services, newsletters, and promotional materials.
10. Documentation of agency Corporate Compliance Plan in providing Medicare or Medicaid reimbursable services.
11. Agency personnel policy handbook and/or manual.
12. Agency code of ethics and conflict of interest policies.
13. Documentation of any employee or board member violations of the Code of Ethics policy.
14. Progress report(s) on previously established corrective action plans or PDSA initiatives.
15. Documentation of established linkage agreements with key points of entry into the Ryan White and EHE system of care.
16. Documentation that a referral tracking system is in place for key points of entry into the Ryan White and EHE systems of care.
17. Subrecipient has EHE policies and procedures that ensure continuity of care for clients (between RWHAP Parts or other service providers) and that barriers to care are minimized including a specific protocol for transitioning clients to services funded by other RWHAP Parts.
18. Copies of staff resumes, certifications, and licensures where required (please see Program Services Tool for details on requirements per service category).
19. Tracking of program income generated and usage as detailed in 45 CFR § 75.307, if applicable. Including fiscal systems that establish and maintain internal controls sufficient to ensure compliance with 45 CFR § 75.303.

**Service category specific program requirements are outlined in the Program Services Tool. In addition to the items listed above, please make sure to review and prepare all service category requirements and have them available for review at the start of your scheduled visit.**

[**http://www.ccbh.net/ryan-white-provider-resources**](http://www.ccbh.net/ryan-white-provider-resources)