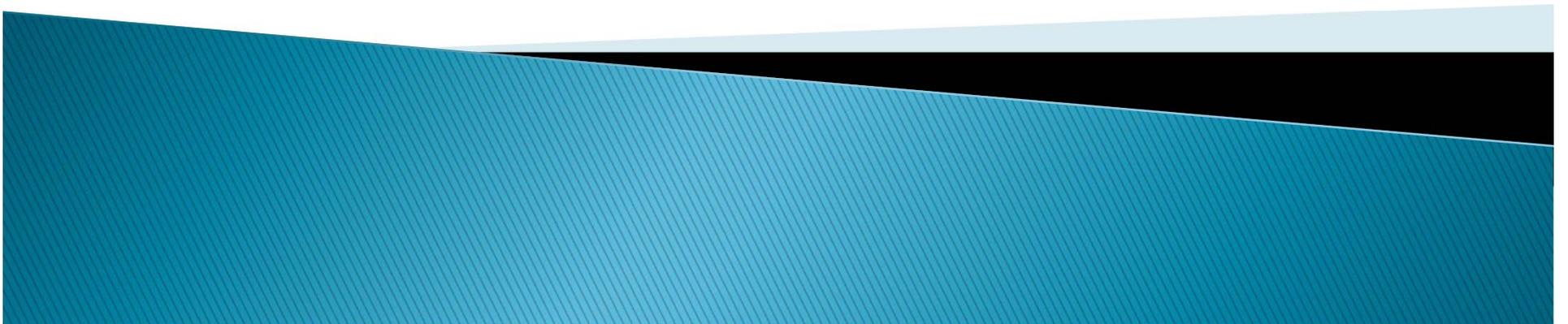


Roles and Expectations



Expectations



What does VDH expect from subrecipients?

What can subrecipients expect from HIV Services Coordinators?

What should we expect from Clients and what should Clients expect from us?



What does VDH expect from Subrecipients?

- ▶ Great news! We have covered this throughout the day.



- ▶ **What can Subrecipients expect from HIV Services Coordinators?**



- ▶ Ensure that Contracts or Memorandum of Agreements are received 15 days prior to the start of the grant year
- ▶ Coordinate receipt of deliverables
- ▶ Address questions or concerns in a timely manner
- ▶ Ensure actions taken are allowable according to the Contractor Guidelines, VDH and HRSA service definitions



- ▶ Review your monthly reports to:
 - Learn about your successes and challenges
 - Assess progress toward meeting service delivery goals and rate of expenditures
 - Make suggestions to improve service delivery
 - Address issues pertaining to compliance with Ryan White Part B or procurement requirements
 - Ask for clarification about things in your report
 - Provide written feedback



- ▶ Conduct two site visits per year
- ▶ Provide technical assistance on-site or by phone or e-mail:
 - Focused on providing training by a subject matter expert on specific, predetermined set of needs
 - Delivery of specific assistance to address targeted programmatic, fiscal or administrative issues identified during a monitoring visit
- ▶ Review monthly invoices to ensure that they contain adequate documentation including eligibility and only includes allowable costs



- ▶ Serve as representatives on Part A Planning Councils, consortia, state planning groups, community organizations, RFP panels, engage in Quality Management activities and training, present updates on Part B activities to clients and community agencies
- ▶ Monitor and evaluate subrecipient performance throughout the year
- ▶ Recommend funding for contracts and modifications
- ▶ Conduct risk assessments





What should we expect
from Clients and what
should Clients expect
from us?



Client Rights

- ▶ Be treated with respect, compassion and sensitivity
- ▶ Have all aspects of care and services treated with privacy and confidentiality
- ▶ Have Service Providers' Confidentiality policy explained



- ▶ Make informed choices about what information to release to whom
- ▶ Be fully informed about available services
- ▶ Have agency grievance policy explained
- ▶ Have complaints responded to timely without a risk of losing care



- ▶ Receive accurate information regarding treatment options, including risks and benefits, implications of non-adherence and potential outcomes related to refusal of treatment
- ▶ Refuse care and/or discontinue services at any time and/or seek services at another agency without pressure or intimidation
- ▶ Be fully informed about the agency's sliding fee scale and cap on charges



- ▶ Communicate in a language and format they understand
- ▶ Know the qualifications of the staff providing services
- ▶ Participate in development of plan of care



Client Responsibilities

- ▶ Treat staff and volunteers with respect and reframe from abusive language and behavior
- ▶ Be active participants in obtaining services and maintaining his/her health
- ▶ Notify service providers of any changes to address, phone number, health and financial or living situation



- ▶ Apply for all eligible benefits including ACA
- ▶ Keep appointments or cancel and reschedule
- ▶ Respect the confidentiality of others
- ▶ Provide adequate and accurate information to insure appropriate services are rendered
- ▶ Provide feedback about the effectiveness of services rendered



- ▶ Bring complaints or grievances to the attention of the service provider
- ▶ Allow chart to be reviewed to ensure that services are being provided and bills are being paid according to the standards set by service providers



