



**Monitoring Visit Administrative Review Results
for**

The Poverello Center, Inc.

Ryan White Part A Program

March 14-16, 2017



The Poverello Center, Inc.

Administrative Review Report Sections and Assigned Reviewer

Tabs:	Assigned to:
Section I: Non-Financial Administrative	O. Rackal
Section II: Financial Administrative	K. Drummond

Section I: Non-Financial Administrative
 Provider Agency being monitored:

The Poverello Center, Inc.

Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	Yes	No	NA		
A. Insurance/Risk Management and General					
Are the following insurance policies in place?	5	0	1		
General Liability	1			D - Cert. of Insurance	
Professional Liability	1			D - Cert. of Insurance	
Workers' Compensation	1			D - Cert. of Insurance	
Auto coverage			1		
Does the Agency's policy and procedures manual ensure that an independent person opens the mail?	1			I - Program Quality Coordinator	
Is there a system for Continuous Quality Improvement (CQI)?	1			I - Program Quality Coordinator	
B. HR Posting Compliance					
Are the following postings conspicuously displayed in the office:	11	0	0		
Family and Medical Leave Act (FMLA)	1			O - Posted at Agency	
Equal Employment Opportunity (EEO)	1			O - Posted at Agency	
Safety and Health in the Workplace (OSHA 3165)	1			O - Posted at Agency	
Fair Labor Standards Acts (FLSA) Minimum Wage	1			O - Posted at Agency	
Uniform Services Employment and Reemployment Rights Acts (USERRA)	1			O - Posted at Agency	
Anti-Fraud Notice	1			O - Posted at Agency	
Florida Minimum Wage	1			O - Posted at Agency	
Discrimination	1			O - Posted at Agency	
Unemployment Compensation	1			O - Posted at Agency	
Equal Employment Opportunity	1			O - Posted at Agency	
Workers' Compensation	1			O - Posted at Agency	
C. HR Policies, Reporting, Attendance					
Does the Agency's equal employment opportunity policy comply with the contract?	11	0	2		
Does the Agency's equal employment opportunity policy comply with the contract?	1			D - Policy	
Does the Agency's client non-discrimination policy comply with the contract?	1			D - Policy	
Does the Agency's affirmative action plan comply with the contract?	1			D - Policy	
Does the Agency's Americans with Disabilities Act (ADA) policy comply with the contract?	1			D - Policy	
Does the Agency's community disadvantaged business enterprise policy comply with the contract?	1			D - Policy	
Does the Agency have a drug-free workplace policy and program?	1			D - Policy	

**Section I: Non-Financial Administrative
Provider Agency being monitored:**

The Poverello Center, Inc.

Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	Yes	No	NA		
Current organizational chart that reflects agency positions and lines of authority	1			D - Organizational Chart	
Does the Agency require training on child abuse and/or elder abuse reporting for staff and volunteers who serve children, the elderly, and other vulnerable populations?			1		
Does the Agency post hotline numbers for employees to report cases of child abuse and/or elder abuse?			1		
Are new policies or changes in existing policies communicated in a systematic manner to all employees?	1			I - Program Quality Coordinator	
Does the Agency have a written policy that establishes a formal process to deal with employee complaints concerning illegal activities in the organization, and that prevents retaliation?	1			I - Program Quality Coordinator	
Does the Agency have a process for reviewing and responding to ideas, suggestions, comments, and perceptions from all staff members?	1			I - Program Quality Coordinator	
Did the Provider ensure that staffing patterns and staff qualifications are sufficient to provide culturally competent services described within the contract?	1			D - Cultural Competency Plan	

**Section II: Financial Administrative
Provider Agency being monitored:**

The Poverello Center, Inc.

	Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments	Result	Items to Check
		Yes	No	NA				
A. General								
1	Are internal policies and procedures in the Agency's Accounting Policy and Procedures Manual followed?	1			I- Chief Operations Officer		1	0
2	Is the distribution of duties adequate to safeguard assets?	1			I- Chief Operations Officer			
3	Does the FULL Board review and accept the Agency's audit and management letter (not just the Finance and/or Audit Committees)?	1			D=Board Minutes			
4	Does the Board review the Agency's response to the Management Letter?			1	D=Board Minutes	Poverello was not issued a management letter.		
5	Are there written policies regarding reporting and responding to suspected fraud?	1			D-Whistleblower Policy# 1.2			
6	Are current and complete disclosures of financial results of each funded program provided quarterly and annually to the Board of Directors?	1			I- Chief Operations Officer D=Board Minutes			
7	Is there an annual or multi-year financial plan addressing long term solvency and continuity of services?	1			D-Strategic Plan 2017-2022			
8	Are the Agency's Government contracts, purchase of service agreements, and grants agreements in writing?	1			I- Chief Operations Officer			
9	If the Agency's Government contracts, purchase of service agreements, and grants agreements are in writing, are they reviewed by a staff member of the organization to monitor compliance with all stated conditions?	1			I- Chief Operations Officer			
10	Has the Agency established a plan identifying actions to take in the event of a reduction or loss in monetary resources?	1			D-Strategic Plan 2017-2022			
11	Has the Agency developed a plan to establish a reserve of funds to cover at least three months of operating expenses?	1			I- Chief Operations Officer	Has 2 months in reserves and capital assets that can be liquidated as well as thrift stores assets.		
12	Are records maintained of client fees collected?	1			I- Chief Operations Officer	Fiscal Specialist is in charge of maintaining fees collected from clients.		
13	Indirect Cost: Is there a cost allocation methodology in writing?	1			I- Chief Operations Officer	Currently drafting a cost allocation methodology. Cost centers are allocated 33% across the 4 centers.		

**Section II: Financial Administrative
Provider Agency being monitored:**

The Poverello Center, Inc.

	Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments	Result	Items to Check
		Yes	No	NA				
14	Indirect Cost: If there is a cost allocation methodology in writing, is it representative of the allocation used?	1			I- Chief Operations Officer			
15	Indirect Cost: Are the indirect costs charged to the program representative of the program's size as compared to others operated by the Agency? (based on review of the Agency's Cost Allocation Methodology for reasonableness)	1			I- Chief Operations Officer			
16	Does the program's inventory match the documented purchases using grant/contract dollars?			1				
B. Banking		13	0	1			1	
1	Are bank statements reconciled monthly?	1			D- Monthly Reconciliations			
2	Are bank statement reconciliations performed by a different employee than the one preparing checks?	1			D- Monthly Reconciliations			
3	Do the preparer of the reconciliation report and the immediate supervisor sign the reconciliation?	1			D- Monthly Reconciliations			
4	Are adjustments properly documented and explained?	1			D- Monthly Reconciliations			
5	Select a random month (indicate month in column G); Were the items listed above performed correctly for this month?	1			D-Oct. 2016			
6	Select another random month (indicate month in column G); Were the items listed above performed correctly for this month?	1			D-Nov. 2016			
7	Select a third random month (indicate month in column G); Were the items listed above performed correctly for this month?	1			D-Dec. 2016			
8	Based on bank statements, is it true that no checks have been returned due to insufficient funds?	1			D-Bank Statements			
9	Do bank statements reflect a positive balance at the end of the month?	1			D-Bank Statements			
10	Are checks pre-numbered?	1			I- Chief Operations Officer			
11	Does Agency have a policy for signing checks (i.e. checks in excess of X amount require two signatures)?	1			I- Chief Operations Officer			
12	Are blank checks stored securely (under lock and key)?	1						
13	Is it true that checks have an expiration date?			1	I- Chief Operations Officer	Checks do not have expiration dates.		

**Section II: Financial Administrative
Provider Agency being monitored:**

The Poverello Center, Inc.

Area of Review	Compliance			1 = Interview O=Observation D=Documentation (List Who or What)	Comments	Result	Items to Check
	Yes	No	NA				
14 Are voided checks mutilated in some manner (i.e. signature section removed and "VOID" indicated)?	1			I- Chief Operations Officer	Signatures are cut off of the checks.		
C. Journals and Ledgers	2	0	0				0
1 Does the yearly audited financial statement fairly reflect the financial standing of the company?	1			D-Audited Statements			
2 Are there findings/notes in the yearly audited financial statement?	1			D-Audited Statements	No findings		
D. Budget	3	0	0				0
Indicate fiscal year start and end dates in column H					FY Start Date: 06/1/15 FY End Date: 05/31/16		
1 Does the agency maintain a program budget that captures all program expenses?	1			D-Budget			
2 Is the agency adhering to the approved budget submitted within the proposal?	1			D-Budget			
3 Does agency prepare a Budget Variance Report or otherwise track expenditures versus budgeted amounts on a regular basis? (regular = not less than quarterly)	1			D-Budget			
E. Program Revenues	3	0	0				0
1 Does the agency have procedures for collection of program revenues (i.e. fees, interests)?	1			D-Cash Policy# 1.4			
2 Are revenues deposited in the bank account of the program within 48 hours?	1			D-Cash Policy# 1.4			
3 Are revenues re-invested in program activities or otherwise expended as allowed by the program funder?	1			D-Cash Policy# 1.4			
F. Payroll Taxes	4	0	0				0
1 Are withholding and FICA taxes deposited on a timely basis and in accordance with payroll register data?	1			D- Form 941			
2 Does Form 941 (Federal Quarterly Payroll Tax Return) indicate that the provider is remitting payroll taxes, including federal withholding tax, employee share of FICA and employer share of FICA?	1			D- Form 941			
3 Does Form UCT-6 (Florida Unemployment Compensation Tax) and supporting documentation verify that the provider is filing state unemployment compensation returns?	1			D-RT-6			
4 Is the Annual IRS Form #990 completed?	1			D- Form 990			
5 Is the Annual IRS Form #990 submitted on time?	1			D- Form 990			
G. Ryan White National Monitoring Standards	9	1	3				0.9
							13

**Section II: Financial Administrative
Provider Agency being monitored:**

The Poverello Center, Inc.

	Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments	Result	Items to Check
		Yes	No	NA				
1	Did lobbying activities exclude the use of Part A funds?			1	I- Chief Operations Officer			
2	Has agency staff been trained on the payer of last resort policy?	1			D-Policy# 8.13			
3	Do the agency's policies and procedures address payer of last resort requirements?	1			D-Policy# 8.13			
4	Is agency certified to receive Medicaid payments?			1				
5	Does the agency's reported program income reconcile with accounting records?			1				
6	Has the agency established a policy for client charges?	1			D-Policy# 8.17			
7	Do the agency's policies and procedures provide for clients to receive services regardless of the client's ability to pay?	1			D-Policy# 8.17			
8	Does agency's policy state that no charges will be imposed on clients with incomes below 100% of the FPL (Federal Poverty Level)?	1			D-Policy# 8.17			
9	Does agency reconcile amount billed to amount expended by cost center?	1						
10	Was the agency's single audit report provided on time?		1		I- Chief Operations Officer	Poverello selected a new auditor and had to address issues.		
11	Are there policies and procedures in place to guide the selection of an independent, external auditor?	1			I- Chief Operations Officer	Decision comes from the Board of Directors.		
12	Does the agency have and use an allocation method for employee time and effort when engaged in activities supported by several funding sources?	1			D-Time & Effort Monthly Log			
13	Does the agency have a policy addressing cost saving strategies for program expenditures?	1			I- Chief Operations Officer	Cost savings strategies for purchasing produce and various food items and food recovery where they get day old food for free.		



**Monitoring Visit Programmatic Review Results
for**

The Poverello Center, Inc.

Ryan White Part A Program

Food Services

March 14-16, 2017



**The Poverello Center, Inc.
Ryan White Part A Program
Food Services**

Service Category Report Sections and Assigned Reviewer

Tabs:

Assigned to:

Section I: Non-Financial (In Separate Administrative Report)	O. Rackal, N. Walker
Section II: Financial (In Separate Administrative Report)	W. Card, K. Drummond
Section III: Personnel/Volunteer File Contents	O. Rackal
Section IV: Invoice and Billing	O. Rackal, N. Walker
Section IV B: Units of Service Review Summary	O. Rackal, N. Walker
Section V: Client Service Reports	O. Rackal, N. Walker
Section V: Client File Content	O. Rackal, N. Walker
Section VII: Outcome Attainment	O. Rackal, N. Walker
Section VIII: Procedures Review by Service Category	O. Rackal, N. Walker

Section III: Personnel/Volunteer File Contents
Provider Agency being monitored:
Program being monitored:
Service Category being monitored:

The Poverello Center, Inc.
Ryan White Part A Program
Food Services

A. Personnel/Volunteer File Review

Total employees assigned to County-funded program:	8			Contract #: 11-CP-HCS-8120-RW
Total volunteers assigned to County-funded program:	4			
Number of personnel/volunteer files reviewed:	6			
Number of files missing one or more items:	0			

Area of Review	Compliant?			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	# of Yes	# of No	# of NA		
B. Personnel/Volunteer File Items Reviewed	111	0	81		
Does the Agency maintain secured files for each employee? Is confidential employee medical information maintained in a separate locked file?	6	0	0	D - Personnel Files D - Personnel Files	
Do the Agency's personnel files contain the following items? (If a checklist is in the files indicating each item has been received or reviewed, indicate a "Yes" in the rows below for each of the items included on the checklist)					
Signed job application or resume for all positions?	6	0	0	D - Personnel Files	
Current W-4 form?	6	0	0	D - Personnel Files	
Employees' receipt of established job descriptions including: qualifications, duties, reporting relationships and essential functions?	6	0	0	D - Personnel Files	
Signed document indicating employee has received new staff orientation and understands personnel policies, infectious disease risk, provider's universal infection control procedures, standards of ethical conduct (including sexual harassment), abuse reporting procedures, and policies regarding client rights and confidentiality?	6	0	0	D - Personnel Files	
Performance standards and key indicators for performance for each employee (either in job descriptions or other documents in the employee's personnel file)?	5	0	1	D - Personnel Files	
Proof of employees' receipt of and ongoing access to updated personnel policies & procedures	6	0	0	D - Personnel Files	
Proof of employees' receipt of and ongoing access to drugfree workplace policy	6	0	0	D - Personnel Files	
Proof of employees' receipt of and ongoing access to smoke-free workplace policy (if Agency serves children)	0	0	6	D - Personnel Files	

Section III: Personnel/Volunteer File Contents
 Provider Agency being monitored:
 Program being monitored:
 Service Category being monitored:

The Poverello Center, Inc.
 Ryan White Part A Program
 Food Services

A. Personnel/Volunteer File Review

Total employees assigned to County-funded program:	8	Contract #: 11-CP-HCS-8120-RW
Total volunteers assigned to County-funded program:	4	
Number of personnel/volunteer files reviewed:	6	
Number of files missing one or more items:	0	

Area of Review	Compliant?			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	# of Yes	# of No	# of NA		
Signed (by employee and supervisor) and dated acknowledgement that annual performance evaluations were completed in a timely manner?	4	0	2	D - Personnel Files	
Proof of education? (as appropriate) This may be required for all staff; refer to the contract's credentials requirement.	6	0	0	D - Personnel Files	
Proof of achievement of required hours of in-service training? (if applicable)	0	0	6	D - Personnel Files	
Are there I-9 Forms on file for all employees? (In personnel files or separate filing system)	6	0	0	D - Personnel Files	
For employees who are required to be licensed, does their file contain a current copy of the required licenses? (if applicable)	0	0	6	D - Personnel Files	
Does the Agency conduct applicant reference check(s) including prior employment?	6	0	0	D - Personnel Files	
Prior to hiring, is a Level 1 criminal background check performed for each employee hired to provide direct services to children, the elderly, and vulnerable populations?	6	0	0	D - Personnel Files	
Was the Level 1 check completed for each employee required to be screened?	6	0	0	D - Personnel Files	
Did the provider complete the Level 1 state criminal correspondence checks through FDLE?	6	0	0	D - Personnel Files	
Did the employer receive a response to the Level 1 checks within a reasonable time (90 days) or communicate with the checking authority regarding the missing information?	6	0	0	D - Personnel Files	
Is it true that the employee(s) has/have not been found guilty of or entered a plea of nolo contendere or guilty to any offense listed in s.435.03?	6	0	0	D - Personnel Files	
Is it true that the employee(s) of developmentally disability centers, intermediate care facilities for developmentally disabled, or mental health treatment facilities, has/have not committed an act of domestic violence defined in S741.28?	0	0	6	D - Personnel Files	

Section III: Personnel/Volunteer File Contents
Provider Agency being monitored:
Program being monitored:
Service Category being monitored:

The Poverello Center, Inc.
Ryan White Part A Program
Food Services

A. Personnel/Volunteer File Review

Total employees assigned to County-funded program:	8	Contract #: 11-CP-HCS-8120-RW	
Total volunteers assigned to County-funded program:	4		
Number of personnel/volunteer files reviewed:	6		
Number of files missing one or more items:	0		

Area of Review	Compliant?			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	# of Yes	# of No	# of NA		
After hiring, is there a Level 2 criminal background check for each employee hired to provide direct services to children, the elderly, and vulnerable populations?	0	0	6	D - Personnel Files	
During the Level 2 check, have the employee(s) fingerprints been checked for statewide criminal and juvenile records through FDLE?	0	0	6	D - Personnel Files	
During the Level 2 check, have the employee(s) fingerprints have been checked with FBI?	0	0	6	D - Personnel Files	
During the Level 2 check, did the employer receive a response to the checks within a reasonable time (90 days) or communicate with the checking authority regarding the missing information?	0	0	6	D - Personnel Files	
During the Level 2 check, is it true that the employee(s) has/have not been found guilty of or entered a plea of nolo contendere or guilty to any offense listed in s435.94?	0	0	6	D - Personnel Files	
Does each file contain evidence that an employee physical and TB testing was completed?	0	0	6	D - Personnel Files	
Does each file contain evidence that drug screenings were conducted for Agency employees?	6	0	0	D - Personnel Files	
For employees that transport clients, do their personnel files include evidence of a current driver's license?	0	0	6	D - Personnel Files	
For employees that use personal vehicles to transport clients, do their personnel files include proof of car insurance?	0	0	6	D - Personnel Files	
Do personnel files include other documentation as required by the provider and/or contractual terms & conditions? (if so, please specify in column G)	0	0	6	D - Personnel Files	

Section IV: Invoice and Billing
Provider Agency being monitored:
Program being monitored:
Service Category being monitored:

The Poverello Center, Inc.
 Ryan White Part A Program
 Food Services

Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	Yes	No	NA		
A. General	12	0	7		
Are invoices signed by an authorized signatory?	1				
Are invoices submitted according to contract schedule?	1				
Are payments to subcontractors and suppliers submitted with monthly invoices to Broward County?			1		
Are units of services consistent with contracted definitions?	1				
Are units of services verifiable?	1				
Were units of service delivered to eligible clients?	1				
Is Provider expected to expend the full contract amount?	1				
Is County billed as payer of last resort?	1				
Does documentation of Medicaid verifications exist?			1		
Does billing exclude Medicaid services for Medicaid clients?			1		
Does billing exclude services covered by Medicare or third-party payers?			1		
Does Provider track clients' eligibility for third party payments?			1		
Are client fee criteria and collection procedures established?	1				
Are client records maintained?	1				
Are fees collected?			1		
Are client fees and third-party payments deducted from invoices?			1		
Are procedures established and implemented to eliminate duplicate billing between multiple County contracts and other funding sources?	1				
If it was requested, was Provider's report on other funding sources submitted to the County?	1				
Does original documentation for cost reimbursement items and expenses exist?	1				

Section IV B: Units of Service Review Summary
Provider Agency being monitored: The Poverello Center, Inc.
Program being monitored: Ryan White Part A Program

Invoice Review Period (in date format)	Service Category	Units/Dollars	Units/Dollars	Units/Dollars	Comments	Sample Error Rate
		Billed In Review Period	Reviewed In Sample	Invoiced but unsupported		
09/01/2016 to 02/14/2017	Food Bank	8242	168	1	Refer to Section IV C: Invoice and Billing Practices	0.005952
		288,470	5,880	\$35		
		2401	74	0		
09/01/2016 to 02/14/2017	Food Voucher	117,649	3,626	\$0		#DIV/0!
						#DIV/0!
						#DIV/0!
						#DIV/0!

Section IV C: Invoice and Billing Practices
Provider Agency being monitored: The Poverello Center, Inc.
Program being monitored: Ryan White Part A Program

	Client Number	Service Date	Units Billed	Units Actual	Total Cost	Type of Service	Reason
1	AEBR0425763	1/19/2017	1	0	35	Food Bank	No documentation to support billed unit(s)
2							
3							
4							
5							
6							
7							
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11							
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Section V: Client Service Reports
 Provider Agency being monitored:
 Program being monitored:
 Service Category being monitored:

The Poverello Center, Inc.
 Ryan White Part A Program
 Food Services

Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	Yes	No	NA		
A. Client Service Reports Items Reviewed	7	0	1		
Are required number of clients receiving services?	1		1		
Are completed satisfaction survey results being submitted annually by July 15?					
Are quarterly demographic reports submitted on time?	1				
Are quarterly demographic reports submitted without errors?	1				
Are quarterly outcome measure reports submitted on time?	1				
Are quarterly outcome measure reports submitted without errors?	1				
Are there clearly defined methods for evaluating the level of outcome measure attainment? If so, specify what they are in column G.	1				
Are the levels of outcome attainment indicated on quarterly reports supported by site visit analysis?	1				

Section VI.7: Client File Content
 Provider Agency being monitored:
 Program being monitored:
 Service Category:

Poverello
 Ryan White Part A Program
 Food Bank

Area of Review		Compliant?			I = Interview O=Observation D=Documentation (List Who or What)	Comments
		# of Yes	# of No	# of NA		
A. Client File Review		Total clients served during review period: 1975				
Number of client files reviewed:		38				
B. Client File Items Reviewed		380	0	646		
Intake forms include client name, SSN (or other identifier), date of birth, gender, ethnicity, and date of program entry?		0	0	38	D - Client Files	
Client file contains documentation of eligibility requirements: Proof of income eligibility (Check copies, bank statements, tax returns, etc.)?		0	0	38	D - Client Files	
Proof of HIV/AIDS status?		0	0	38	D - Client Files	
Proof of residency?		0	0	38	D - Client Files	
Documentation exists showing that no other payment source is available? (Medicaid, Medicare, third-party, etc.) ?		0	0	38	D - Client Files	
Emergency (secondary) contact information is included?		38	0	0	D - Client Files	
Documentation of clients' receipt of the provider's Client Rights and Responsibilities?		38	0	0	D - Client Files	
Documentation of clients' receipt of the provider's Grievance Procedure?		38	0	0	D - Client Files	
Files include signed consent for treatment (clinical programs only)		0	0	38	D - Client Files	
Files include signed release of information for all referrals made for all disclosures of confidential client information to a third party, as appropriate?		0	0	38	D - Client Files	
Files contain a completed comprehensive assessment addressing their present and underlying needs (including: client strengths and weakness, and required services)?		0	0	38	D - Client Files	
Files include service plans?		0	0	38	D - Client Files	
If included, service plans contain measurable goals/objectives?		0	0	38	D - Client Files	
If included, service plans goals/objectives have timeframes for achievement?		0	0	38	D - Client Files	
File includes progress notes that address service plan goals?		0	0	38	D - Client Files	
All progress notes in client file are legible, dated and signed?		0	0	38	D - Client Files	
Client service plan contains evidence of client participation in plan development?		0	0	38	D - Client Files	

Section VI.7: Client File Content
 Provider Agency being monitored:
 Program being monitored:
 Service Category:

Poverello
 Ryan White Part A Program
 Food Bank

Area of Review		Compliant?			I = Interview O=Observation D=Documentation (List Who or What)	Comments
		# of Yes	# of No	# of NA		
Client file contains documentation of most current Medical appointment?		38	0	0	D - Client Files	
Client file contains documentation of current CD4 results?		38	0	0	D - Client Files	
Client file contains documentation of current Viral Load results?		38	0	0	D - Client Files	
If client was referred, client file contains documentation of referral follow-up?		0	0	38	D - Client Files	
Are all required data elements in Provide Enterprise (PE)?		38	0	0	D - Client Files	
Are required CLINICAL data elements documented in Provide Enterprise?		0	0	38	D - Client Files	
Client identifier on all documents?		38	0	0	D - Client Files	
Records reflect original file entries?		38	0	0	D - Client Files	
Client files are organized and orderly (e.g. No loose pages)?		38	0	0	D - Client Files	
Is the client file compliant with the current service delivery model standards?		0	0	38	D - Client Files	
C. Client Case Closures		0	0	228		
Has this case been closed / client discharged?		0	0	38	D - Client Files	
If the client stopped services without a formal closing of the case, is there evidence that follow up was attempted?		0	0	38	D - Client Files	
Is there a date of discharge and discharge plan/follow up, or discharge summary?		0	0	38	D - Client Files	
Is a reason for closing the case documented?		0	0	38	D - Client Files	
Is there documentation that treatment was successfully completed (i.e. goals were met)?		0	0	38	D - Client Files	
Was the client referred or transferred to another agency?		0	0	38	D - Client Files	
Total clients served during review period:		1975				
Number of client files reviewed:		38				

Section VI.7: Client File Content
 Provider Agency being monitored:
 Program being monitored:
 Service Category:

The Poverello Center, Inc.
 Ryan White Part A Program
 Food Voucher

Area of Review		Compliant?			1 = Interview 0=Observation D=Documentation (List Who or What)	Comments
		# of Yes	# of No	# of NA		
A. Client File Review		Total clients served during review period: 1241				
Number of client files reviewed:		39				
B. Client File Items Reviewed						
Intake forms include client name, SSN (or other identifier), date of birth, gender, ethnicity, and date of program entry?		0	0	39	D - Client Files	
Client file contains documentation of eligibility requirements: Proof of income eligibility (Check copies, bank statements, tax returns, etc.)?		0	0	39	D - Client Files	
Proof of HIV/AIDS status?		0	0	39	D - Client Files	
Proof of residency?		0	0	39	D - Client Files	
Documentation exists showing that no other payment source is available? (Medicaid, Medicare, third-party, etc.) ?		0	0	39	D - Client Files	
Emergency (secondary) contact information is included?		38	0	1	D - Client Files	
Documentation of clients' receipt of the provider's Client Rights and Responsibilities?		39	0	0	D - Client Files	
Documentation of clients' receipt of the provider's Grievance Procedure?		39	0	0	D - Client Files	
Files include signed consent for treatment (clinical programs only)		0	0	39	D - Client Files	
Files include signed release of information for all referrals made for all disclosures of confidential client information to a third party, as appropriate?		39	0	0	D - Client Files	
Files contain a completed comprehensive assessment addressing their present and underlying needs (including: client strengths and weakness, and required services)?		0	0	39	D - Client Files	
Files include service plans?		0	0	39	D - Client Files	
If included, service plans contain measurable goals/objectives?		0	0	39	D - Client Files	
If included, service plans goals/objectives have timeframes for achievement?		0	0	39	D - Client Files	
File includes progress notes that address service plan goals?		0	0	39	D - Client Files	
All progress notes in client file are legible, dated and signed?		0	0	39	D - Client Files	
Client service plan contains evidence of client participation in plan development?		0	0	39	D - Client Files	

Section VI.7: Client File Content
 Provider Agency being monitored:
 Program being monitored:
 Service Category:

The Poverello Center, Inc.
 Ryan White Part A Program
 Food Voucher

A. Client File Review

Total clients served during review period: **1241**
 Number of client files reviewed: **39**

Area of Review	Compliant?			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	# of Yes	# of No	# of NA		
Client file contains documentation of most current Medical appointment?	39	0	0	D - Client Files	
Client file contains documentation of current CD4 results?	39	0	0	D - Client Files	
Client file contains documentation of current Viral Load results?	39	0	0	D - Client Files	
If client was referred, client file contains documentation of referral follow-up?	0	2	37	D - Client Files	RGPE1001621, TDLW0620661
Are all required data elements in Provide Enterprise (PE)?	37	2	0	D - Client Files	RGPE1001621, TDLW0620661
Are required CLINICAL data elements documented in Provide Enterprise?	0	0	39	D - Client Files	
Client Identifier on all documents?	39	0	0	D - Client Files	
Records reflect original file entries?	39	0	0	D - Client Files	
Client files are organized and orderly (e.g. No loose pages)?	39	0	0	D - Client Files	
Is the client file compliant with the current service delivery model standards?	0	0	39	D - Client Files	
C. Client Case Closures	2	0	232		
Has this case been closed / client discharged?	0	0	39	D - Client Files	
If the client stopped services without a formal closing of the case, is there evidence that follow up was attempted?	0	0	39	D - Client Files	
Is there a date of discharge and discharge plan/follow up, or discharge summary?	0	0	39	D - Client Files	
Is a reason for closing the case documented?	0	0	39	D - Client Files	
Is there documentation that treatment was successfully completed (i.e. goals were met)?	0	0	39	D - Client Files	
Was the client referred or transferred to another agency?	2	0	37	D - Client Files	

Section VII: Outcome Attainment

Provider Agency being monitored: The Poverello Center, Inc.
 Program being monitored: Ryan White Part A Program
 Service Category being monitored: Food Services

Period Reviewed (dates): Sept. 2016 - Feb. 2017

Outcome Measures	Service Category	Indicator	Required Level of Attainment (%)	Reported Attainment (%)	Monitoring Visit Analysis of Attainment (PE %)	YTD Attainment Achieved?			Comments
						Yes	No	NA	
A. Outcome Attainment									
Outcome Measure #1:	Food Bank	85% of clients are retained in OAMC	85%	93%	100%	22	0	16	22 of 22 clients were retained in OAMC. 16 clients were not eligible for OAMC.
Outcome Measure #2:	Food Bank	100% of clients not retained in OAMC are referred for follow-up	100%	97%	N/A	0	0	38	All eligible clients were retained.
Outcome Measure #3:									
Outcome Measure #4:									
Outcome Measure #5:									
Outcome Measure #6:									
Outcome Measure #7:									
Outcome Measure #8:									
Outcome Measure #9:									
Outcome Measure #10:									
Outcome Measure #11:									
Outcome Measure #12:									
Outcome Measure #13:									
Outcome Measure #14:									
Outcome Measure #15:									
Outcome Measure #16:									
Outcome Measure #17:									
Outcome Measure #18:									
Outcome Measure #19:									
Outcome Measure #20:									

Section VIII: Procedures Review by Service Category
Provider Agency being monitored: The Poverello Center, Inc.
Program being monitored: Ryan White Part A Program

Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	Yes	No	NA		
A. Ryan White - Outpatient Ambulatory Medical Care Does the sub-grantee provide monthly multi-disciplinary case staffing? Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?	0	0	2	1	
B. Ryan White - Medical Case Management Does the sub-grantee provide monthly multi-disciplinary case staffing? Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?	0	0	2	1	
C. Ryan White - Mental Health & Substance Abuse Is the medical doctor (MD) affiliated with the program for consultation and medication of the clients, as needed? Are there procedures in place for addressing client crisis or emergency situations after business hours? Are there procedures in place to address special needs of clients with dual diagnosis (mental health and chemical dependency)? Does the sub-grantee provide monthly multi-disciplinary case staffing? Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?	0	0	5	1	
D. Ryan White - Oral Health Does the sub-grantee provide monthly multi-disciplinary case staffing? Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?	0	0	2	1	
E. Ryan White - Pharmaceutical Assistance Does the sub-grantee provide monthly multi-disciplinary case staffing?	0	0	2	1	

Section VIII: Procedures Review by Service Category
Provider Agency being monitored: The Poverello Center, Inc.
Program being monitored: Ryan White Part A Program

Area of Review	Compliance			I = Interview O=Observation D=Documentation (List Who or What)	Comments
	Yes	No	NA		
Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?			1		
F. Ryan White - Food Bank	3	0	0		
Does the provider have written instructions regarding alternate signatory to pick up client food supplies?	1				
Does the sub-grantee provide monthly multi-disciplinary case staffing?	1				
Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?	1				
G. Ryan White - Additional Service 1	0	0	0		
Does the sub-grantee provide monthly multi-disciplinary case staffing?					
Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?					
H. Ryan White - Additional Service 2	0	0	0		
Does the sub-grantee provide monthly multi-disciplinary case staffing?					
Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?					
I. Ryan White - Additional Service 3	0	0	0		
Does the sub-grantee provide monthly multi-disciplinary case staffing?					
Does the multi-disciplinary staffing involve medical staff, assigned case managers, and other appropriate service providers?					
J. Summary Notes: Client File Review					
K. Summary Notes: Procedural Review					