

**AGENCY INFORMATION PACKET**

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# GENERAL APPLICATION INSTRUCTIONS

## Step 1 – Review the entire Request for Application (RFA)

Read and review the entire RFA and this Service Category Packet for additional information related to agency and client eligibility, contract, insurance and audit requirements, and federal program requirements.

## Step 2 - Agency Information Packet

Download, complete and submit **ONE** Agency Information Packet. Regardless of how many Service Category Packets your agency applies for, you only need to complete **ONE** Agency Information Packet.

- **Section A through D – Agency Information Packet**
  - *Where to find – Download the Agency Information Packet and write a narrative response to Sections A through D.*
- **Additionally, agencies must submit the following documents:**
  - A copy of your agency's most recent financial statement or audit. (If agency is not required to complete an audit or financial statement, provide a copy of your most recent 990 Form.)
  - New applicants should include a copy of the agency's certificate of nonprofit status

## Step 3 – Service Category Packet

For each program area in which your agency would like to apply, download the Service Category Packet and complete and submit the following Sections.

- **Section A and D – Program Narrative Response**
  - *Where to find – The narrative questions are contained in this packet on page 3. Write a narrative response to Sections A and B, which describe the program.*
- **Form 1, Service Units Table**
  - *Where to find – Download the Service Category specific forms 1, 2A, 2B spreadsheet. The first tab is Form 1. Further instructions to complete the form are contained in this document.*
- **Form 2A, Personnel Budget**
  - *Where to find – Download the Service Category specific forms 1, 2A, 2B spreadsheet. The second tab is Form 2A. Further instruction to complete the form are contained in this document.*
- **Form 2B, Program Expenses Budget**
  - *Where to find – Download the Service Category specific forms 1, 2A, 2B spreadsheet. The third tab is Form 2B. Further instructions to complete the form are contained in this document.*
- **Budget Narrative**
  - *Where to find – This is a free-form word document, and a template has not been provided. Agencies should open a word document and write a budget narrative following the instructions in this document.*

## Step 4 – Repeat Step 3 for each additional Service Category

Agencies must submit a separate Service Category narrative response, budget forms, and budget narrative for each program as described in each Service Category Packet

## Step 5 – Complete the Checklist

Use the Checklist at the end of the Service Category Packet document and double check to ensure you have included all the necessary forms, responses, and signatures as indicated in the RFA.



4. The HIV epidemic is fluid and populations of need tend to change. How does your agency remain nimble and pivot to deliver services to clients when faced with unexpected challenges, public health crises, and/or emergent client needs?
5. Describe your agency approach to employee recruitment, training, and supervision to improve staff retention.

***Rating Criteria – A strong application meets all criteria listed below.***

- Table sufficiently outlines the scope of services, capacity, expertise, and credentials necessary to deliver high quality service to people with HIV.
- Mission and vision align well with the values and goals to improve care for people with HIV.
- Applicant demonstrates knowledge, skill, and ability to provide services to PWH and/or other marginalized/vulnerable population(s).
- Applicant response indicates an ability to adapt to changing client needs, unexpected challenges, and/or public health crises.
- Applicant describes a process for employee recruitment, training, and supervision to improve staff retention.

**B. EQUITY, DIVERSITY, AND INCLUSION (10 points)**

1. Describe how you will ensure the program(s) will deliver culturally competent care to aid diverse clients in achieving optimal health outcomes. Please speak to equity, diversity, and inclusion: in agency trainings, staffing priorities, board composition and recruitment, as well as program design.
2. Describe the agency values related to equity and social justice and how those values and efforts are reflected in the services provided to clients.
3. How do you ensure equity for both staff and clients of all racial, gender, ethnic, sexual orientations, religious beliefs, and other historically underrepresented groups to ensure they have equal voice?
4. Clients in the Ryan White Program are linguistically diverse, which may be a barrier to care. How will the program ensure access to interpreter and translation services for clients whose primary language is not English? In addition to interpreter services, are there other methods the agency utilizes to increase program accessibility to clients that have difficulty accessing HIV/AIDS services?

***Rating Criteria – A strong application meets all criteria listed below.***

- Applicant demonstrates the ability to deliver culturally competent care to diverse communities and includes information about equity, diversity, and inclusion trainings, staffing priorities, board composition and recruitment, and program design.
- Applicant demonstrates core values around equity and social justice in client services.
- Applicant prioritizes equity for both staff and clients of all racial, gender, ethnic, sexual orientations, religious beliefs, and other historically underrepresented groups.
- Applicant demonstrates capacity to provide linguistically appropriate services.

**C. CLINICAL QUALITY MANAGEMENT AND DATA COLLECTION (10 points)**

**Clinical Quality Management**

A clinical quality management program is a systematic process with identified leadership, accountability, and dedicated resources that uses data and measurable outcomes to determine progress toward relevant, evidence-based benchmarks. These include quality assurance and quality improvement activities as well as measurement of client satisfaction with services.

1. Describe the quality management infrastructure at your agency and the quality improvement activities your program engaged in during the past year to improve the quality of your services and the outcomes of those efforts.
2. Describe your program's mechanisms/strategies for involving clients in improving program services and how your program has used client input and feedback to improve your services.

### **Data Collection and Analysis**

**All agencies awarded funding through this RFA will be required to collect and report client-level data using the centralized database, Provide Enterprise.** This database is required for data collection, documentation, and reporting of performance and outcome measurements related to clients.

1. Describe your agency's capacity and experience with timely and accurate: data collection, data entry, and reporting.
2. Describe your agency's process for evaluating data quality and improving the quality of data.
  - a. How does your agency analyze data to determine client health disparities and use the data to develop interventions to improve client care?

***Rating Criteria – A strong application meets all criteria listed below.***

- Applicant describes their quality management infrastructure and current quality improvement activities.
- Applicant describes strategies for involving clients in improving program services.
- Applicant describes its capacity to collect, document, and report performance and outcome measurements related to clients.
- Applicant describes experience analyzing and using data to determine health disparities and developing interventions for improved client care.

### **D. FINANCIAL MANAGEMENT (5 POINTS)**

1. Please describe your organization's financial management system. In your description, please address: your agency's ability to maintain financial records in accordance with generally accepted accounting principles (GAAP); records that identify all program income, designated donations, grants, and other revenues, including local, federal, and state revenues and all costs by type of service; personnel records that account for time and effort; internal controls, and other sound accounting practices.
2. Describe any audit findings or concerns during the last 24 months and how they were resolved.

***Rating Criteria – A strong application meets all criteria listed below.***

- Applicant demonstrates capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds which may be awarded under the terms of this RFA.
- Applicant describes its financial management system, including its ability to maintain financial records and sound accounting systems.
- Applicant describes any audit findings or concerns from the last 24 months and how they were resolved, if applicable.