



POLICY AND PROCEDURE NOTICE: PPPN-031 CONSUMER INPUT

Summary and Purpose of PPN: To guide the administration of the Ryan White Part A Program in ensuring consumer input in program design and service delivery.

Authority:

- PHS ACT 2602(b)(6)
- PHS ACT 2605 (a)(7)(B)
- PHS ACT 2616 (c)(4)
- PHS ACT 2617(b)(7)(A)
- HAB National Monitoring Standards - Universal – Part A and B
- Fulton County Ryan White Contract/Agreement

Policy and Procedures:

1. Agencies must implement and maintain a Consumer Advisory Board to obtain input from clients in the design and delivery of services.
 - A. Subrecipients must provide, with each quarterly report, documentation of Consumer Advisory Board meetings, membership, and minutes as well as a description of any changes implemented as a result of consumer input.
2. Agencies should have a suggestion box or other client input mechanism.
3. The Department for HIV Elimination has an established module in e2Fulton to assess client satisfaction with Ryan White-funded services. De-identified results will be available to each subrecipient no less frequently than twice per year. The subrecipient will submit a report on how results were used to implement changes or to develop plans to evaluate potential changes as annually. This does not preclude subrecipients from undertaking their own client satisfaction surveys to monitor the quality of the services provided and to measure the level of consumer satisfaction. Survey results and analysis, and use of results may be submitted to the Department for HIV Elimination.
4. In collaboration with subrecipients, the Department for HIV Elimination may purchase kiosks or other electronic mechanisms to allow clients to provide immediate satisfaction information.

Verification:

- Documentation of content, use, and confidentiality of an internal client satisfaction survey or focus groups conducted at least annually.
- Review of survey results, analysis, and use of results.

- Review of documentation of Consumer Advisory Board meetings, membership, and minutes.
- Verify the presence of a visible suggestion box or other client input mechanism.

Approved: October 2016

Reviewed: March 2021