

Maricopa County
Ryan White Part A Program
QM Condition of Award – Client Policy Documents

PROVIDER NAME:
GRANT YEAR:

The Maricopa County Ryan White Part A (RWPA) Program requires that Quality Management review and approve client policy documents upon award of funds for all contractors. If your agency has not met with the Part A Quality Management Team to review the required client policy documents by March 15th please contact the Part A Program Office to schedule your review meeting with the QM Team.

The client policy documents that will be required for review are:

- Client Rights and Responsibilities Policy and Procedures (P & P) – See RWPA, P&P “Contract Policies” & “Client Eligibility” *(This P&P should clearly state the client’s rights & responsibilities, when the client will receive a copy of the policy and how the receipt of a copy of the policy is documented by your agency.)*
- Client Grievance Policy and Procedures (P & P) – See RWPA, P&P “Client Grievance” *(This P&P should clearly contain the following:*
 - HRSA required Ryan White Part A language as follows: “Any Ryan White Part A Program Client who wishes to file a verbal or written grievance will be provided a Ryan White Part A Program Client Grievance Packet, (English or Spanish). Packets are located at **[Insert wording describing your Agency Specific Location(s)]**”.
 - HRSA required chronological log of all grievances and complaints see sample attached.

All contractors are required to submit copies of these P & P’s to the Administrative Agent by April of new contract year.

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Ryan White Part A Program Grievance & Complaint Log

Date of Receipt of Grievance or Complaint	Client or Entity Name	Assigned ID Number <i>(date in mm/dd/yyyy) followed by a number (e.g. 01/31/2010 – 1)</i>	Date of Issue of Grievance or Complaint Acknowledgement	Date of Issue of Final Grievance or Complaint Response	Disposition <i>Closed or Appealed to RWPA</i>
Example 01/31/2010	John Smith	01/31/2010-01	02/02/2010	03/03/2010	Closed