

## DELEGATE AGENCY SITE REVIEWS

### INTRODUCTION

The Title X site review is a valuable management tool that provides planning information to the federal Title X Family Planning Program, the Rhode Island Department of Health (HEALTH) Title X Family Planning Program, and Rhode Island's eleven (11) Title X delegate agencies. The federal Title X Family Planning Program requires that all family planning projects funded under Title X of the Public Health Services Act of 1970 be monitored to ensure compliance with the provisions of the law. This monitoring, which is done through the annual site review process, is one of several components that collectively constitute an overall quality assurance system.

Rhode Island's Title X site reviews generate information that helps Title X delegate agencies by identifying program areas that require additional support to improve program activities through the implementation of corrective action. Moreover, the information collected can produce information about the needs of Rhode Island's Title X delegate agencies --- information necessary for developing and carrying out responsive technical assistance, consultation, and training activities.

### SITE REVIEW OBJECTIVES

The primary objectives for the HEALTH's Title X site review are as follows:

1. To ensure delegate agencies' understanding of and compliance with Title X and other federal and state laws, regulations, policies, and guidelines.
2. To verify activities reported by each delegate agency, such as an agency's expenditure of funds and scope of services.
3. To determine each delegate agency's progress in implementing the project plan as stated in the approved Title X grant application and delegate agency work plans.
4. To determine whether appropriate systems are being implemented, are effective, and are ensuring program compliance with Title X.
5. To develop and present to each delegate agency a statement of findings and recommendations, including identified problem areas that require resolution and, if appropriate, on-site consultation and technical assistance.

6. To obtain from each delegate agency an appropriate plan of correction, based on the statement of findings and recommendations.
7. To provide each delegate agency with an opportunity to develop a plan of assistance to help improve delivery of Title X services as necessary. This includes providing each delegate agency with resources, as available, and follow-up to questions or problems identified during the site review.
8. To provide each delegate agency with the opportunity to identify trends and common issues in the delivery of Title X services and in the implementation of Title X requirements to assist in state program planning.

### **PROCEDURES FOR CONDUCTING SITE VISITS AND SUBSEQUENT FOLLOW-UP**

1. On an annual basis, HEALTH will select three (3) or four (4) delegate agencies to be reviewed. By doing so, each delegate agency will be the subject of a comprehensive financial, administrative and clinical site review once every three years. All agencies will have a scheduled review visit on alternate years from the comprehensive site visit.
2. HEALTH will notify each delegate agency being reviewed, in writing, at least 30 days prior to the site visit. As a part of the notification, HEALTH will provide each delegate agency being reviewed with the names and positions of HEALTH staff that will be participating in the site review.
3. HEALTH will provide each delegate agency with a copy of the site review instrument at least 14 days prior to the site review. In addition, HEALTH will provide each delegate agency being reviewed with a written description of the site review process.
4. HEALTH will work with each delegate agency being reviewed to determine the date and time of the visit. Each site review is expected to take no longer than one half day.
5. One week prior to the site review, HEALTH will ask each delegate agency being reviewed, in writing, to have available for review 20-25 clinical and financial records on the date of the site review. The clinical and financial records will be randomly selected by the family planning computerized data system, and the numbers and types of clients to be reviewed will be determined by HEALTH staff prior to the review.
6. HEALTH will conduct the site review on the agreed-upon date and time. HEALTH staff will provide each delegate agency being reviewed with an opportunity to ask

questions and address concerns.

7. HEALTH will provide each delegate agency with a written report with findings and recommendations, no later than 30 days following the site review.

8. Each delegate agency reviewed is expected to provide a written response to the HEALTH's report with findings and recommendations, no later than 30 days following receipt of the report.

9. HEALTH will conduct a follow-up visit to each delegate agency reviewed no later than 6 months following 1 month after the date of its initial written report.