



Legislation Text

File #: 23-2762, **Version:** 1

Department: Public Health Services

Department Head/Elected Official: Barbie L. Robinson, MPP, JD, CHC – Executive Director

Regular or Supplemental RCA: Regular RCA

Type of Request: Financial Authorization

Project ID (if applicable): FY23_RW_QM

Vendor/Entity Legal Name (if applicable): Walmart

MWDBE Contracted Goal (if applicable): N/A

MWDBE Current Participation (if applicable): N/A

Justification for 0% MWDBE Participation Goal: N/A - Goal not applicable to request

Request Summary (Agenda Caption):

Request for approval to purchase \$10.00 Walmart gift cards in an amount not to exceed \$7,500 as incentives for Ryan White clients to complete satisfaction surveys.

Background and Discussion:

Ryan White Grant Administration (RWGA) developed and implemented a standardized methodology for measuring client satisfaction consistent across all Ryan White (RW) Part A-funded service categories. This methodology employs the use of a self-administered survey tool that includes questions that address the service, the provider, and overall satisfaction within the Part A HIV care system. Offering incentives has been a key component of the Quality Management data collection process, significantly increasing survey response rates and yielding valuable data. Data collected from client satisfaction surveys is key in identifying, addressing, and improving the quality of HIV care in the Houston Eligible Metropolitan Area.

Expected Impact:

A significant increase in survey response rates, ensuring RWGA meets and exceeds the annual performance measure to survey a 10% convenience sample for each service category. Survey results are shared across Part A-funded agencies and stakeholders to influence improved quality of care, priorities and allocations setting, and performance measure outcomes for the Houston RW Care delivery system.

Alternative Options:

N/A

Alignment with Goal(s):

- Justice and Safety
- Economic Opportunity

- Housing
- Public Health
- Transportation
- Flooding
- Environment
- Governance and Customer Service

Prior Court Action (if any):

Date	Agenda Item #	Action Taken
N/A		

Location:

Address (if applicable): N/A

Precinct(s): Countywide

Fiscal and Personnel Summary			
Service Name	Ryan White Grant Administration		
	FY 23	FY 24	Next 3 FYs
Incremental Expenditures (do NOT write values in thousands or millions)			
Labor Expenditures	\$	\$	\$
Non-Labor Expenditures	\$7,500	\$	\$
Total Incremental Expenditures	\$7,500	\$	\$
Funding Sources (do NOT write values in thousands or millions)			
Existing Budget			
Grant	\$7,500	\$	\$
	\$	\$	\$
	\$	\$	\$
Total Current Budget	\$7,500	\$	\$
Additional Budget Requested			
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$
Total Additional Budget Requested	\$	\$	\$
Total Funding Sources	\$7,500	\$	\$
Personnel (Fill out section only if requesting new PCNs)			
Current Position Count for Service	-	-	-
Additional Positions Requested	-	-	-

Total Personnel	-	-	-
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Anticipated Court Date: May 16, 2023

Anticipated Implementation Date (if different from Court date): May 16, 2023

Emergency/Disaster Recovery Note: Not an emergency, disaster, or COVID-19 related item

Contact(s) name, title, department: Dr. Ericka Brown, Director of Community Health and Wellness, Public Health Services

Attachments (if applicable): PCN 16-02