

**RWP Section: ADMINISTRATIVE-Programmatic**  
**RWP Procedure Number: 1b.9**  
**Effective Date: 3/1/2023 (rev. 9/4/2024)**

**Client Grievance Policy and Procedures**

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**DEFINITIONS**

- (1) "Affected party" means an entity or individual that has standing to file a grievance due to being directly affected by the outcome of a covered process under these grievance procedures (i.e., service providers eligible for Ryan White Part A/MAI/EHE funds, clients, planning council members, etc.).
- (2) "Client" means a program-eligible individual as further defined in definition #12 below.
- (3) "Contract" or "Agreement" means the corresponding solicitation documents, terms and conditions set forth therein, the Scope of Services (Exhibit A), Subrecipient's Budget (Exhibit B), all associated addenda and attachments, and all amendments issued thereto.
- (4) "Contracted Service Provider" or "Subrecipient" mean a legal entity that receives a subaward from a recipient or another subrecipient under an award of financial assistance and is accountable to the recipient (grantee) or other subrecipient for the use of the Federal grant funds provided by the subaward; and shall also mean a legal entity that has completed and continues to comply with the requirements of the Miami-Dade County Business Entity Registration Application process via the County's online Supplier/Vendor Portal and has satisfied all requirements to enter into business agreements with the County.
- (5) "County" means Miami-Dade County, its agents, employees and instrumentalities, including, but not limited to, the Office of Management and Budget-Grants Coordination (OMB). The term COUNTY excludes SUBRECIPIENT.
- (6) "Dispute Prevention" means techniques or approaches used by an organization to resolve disagreements at an early and informal stage, to avoid or minimize the number of disputes that reach the formal grievance process.
- (7) "EHE" means the Ending the HIV Epidemic initiative and its funded services programs.
- (8) "Grievance" means a complaint or dispute that has reached the stage where the affected party seeks a formal approach to its resolution.
- (9) "Grievant" means an entity or eligible individual seeking a formal resolution of a grievance.
- (10) "Party" means one of the participants in the grievance process
- (11) "Program Director" means the Program Director of Miami-Dade County's Office of Management and Budget-Grants Coordination/Ryan White Program (also known as the Assistant Director of the Office of Management and Budget-Grants Coordination, for Ryan White Program services), or the duly authorized representative designated to manage or assist in management of this Agreement. See Contact Information section of corresponding Client Grievance Policy.

- (12) “Program-eligible individuals”, “persons or people with HIV”, “service recipients”, or “clients” mean individuals who meet the requirements of being Human Immunodeficiency Virus positive (i.e., HIV positive; a person with HIV), residing in Miami-Dade County, and having a gross household income not to exceed the indicated Federal Poverty Level guideline per service category who will be eligible for Part A Program-funded services; minority clients who meet the aforementioned requirements will be eligible to receive Minority AIDS Initiative (MAI) Program-funded services; and clients who meet the requirement of being HIV positive will be eligible to receive EHE Program-funded services not offered by Part A or MAI Programs as payer of last resort.
- (13) “Recipient” means Miami-Dade County (the County), which has received a grant award from HRSA and is responsible and accountable for the use of the grant funds provided and for the performance of the grant supported project or activity.
- (14) “Remedy” means the relief or result sought by a grievant in bringing a grievance. It can include a process change, monetary damages, or (in some situations) a reversal of a decision. In the Miami-Dade County Ryan White Programs (Part A, MAI, and EHE) remedies are prospective, which means they apply to future funding-related decisions, but do not apply retroactively to past funding decisions.
- (15) “Standing” means the eligibility of an entity or individual to bring, file, or submit a grievance.
- (16) “The United States Department of Health and Human Services”, “DHHS”, or “HRSA” mean the Department, its agents, employees, and instrumentalities, including but not limited to the Health Resources and Services Administration (HRSA).