

## **Health Center Program Compliance Manual Revisions**

Updated by HRSA: August 20, 2018

#### **Background**

The Bipartisan Budget Act of 2018 amended Section 330 of the Public Health Service Act (42 U.S.C. 254b), which is the authorizing statute of the Health Center Program. The Health Resources and Services Administration (HRSA)/Bureau of Primary Health Care (BPHC) has revised the Health Center Program Compliance Manual (Compliance Manual), which was originally issued in August 2017, to reflect the amended statute. All related Health Center Program documents, including the Site Visit Protocol, have been revised to align with the statutory changes. Refer to the revised Health Center Program statute for current statutory language and detail on all statutory amendments.

#### **How to Read the Revisions Tables**

Below are the revisions and the relevant Compliance Manual chapter and section(s) impacted.

- Each relevant chapter has its own table and a short summary of the revisions
- On the left side of the table is the language from the Compliance Manual that was originally issued in August 2017.
- On the right side of the table are the revisions
  - Text that has been added has been marked through the use of bold. For example: **this is** added text.
  - Text that has been deleted has been marked off curly brackets, and italicized red text.
     For example: {this is deleted text.}

# **Revisions**

Chapter 2: Health Center Program Oversight: Program Compliance and Application Review and Selection and related footnotes: Revisions based on amendments to Section 330(e)(1)(B) of the PHS Act that require HRSA to award a 1-year project period when HRSA finds that a health center has not demonstrated compliance with Health Center Program requirements, and for such health centers to submit an implementation plan for compliance within 120 days of award.

Project/designation period length is based on a comprehensive evaluation of the risks to the Health Center Program posed by each applicant if it were to receive an award/designation for a new project or designation period, including an assessment of a health center's compliance with program requirements. Therefore, an existing health center with a history of failure to demonstrate compliance with Health Center Program requirements may be considered by HRSA to pose risk and may be awarded Federal funding or designation for a shortened project/designation period as part of the competing continuation/renewal of designation application review process. The specific criteria for determining project period length are further detailed in the applicable Service Area Competition (SAC) Notices of Funding Opportunity (NOFOs) and Look-Alike Renewal of Designation (RD) application instructions.

Further, if a current Health Center Program Federal award recipient has been awarded two consecutive one-year project periods, based on the project period length criteria associated with program compliance and outlined in the SAC NOFO, and a review of the subsequent SAC application would result in a third consecutive one-year project period, HRSA may conclude that this organization cannot consistently carry out the Health Center Program project in accordance with Health Center Program requirements. Due to continued unsatisfactory performance in demonstrating compliance with program requirements, this organization's SAC application may not be selected for funding for a third consecutive one-year project period. 25 In such circumstances, HRSA may announce a new competition for the service area, in order to identify an organization that can carry out a service delivery program consistent with Health Center Program requirements.

In addition, a health center's ability to demonstrate compliance with program

Project/designation period length is based on {a comprehensive evaluation of the risks to the Health Center Program posed by each applicant if it were to receive an award/designation for a new project or designation period, including} an assessment of a health center's compliance with program requirements. Therefore, an existing health center {with a history of failure} that fails to demonstrate compliance with all Health Center Program requirements {may be considered by HRSA to pose risk and} may only be awarded Federal Service Area Competition (SAC) funding {or designation} for a {shortened} oneyear project/designation period {as part of the competing continuation/renewal of designation application review process. The specific criteria for determining project period length are further detailed in the applicable Service Area Competition (SAC) Notices of Funding Opportunity (NOFOs) and Look-Alike Renewal of Designation (RD) application instructions}.25

Further, if a current Health Center Program Federal award recipient has been awarded two consecutive one-year project periods as a result of noncompliance with any Health Center Program requirements {, based on the project period length criteria associated with program compliance and outlined in the SAC NOFO}, and {a} review of {the} a subsequent SAC application would result in a third consecutive one-year project period due to noncompliance with Program requirements, HRSA will not {may conclude that this organization cannot consistently carry out the Health Center Program project in accordance with Health Center Program requirements. Due to continued unsatisfactory performance in demonstrating compliance with program requirements, this organization's SAC application may not be selected for} fund{ing for} a third consecutive one-year project period. [25]<sup>26</sup> In such circumstances, HRSA may announce a new competition for the service area, in order to identify an organization that can carry out a

#### **Compliance Manual Prior to August 2018**

requirements is critical to ensuring continued Federal award support and may, in certain cases, directly impact award decisions for supplemental funding, as outlined in the specific NOFO.

Consistent with the approach regarding Federal award recipients, HRSA will not renew a Health Center Program look-alike organization's designation if the organization has received two consecutive one-year designation periods and the review of the subsequent RD application would result in a third consecutive one-year designation period. Look-alikes whose designation period has not been renewed may reapply for look-alike designation through the initial designation application process at any time.<sup>26</sup>

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service delivery program consistent with Health Center Program requirements.

{In addition, a health center's ability to demonstrate compliance with program requirements is critical to ensuring continued Federal award support and may, in certain cases, directly impact award decisions for supplemental funding, as outlined in the specific NOFO.}

Consistent with the approach regarding Federal award recipients, HRSA will not renew a Health Center Program look-alike organization's designation if the organization has received two consecutive one-year designation periods and the review of the subsequent RD application would result in a third consecutive one-year designation period. Look-alikes whose designation period has not been renewed may reapply for look-alike designation through the initial designation application process at any time. (26)27

In addition, project/designation period length determinations may be impacted by *{further* based on} a comprehensive evaluation of the risks to the Health Center Program posed by each applicant if it were to receive an award/designation for a new project or designation period, or for supplemental funding. The specific criteria for determining project period length are further detailed in the applicable Service Area Competition (SAC) Notices of Funding Opportunity (NOFOs) and Look-Alike Renewal of Designation (RD), or supplemental funding application instructions. A health center's ability to demonstrate compliance with program requirements is critical to ensuring continued Federal award support and may, in certain cases, directly impact award decisions for supplemental funding, as outlined in the specific NOFO.

Compliance Manual Prior to August 2018	Compliance Manual Revisions as of August 2018
Footnotes	
	<sup>25</sup> Section 330(e)(1)(B) of the PHS Act (42 U.S.C. 254b(e)(1)(B)). In addition, a health center that fails to demonstrate compliance with all Health Center Program requirements, including those in Section 330(k)(3) of the PHS Act, must submit, within 120 days of grant funding, an implementation plan for compliance for HRSA approval. Additional information related to this implementation plan will be included in the applicable Notices of Funding Opportunity and Look-Alike Designation/Renewal of Designation application instructions.
Health Center Program notice of funding opportunity (NOFO) in accordance with 45 CFR 75.205(c)(3), HRSA may consider factors, including an applicant's history of performance if it is a prior recipient of Federal awards or designation when making competitive awards. These factors include, but are not limited to, unsuccessful Progressive Action condition resolution and current compliance with Health Center Program requirements and regulations.	(25)26 Section 330(e)(4) of the PHS Act states that "Not more than two grants may be made under subparagraph (B) of paragraph (1) for the same entity." While such organizations may apply for {to} future Health Center Program {notice of} funding {opportunity (NOFO) in accordance with} under 45 CFR 75.205(c)(3), HRSA may consider factors, including an applicant's history of performance if it {i}has been a prior recipient of Federal awards or designation when making competitive awards. These factors include, but are not limited to, unsuccessful Progressive Action condition resolution and current compliance with Health Center Program requirements and regulations.
<sup>26</sup> See <a href="http://bphc.hrsa.gov/">http://bphc.hrsa.gov/</a> programopportunities/lookalike/index.html for	<sup>(26)27</sup> See http://bphc.hrsa. gov/programopportunities/lookalike/index.html
more information on the Health Center Program look-alike application process.	for more information on the Health Center Program look-alike application process.

**Chapter 3: Needs Assessment:** Requirements, Demonstrating Compliance element (b) related footnote: Revisions based on amendments to Section 330(k)(2) of the PHS Act that add "unmet" before "need" and provides clarity in footnote 2 of this chapter regarding needs assessments.

Compliance Manual Prior to August 2018	Compliance Manual Revisions as of August 2018
Requirements	
<ul> <li>The health center must assess the need for health services in the catchment area of the center based on the population served, or proposed to be served, utilizing, but not limited to, the following factors:</li> </ul>	<ul> <li>The health center must assess the unmet need for health services in the catchment or proposed catchment area of the center based on the population served, or proposed to be served, utilizing, but not limited to, the following factors:</li> </ul>
Footnotes	
<sup>2</sup> Compliance may be demonstrated based on the information included in a Service Area Competition or a Renewal of Designation application.	<sup>2</sup> Compliance may be demonstrated based on the information included in a Service Area Competition [SAC] or a Renewal of Designation [RD] application. Note that in the case of a Notice of Funding Opportunity {n application} for a New Access Point or Expanded Services grant, {the Notice of Funding Opportunity (NOFO)} HRSA {will} may specify application-specific requirements for demonstrating an applicant has consulted with the appropriate agencies and providers consistent with Section 330(k)(2)(D) of the Public Health Service Act. Such application-specific requirements may require a completed or updated needs assessment more recent than{one} that which was provided in an applicant's SAC or RD application.

**Chapter 4: Required and Additional Health Services:** Requirements: Revisions based on amendments to Section 330(b)(1)(A)(ii) and (b)(2)(A) of the PHS Act that replace the term "substance abuse" with "substance use disorder."

Compliance Manual Prior to August 2018	Compliance Manual Revisions as of August 2018
Requirements	
(Bullet 2)	(Bullet 2)
<ul> <li>A health center that receives a <u>Health</u></li> </ul>	<ul> <li>A health center that receives a <u>Health</u></li> </ul>
Center Program award or look-	Center Program award or look-
alike designation under section 330(h) of	alike designation under section 330(h) of
the PHS Act to serve individuals	the PHS Act to serve <u>individuals</u>
experiencing homelessness must, in	experiencing homelessness must, in
addition to these required primary health	addition to these required primary health
services, provide substance abuse	services, provide substance {ab}use
services.	disorder services.

**Chapter 9: Sliding Fee Discount Program:** *Demonstrating Compliance element (k)*: Revisions based on a technical correction of a typographical error (deleting two commas) that produced a clearly erroneous statement.

Compliance Manual Prior to August 2018	Compliance Manual Revisions as of August 2018
Demonstrating Compliance	
k. Health center patients, who are eligible for sliding fee discounts and have third-party coverage, are charged no more for any out-of-pocket costs than they would have paid	k. Health center patients { , } who are eligible for sliding fee discounts and have third-party coverage { , } are charged no more for any out-of-pocket costs than they would have paid
under the applicable SFDS discount pay class. Such discounts are subject to potential legal and contractual restrictions. 10	under the applicable SFDS discount pay class. Such discounts are subject to potential legal and contractual restrictions. 10

Chapter 11: Key Management Staff: Authority, Requirements, Demonstrating Compliance element (d), Related Considerations, and related footnotes: Revisions based on amendments to Section 330(k)(3)(H)(ii) of the PHS Act that require the health center to directly employ the Project Director/Chief Executive Officer (PD/CEO). References to contracted PD/CEO have been removed.

Compliance Manual Prior to August 2018	Compliance Manual Revisions as of August 2018
Authority	
Section 330(k)(3)(I)(i) of the PHS Act; 42 CFR	Section <b>330(k)(3)(H)(ii), and</b> 330(k)(3)(I)(i) of the
51c.104(b)(4), 42 CFR 51c.303(p), 42 CFR	PHS Act; 42 CFR 51c.104(b)(4), 42 CFR 51c.303(p),
56.104(b)(5), and 42 CFR 56.303(p); and 45 CFR	42 CFR 56.104(b)(5), and 42 CFR 56.303(p); and
75.308(c)(1)(ii)(iii)	45 CFR 75.308(c)(1)(ii)(iii)
Requirements	
	(Bullet 4)
	<ul> <li>The health center must directly employ its Project Director/CEO.<sup>1</sup></li> </ul>
Demonstrating Compliance	
d. The health center's Project Director/CEO <sup>2</sup>	d. The health center's Project Director/CEO <sup>[2]</sup> is
reports to the health center's governing board <sup>3</sup>	directly employed by the health center, <sup>3</sup> reports
and is responsible for overseeing other key	to the health center's governing board <sup>4</sup> and is
management staff in carrying out the day-to-day	responsible for overseeing other key
activities necessary to fulfill the HRSA-approved	management staff in carrying out the day-to-day
scope of project.	activities necessary to fulfill the HRSA-approved
	scope of project.
Related Considerations	
(Bullet 1)	{The health center's governing board determines
<ul> <li>The health center's governing board</li> </ul>	under what circumstances it is appropriate and
determines under what circumstances it	necessary to contract for the Project Director/CEO
is appropriate and necessary to contract	position rather than directly employ this
for the Project Director/CEO position	individual.⁵}
rather than directly employ this	
individual. <sup>5</sup>	

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(Bullet 3)	(Bullet 3)
<ul> <li>The health center determines when and</li> </ul>	<ul> <li>The health center determines when and</li> </ul>
if it is appropriate and necessary to	if it is appropriate and necessary to
contract for other key management staff	contract for <i>{other}</i> key management
positions rather than directly employ	staff positions (other than the CEO, who
such individuals.	may not be a contractor), rather than
	directly employ such individuals.
Footnotes	
	(2) 1 While the position title of the key person who is specified in the award/designation may vary, for the purposes of the Health Center Program, this Chapter will utilize the term "Project Director/CEO" when referring to this key person. Under 45 CFR 75.2, the term "Principal Investigator/Program Director (PI/PD)" means the individual(s) designated by the recipient to direct the project or program being supported by the grant. The PI/PD is responsible and accountable to officials of the recipient organization for the proper conduct of the project, program, or activity. For the purposes of the Health Center Program, "Project Director/CEO" is synonymous with the term "PI/PD."
<sup>1</sup> Examples of key management staff may include Project Director/CEO, Clinical Director/Chief Medical Officer, Chief Financial Officer, Chief	include Project Director/CEO, Clinical Director/Chief Medical Officer, Chief Financial
Operating Officer, Nursing/Health Services	Officer, Chief Operating Officer, Nursing/Health
Director, or Chief Information Officer.	Services Director, or Chief Information Officer.
<sup>2</sup> While the position title of the key person who is	(Redesignated as footnote 1)
specified in the <u>award</u> /designation may vary, for	
the purposes of the Health Center Program, this	
Chapter will utilize the term "Project Director/CEO" when referring to this key person.	
Under 45 CFR 75.2, the term "Principal	
Investigator/Program Director (PI/PD)" means	
the individual(s) designated by the recipient to	
direct the project or program being supported by	
the grant. The PI/PD is responsible and	
accountable to officials of the recipient	
organization for the proper conduct of the	
project, program, or activity. For the purposes of	
the Health Center Program, "Project	
Director/CEO" is synonymous with the term "PI/PD."	

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	<sup>3</sup> Public agency health centers utilizing a co-
	applicant structure would demonstrate
	compliance with the statutory requirement for
	direct employment of the Project Director/CEO
	by demonstrating that the public agency, as the
	Health Center Program awardee/designee of
	record, directly employs the Project
	Director/CEO. Refer to related requirements in
	Chapter 19: Board Authority regarding public
	agencies with co-applicants.
<sup>3</sup> Refer to related requirements in Chapter 19:	<sup>(3)4</sup> Refer to related requirements in Chapter 19:
Board Authority regarding the selection and	Board Authority regarding the selection and
dismissal of the Project Director/CEO by the	dismissal of the Project Director/CEO by the
	,
health center board as part of its oversight	health center board as part of its oversight
responsibilities for the Health Center Program	responsibilities for the Health Center Program
project.	project.
<sup>4</sup> Such changes include situations in which the	<sup>(4)5</sup> Such changes include situations in which the
current Project Director/CEO will be disengaged	current Project Director/CEO will be disengaged
from involvement in the Health Center Program	from involvement in the Health Center Program
project for any continuous period for more than 3	project for any continuous period for more than 3
months or will reduce time devoted to the	months or will reduce time devoted to the
project by 25 percent or more from the level that	project by 25 percent or more from the level that
was approved at the time of award [see: 45 CFR	was approved at the time of award [see: 45 CFR
75.308(c)(1)(ii) and (iii)].	75.308(c)(1)(ii) and (iii)].
<sup>5</sup> Contracting for the Project Director/CEO or for	{ <sup>5</sup> Contracting for the Project Director/CEO or for
the entire key management staff requires prior	the entire key management staff requires prior
approval from HRSA as this is considered to be a	approval from HRSA as this is considered to be a
transfer of substantive programmatic work. For	transfer of substantive programmatic work. For
more information, see Chapter 12: Contracts and	more information, see Chapter 12: Contracts and
Subawards.	<u>Subawards</u> .}

**Chapter 12: Contracts and Subawards:** Footnotes: References to contracted PD/CEO removed consistent with amendments to Section 330(k)(3)(H)(ii) of the PHS Act that require the health center to directly employ the PD/CEO.

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Italicized note (below the title/before Authority)	
Footnotes	
<sup>4</sup> For the purposes of the Health Center Program,	<sup>4</sup> For the purposes of the Health Center Program,
contracting for substantive programmatic work	contracting for substantive programmatic work
does not include the acquisition of supplies,	{does not include the acquisition of supplies,
material, equipment, or general support services.	material, equipment, or general support services}
However, it does apply to contracting for the:	applies to contracting with a single entity for the
Project Director/CEO; entire key management	majority of health care providers. {However, it
team; majority of health care providers with a	does apply to contracting for the: Project
single entity. Substantive programmatic work	Director/CEO; entire key management team;
may be further defined within HRSA Notices of	majority of health care providers with a single
Funding Opportunity (NOFOs) and applications.	entity.} The acquisition of supplies, material,
	equipment, or general support services is not
	considered programmatic work. Substantive
	programmatic work may be further defined
	within HRSA Notices of Funding Opportunity
	(NOFOs) and applications.
<sup>12</sup> For the purposes of the Health Center Program,	<sup>12</sup> For the purposes of the Health Center Program,
contracting for substantive programmatic work	contracting for substantive programmatic work
does not include the acquisition of supplies,	{does not include the acquisition of supplies,
material, equipment, or general support services.	material, equipment, or general support services}
However, it does apply to contracting for the:	applies to contracting with a single entity for the
Project Director/CEO; entire key management	majority of health care providers. {However, it
team; majority of health care providers with a	does apply to contracting for the: Project
single entity. Substantive programmatic work	Director/CEO; entire key management team;
may be further defined within HRSA Notices of	majority of health care providers with a single
Funding Opportunity (NOFOs) and applications.	entity.} The acquisition of supplies, material,
	equipment, or general support services is not
	considered programmatic work. Substantive
	programmatic work may be further defined
	within HRSA Notices of Funding Opportunity
	(NOFOs) and applications.

Chapter 14: Collaborative Relationships: Requirements, Demonstrating Compliance elements (a), (b), and (c): Revisions based on amendments to Section 330(k)(3)(B) of the PHS Act that require health centers to establish and maintain collaborative relationships with other health care providers, local hospitals, and specialty providers to provide access to services not available through the health center and to reduce the non-urgent use of hospital emergency departments.

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Requirements	
(Bullet 1) The health center has made and must continue to make every reasonable efforts to establish and maintain collaborative relationships with other health care providers in the health center's catchment area [service area].	(Bullet 1) The health center has made and must continue to make every reasonable effort{s} to establish and maintain collaborative relationships {with other health care providers in the health center's catchment area [service area]}, including with other health care providers that provide care within the catchment area [service area], local hospitals, and specialty providers in the catchment area of the center, to provide access to services not available through the health center and to reduce the non-urgent use of hospital emergency departments.
Demonstrating Compliance	
<ul> <li>a. The health center documents its efforts to coordinate and integrate activities with other providers or programs in the service area (for example, social service organizations, including those that serve special populations, specialty practices, hospitals) in order to support:         <ul> <li>Continuity of care across community providers; and</li> <li>Other health or community services that impact the patient population.</li> </ul> </li> </ul>	a. The health center documents its efforts to {coordinate and integrate activities} collaborate with other providers or programs in the service area, including local hospitals, specialty providers, and social service organizations (including those that serve special populations), to provide access to services not available through the health center {(for example, social service organizations, including those that serve special populations, specialty practices, hospitals)} in order to support  • Reductions in the non-urgent use of hospital emergency departments;  • Continuity of care across community providers; and  • Access to {O} other health or community services that impact the patient population.

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- b. The health center documents its efforts to collaborate with other primary care providers serving similar patient populations in the service area (at a minimum, this would include establishing and maintaining relationships with other health centers in the service area).
- c. If the health center expands<sup>1,2</sup> its HRSA-approved scope of project:
  - The health center obtains letters or other appropriate documents specific to the request or application that describe areas of coordination or collaboration with providers serving similar patient populations in the service area (health centers, rural health clinics, critical access hospitals, health departments, other providers, as applicable); or
  - If such letters or documents cannot be obtained from these providers, the health center documents its attempts to coordinate or collaborate with these providers (health centers, rural health clinics, critical access hospitals, health departments, other providers, as applicable) on the specific request or application proposal.

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- b. The health center documents its efforts to {collaborate} coordinate and integrate activities with other federally-funded, as well as State and local, health services delivery projects and programs {primary care providers} serving similar patient populations in the service area (at a minimum, this would include establishing and maintaining relationships with other health centers in the service area).
- c. If the health center expands<sup>1,2</sup> its HRSAapproved scope of project:
  - The health center obtains letters or other appropriate documents specific to the request or application that describe areas of coordination or collaboration with health care providers serving similar patient populations in the service area (health centers, rural health clinics, local hospitals including critical access hospitals, health departments, other providers including specialty providers, as applicable); or
  - If such letters or documents cannot be obtained from these providers, the health center documents its attempts to coordinate or collaborate with these health care providers (health centers, rural health clinics, local hospitals including critical access hospitals, health departments, other providers including specialty providers, as applicable) on the specific request or application proposal.

Chapter 15: Financial Management and Accounting Systems: Requirements, and related footnotes: Revisions based on the amendment to Section 330(k)(3)(N) of the PHS Act that require health centers to have written policies and procedures to ensure the appropriate use of federal funds. This requirement to safeguard federal assets is consistent with the existing Demonstrating Compliance Element (a) of this chapter, which requires health centers demonstrate that they have written policies and procedures in place to ensure the appropriate use of federal funds in compliance with applicable federal statutes, regulations, and the terms and conditions of the federal award.

Compliance Manual Prior to August 2018	Compliance Manual Revisions as of August 2018
Authority	
Sections 330(e)(5)(D), 330(k)(3)(D), and 330(q) of	Sections 330(e)(5)(D), 330(k)(3)(D),
the PHS Act; 42 CFR 51c.113, 42 CFR 56.114, 42	<b>330(k)(3)(N)</b> , and 330(q) of the PHS Act;
CFR 51c.303(d), and 42 CFR 56.303(d); and 45 CFR	42 CFR 51c.113, 42 CFR 56.114, 42 CFR
Part 75 Subparts D, E and F	51c.303(d), and 42 CFR 56.303(d); and 45
	CFR Part 75 Subparts D, E and F
Requirements	
	(Bullet 2)
	The health center must have written policies and procedures in place to ensure the appropriate use of Federal funds in compliance with applicable Federal statutes, regulations, and the terms and conditions of the Federal award.
Demonstrating Compliance	
(a, sub-bullet 3)	(a, sub-bullet 3)
<ul> <li>The safeguarding of all assets to</li> </ul>	<ul> <li>The safeguarding of all assets to</li> </ul>
assure they are used solely for	assure they are used solely for
authorized purposes in	authorized purposes in
accordance with the terms and	accordance with the terms and
conditions of the Health Center	conditions of the Health Center
Program award/designation; and	Program award/designation;⁴
	and
Footnotes	
	<sup>4</sup> The requirement to safeguard federal assets as described in this bullet substantially reflects the requirement to have written policies and procedures in place to ensure the appropriate use of Federal funds in compliance with applicable Federal statutes, regulations, and the terms and conditions of the Federal award. See Section 330(k)(3)(N) of the Public Health Service Act.

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<sup>4</sup> Federal program and Federal award	<sup>43 5</sup> Federal program and Federal award
identification would include, as applicable, the	identification would include, as applicable, the
Catalog of Federal Domestic Assistance (CFDA)	Catalog of Federal Domestic Assistance (CFDA)
title and number, Federal award identification	title and number, Federal award identification
number and year, name of the HHS awarding	number and year, name of the HHS awarding
agency, and name of the pass-through entity, if	agency, and name of the pass-through entity, if
any.	any.
<sup>5</sup> The cost principles are set forth in 45 CFR Part	(5) 6 The cost principles are set forth in 45 CFR Part
75, Subpart E.	75, Subpart E.

**Chapter 19: Board Authority:** Footnotes: References to contracted PD/CEO removed consistent with amendments to Section 330(k)(3)(H)(ii) of the PHS Act that require the health center to directly employ the PD/CEO.

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Footnotes	
<sup>14</sup> Note that this applies both in situations where	{14 Note that this applies both in situations where
the health center directly employs and where the	the health center directly employs and where the
health center contracts for the Project	health center contracts for the Project
Director/CEO position.	Director/CEO position.}
<sup>15</sup> For more information related to the production	{15} 14 For more information related to the
of reports associated with these topics, see	production of reports associated with these
Chapter 18: Program Monitoring and Data	topics, see Chapter 18: Program Monitoring and
Reporting Systems, Chapter 15: Financial	Data Reporting Systems, Chapter 15: Financial
Management and Accounting Systems, and	Management and Accounting Systems, and
Chapter 10: Quality Improvement/Assurance.	Chapter 10: Quality Improvement/Assurance.
<sup>16</sup> Policies related to billing and collections that	(16) 15 Policies related to billing and collections that
require board approval include those that	require board approval include those that
address the waiving or reducing of amounts	address the waiving or reducing of amounts
owed by patients due to inability to pay, and if	owed by patients due to inability to pay, and if
applicable those that limit or deny services due to	applicable those that limit or deny services due to
refusal to pay.	refusal to pay.

**Glossary:** Glossary: Section 330(h) Homeless Population: Revisions based on amendments to Section 330(h)(1) of the PHS Act to include homeless veterans and veterans at risk of homelessness, as among the populations health centers receiving Section 330(h) funding may serve.

Compliance Manual Prior to August 2018	Compliance Manual Revisions as of August 2018
330 Homeless Population	
For the purposes of health centers receiving a Health Center Program award or designation under section 330(h) of the Public Health Service Act, the population served includes individuals:	For the purposes of health centers receiving a Health Center Program award or designation under section 330(h) of the Public Health Service Act, the population served includes individuals:  • Who lack housing (without regard to whether the individual is a member of a family);

- Who lack housing (without regard to whether the individual is a member of a family);
- Whose primary residence during the night is a supervised public or private facility that provides temporary living accommodations;
- Who reside in transitional housing; and/or
- Who reside in permanent supportive housing or other housing programs that are targeted to homeless populations.

Under section 330(h) a health center may continue to provide services for up to 12 months to formerly homeless individuals whom the health center has previously served but are no longer homeless as a result of becoming a resident in permanent housing.

(Section 330(h) of the PHS Act)

- Whose primary residence during the night is a supervised public or private facility that provides temporary living accommodations;
- Who reside in transitional housing; and/or
- Who reside in permanent supportive housing or other housing programs that are targeted to homeless populations.

Under section 330(h) a health center may continue to provide services for up to 12 months to formerly homeless individuals whom the health center has previously served but are no longer homeless as a result of becoming a resident in permanent housing and may also serve children and youth at risk of homelessness, homeless veterans, and veterans at risk of homelessness. (Section 330(h) of the PHS Act)