



The Ronik-Radlauer Group, Inc.

RYAN WHITE PART A
ASSESSMENT OF NEEDS &
SATISFACTION WITH SERVICES
JANUARY 2019



Ryan White Part A Satisfaction Survey January 9, 2019

OVERVIEW

A survey of Ryan White Part A recipients was conducted by the Ronik-Radlauer Group between the period December 2017 through May 2018. The following report provides the results of that survey as well as common themes and recommendations moving forward.

Survey Design and Distribution

The survey was conducted online through Survey Monkey as well as via electronic transmission on iPads. It was designed by the Ronik-Radlauer Group with feedback and input through the Ryan White Part A Program Office. Survey questions included demographics and level of satisfaction with Ryan White Part A services. The survey was only conducted in English. This survey also collected information regarding behavioral health challenges as this has been a primary challenge noted by individuals providing services, the HIV Planning Council, and individuals receiving services. It is recommended that subsequent surveys be provided in languages other than English and they be checked for literacy levels.

The Ryan White Part A Program Office emailed the survey to participants who agreed to have information emailed to them. Additionally, the Ronik-Radlauer Group provided iPads at various Ryan White sites in the County to allow participants to complete the online survey at those sites. Sites included Broward House (residential and outpatient settings), Comprehensive Care at Broward Health, and Poverello Food Bank. A peer was trained in the administration of the survey and provided with an iPad, however did not collect any surveys for this administration.

Participants

A total of 93 individuals participated in this survey, representing a very small sample (slightly more than 1%) of the individuals receiving Ryan White Part A services. It is recommended that future attempts to gather stakeholder feedback and information include other methods, such as paper/pencil, short questionnaires at service sites, and additional focus groups with recipients of services.

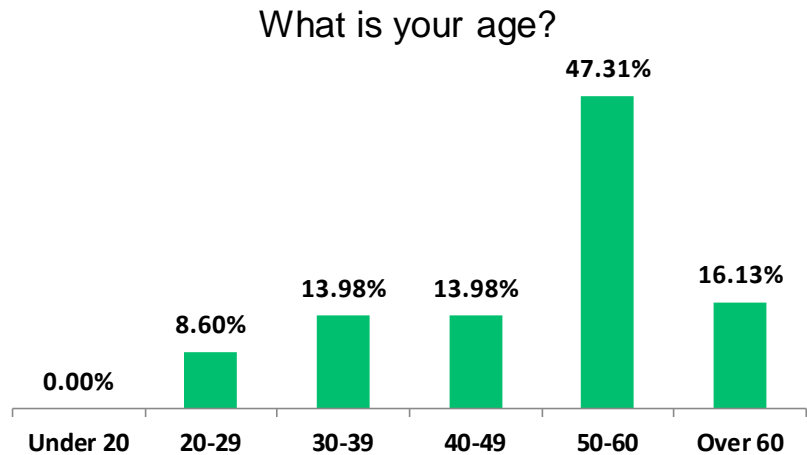
Demographics of Participants

Age

(93 individuals answered this question)

What is your age?

- 47.31% were between the ages of 50 and 60
- 16.31% were over the age of 60
- 13.98% were between the ages of 40 and 49
- 13.98% were between the ages of 30 and 39
- 8.60% were between the ages of 20 and 29



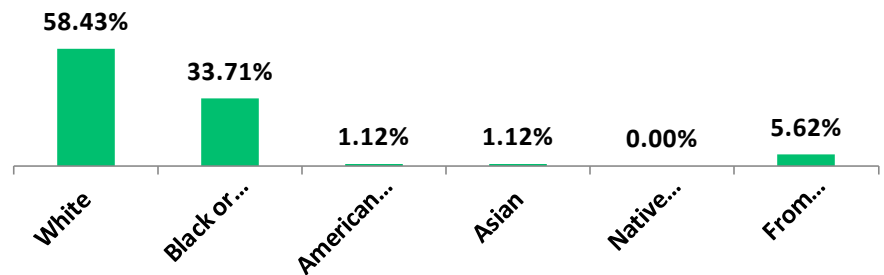
Race

(89 individuals answered this question; 4 skipped this question)

Are you White, Black or African American, American Indian or Alaskan Native, Native Hawaiian or Pacific Islander, or some other race?

- 58% were White
- 34% were Black or African American
- 6% were from multiple races
- 1% were American Indian or Alaskan Native
- 1% were Asian

Are you White, Black or African-American, American Indian or Alaskan Native, Asian, Native Hawaiian or other Pacific islander, or some other race?

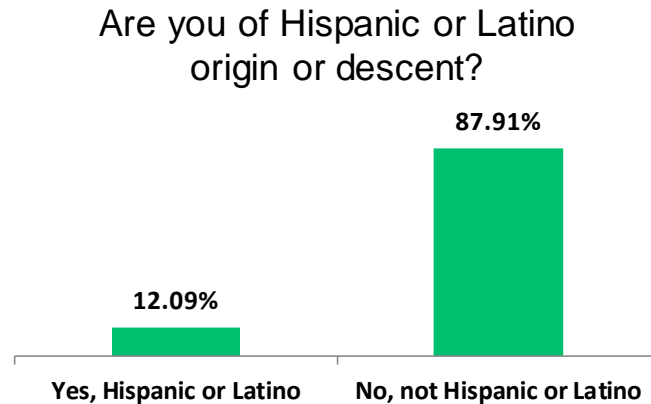


Ethnicity

(91 individuals answered this question; 2 skipped this question)

Are you of Hispanic or Latino origin or descent?

- 88% of respondents stated they were non-Hispanic
- 12% of respondents stated they were Hispanic

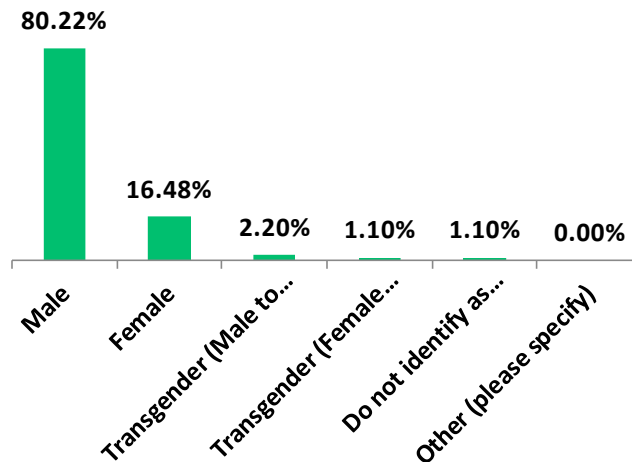


Gender identity

(91 individuals answered this question; 2 skipped this question)

- 80.22% of respondents identified their gender as male
- 16.48% of respondents identified their gender as female
- 2.20% of respondents identified their gender as transgender male to female
- 1.10% of respondents identified their gender as transgender female to male
- 1.10% of respondents do not identify as male, female, transgender, or any gender

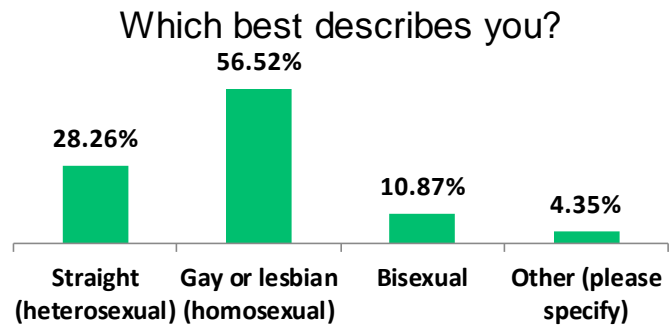
What is your current gender identity?
(Check all that apply)



Sexual orientation

(92 individuals answered this question; 1 skipped this question)

- 56.52% of respondents indicated their sexual orientation as gay or lesbian (homosexual)
- 28.26% of respondents indicated their sexual orientation as straight (heterosexual)
- 10.87% of respondents indicated their sexual orientation as bisexual
- 4.35% of respondents indicated their sexual orientation as other:
 - SLG
 - Fluid, difficult to describe < homosexual
 - I do not know who I am yet



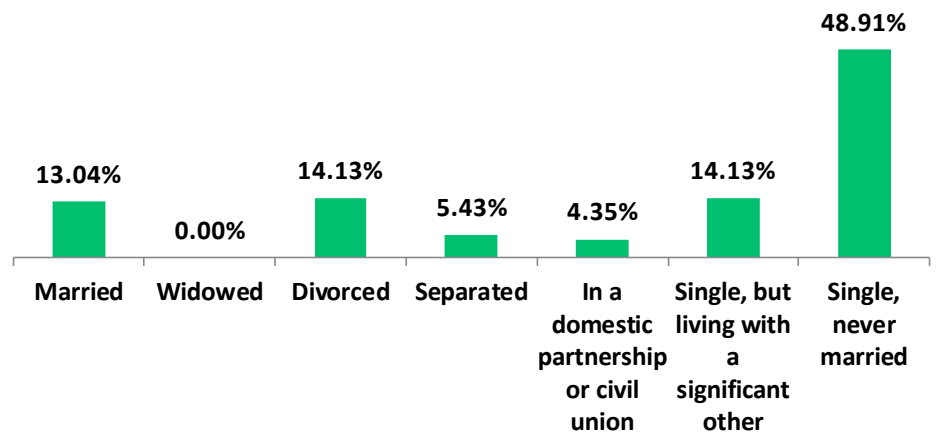
Relationship status

(92 individuals answered this question; 1 skipped this question)

Which of the following best describes your current relationship status?

- 49% of respondents were single, never married
- 14% were single, but living with a significant other
- 14% were divorced
- 13% were married
- 5% were separated
- 4% were in a domestic partnership or civil union

Which of the following best describes your current relationship status?



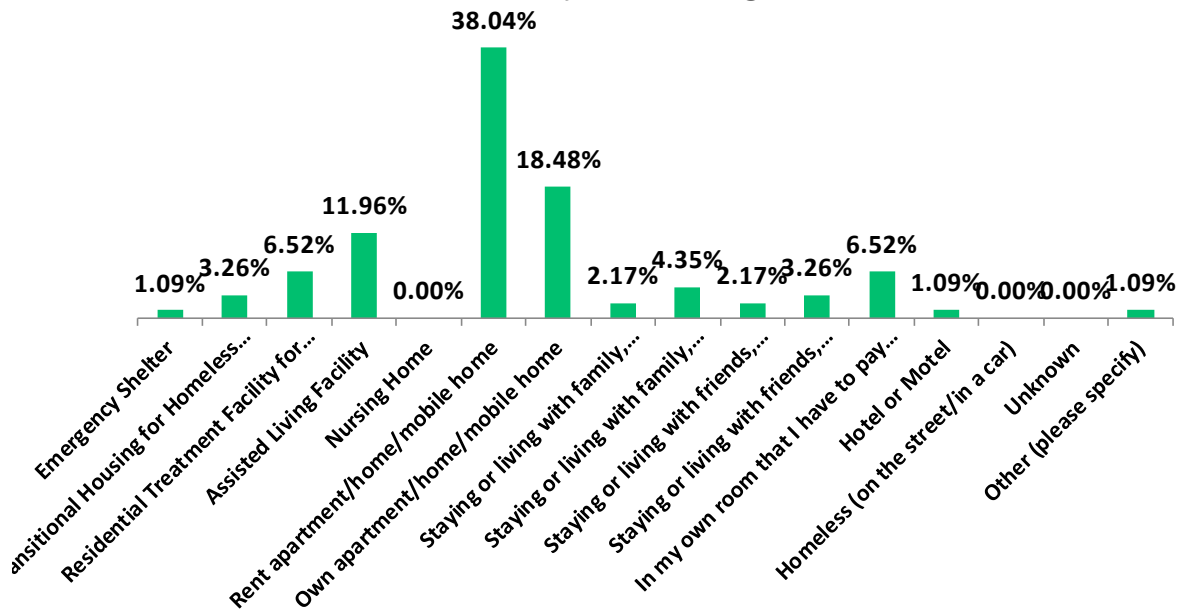
Living arrangements

(92 individuals answered this question; 1 skipped this question)

Where are you living now?

- 38.04% were living in an apartment/home/mobile home that they rented
- 18.48% were living in an apartment/home/mobile home that they owned
- 11.96% were living in an Assisted Living Facility
- 6.52% were living in a Residential Treatment Facility for Substance Abuse
- 6.52% were living in their own room that they pay for in someone else’s place
- 4.35% were staying or living with family on a permanent basis
- 3.26% were living in transitional housing for homeless persons
- 2.17% were staying or living with family on a temporary basis
- 1.09% were living in an emergency shelter
- 1.09% were living in a motel or hotel
- 1.09% indicated other (living with mother)

Where are you living now?



Social Determinants of Health

Housing

Thinking about your housing situation now, do any of the following stop you from taking care of your HIV (check all that apply) (62 individuals answered this question; 31 individuals skipped this question)

- 32.58% indicated they did not have enough money to pay for rent
- 22.58% indicated they were afraid of others knowing they are HIV positive
- 22.58% indicated they do not have enough food to eat
- 16.13% indicated they do not have a safe and private room
- 12.90% indicated they cannot get away from drugs and alcohol
- 9.68% indicated they do not have a bed to sleep in
- 9.68% indicated they do not have a place to store their medications
- 9.68% indicated they do not have a telephone where someone can call them
- 33.87% (21 individuals) gave other reasons:
 - N/A or nothing (8)
 - Do not have HIV
 - I take my meds daily
 - I always take my meds
 - U get by
 - My mortgage
 - I'm satisfied
 - I am safe
 - I'm good!??
 - I am fine
 - The costs of all of my medications are roughly \$12,000/mo, how can anyone pay for all of this?
 - I don't know where to get the services I need

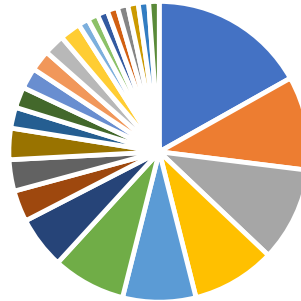
Zip Code

In what zip code is your home located? (enter 5-digit ZIP code; for example, 00544 or 94305) (89 individuals answered this question; 4 individuals skipped this question)

- 33316 (15)
- 33304 (9)
- 33305 (9)
- 33309 (8)
- 33334 (7)
- 33311 (7)
- 33313 (5)
- 33023 (3)
- 33312 (3)
- 33324 (3)
- 33020 (2)

- 33021 (2)
- 33060 (2)
- 33301 (2)
- 33317 (2)
- 33319 (2)
- 33024 (1)
- 33065 (1)
- 33306 (1)
- 33308 (1)
- 33314 (1)
- 33441 (1)
- 33351 (1)
- 12345 (1)

Zip Codes



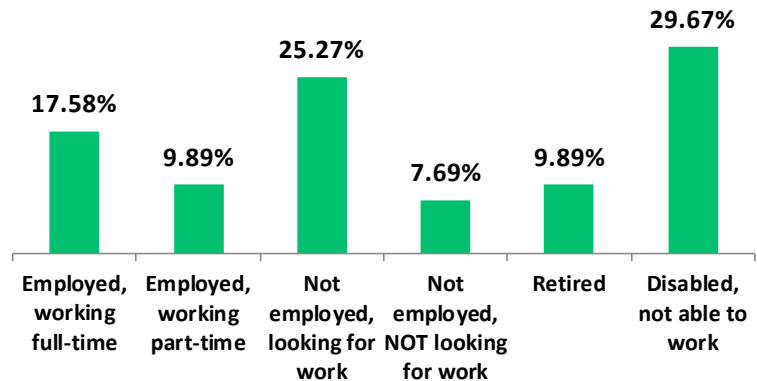
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- 33024 • 33065 • 33306 • 33308 • 33314 • 33441 • 33351 • Other

Employment

Which of the following categories best describes your employment status? (91 individuals answered this question; 2 skipped this question)

- 29.67% of respondents indicated they were disabled, not able to work
- 25.27% of respondents indicated they were not employed, looking for work
- 17.58% of respondents indicated they were employed, working full-time
- 9.89% of respondents indicated they were employed, working part-time
- 9.89% of respondents indicated they were retired
- 7.69% of respondents indicated they were not employed, not looking for work

Which of the following categories best describes your employment status?

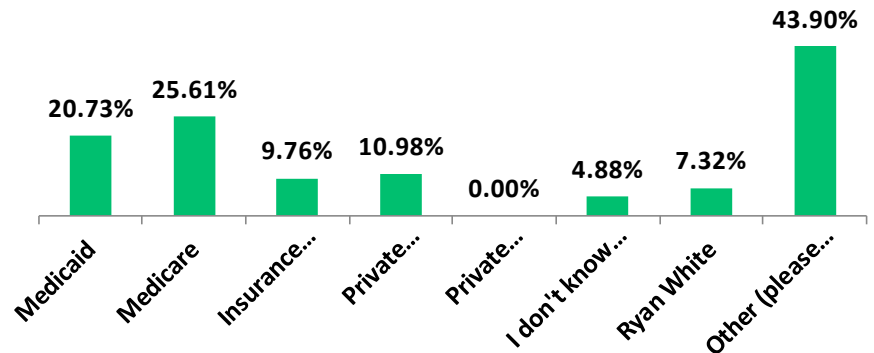


Health Insurance

If you have health insurance, what type of insurance do you have? Check all that apply. (82 individuals answered this question; 11 skipped this question)

- 25.61% of respondents have Medicare
- 20.73% of respondents have Medicaid
- 10.98% of respondents have insurance through their employer
- 9.76% of respondents have insurance through the Affordable Care Act Marketplace
- 7.32% of respondents have Ryan White
- 4.88% of respondents do not know what kind of insurance they have
- 43.90% (36) of respondents indicated other:

If you have health insurance, what type of insurance do you have? Check all that apply.



- I had BCBS but since my divorce I can not afford it. My husband payed for it when we were married (1)
- Positive health (1)
- Ryan White (17)
- MOPED (2)
- Ambetter (2)
- Uninsured or N/A (6)
- Tricare or VA (2)
- Florida Blue (2)
- PHP (1)
- Cobra (1)
- Memorial Primary Card (1)

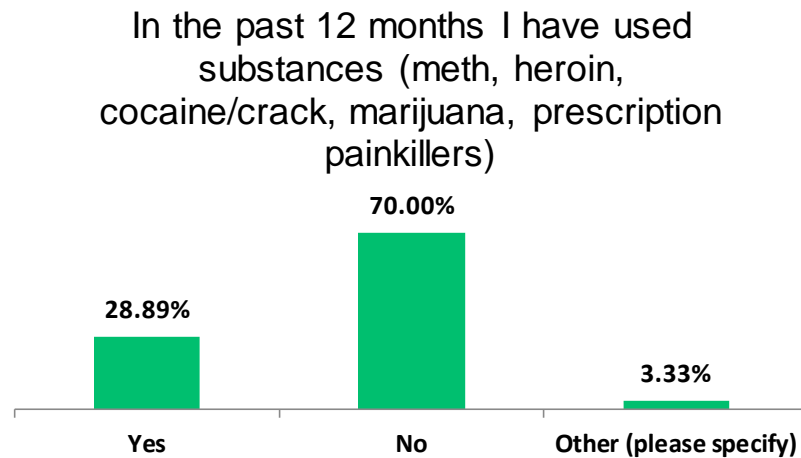
Behavioral Health Challenges

Substance Use

In the past 12 months I have used substances (meth, heroin, cocaine/crack, marijuana, prescription painkillers) (90 individuals answered this question; 3 skipped this question). Note this question did not ask about alcohol.

- 70.0% of respondents indicated they had not used substances in the last 12 months
- 28.89% of respondents indicated they had used substances in the last 12 months
- 3.33% of respondents indicated other:

- Alcohol (1)
- I am clean for 5 years (1)
- Prescription painkillers, prescribed for me, and nothing more than I was prescribed (1)

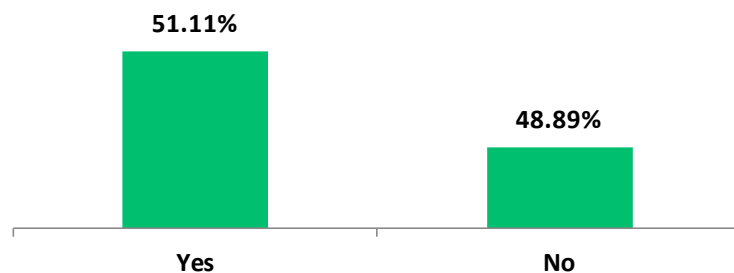


Mental Health

Have you ever been diagnosed with depression, anxiety, bipolar, schizophrenia, or any mental health condition? (90 individuals answered this question; 3 skipped this question)

- 51.11% of respondents indicated they had been diagnosed with a mental health condition
- 48.89% of respondents indicated they had not been diagnosed with a mental health condition

Have you ever been diagnosed with depression, anxiety, bipolar, schizophrenia, or any mental health condition?



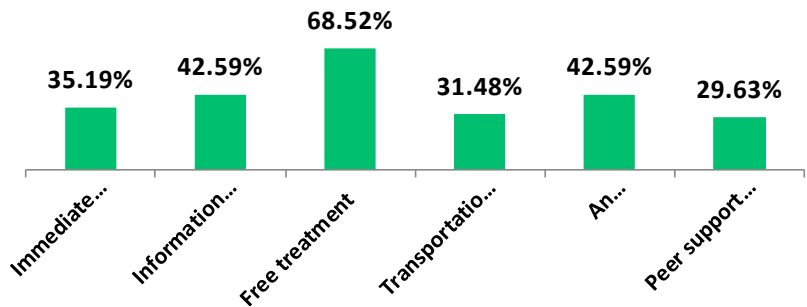
Comments included:

- I was in therapy when I had insurance
- Depression (4)
- Bipolar
- Anxiety/depression
- I go to Broward House for my mental health issue

Which of the following might help you get into treatment for your mental health or substance use issues? Check all that apply. (54 individuals answered this question; 39 skipped this question)

- 68.52% stated free treatment
- 42.59% stated information about what services are available and where to go
- 42.59% stated an understanding counselor
- 35.19% stated immediate admission to the program when I am ready
- 31.48% stated transportation to treatment
- 29.63% stated peer support (someone who has gone through similar challenges)

Which of the following might help you get into treatment for your mental health or substance use issues? Check all that apply.



Comments:

- N/A, none, or no mental health issues (9)
- Depression
- In treatment
- I'm getting help
- I'm sober and doing good
- I've been clean now for 5 years
- I do NOT have substance abuse issues. I have had 13 lumbar spinal surgeries, 23 brain surgeries and a host of others
- A place to go after I got out of treatment

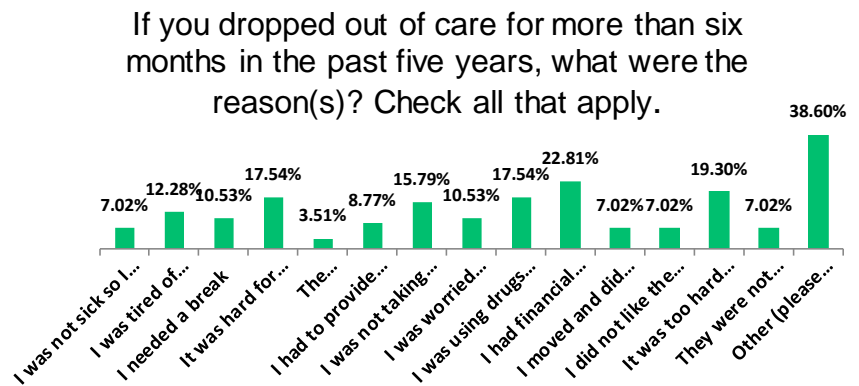
Retention in care

If you dropped out of care for more than six months in the past five years, what were the reason(s)? Check all that apply. (57 individuals answered this question; 36 skipped this question)

- 22.81% stated they had financial issues
- 19.30% stated it was too hard to get transportation
- 17.54% stated they were using drugs or alcohol
- 17.54% stated it was hard for them to keep their appointments
- 15.79% stated they were not taking medications, so it seemed like a waste of time
- 12.28% stated they were tired of following the treatment
- 10.53% stated they were worried about seeing someone they knew at the clinic
- 10.53% stated they needed a break
- 8.77% stated they had to provide the same paperwork at too many agencies
- 7.02% stated they moved and did not know where to go
- 7.02% stated they did not like the way they were treated by the people there
- 7.02% stated they were not open when they could get there (inconvenient hours)
- 7.02% stated they were not sick so they did not think they needed medical care
- 3.51% stated the appointments took too long

Other (22 responses):

- N/A or nothing (13)
- Other medical issues, forgot (1)
- Perceptions (1)
- Dead (1)
- Just my situations (1)
- Family issues with acceptance (1)
- Was not in treatment (1)
- I do what I must do (1)
- My Medicaid decided my psychiatrist was no longer covered (1)
- Had problems taking the medications so I stopped going to doctor (1)



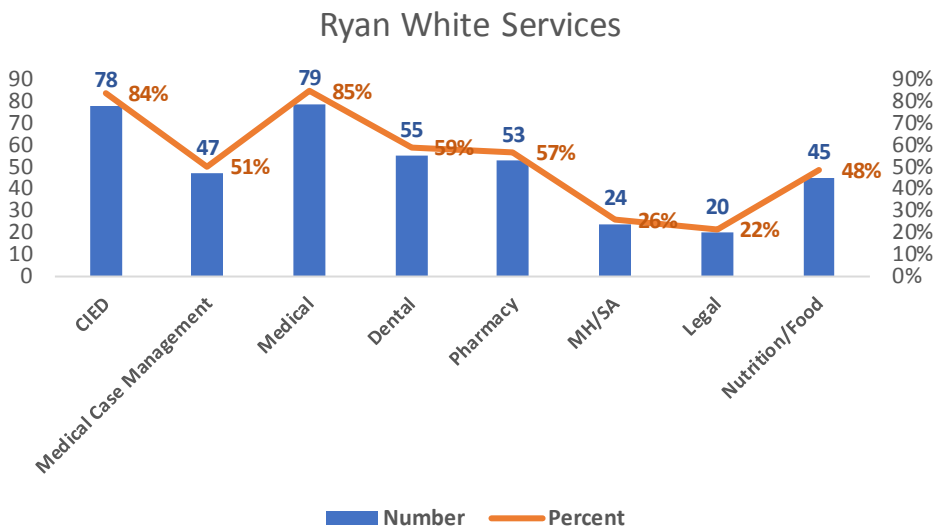
Ryan White Services

Participants were asked about their experiences with Ryan White services. This included whether they had received a particular service in the past 12 months, how important the service was to them, whether the service helped them, and if they had any problems with the service. If an individual indicated they had not received a particular service in the past 12 months, the survey skipped to the next service.

In the past 12 months have you received Ryan White services? These include: Intake and Eligibility, Medical Case Management, Medical Services, Dental Services, Pharmacy Services, Mental Health/Substance Abuse Services, Legal Services, Nutrition/Food Services? (87 individuals answered this question; 6 skipped this question)

- 95.40% (83) of respondents indicated they had received services in the last 12 months
- 4.60% (4) of respondents indicated they had not received services in the last 12 months

Note: For the 4.60% (4) individuals who indicated they had not received services in the past 12 months, the survey concluded. The remaining responses are for those 83 individuals who indicated they had received services in the past 12 months.



Centralized Intake and Eligibility Determination

Have you received Ryan White Part A Centralized Intake and Eligibility Determination Services in the past 12 months? (83 individuals answered this question)

- 93.98% (78) of respondents indicated that they had received Centralized Intake and Eligibility Determination Services in the past 12 months
- 6.02% (5) of respondents indicated that they had not received Centralized Intake and Eligibility Determination Services in the past 12 months

Note: For the 6.02% (5) individuals who indicated they had not received this service in the past 12 months, the survey moved to the next service. The following responses are for the 78 respondents who had received the service.

How important is receiving Centralized Intake and Eligibility Determination Services to you?

- 83.33% stated extremely important
- 15.28% stated important
- 1.39% stated not important at all

Comments:

- Need all in one. Part A and B
- It's very important but you guys are impossible to get ahold of my phone you always have to leave a message and he don't really know if he's ever going to be gotten
- It's must for me I have no insurance
- Would be difficult to live and survive without this assistance
- Recertification twice a year is not necessary

Did the Intake and Eligibility (CIED) Services:

- Help with determining eligibility and determination?
 - Yes (97.26%)
 - No (1.37%)
 - Does Not Apply (1.37%)
- Help you understand the Ryan White Part A program and services?
 - Yes (84.72%)
 - No (12.50%)
 - Does Not Apply (2.78%)
- Assist you with screening for public and private benefit programs?
 - Yes (70.42%)
 - No (19.72%)
 - Does Not Apply (9.86%)
- Provide you with referrals for services?
 - Yes (61.97%)
 - No (26.76%)
 - Does Not Apply (11.27%)

If the services were not helpful, please provide additional information:

- Need help with reminders
- Usually room for improvement
- Specify where services are available
- Only thing I did was sign highlighted area no other information offered
- Very helpful
- The personnel at the CIED offices are rude, condescending, should NOT be in contact with the public. I have enough to deal with, let alone their almost abusive attitude and treatment towards me

Did you have any problems getting Intake and Eligibility (CIED) services? Check all that apply.

- 75.34% no problem
- 10.96% amount of time it takes at the appointment
- 9.59% hard to get an appointment
- 8.22% paperwork requirements
- 5.48% no evening hours
- 2.74% don't have transportation to get to appointments
- 2.74% afraid I will see someone I know there
- 2.74% too sick to go
- 1.37% no weekend hours
- 1.37% cannot take time off work
- 1.37% not comfortable with provider
- 1.37% provider does not speak my language

Other:

- Should be able to certify only once a year
- Misunderstandings
- Getting a hold of somebody we immediately it's impossible
- Issues with the office, they cancelled, and I was not aware, very unprofessional

Medical Case Management Services

Have you received Medical Case Management Services in the past 12 months (help with coordinating my medical care)?

- 59.49% of the 79 individuals who answered this question (47) stated they had received these services in the past 12 months
- 40.51% of the 79 individuals who answered this question (32) stated they had not received these services in the past 12 months

The following responses are from the 47 individuals who had received these services in the past 12 months.

How important is receiving Medical Case Management Services to you?

- 76.09% extremely important
- 19.57% important
- 4.35% somewhat important

Comments:

- I have issues and enjoy being alive
- I have several life-threatening issues, very complicated conditions

Did the Medical Case Management services:

Help you be compliant with your medical care?

- Yes (89.13%)
- No (6.52%)
- Does Not Apply (4.35%)

If the services were not helpful, please provide additional information:

- Medical case. Does not keep up compliance

Did you have any problems getting Medical Case Management services? Check all that apply.

- 84.78% no problem
- 8.70% hard to get an appointment
- 6.52% case manager is not available or hard to reach
- 6.52% case manager does not follow up
- 6.52% no evening hours
- 6.52% no weekend hours
- 4.35% amount of time it takes at the appointment
- 4.35% don't have enough money for the service
- 4.35% afraid I will see someone I know there
- 2.17% did not know it existed or how to get it
- 2.17% don't have transportation to get to appointments
- 2.17% not available in my area
- 2.17% paperwork requirements



- 2.17% cannot take time off of work
- 2.17% no childcare
- 2.17% too sick to go
- 2.17% chose not to go

Other:

- Room for improvement
- Ryan White denied my necessary treatments
- Been having the same case manager for years

Medical Services

Have you received Ryan White Part A Medical Services in the past 12 months? (79 individuals answered this question; 14 skipped this question)

Of the 79 individuals who answered this question:

- 81.01% (64) said they had received Medical Services in the past 12 months
- 18.99% (15) said they had not received Medical Services in the past 12 months

The following responses are from the 64 individuals who had received these services in the past 12 months.

How important is this service to you?

Regular medical care from a doctor, nurse, or OB/GYN including HIV care

- 91.80% extremely important
- 6.56% important
- 1.64% not important at all

Medical care from a doctor, nurse, or OB/GYN

- 86.67% extremely important
- 8.33% important
- 3.33% somewhat important
- 1.67% not important at all

Referrals for specialty care

- 80.00% extremely important
- 11.67% important
- 5.00% somewhat important
- 3.33% not important at all

The right to choose my own medical provider with the shortest time to receive an appointment

- 73.33% extremely important
- 18.33% important
- 6.67% somewhat important
- 1.67% not important at all

Location of medical provider

- 74.58% extremely important
- 22.03% important
- 1.69% somewhat important
- 1.69% not important at all

Ability to see a doctor who speaks my language

- 74.58% extremely important
- 22.03% important
- 3.39% somewhat important



Comments:

- Aside from prescription adherence, equal to standard necessity

How satisfied are you with the services below:

Regular medical care from a doctor, nurse, or OB/GYN including HIV care:

- 86.67% satisfied
- 6.67% not satisfied
- 6.67% does not apply

Referrals for specialty care

- 76.27% satisfied
- 13.56% not satisfied
- 10.17% does not apply

The right to choose my own medical provider with the shortest wait time to receive an appointment

- 80.00% satisfied
- 13.33% not satisfied
- 6.67% does not apply

Location of medical provider

- 94.92% satisfied
- 0.00% not satisfied
- 5.08% does not apply

Ability to see a doctor who speaks my language

- 93.22% satisfied
- 1.69% not satisfied
- 5.08% does not apply

If you were not satisfied with any of the above services, please provide additional information:

- And to long waits for appointment
- My doctor moved and the doctor that saw me the next time for lab results was horrible! She had not even looked at my chart and when I told her I was depressed, she told me to take more walks!
- I cannot get my Dr. prescribed treatments from Ryan White and I am frustrated with the process. I am really pissed off I can't get the prescribed treatments due to the "system" and lengthy process

Did you have any challenges with receiving Medical services? Check all that apply.

- 76.27% no problem
- 6.78% don't have enough money for the service
- 5.08% no evening hours

- 5.08% no weekend hours
- 5.08% amount of time it takes at the clinic
- 5.08% the amount of time I have to wait between scheduling an appointment and the actual day of the appointment
- 5.08% they only treat my HIV at the clinic, not my other medical conditions
- 5.08% hard to get an appointment
- 3.39% cannot take time off of work
- 3.39% too sick to go
- 1.69% my physical condition or disability makes it hard to get to the clinic
- 1.69% told not eligible for the service
- 1.69% afraid people will find out I have HIV
- 1.69% chose not to go
- 1.69% not sure why this service is important for my health

Other:

- Emergency room
- I have issues with getting necessary care from my provider, Ryan White
- It's not too much to service but the information. I just recently had to change my direct deposit for my social security retirement into another banking account. The social security office told me it would take 3 to 5 days. Received a letter from Social Security and they told me one to two months. This kind of mixed communication confuses people especially me. Who should I believe? I should receiving different answers from different sources.
- CDTC doctors stop taking my Molina marketplace in the middle of the year. CDTC has always has a time holding on to the doctors. Can't keep a regular doctor in the facility is a big problem.

Dental Services

Have you received Ryan White Part A Dental Services in the past 12 months? (77 individuals answered this question; 16 skipped the question)

Of the 77 individuals who answered the question:

- 71.43% (55) said they had received Dental Services in the past 12 months
- 28.57% (22) said they had not received Dental Services in the past 12 months

The following responses are from the 55 individuals who had received these services in the past 12 months.

How important is this service to you?

Regular dental care from a dentist or hygienist

- 87.04% extremely important
- 11.11% important
- 1.85% somewhat important

How satisfied are you with the services below:

Regular dental care from a dentist or hygienist

- 90.74% satisfied
- 7.41% not satisfied
- 1.85% Does Not Apply

If you were not satisfied with the above service, please provide additional information:

- I felt as if I was a study guide for a student to learn on
- I did not like the Dentist, she was very rude and I did not go back. I would return to the clinic if I could get different Dentist.

Did you have any challenges with receiving Dental services? Check all that apply.

- 81.13% no problem
- 15.09% the amount of time I have to wait between scheduling an appointment and the actual day of the appointment
- 5.66% hard to get an appointment
- 3.77% the staff do not treat me with respect
- 3.77% no evening hours
- 1.89% did not know it existed or how to get it
- 1.89% no weekend hours
- 1.89% the amount of time it takes at the clinic
- 1.89% told not eligible for the service
- 1.89% not comfortable with provider

Other:

- Two insurances
- Pain
- The Dentist at the Broward State Road 84 office was rude and seemed to talk down to me. I will not see her again

Pharmacy Services

Have you received Ryan White Part A Pharmacy Services in the past 12 months? (77 individuals answered this question; 16 skipped this question)

Of the 77 individuals who answered this question:

- 63.83% (53) said they had received Pharmacy Services in the past 12 months
- 31.17% (24) said they had not received Pharmacy Services in the past 12 months

The following responses are from the 53 individuals who had received these services in the past 12 months.

How important is this service to you?

Help paying for or getting drugs for HIV/AIDS and for related health issues:

- 88.46% extremely important
- 11.54% important

Help taking medications regularly and dealing with side effects:

- 82.53% extremely important
- 13.73% important
- 1.96% somewhat important
- 1.96% not important at all

Other:

- I am able to take my meds

How satisfied are you with the services below:

Help paying for or getting drugs for HIV/AIDS and for related health issues:

- 98.08% satisfied
- 1.92% not satisfied

Help taking medications regularly and dealing with side effects

- 90.00% satisfied
- 4.00% not satisfied
- 6.00% Does Not Apply

Do you have any challenges with receiving Pharmacy services? Check all that apply.

- 80.39% no problem
- 9.80% amount of time it takes at the pharmacy
- 7.84% not available in my area
- 7.84% no weekend hours
- 3.92% no evening hours
- 3.92% don't have enough money for the service
- 3.92% did not know it existed



- 3.92% cannot take time off of work
- 3.92% afraid people will find out I have HIV
- 1.96% my physical condition or disability makes it hard for me to get to the pharmacy
- 1.96% hard to get an appointment

Other:

- Always receive my meds without any problems
- Apparently I have trouble understanding
- It'll be nice to be able to pick up my medication from other pharmacies
- It takes a long time to pick up meds. They text or call me saying they are ready for pickup and you arrive and wait over an hour each and every time!!!!!!
- Health department pharmacy had a problem contacting me to pick up my meds and they put them back after three days. This happened around July 4 week and I had to spend all day trying to get a few to last till after the holiday very embarrassing and I had to take time off of work
- Wasn't told till 2 months ago that they are paid for by Ryan White services till about a year into it. Not always on top of there game.



Mental Health/Substance Abuse Services

Have you received Ryan White Part A Mental Health/Substance Abuse Services in the past 12 months? (77 individuals answered this question; 16 skipped this question)

Of the 77 individuals who answered this question:

- 31.17% (24) said they had received Mental Health/Substance Abuse Services in the past 12 months
- 68.83% (53) said they had not received Mental Health/Substance Abuse Services in the past 12 months

The following responses are from the 24 individuals who had received these services in the past 12 months.

How important is this service to you?

Professional counseling or treatment for a diagnosed mental health issue:

- 73.91% extremely important
- 21.74% important
- 4.35% not important at all

Services that help deal with alcohol and/or drug use:

- 73.91% extremely important
- 13.04% important
- 13.04% not important at all

How satisfied are you with the services below:

Professional counseling or treatment for a diagnosed mental health issue:

- 95.65% satisfied
- 4.35% Does Not Apply

Services that help deal with alcohol and/or drug use:

- 86.36% satisfied
- 13.64% Does Not Apply

If you were not satisfied with any of the above services, please provide additional information:

- My therapist at Foundcare has helped me through a difficult divorce from a 29 year relationship. [REDACTED] at Foundcare Palm Beach Fl

Did you have any challenges with receiving Mental Health or Substance Use services? Check all that apply.

- 78.26% no problem
- 4.35% did not know it existed or how to get it
- 8.70% no evening hours
- 8.70% no weekend hours



- 4.35% my physical condition or disability makes it hard for me to get to the agency
- 4.35% not available in my area
- 4.35% don't have money for the service
- 4.35% cannot take time off of work
- 4.35% chose not to go
- 4.35% not sure why this service is important for my health

No comments.



Legal Services

Have you received Ryan White Part A Legal Services in the past 12 months? (76 individuals answered this question; 17 skipped this question)

Of the 76 individuals who answered this question:

- 26.32% (20) said they had received Legal Services in the past 12 months
- 73.68% (56) said they had not received Legal Services in the past 12 months

The following responses are from the 20 individuals who had received these services in the past 12 months.

How important is this service to you?

Professional assistance with civil legal advice:

- 84.21% extremely important
- 5.26% important
- 10.53% somewhat important

Estate planning assistance i.e., living wills, power of attorney:

- 72.22% extremely important
- 16.67% important
- 5.56% somewhat important
- 5.56% not important at all

Assistance with obtaining public benefits:

- 84.21% extremely important
- 15.79% important

How satisfied are you with the services below:

Awareness of Legal Aid services available to me:

- 75% satisfied
- 25% not satisfied

Help with legal advice to improve my living condition:

- 60.00% satisfied
- 30.00% not satisfied
- 10.00% Does Not Apply

Help with securing public benefits such as unemployment/re-employment services or SSI/SSDI appeals:

- 60.00% satisfied
- 30.00% not satisfied
- 10.00 Does Not Apply



If you were not satisfied with any of the above services, please provide additional information:

- No one ever mentioned Legal Aid
- I have been fighting Social Security Disability application process since August. The legal services told me I will have to wait an additional year before I can get any further with SSD. This is wrong. My Dr. is in agreement with my disability and the process to get on Disability is horrific. I can't work and rely on Ryan White and Poverello and SNAP to exist.

Did you have any challenges with receiving Legal services? Check all that apply.

- 57.89% no problem
- 10.533% the amount of time I have to wait between scheduling an appointment and the actual day of the appointment
- 10.53% amount of time it takes at the agency
- 5.26% told not eligible for the service
- 5.26% not sure why this service is important for my health
- 5.26% not available in my area
- 5.26% did not know it existed or how to get it
- 5.26% cannot take time off of work
- 5.26% afraid people will find out I have HIV

Other:

- They did not help me!
- Advice was worthless I got evicted



Nutrition/Food Services

Have you received Ryan White Part A Nutrition/Food Services in the past 12 months? (76 individuals answered this question; 17 skipped this question)

Of the 76 individuals who answered this question:

- 59.21% (45) said they had received Nutrition/Food Services in the past 12 months
- 40.79% (31) said they had not received Nutrition/Food Services in the past 12 months

The following responses are from the 45 individuals who had received these services in the past 12 months.

How important is this service to you?

Help understanding and planning for nutrition needs:

- 75.00% extremely important
- 18.18% important
- 4.55% somewhat important
- 2.27% not important at all

Meals delivered to my home:

- 35.00% extremely important
- 15.00% important
- 10.00% somewhat important
- 40.00% not important at all

Food vouchers or groceries that can be picked up from a food bank:

- 82.22% extremely important
- 11.11% important
- 6.67% somewhat important

Other:

- Extremely helpful

How satisfied are you with the services below:

Help understanding and planning for nutrition needs:

- 81.82% satisfied
- 6.82% not satisfied
- 11.36% Does Not Apply

Meals delivered to my home:

- 28.57% satisfied
- 4.76% not satisfied
- 66.67% Does Not Apply

Food vouchers or groceries that can be picked up from a food bank:

- 79.07% satisfied
- 16.28% not satisfied
- 4.65% Does Not Apply

If you were not satisfied with any of the above services, please provide additional information:

- No food delivery
- Not enough
- Sort of applies....
- Too much paperwork. To prove yourself.
- Too many inconsistencies. Things can change month to month.
- I wish there was a place closer to Hollywood because I have to ride the bus to pick up food and it's hard for me to walk.

Did you have any problems getting Nutrition/Food services? Check all that apply.

- 77.78% no problem
- 6.67% amount of time it takes at the organization
- 6.67% the staff do not treat me with respect
- 6.67% inconsistent quality of food
- 4.44% inconsistent amount of food
- 4.44% not sure why this service is important to my health
- 4.44% not available in my area
- 2.22% told not eligible for the service
- 2.22% provider does not speak my language
- 2.22% not comfortable with provider
- 2.22% no childcare
- 2.22% hard to get an appointment
- 2.22% don't have enough money for the service
- 2.22% did not know it existed or how to get it
- 2.22% cannot take time off of work
- 2.22% afraid people will find out I have HIV

Other:

- Poverello keeps changing service schedules and rules without notice
- No night or weekend hours
- No transportation
- Arrived at scheduled appointment and line was out the door, came back a few days later to an empty waiting room and was turned away

Recurring Themes and Recommendations

Themes

Most respondents indicated satisfaction with Ryan White services. The following represents an overview of recurring themes that were identified during the review of survey data:

- While over 50% of participants stated they had been diagnosed with a mental health condition, only 26% were receiving mental health services
- Frequently identified challenges included:
 - Time spent at the appointment
 - Hard to get appointment
 - Need for evening hours
 - Need for weekend hours
 - Amount of time it takes at the organization
 - Time waiting between scheduling appointment and actual appointment

Recommendations

- Provide surveys in multiple languages, including Spanish and Creole
- Review surveys for literacy levels
- Conduct service-specific surveys at site locations. Consider conducting specific service surveys monthly (i.e., Legal, Dental, Pharmacy, Behavioral Health, Nutrition/Food, CIED, Medical, Medical Case Management)
- Consider asking students/interns/volunteers to conduct surveys at service locations
- Consider pen and pencil surveys for individuals who are unable to complete surveys electronically
- Conduct focus groups with special needs populations (e.g., young adults, women, individuals with behavioral health conditions)