

Executive Summary

Provider survey

- 55 respondents: 38% case managers/social workers and 20% program managers/supervisors
- 1/3 spend over 50% or more of their time with clients
- Most have worked with the HIV/AIDS population and within their agency for less than 5 years
- 55% work within dedicated HIV/AIDS service organizations, and most organizations received Ryan White Part A and Part B funding
- 85% work within agencies that have translation services available (primarily in Spanish), which usually came by way of bilingual staff, a language line, or translators from an outside organization
- Nearly all are located near public transportation
- All offer weekday hours, but only a small minority indicated that their agencies offer weekday evening or weekend hours
- 3 in 4 have noticed an increase in demand for services, and 2 in 3 have noticed an increase in the number of clients seeking services, while roughly 1 in 5 have seen a decrease in the amount of funding received
- To increase capacity, the majority of providers indicated a need for funding, while 1/3 need increased partnerships, and 1 in 4 need training
- The most pressing client needs were reported as housing, mental health services, and transportation
- The most important Ryan White services, as indicated by a majority of providers, are: early intervention services, medical case management, mental health services, emergency financial assistance, and medical transportation
- Barriers encountered in service provision frequently included clients missing appointments or having transportation issues, as well as limited agency service offerings and resources
- Wait times were noted for housing and mental health services

Consumer survey

- 199 respondents: 76% male; 76% age 45 and older; 37% White/Caucasian, 28% Black/African American, 27% Hispanic/Latino
- In general terms, the most important services for managing HIV status were access to doctors, medical staff, and medical care
- Challenges in care included financial constraints, struggles with poor health, inconsistency in medical care, and transportation
- 30% have recognized some or a lot of changes in the administration of HIV/AIDS care in the past year
- 23% have had some or a great deal of difficulty obtaining needed HIV/AIDS care and treatment
- 3 in 4 receive information about HIV-related health from clinic visits, and over 1/3 receive it from their case managers
- 39% travel longer than 30 minutes from home to reach their HIV doctor's office, and 22% travel more than 45 minutes

- 4 in 5 note a great deal of cultural competence in the services received; however, 7% indicate the services are not at all culturally competent and 8% have experienced stigma at their treatment provider(s)
- The majority of consumers have utilized health insurance assistance (60%) and oral health care (57%) through the Ryan White Part A Program in the past year; following that, a large minority of consumers received medical case management (47%), food assistance (43%), mental health services (35%), outpatient ambulatory services (34%), medical nutrition therapy (33%), and medical transportation (25%)
- Services that at least 1 in 4 consumers are still in need of, but not receiving, included oral health care (46%), food assistance (42%), medical transportation (29%), emergency financial assistance (29%), and housing assistance (26%)
- Barriers to services were commonly cited as a lack of awareness of the available services, lack of awareness regarding eligibility and applications for the services, availability of services or amount of service receive was insufficient relative to client need, ineligibility, and transportation
- When rating the level of need for each service, regardless of current usage, the majority of clients indicated a great deal of need for oral health care (66%) and health insurance assistance (54%), while half indicated a great deal of need for food assistance (50%), and over one third indicated a need for medical transportation (43%), housing assistance (37%), emergency financial assistance (36%), outpatient ambulatory health services (36%), and medical case management (36%)