



**2019 HIV/AIDS Client Needs Survey Highlights  
For All Provider Meeting 05/14/20**

**Introduction**

The 2019 HIV/AIDS Client Needs Survey was conducted October through December 2019. The survey assessed the service needs of individuals living with HIV in Orange County. Approximately 643 paper surveys were distributed. The survey was also available online. In total, there were 85 surveys completed: 50 English (including seven (7) surveys completed online) and 35 Spanish representing a response rate of 13.2%. The majority of survey respondents were generally reflective of clients in the Ryan White Act system (**Blue**).

**Medical Service Utilization (Pink):**

- The vast majority of respondents (92.0% or 69) indicated having a regular HIV doctor and seeing their doctor at least once in the past 12 months (97.3% or 71). (See page 4)

**Substance Use and Housing Situation (Yellow):**

- 12.7% (9) of respondents reported using street drugs, while 2.7% (2) reported using drugs that weren't prescribed to them at least once in the past 12 months. (See page 1)
- 28.9% (22) of respondents reported having been in an unstable housing condition (homeless, living in car, or other) in the past 12 months. (See page 1)

**Transportation (Orange):**

- Latinos and African Americans reported utilizing the bus to access services at higher rates than whites (51.1% (24) and 33.3% (1) vs. 13.3% (2), respectively). (See page 2)
- By survey language, 70.7% (29) of respondents who completed the Spanish survey relied on transportation other than their "own car" to access services compared to 57.6% (34) of respondents who completed the English survey. (See page 2)

**Services Received as Percent of Services Needed (Green):** *Low response rates can significantly skew the data below regarding the reported needs.*

- An overwhelming majority of respondents (91.8% or 45) indicated that they received needed AIDS Drug Assistance Program (ADAP) services. (See page 2)
- By gender, the following services were **less** likely to be reported received when needed: (See page 3)

<b>Males</b>	<b>Females</b>
Home Delivered Meals (1 of 6)	Legal Services <sup>2</sup> (0 of 2)
Nutritional Supplements (3 of 9)	Nutritional Supplements <sup>2</sup> (0 of 2)
Home Health Care <sup>1</sup> (5 of 10)	Emergency Financial Assistance for Housing <sup>2</sup> (0 of 1)
Substance Use Outpatient <sup>1</sup> (2 of 4)	Housing Coordination <sup>2</sup> (0 of 1)
Substance Use Withdrawal <sup>1</sup> (1 of 2)	Short Term Supportive Housing <sup>2</sup> (0 of 1)
Syringe Service <sup>1</sup> (1 of 2)	Substance Use Residential <sup>2</sup> (0 of 1)

<sup>1</sup>Indicates that the ranking of services was tied.

<sup>2</sup>Indicates that the ranking of services was tied.

- By race, the following services were **less** likely to be reported received when needed:

<b>Whites</b>	<b>Latinos</b>
Home Delivered Meals (0 of 1)	Home Delivered Meals (1 of 4)
Legal Services <sup>3</sup> (1 of 2)	Nutritional Supplements (3 of 9)
Home Health Care <sup>3</sup> (1 of 2)	Health Insurance Premium Payment Assistance (4 of 9)
Housing Coordination <sup>3</sup> (1 of 2)	Legal Services <sup>4</sup> (6 of 12)
Referral for Healthcare and Support Services (Benefits Counseling) <sup>3</sup> (1 of 2)	Substance Use Withdrawal <sup>4</sup> (1 of 2)

<sup>3</sup>Indicates that the ranking of services was tied.

<sup>4</sup>Indicates that the ranking of services was tied.

Note: Information on African Americans is not included here as percentages are not comparable due to the small number of African-American respondents (3). See page 4 of green handout for detailed information broken down by race/ethnicity.

**Most Significant Problems Receiving Services (Lavender):**

- Of the 85 total respondents, about two-thirds (64.7% or 55) indicated why they had problems getting needed services. The top three most cited problems (based on given choices) in getting needed services were: Didn't know about service, other, and didn't qualify.
- By gender, the most significant problems receiving services were:

<b>Males</b>	<b>Females</b>
1. Didn't know about service	Didn't know about service
2. Didn't know where to go	Didn't know where to go <sup>5</sup> Other <sup>5</sup> The process was too complicated <sup>5</sup> Didn't have transportation <sup>5</sup> Didn't or couldn't complete eligibility <sup>5</sup>
3. Other	

<sup>5</sup>Indicates that the ranking of services was tied.

- By race/ethnicity, the most significant problems receiving services were:

<b>Whites</b>	<b>Latinos</b>	<b>African-Americans</b>
1. Didn't know about service	Didn't know about service	Didn't Know About Service
2. Didn't know where to go <sup>6</sup> The process was too complicated <sup>6</sup> Didn't qualify <sup>6</sup> Other <sup>6</sup>	Other  Didn't know where to go	Other <sup>7</sup> The process was too complicated <sup>7</sup> Didn't qualify <sup>7</sup> Didn't or couldn't complete eligibility <sup>7</sup>
3.		

<sup>6</sup>Indicates that the ranking of services was tied.

<sup>7</sup>Indicates that the ranking of services was tied.

**Most Important Services (Tan):**

- Among all respondents, the five most important services were:

<b>Overall</b>
1. Dental Care (Basic)
2. Dental Care (Advanced)
3. AIDS Drug Assistance Program (ADAP)
4. Mental Health Services Individual
5. Medical Care