

Orange County Health Care Agency  
HIV Planning and Coordination

**Ryan White Client Satisfaction Survey 2018  
Summary Report with Comments**

## Ryan White Client Satisfaction Survey 2018 Summary Report with comments

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## **METHODOLOGY**

The 2018 Ryan White Client Satisfaction Survey was conducted in December of 2018 and January 2019 by the HIV Planning and Coordination unit in collaboration with the Office of Health Policy, Research and Communications. The survey assessed client's satisfaction with Ryan White Act-funded services in Orange County. This was the seventh time the survey had been conducted by the Orange County Health Care Agency in a centralized manner. There were 1,225 surveys (English and Spanish) distributed via mail and at Ryan White-funded service sites throughout the community. In addition, an online version of the survey was made available this year for the fifth time. By the end of January, 184 surveys were completed; 130 were in English (91 print and 39 online) and 54 were in Spanish (54 print). This represents a response rate of approximately 15.0%. Respondents identified the services they used and rated their experiences with services received during the previous 12 months. Respondents were given the opportunity to provide comments regarding services they were using and suggestions for improvements.

## **DEMOGRAPHIC INFORMATION**

The survey collected a variety of socio-demographic information on respondents including gender, ethnicity, age, primary language, city of residence, country of birth, and year of HIV diagnosis. In general, survey respondents were reflective of the clients in the Ryan White Act system by all demographic categories including gender, race/ethnicity, and age. As examples, 66.9% of respondents who answered this question were Hispanic compared to 59.4% in the Ryan White Act system; 20.0% were female compared to 12.7% in the Ryan White Act system; and the average age of survey respondents was 51.5 years compared to 45.6 years in the Ryan White Act System.

Of those who provided a response regarding language, the highest percentage of respondents (55.1%) reported English as the language they are most comfortable speaking, 37.5% reported Spanish, and 0.6% reported Vietnamese. Twelve respondents (6.8%) specified more than one language, ten of which marked both English and Spanish. By country of origin, 44.6% of respondents reported being born in the United States, 29.9% reported Mexico, 13.0% another country, and 12.5% did not report their birthplace. Other countries of origin were Vietnam, Colombia, Guatemala, El Salvador, Honduras, Philippines, Bolivia, Brazil, Iran, Ireland, and Korea.

## **SURVEY RESULTS**

The following report includes the questions asked and the responses provided. Response totals may not add up to 184 (total surveys collected) as some respondents did not provide a response for all questions. Percentages were calculated based on valid responses. For questions regarding experience with services, a rating average has been calculated. The rating is based on all responses received for the following Likert scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always

Responses of "Doesn't Apply" were not included in determining a rating average. Results from this survey must be interpreted with caution, as the sample was not randomly drawn from all clients in Orange County or those using the Ryan White system of care.

# Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

## CASE MANAGEMENT

Regular face-to-face visits with a case manager to get to medical and support services.

*How long have you been going to [a Ryan White provider] for case management services?*

<1 year	1-5 years	6-10 years	>10 years
28 (17.0%)	48 (29.1%)	41 (24.8%)	48 (29.1%)

Note: Percentages calculated based on 165 valid responses.

*Experiences in the last 12 months with case manager:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	161	3.7
Did your case manager show respect for what you had to say?	163	3.9
Did your case manager encourage you to talk about your health problems or concerns?	163	3.6

*Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always*

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed?	1 (0.6%)	9 (5.6%)	22 (13.7%)	129 (80.1%)
Did your case manager show respect for what you had to say?	1 (0.6%)	2 (1.2%)	14 (8.6%)	146 (89.6%)
Did your case manager encourage you to talk about your health problems or concerns?	7 (4.3%)	12 (7.4%)	18 (11.0%)	126 (77.3%)

	Yes	No
Did your case manager return your calls?	153 (95.6%)	7 (4.4%)
Did your case manager encourage you to take charge of your health?	134 (89.3%)	16 (10.7%)
Did your case manager encourage you to talk to others about your health?	116 (79.5%)	30 (20.5%)
Did you receive the level of support that you needed from your case manager?	149 (92.5%)	12 (7.5%)
Did your case manager provide you with referrals to services that you needed?	150 (95.5%)	7 (4.5%)

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### *English comments regarding case management services:*

- *[in reference to whether case manager returns calls]* When I ask, if needed
- *[in reference to whether case manager provided referrals]* When needed
- *[in reference to whether case manager returns calls]* Always
- [Provider] does the best job (always)
- [Staff] left now case mgr is lazy
- Client self advocacy
- Everything is wonderful
- From the start I had a standing appointment once every other month, and she came only twice. There were or are stranger things happening and I voice that with her; but she wasn't taking it seriously. And I felt left out as if I was lying. I've been under some stressful days in the past year.
- great case manger
- I haven't seen a CM in a while
- [Staff] is a very professional case management
- [Staff] is exceptional.
- Self-advocate
- She never returns my calls. But she used to. Never talk to me about referrals.
- She truly help me with referrals tips on safe sex tips on medical concerns
- Sometimes they are nice- but sometimes not...need more humanity training.
- When switching from OAHIPP [Office of AIDS Health Insurance Premium Payments] to medical (both on Kaiser) I received \$800 of bills from Kaiser and [staff] had told me that my first Kaiser plan would terminate automatically--it wasn't true and I had to cancel it by phoning. Then I had the \$800 in bills which I didn't pay and it took months for Kaiser to zero out my first membership. This situation just added some unnecessary stress for me. Apart from this, [staff] is lovely.
- [staff] is a good health provider CM

### *Spanish comments with English translation regarding case management services:*

- *[in reference to whether case manager returns calls]* Sometimes
  - A veces
- I don't like to talk about my health condition, only with doctors and nurses do I talk
  - A mi no me gusta ablar de mi condicion de salud, solamente con doctores y enfermeras, abla.
- Sometimes I call them and they don't return calls
  - A veces les llamo pero no me regresan las llamadas
- He has helped me a lot when I felt more alone and hopeless, like an angel on my path
  - El me a ayudado mucho cuando mas solo me sentia y sin esperanza es como un angel en mi camino.
- I like when I bring copies of my lab tests and he helps me understand my results
  - Me gusta cuando le llevo mis copias de mis exámenes de laboratorio y me ayuda a entender mejor mis resultados.

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*Spanish comments with English translation regarding case management services:*

- Not necessary
  - No necesario
- Because I don't need to tell anybody or the whole world about my HIV status.
  - Porque no necesito contarle a nadie o a todo mundo mi estatus de VIH positivo.
- Yes
  - Si
- Everyone who I have spoken with have been very respectful/ nothing to say against them
  - Todas las personal con las que he tenido comunicacion siempre han sido muy respetuosas/ nada que decir contra ellos
- I think they should give the phone [number] of the case manager to talk directly with them. And that it should always be the same case manager
  - Yo pienso que deberian dar el telefono del administrador para hablar directamente con ellos. Y que sea siempre el mismo administrador

## ELIGIBILITY SCREENING

Screening for Ryan White, AIDS Drug Assistance Program (ADAP), Medi-Cal, and other Health Insurance options.

*Experiences in the last 12 months with eligibility screening:*

How often...	Number of Responses	Average Rating
Did you get an appointment with the eligibility counselor as soon as you needed it?	156	3.7
Did your eligibility counselor show respect for what you had to say?	158	3.8
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	1 (0.6%)	8 (5.1%)	30 (19.2%)	117 (75.0%)
Did your eligibility counselor show respect for what you had to say?	0 (0%)	5 (3.2%)	16 (10.1%)	137 (86.7%)

	Yes	No
Did the eligibility counselor give you easy to understand information about benefits you were eligible for?	115 (97.5%)	3 (2.5%)
Did the eligibility counselor give you easy to understand information about the application process for benefits you were eligible for?	156 (96.9%)	5 (3.1%)
Did the eligibility counselor help you get benefits you would have otherwise not been able to access?	140 (91.5%)	13 (8.5%)
If you were denied a benefit, did the eligibility counselor explain why?	89 (89.0%)	11 (11.0%)

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*English comments regarding eligibility screening:*

- Didn't ask for extra info. Was not told about any other benefits.
- Eligibility done by my case nurse manager, [staff].
- For the last four months I [called] my case manager 6 or more times and was unable to leave message. I was told from who answer they will give her my mess.
- I already had all information and issues were not available with eligibility counselor did know. They don't have enough information on housing assistant.
- I lost my benefits because I did not have all the paid stub that they asked me and decided not to return because I did not have what they asked me

*Spanish comments translated into English regarding eligibility screening:*

- Battle for one to make an appointment and they give you one very separate from each other
  - Batalla uno para hacer una cita y te la dan muy retirada una del la otra
- My eligibility was evaluated by my case manager
  - Mi elegibilidad fue evaluada por mi manejador de casos
- I didn't need them
  - No los necesite
- Everything is good
  - todo bueno
- Once I couldn't get food because my eligibility wasn't good and I didn't know why
  - Una vez no pude agarrar comida porque no estuvo bien mi elegibilidad y no sabia porque

**BENEFITS COUNSELING**

Referrals or assistance obtaining access to non-Ryan White public and private programs and services.

*Experiences in the last 12 months with benefits counseling:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	111	3.8
Did the benefits counselor show respect for what you had to say?	111	3.9
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	1 (0.9%)	3 (2.7%)	18 (16.2%)	89 (80.2%)
Did the benefits counselor show respect for what you had to say?	1 (0.9%)	1 (0.9%)	12 (10.8%)	97 (87.4%)

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### *Experiences in the last 12 months with benefits counseling:*

	<b>Yes</b>	<b>No</b>
Did the benefits counselor give you easy to understand information about benefits you were eligible for?	106 (96.4%)	4 (3.6%)
Did the benefits counselor give you easy to understand information about the application process for benefits you were eligible for?	104 (95.4%)	5 (4.6%)
Did the benefits counselor help you get benefits you would have otherwise not been able to access?	91 (88.3%)	12 (11.7%)
If you were denied a benefit, did the benefits counselor explain why?	69 (92.0%)	6 (8.0%)

### *English comments regarding benefits counseling:*

- It is hard dealing with [staff]. He always seems irritable moody and negative.
- Self advocacy
- She did say that social security is not promising; as if she had info on me I wasn't aware of. And that I needed to pay back the amount she gave me.
- The counseling service in [provider] is very effective.
- The process took nearly 5 months. Everytime I did a follow up I was told, 'oh, we need this information, sorry we forgot or didn't realize this, back to square one. The other issue was working with multiple people who never seemed to share information about shared cases. This was probably the longest and pains taking process I have ever been involved with.
- They are my grandkids
- You are asking the same question over & over.

### *Spanish comments with English translation regarding benefits counseling:*

- What happened is that [provider] doesn't talk about what happens to you
  - Lo que pasa que [provider] no habla lo que te pasa
- I didn't get an assessment of my benefits that matched my current (18 months) socioeconomic situation
  - No he recibido asesoramiento sobre beneficios que vallan de acuerdo a mi actual (18 meses) situacion socioeconomica
- Everything is wonderful
  - Todo wonderful



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**AIDS DRUG ASSISTANCE PROGRAM**

Program that pays for medications or health insurance payments.

*Experiences in the last 12 months with AIDS Drug Assistance Program (ADAP):*

	<b>Yes</b>	<b>No</b>
Did you receive a letter in the mail that explained changes to ADAP?	76 (63.3%)	44 (36.7%)
As a new enrollee, did you receive a Magellan Client Prescription Benefit Card for ADAP?	77 (72.0%)	30 (28%)
Did you receive a letter in the mail that explained changes to OA-HIPP?	55 (53.9%)	47 (46.1%)
As a new enrollee, did you receive a PAI Client ID Card for OA-HIPP?	51 (53.1%)	45 (46.9%)
Did the eligibility worker talk to you about the changes in ADAP and/or OA-HIPP?	70 (66.7%)	35 (33.3%)
Did the eligibility worker answer your questions about the changes in ADAP and/or OA-HIPP?	72 (72.0%)	28 (28.0%)
Did the eligibility worker help you understand the changes to ADAP and/or OA-HIPP?	70 (68.6%)	32 (31.4%)
Did you have any problems getting medications when you went to the pharmacy?	32 (26.9%)	87 (73.1%)

*English comments regarding the AIDS Drug Assistance Program:*

- I have something to say about, I tried to go to [provider] & I was denied. I have to say about this without health ins. I needed my meds I called everywhere, and I was denied services for two months I've gone without. I ask my sources to help me without insurance I wasn't able to see my Dr or new Dr, I called [provider] for appointment and I was told "as long as you get SSDI I wasn't able to go to the clinic
- Don't recall but I would recall programs such as these
- Had no problems at the pharmacy
- I do not know what is OA-HIPP
- I have never received anything in the mail or this ID card referred to in this section.
- I just answered no- I did not have any problems getting medications. Slight rewording of questionnaire needed here.
- I just enrolled and may receive letters soon. I got medications
- I received my meds. Are delivered.
- No complaints
- Redoing my Ryan White on 1/25/19
- They told me I would qualify for ADAP but would not give me an appointment until 2019

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### English comments regarding the AIDS Drug Assistance Program:

- Was not informed about the changes
- [In reference to whether they received a Magellan Client Prescription Benefit Card for ADAP] ?

### Spanish comments translated into English regarding AIDS Drug Assistance Program:

- (I don't remember about this question) does not apply
  - (No me recuerdo de es pregunta) No aplica
- I don't understand the questions that I marked with "Doesn't apply." I don't know what HIPP is.
  - No comprendo las preguntas que marque con Doesn't apply no se que es OA-HIPP?
- I don't understand what HIPP is.
  - No entiendo que es HIPP
- I don't understand what HIPP is. What is that?
  - No entiendo que es HIPP? Que es eso?
- I don't understand
  - No me queda claro
- Everything was good
  - Todo Bueno
- I have MediCal, I'm not using ADAP right now
  - Yo tengo medical ahorita no estoy usando ADAP

## DENTAL CARE

Dental care visit with dentist or dental assistant.

How long have you been going to [Ryan White dental care provider]?

<1 year	1-5 years	6-10 years	>10 years
29 (24.6%)	46 (39.0%)	17 (14.4%)	26 (22.0%)

Note: Percentages calculated based on 118 valid responses.

Experiences in the last 12 months with dental staff seen the most:

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	120	3.4
Did staff show respect for what you had to say?	123	3.7
Did staff encourage you to talk about your dental problems or concerns?	121	3.4
Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	3 (5.8%)	18 (15.0%)	25 (20.8%)	74 (61.7%)

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### *Experiences in the last 12 months with dental staff seen the most:*

How often...	Never	Sometimes	Usually	Always
Did staff show respect for what you had to say?	2 (1.6%)	5 (4.1%)	19 (15.4%)	97 (78.9%)
Did staff encourage you to talk about your dental problems or concerns?	14 (11.6%)	9 (7.4%)	15 (12.4%)	83 (68.6%)

	Yes	No
Did staff explain things in a way that was easy to understand?	113 (94.2%)	7 (5.8%)
Did staff explain what dental services are covered by Ryan White?	88 (79.3%)	23 (20.7%)
Did you experience an improvement in dental services compared to last year?	78 (76.5%)	24 (23.5%)

### *English comments regarding dental care services:*

- Best dental care in my life--great staff
- [Provider] refused dental service at emergency
- Dr [staff] and his staff are, quite simply, wonderful!
- Have not seen a dental since I was 15 or 18. Found a new dentist and now scheduling an appointment.
- Have not yet received dental service
- I get very limited services
- I have no needed any dental work
- I was not able to rest for a while I was in the dentist. I still feeling [dis- ease].
- My dental experience has been excellent - this year as well as previous years.
- My dental is separate from the county programs - it is an individual private policy and I pay out of pocket for work not covered by my plan.
- My insurance has changed and DentiCal keeps denying me and Ryan White is taking forever. I no longer have liberty with Caloptima starting 2019
- Needed filling & have to return in 3 months after cleaning. I came for cleaning and not satisfied 10 min.
- never have seen them
- Nice my doctor [staff] I love him
- Nobody has tell about it
- the dental clinic & the [provider] clinic seem not to be connected somehow with paperwork & eligibility
- The dental clinic is always fantastic. Kudos to Dr.[staff] and staff.
- The dental services are very slow in making appointments
- They don't answer the phone!
- Very difficult to use DentiCal
- Very pleased.

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### *Spanish comments with English translation regarding dental care services:*

- The wait time for Ryan White covered services "is very prolonged"
  - El tiempo de espera para los servicios cubiertos por Ryan White "es muy prolongado"
- Dr [staff] does not demonstrate respect for the people he treats through the Ryan White program
  - Dr [staff] no demuestra respeto por las personas que el atiende a través del Ryan White program
- The process that you see the doctor is very slow. The appointments are very, separated from each other
  - Es muy lento el proceso para que te vea el doctor. Citas muy separadas una de la otra.
- I did not have a good experience with this dr. much less the secretary. I did not even meet the doctor and looked for another doctor the last time I went. I believe they need to improve their service
  - No he tenido buenas experiencias con este Dr. tanto la secretaria ni conozco al dr mire a otra dra la unica vez que fui creo que necesitan mejorar el servicio
- They regularly give you the appointments very separated from each other
  - Por lo regular te dan las cita muy separadas una de otra
- I received the same care, which in other years were just dental cleanings
  - Recibi el mismo cuidado. que otro años solo limpieza dental

### **MEDICAL CARE**

Doctor or nurse practitioner visits and lab tests.

*How long have you been going to [Ryan White doctor or nurse practitioner]?*

<b>&lt;1 year</b>	<b>1-5 years</b>	<b>6-10 years</b>	<b>&gt;10 years</b>
23 (16.0%)	62 (43.1%)	26 (18.1%)	33 (22.9%)

*Note: Percentages calculated based on 144 valid responses.*

*Experiences in the last 12 months with the doctor or nurse practitioner:*

<b>How often...</b>	<b>Number of Responses</b>	<b>Average Rating</b>
Did you get an appointment as soon as you needed it?	150	3.7
Did your doctor show respect for what you had to say?	150	3.8
Did your doctor encourage you to talk about your health problems or concerns?	150	3.8
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

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*Experiences in the last 12 months with the doctor or nurse practitioner:*

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	3 (2.0%)	7 (4.7%)	24 (16.0%)	116 (77.3%)
Did your doctor show respect for what you had to say?	1 (0.7%)	5 (3.3%)	13 (8.7%)	131 (87.3%)
Did your doctor encourage you to talk about your health problems or concerns?	1 (0.7%)	5 (3.3%)	18 (12.0%)	126 (84.0%)

	Yes	No
Did your doctor explain your test results (blood, x-ray, or other test) in a way that was easy to understand?	148 (99.3%)	1 (0.7%)
Did your doctor give you easy to understand instructions about how to take care of your health?	141 (95.9%)	6 (4.1%)
Did your doctor encourage you to take charge of your health?	133 (95.0%)	7 (5.0%)
Did your doctor encourage you to talk to others about your health?	107 (79.9%)	27 (20.1%)
Did you receive the level of support that you needed from the doctor?	133 (93.7%)	9 (6.3%)
Did your doctor provide you with referrals to services that you needed?	127 (92.0%)	11 (8.0%)

*English comments regarding medical care services:*

- *[in reference to whether the doctor explained results in a way that was easy to understand]* Always
- *[in reference to whether the doctor explained results in a way that was easy to understand]* Most of the times
- *[in reference to whether the doctor provided needed referrals]* If needed, yes
- because its privet [private] information
- Doctor [staff] is an excellent doctor
- Dr [staff] continue sending my meds the month I need to see him was when my I learn about my Medicare was discontinued
- Everything wonderful
- Excellent Service I love my Doctor
- [Staff] is awesome but I don't remember her ever specifically encouraging me to talk to others about my health - I suppose it was unnecessary
- He is very professional, amazing!!
- I never asked my doctor that's why
- I prefer to deal w/ the nurse practitioner.

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### *Spanish comments with English translation regarding medical care services:*

- I love the care from my doctor. [S]He is a doctor who is always concerned about my health and makes me feel hopeful.
  - Amo el cuidado de mi Doctor es un Doctor que siempre se a preocupado por mi Salud y me hace sentir lleno de esperanza.
- The(ir) language is very limited and sometimes there are no translators
  - El idioma es muy limitado y a veces no ahi traductor.
- Take charge of my health -- take care of myself a lot and protect myself
  - Hacerme cargo de mi salud -- cuidarme mucho y protegerme
- My primary doctor tries to manage my general health and he takes a long time to make references that I need
  - Mi doctor primario trato de manejar mi salud general y tardo tiempo para hacer referencia de servicios que necesito
- Everything went well with her she is very friendly and respectful
  - Todo bien con ella es muy amable y respetuosa

### **SPECIALTY MEDICAL CARE**

Visits with a specialist. Specialists are doctors like heart doctors, skin doctors, ear nose and throat doctors, or GI doctors who specialize in one area of health care.

### *Experiences in the last 12 months with a specialist:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	88	3.6
Did the specialist show respect for what you had to say?	90	3.8
How often did your specialist encourage you to talk about your health problems or concerns?	87	3.7
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	3 (3.4%)	6 (6.8%)	12 (13.6%)	67 (76.1%)
Did the specialist show respect for what you had to say?	0 (0%)	5 (5.6%)	5 (5.6%)	80 (88.9%)
How often did your specialist encourage you to talk about your health problems or concerns?	2 (2.3%)	5 (5.7%)	9 (10.3%)	71 (81.6%)

### *English comments regarding specialty medical care services:*

- *[In reference to how often they get an appointment as soon as needed]* Except the last 6 months I did have insurance
- Nice every thing
- Scheduled an appointment with specialist and am still waiting for the appointment date

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*Spanish comments with English translation regarding specialty medical care services:*

- Good service
  - Buen servicio
- The specialist only concerns [him/her]self with [his/her] specialty. S/he doesn't treat me as a patient physically, psychologically, or socially.
  - El especialista solo se concreta a su especialidad. No me atiende como un paciente físicamente psicológicamente ni socialmente
- It doesn't have enough funds to stick. [?] it remains.
  - No tiene suficiente. fondos para pegar. [?] se queda.

### FOOD PANTRY/FOOD BANK

Food products such as cereal, juices, fruits, vegetables, canned meats, and breads.

*Experiences in the last 12 months with the food pantry / food bank provider you went to the most:*

How often...	Number of Responses	Average Rating
Did you receive a food order as soon as it was needed?	83	3.6
Did the agency's food pantry staff show respect for what you had to say?	83	3.7
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you receive a food order as soon as it was needed?	3 (3.6%)	8 (9.6%)	11 (13.3%)	61 (73.5%)
Did the agency's food pantry staff show respect for what you had to say?	2 (2.4%)	6 (7.2%)	5 (6.0%)	70 (84.3%)

	Yes	No
Did you receive food that was of good quality?	72 (88.9%)	9 (11.1%)
Did you receive food that was nutritious?	72 (93.5%)	5 (6.5%)

*English comments regarding food pantry / food bank services:*

- [In reference to whether the food was good quality] +
- [In reference to whether the food was good quality] Fair
- [In reference to whether the food was good quality] Average
- [In reference to whether the food was nutritious] +
- [In reference to whether the food was nutritious] Good
- [In reference to whether the food was nutritious] ?
- [In reference to whether the food was nutritious] sometimes. Also they took away cashews, almonds, yogurt, salmon, etc. off the lists which are very healthy and absolutely needed in my diet. Also there is rarely anything on the donation shelf. 2 years ago it was always full.

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*English comments regarding food pantry / food bank services:*

- *[In reference to whether the agency food pantry staff shows respect]* Rarely the guy who runs it is often very mean and disrespectful to me.
- I find it ludicrous that a person had to jump through so much b/s for free food
- I want more fresh food and healthy food. I'm diabetic need more special food.
- Last visit took 2 hours--I was only person in lobby. This is the exception--usually good.
- Sometimes the supervisor is not good person need to have more respect for the client especially when the order is ready. They don't said in the from - and the client was waiting like 1 1/2 hrs. Is not good.
- Thankful
- They don't care about the food
- Very poor quality control of food, very poor service, waited 2+ hours for food; have had to leave w/o food currently waiting 1 hour for food
- yes this was sometime I heard about it only once and it was supposed to see if I qualify

*Spanish comments with English translation regarding food pantry / food bank services:*

- Sometimes the greens are bad when they give them to me. I think that 30% of the food is healthy.
  - A veces las verduras estan mal cuando me dan. Siento que 30% de la comida es saludable
- Excellent service-God bless you
  - Exelente servicio-Dios los bendigo
- It's not enough
  - No es suficiente
- I've never received food but it's fine
  - No nunca he recibido comida pero todo esta bien
- I didn't receive anything!!!
  - No recibo de ninguno!!!

**NUTRITIONAL SUPPLEMENTS**

Access to high caloric supplements (e.g. Ensure®, Boost®, or Glucerna®).

*Experiences in the last 12 months with nutritional supplements services:*

<b>How often...</b>	<b>Number of Responses</b>	<b>Average Rating</b>
Did you receive nutritional supplements as soon as it was needed?	40	3.3
Did the agency's staff show respect for what you had to say?	40	3.8
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

(Continued on next page)



## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

*Experiences in the last 12 months with nutritional supplements services received in the last 12 months:*

How often...	Never	Sometimes	Usually	Always
Did you receive nutritional supplements as soon as it was needed?	3 (7.5%)	7 (17.5%)	4 (10.0%)	26 (65.0%)
Did the agency's staff show respect for what you had to say?	2 (5.0%)	1 (2.5%)	0 (0%)	37 (92.5%)

*English comments regarding nutritional supplement services:*

- [In reference to whether they received nutritional supplements as soon as needed] Every 3 months. The supplements are low quality vitamins and only every 3 months.

*Spanish comments with English translation regarding nutritional supplement services:*

- No, never. Everything's fine.
  - No nunca todo esta bien
- I didn't get them [nutritional supplements] because the requirements are too strict. I am temporarily disabled and without income.
  - No recibí por que los requisitos son muy estrictos estoy incapacitado temporalmente y sin ingreso economico
- I didn't receive anything!!!
  - No recibo ninguno!!!

### HOME DELIVERED MEALS

Prepared meals delivered to people who are homebound and have difficulty cooking for themselves.

*Experiences in the last 12 months with home delivered meals:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	28	3.5
Did the home-delivered meals staff show respect for what you had to say?	22	3.7
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	2 (7.1%)	2 (7.1%)	4 (14.3%)	20 (71.4%)
Did the home-delivered meals staff show respect for what you had to say?	0 (0%)	2 (9.1%)	2 (9.1%)	18 (81.8%)

(Continued on next page)

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

*Experiences in the last 12 months with home delivered meals:*

	<b>Yes</b>	<b>No</b>
Did you get meals that were of good quality?	22 (84.6%)	4 (15.4%)
Did you get meals that were nutritious?	22 (91.7%)	2 (8.3%)

*English comments regarding home-delivered meals services:*

- [In response to whether they received meals of good quality] Fair
- [In response to whether they received nutritious meals of good quality] Fair
- I have carpal tunnel in both my hands and it's extremely hard to cook. I wish this was available to me.
- Never
- No

*Spanish comments translated into English regarding home-delivered meals services:*

- My most sincere gratitude toward [provider] for the support they have given me. My blessings. Thanks.
  - Mis mas sinceros agradecimientos a [provider] por el apoyo que me han brindado. mis bendiciones gracias
- I didn't get this!!!
  - No recibo!!!
- Never
  - Nunca

### NUTRITIONAL THERAPY

Nutritional counseling by a Registered Dietician.

*Experiences in the last 12 months with nutritional therapy services :*

<b>How often...</b>	<b>Number of Responses</b>	<b>Average Rating</b>
Did you get an appointment as soon as it was needed?	45	3.5
Did the registered dietitian show respect for what you had to say?	41	3.8
Did the registered dietitian encourage you to talk about your health problems or concerns?	41	3.7
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

<b>How often...</b>	<b>Never</b>	<b>Sometimes</b>	<b>Usually</b>	<b>Always</b>
Did you get an appointment as soon as it was needed?	2 (4.4%)	1 (2.2%)	13 (28.9%)	29 (64.4%)
Did the registered dietitian show respect for what you had to say?	1 (2.4%)	1 (2.4%)	5 (12.2%)	34 (82.9%)
Did the registered dietitian encourage you to talk about your health problems or concerns?	1 (2.4%)	0 (0%)	9 (22.0%)	31 (75.6%)

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## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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*English comments regarding nutritional therapy services:*

- UCI

*Spanish comments with English translation regarding nutritional therapy services:*

- There were no comments in Spanish

### TRANSPORTATION

Bus passes, ACCESS passes, van rides, and taxi rides to help you get to health care services (going to the doctor, going to the dentist, going to a therapist or group, or picking up medication).

*What types of transportation services did you receive in the last 12 months?*

Bus passes	ACCESS passes	Van rides	Taxi rides
42 (45.7%)	20 (21.7%)	12 (13.0%)	18 (19.6%)

*Note: Percentages calculated based on the 92 responses to this question.*

*Experiences with transportation services received in the last 12 months:*

How often...	Number of Responses	Average Rating
How often did you get an appointment as soon as you needed it?	65	3.6
How often did the agency's transportation staff show respect for what you had to say?	63	3.7

How often...	Never	Sometimes	Usually	Always
How often did you get an appointment as soon as you needed it?	4 (6.2%)	5 (7.7%)	7 (10.8%)	49 (75.4%)
How often did the agency's transportation staff show respect for what you had to say?	1 (1.6%)	4 (6.3%)	6 (9.5%)	52 (82.5%)

	Yes	No
Did you receive a bus pass or ACCESS pass within five (5) business days of your request?	54 (88.5%)	7 (11.5%)
Was your van ride on time to pick you up?	34 (87.2%)	5 (12.8%)
Did your van ride get you to your appointment on time?	35 (87.5%)	5 (12.5%)
Was your taxi on time to pick you up?	35 (74.5%)	12 (25.5%)
Did your taxi get you to your appointment on time?	36 (80.0%)	9 (20.0%)

*English comments regarding transportation services:*

- I suggested that during the holidays they should allow us to submit request three weeks in advance no reply or answer for years since I made my suggestion [staff] isn't a caring person to me

(Continued on next page)

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

### English comments regarding transportation services:

- No longer able to get buses passes because I don't meet the requirement or I'm not in school or working even though it is my main transportation other than walking or Uber/Lyft
- No taxi, no van at [provider]
- Thank you!!!! I'm completely grateful to all the transportation I've received
- They don't care
- This is something I didn't know you had. I wasn't aware you had bus passes. I could use a bus pass.

### Spanish comments with English translation regarding transportation services:

- Thanks for the support [I] received with the tickets to go to my appointments with doctors, support groups, and for AA
  - Gracias por el apoyo recibido con mis boletos para ir a mis citas con Doctores, Grupos de apoyo y para AA.

## HOUSING SERVICES

Emergency payments to landlords and/or utility companies, rental assistance, or transitional/short term supportive housing.

### What types of housing services did you receive in the last 12 months?

EFA* for Rent, Mortgage, or Utilities	EFA for Deposits	Housing Plus Project (HPP)	Short-Term Assistance for Rent (STAR)	Short-Term Supportive Housing
16 (23.2%)	6 (8.7%)	17 (24.6%)	18 (26.1%)	12 (17.4%)

Note: Percentages calculated based on the 69 responses to this question

\* Emergency Financial Assistance (EFA)

### Experiences in the last 12 months with housing services:

How often...	Number of Responses	Average Rating
How often did you get an appointment as soon as you needed it?	63	3.7
How often did the housing staff show respect for what you had to say?	62	3.8

Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always

How often...	Never	Sometimes	Usually	Always
How often did you get an appointment as soon as you needed it?	4 (6.3%)	2 (3.2%)	3 (4.8%)	54 (85.7%)
How often did the housing staff show respect for what you had to say?	1 (1.6%)	3 (4.8%)	5 (8.1%)	53 (85.5%)

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## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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### *Experiences in the last 12 months with housing services:*

	<b>Yes</b>	<b>No</b>
Did this service help you get housing?	38 (77.6%)	11 (22.4%)
Did this service help you stay in housing?	49 (87.5%)	7 (12.5 %)
Did this service help keep your utilities from being shut off?	25 (69.4%)	11 (30.6%)
Did housing staff give you easy to understand information about your options?	49 (84.5%)	9 (15.5%)
Did you feel you were involved in making a plan for stable housing?	45 (86.5%)	7 (13.5%)
Did this service help you get permanent housing?	28 (68.3%)	13 (31.7%)
Did this service help you avoid being homeless?	45 (83.3)	9 (16.7%)
Did this service help you get stable housing so you were able to stay in medical care?	38 (82.6%)	8 (17.4%)
If you were denied housing services, did staff give you easy to understand information about why you did not qualify for the service?	22 (68.8%)	10 (31.3%)

### *English comments regarding housing services:*

- *[In reference to what housing services they received]* Housing Section 8
- *[In reference to where they received housing services]* [provider] referred to [provider] . I was blessed with a 6 month stay at a motel, but due to my financial situation I couldn't find a permanent place, my fault, not theirs.
- [provider] doesn't return calls. [provider] I give an A+.
- Didn't help at all
- I feel I was just someone who needed to be push out of shelter plus care with a 10 days return to update my status. I have not had a respond
- I having to move due to short term lease, and problems with black mold on house rental room.
- I needed short term housing support while I try to find a job and afford housing
- If I had the choice to do it over, I would choose HPP.
- Received services for rent assistance to stay in my home of 20 plus years through this transition. Refer to the other section in which [provider] was the agency providing the assistance.
- They paid part of my rent for the better part of two years

### *Spanish comments translated into English regarding housing services:*

- No but everything's fine
  - No pero todo esta bien
- Everything is very good
  - Todo muy bueno

**Orange County Ryan White Client Satisfaction Survey 2018  
Summary Report**

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**HOUSING COORDINATION**

One-on-one services that help identify housing assistance and resources to clients.

*Experiences in the last 12 months with housing coordination services:*

How often...	Number of Responses	Average Rating
Did you get housing coordination services as soon as you needed it?	41	3.5
Did the housing coordination staff show respect for what you had to say?	42	3.6
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get housing coordination services as soon as you needed it?	5 (12.2%)	0 (0%)	4 (9.8%)	32 (78.0%)
Did the housing coordination staff show respect for what you had to say?	2 (4.8%)	3 (7.1%)	3 (7.1%)	34 (81.0%)

	Yes	No
Did housing coordination services help you understand your housing options?	29 (70.7%)	12 (29.2%)
Did housing coordination services provide you with help getting housing?	29 (80.6%)	7 (19.5%)

*English comments regarding housing coordination services:*

- Before accepting the short term goal for housing I was in a better position accepting less, for a longer term.
- [provider] Client - fairly new to access housing assistance from [provider]
- The appointments are giving for the housing coordinator. client does not pick the appointment
- Why was I notify of such transfer from shelter plus care to Anaheim housing, and where I only had less than 10 days to return the update

*Spanish comments translated into English regarding housing coordination services:*

- I didn't get housing options nor the chance to be on the waiting list for the best option
  - No recibí opciones de vivienda ni oportunidad de estar en lista de espera para mejor opción
- Regarding housing, my blessings and gratitude for the support they have given me
  - Sobre housing mis bendiciones y agradecimientos por el apoyo que me han brindado

# Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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## LIFE SKILLS

Education, group classes, or skill building exercises that help develop life skills.

*Experiences in the last 12 months with life skill services:*

How often...	Number of Responses	Average Rating
Did the life skills staff show respect for what you had to say?	47	3.7
Did the life skills staff encourage you to talk about your health problems or concerns?	46	3.7
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did the life skills staff show respect for what you had to say?	2 (4.3%)	2 (4.3%)	4 (8.5%)	39 (83.0%)
Did the life skills staff encourage you to talk about your health problems or concerns?	1 (2.2%)	3 (6.5%)	3 (6.5%)	39 (84.8%)

*English comments regarding life skills services:*

- Helped me to apply for jobs online
- I want to know more about this group classes (education) how to get into a nursing program
- Speakers invited to speak should be more open to questions

*Spanish comments translated into English regarding life skills services:*

- My blessings
  - Mis bendiciones
- Very good group. It helped me a lot now that I was diagnosed positive, it changed my way of thinking and helped me to understand that I am not alone and that it's very important to take medicine and that [I] can continue having sex but with protection.
  - Muy buen grupo me ayudo mucho ahora que fui diagnosticado positivo; cambio mi forma de pensar y me ayudo a entender que no estoy solo y que es muy importante tomar la medicina y poder seguir teniendo sexo pero con proteccion.

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

### HEALTH INSURANCE PREMIUM & COST SHARING ASSISTANCE

Financial help for buying health insurance or cover co-payments.

*Experiences in the last 12 months with health insurance premium and cost sharing assistance:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	42	3.7
Did the staff show respect for what you had to say?	41	3.8
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	2 (4.8%)	0 (0%)	6 (14.3%)	34 (81.0%)
Did the staff show respect for what you had to say?	1 (2.4%)	1 (2.4%)	3 (7.3%)	36 (87.8%)

*English comments regarding health insurance premium and cost sharing assistance:*

- I wasn't aware of this health ins

*Spanish comments with English translation regarding health insurance premium and cost sharing assistance:*

- I have MediCal
  - Tengo MediCal

### EMERGENCY FINANCIAL ASSISTANCE (EFA) FOR MEDICATIONS

Assistance with getting or paying for medications.

*Experiences in the last 12 months with emergency financial assistance for medications:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	21	3.5
Did staff show respect for what you had to say?	20	3.6
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	2 (9.5%)	1 (4.8%)	3 (14.3%)	15 (71.4%)
Did staff show respect for what you had to say?	1 (5.0%)	2 (10.0%)	1 (5.0%)	16 (80.0%)

*English comments regarding emergency financial assistance for medications:*

- I didn't know this serves were available to me I've gone without my med for HIV
- No

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## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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*Spanish comments with English translation regarding emergency financial assistance for medications:*

- My blessings
  - Mis bendiciones

### INDIVIDUAL THERAPY / COUNSELING

One-on one therapy with a therapist (counselor, psychologist, or psychiatrist) to help reduce stress associated with living with HIV/AIDS.

*How long have you been going to [Ryan White therapist]?*

<1 year	1-5 years	6-10 years	>10 years
24 (54.5%)	15 (34.1%)	4 (9.1%)	1 (2.3%)

*Note: Percentages calculated based on 44 valid responses.*

*Experiences in the last 12 months with individual therapy/counseling services:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	52	3.7
Did this therapist show respect for what you had to say?	52	3.8
Did staff encourage you to talk about your health problems or concerns?	52	3.7
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	3 (5.8%)	1 (1.9%)	7 (13.5%)	41 (78.8%)
Did this therapist show respect for what you had to say?	1 (1.9%)	2 (3.8%)	6 (11.5%)	43 (82.7%)
Did staff encourage you to talk about your health problems or concerns?	2 (3.8%)	1 (1.9%)	6 (11.5%)	43 (82.7%)

	Yes	No
Were you involved in creating your goals with your therapist?	35 (89.7%)	4 (10.3%)

*English comments regarding individual therapy/counseling services:*

- Again same reason, I didn't know this
- I was not happy at all with the Therapist thus I have created my own Therapy program that is working wonders.
- [Provider] is severely under staffed
- The therapist was excellent

*Spanish comments with English translation regarding individual therapy/counseling services:*

- This service isn't necessary for me
  - No es necesario para mi este servicio

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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### GROUP THERAPY / GROUP COUNSELING

Support groups led by a therapist to help reduce stress associated with living with HIV/AIDS.

*Experiences in the last 12 months with group therapy/group counseling services:*

How often...	Number of Responses	Average Rating
Did you get group counseling as soon as you needed it?	48	3.7
Did this therapist who ran the group(s) show respect for what you had to say?	47	3.8
Did this therapist encourage you to talk about your mental health?	43	3.9
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get group counseling as soon as you needed it?	1 (2.1%)	1 (2.1%)	9 (18.8%)	37 (77.1%)
Did this therapist who ran the group(s) show respect for what you had to say?	2 (4.3%)	1 (2.1%)	1 (2.1%)	43 (91.5%)
Did this therapist encourage you to talk about your mental health?	1 (2.3%)	0 (0%)	0 (0%)	42 (97.7%)

*English comments regarding group therapy/group counseling services:*

- AA/NA meetings
- I feel I need group therapy
- I need one on one cognitive therapy and a psychiatrist (not just group therapy)

*Spanish comments with English translation regarding individual therapy/counseling services:*

- These groups changed my life and filled it with hope
  - Estos grupos cambiaron mi vida la llenaron de esperanza
- I like this group with [staff] it had helped me a lot
  - Me gusta el Grupo con [staff] me a ayudado mucho.
- I really like this Group with [staff]
  - Me gusta mucho este Grupo con [staff]
- I don't need it.
  - No necesito

# Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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## LEGAL SERVICES

Legal services for wills, housing, and discrimination.

*Experiences in the last 12 months with the legal services staff:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	24	3.1
Did the legal services staff show respect for what you had to say?	21	3.4
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did you get an appointment as soon as you needed it?	5 (20.8%)	1 (4.2%)	3 (12.5%)	15 (62.5%)
Did the legal services staff show respect for what you had to say?	3 (14.3%)	1 (4.8%)	2 (9.5%)	15 (71.4%)

	Yes	No
Did the legal service staff help address your legal issue?	11 (68.8%)	5 (31.3%)

*English comments regarding legal services:*

- It's in the starting process
- They do not answer calls, cannot seem to get an appt.

*Spanish comments translated into English regarding legal services:*

- My blessings, thanks. Peace [be upon you].
  - Mis bendiciones, gracias. Shalom
- I don't need it.
  - No necesito

## HOME HEALTH CARE

Certified nursing attendants, durable medical equipment (such as wheelchairs, hospital beds), skilled nurses, or homemaker services (such as cleaning, laundry) that assist clients at home with needs.

*Experiences in the last 12 months with home health care services:*

How often...	Number of Responses	Average Rating
Did you get an appointment as soon as you needed it?	16	3.1
Did home health care staff show respect for what you had to say?	14	3.4
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

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## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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*Experiences in the last 12 months with home health care services:*

Did you get an appointment as soon as you needed it?	4 (25.0%)	1 (6.3%)	1 (6.3%)	10 (62.5%)
Did home health care staff show respect for what you had to say?	3 (21.4%)	0 (0.0%)	0 (0.0%)	11 (78.6%)

	Yes	No
Did the home health care staff give you easy to understand instructions about how to maintain your daily activities?	10 (83.3%)	2 (16.7%)

*There were no comments for this service.*

### RESIDENTIAL TREATMENT SERVICES

Up to 90 days of residential drug treatment.

*Experiences in the last 12 months with residential treatment services:*

How often...	Number of Responses	Average Rating
Did residential treatment staff encourage you to talk about your health problems and concerns?	15	3.2
Did residential treatment staff show respect for what you had to say?	13	3.2
<i>Rating Scale: 1 = Never; 2 = Sometimes; 3 = Usually; 4 = Always</i>		

How often...	Never	Sometimes	Usually	Always
Did residential treatment staff encourage you to talk about your health problems and concerns?	3 (20.0%)	1 (6.7%)	1 (6.7%)	10 (66.7%)
Did residential treatment staff show respect for what you had to say?	3 (23.1%)	0 (0%)	1 (7.7%)	9 (69.2%)

*English comments regarding legal services:*

- I didn't want to live on the street. so I moved in the Rec home.

*Spanish comments translated into English regarding legal services:*

- There were no comments in Spanish for this service

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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### REFERRALS

*Experiences in the last 12 months with referrals, regardless of location of Ryan White Services:*

	Agree	Disagree
My provider or case manager asked me about my life situation (housing, finances, legal issues, etc.) and made a referral if I needed help.	101 (93.5%)	7 (6.5%)
My provider or case manager asked me about how I was feeling emotionally and made a referral to a mental health provider, counselor, or support group if I needed help.	94 (90.4%)	10 (9.6%)
My provider, case manager, or eligibility worker asked me about my teeth and made a referral if I needed a dentist.	95 (89.6%)	11 (10.4%)
My provider or case manager asked me if I needed help to tell my potentially exposed (sex or needle sharing) partners about my HIV status and made a referral if I needed help.	67 (88.2%)	9 (11.8%)
My provider or case manager asked me about my drug and alcohol use and made a referral if I needed help.	73 (92.4%)	6 (7.6%)

*English comments regarding the referrals:*

- *[In reference to the questions regarding exposed partners and alcohol or drug use] ...do not apply to me, but they did ask if I needed help.*
- *[In reference to the questions on providing referrals for life situation, emotional feelings, or for a dentist ]"+"*
- *[In reference to the question on providing referral for emotional feelings] If needed*
- *I'm a very satisfied client at [provider]---the best*
- *Legal issues referrals not mentioned alcohol referrals not mentioned*
- *Security deposit: agree. I did ask my case worker*

*Spanish comments with English translation regarding the referrals:*

- *good with [staff] – very good*
  - *Bien con [staff]- muy bien*
- *My case manager [staff] is very good*
  - *Es muy bueno mi Case manager[staff]*
- *My provider focuses on the services that I asked [him/her] about. S/he can't coordinate all the services in just one visit.*
  - *Mi proveedor se enfoco al servicio que solicite no puede coordinar todos los servicios en una sola cita*
- *My manager is really good. S/he has helped me a lot.*
  - *My manager es muy bueno me a ayudado mucho.*
- *I asked about help with rent, but he didn't know anything about if there was that program. I got information through someone else*
  - *Para alluda de renta yo preguntara pero el no savia nada si ese programa estaba. por medio de otro obtuve informacion*
- *Peace [be upon you]. Grateful for all your services you have given me*
  - *Shalom agradecimiento por todos los servicios que me han brindado*

# Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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## ABOUT THE SURVEY

This survey was...	Number of Responses	Average Rating
Easy to understand.	143	3.6
Easy to complete.	138	3.6
<i>Rating Scale: 1 = Strongly Disagree; 2 = Disagree; 3 = Agree; 4 = Strongly Agree</i>		

This survey was...	Never	Sometimes	Usually	Always
Easy to understand.	1 (0.7%)	4 (2.8%)	42 (29.4%)	96 (67.1%)
Easy to complete.	2 (1.4%)	7 (5.1%)	41 (29.7%)	88 (63.8%)

## COMMENTS ABOUT IMPROVEMENT TO THE SURVEY

The following pages include respondents' comments and suggestions for the improvement of the survey. Where possible, comments have been grouped into categories based on topic. Comments about topics that were unable to be grouped under a category are listed under "general."

*English comments regarding the improvement to the survey:*

- Repetitive
  - I was not sure on some of the questions; they most likely don't apply but some were similar seeming
- Length
  - Long
  - The survey seems longer than it needs to be.
  - Too many questions
- Format of Survey
  - A lot of the question asked most can get due to circumstances
  - I feel the way this format was do very well and it also stated the many of your services you are able to provide to those who need it. Thank you so much
  - The blue paper makes it difficult to read! The survey is too long. some questions are vague, repetitious
  - Too long. Should be on a computer
  - You might want to make up a pamphlet w/ all your services. Can't believe this
- Ryan White Services/Providers
  - Front desk people from cleaning should be more efficient and faster
  - My need, and services are one of the best!!!
  - The housing wait list is too long
- General
  - Grateful for this survey.
  - It's perfect.
  - Thank u all off u guys 4 doing a great job

(Continued on next page)

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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*Spanish comments regarding improvement to the survey received translated into English:*

- Clarity/Language
  - It is fine, maybe it was me but I didn't understand some of them (but I re-read them and I understand now). I think it's my age (but everything is fine). Many thanks!
    - Esta muy bien, tal vez sea el que en algunas no las entienda -- (pero le doy doble leida y entiendo) creo que es mi edad (pero todo esta bien) mil gracias!
  - Thanks everything was clear
    - Gracias todo esta claro
  - There are words that were abbreviated and I didn't understand and those I marked "Doesn't apply"
    - Hay palabras que abrevian y yo no entendi por eso marque no aplica.
  - There are words that I didn't know in the Eligibility section. The rest were easy to understand.
    - Hay palabras que no conozco en el area de la Eligibilidad lo demas es facil de entender.
  - The questions were very clear
    - Las preguntas fueron muy claras
  - I didn't understand very well the part about insurance
    - no comprendi muy bien la parte de las aseguranzas
  - Explain a little more about Insurance because I did not understand the abbreviations HIPP, etc.
    - Que expliquen un poco mas de la Aseguranza porque no entndi lo de las Abreviaciones HIPP etc.
  - Some questions I didn't understand with respect to insurance
    - Unas preguntas no las entendi con relacion a la aseguranza
- Format of Answer Options
  - The answer options are too restrictive
    - Las opciones de respuesta con muy restringidas
- Ryan White Services/Providers
  - Respect for emotions
    - Respeto sobre emociones
  - Everything is fine. They are professionals and everyone is very attentive. Thanks.
    - Todo esta bien son unos profesionales muy atentos todos gracias
  - All the staff is very friendly.
    - Todo el personal es muy amable
- General
  - Blessings for everyone that makes it possible that we keep living. blessings on your families. I love each and every one of you.
    - Bendiciones para todas las personas que hacen posible que sigamos viviendo bendiciones sobre sus familias les amo a cada uno de ustedes

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## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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- Finally everything is good
  - Finalmente todo bueno
- Nothing everything's fine
  - Ninguna todo bien
- Everything was fine (god bless you)
  - Todo bien god bless you
- Everything's fine
  - Todo esta bien

### COMMENTS ABOUT SERVICES RECEIVED

The following pages include respondents' additional comments about successes or problems with any of the services received. Where possible, comments have been grouped into categories based on service and topic. Comments about services that were unable to be grouped under a service category are listed under "general."

#### *English comments regarding services received:*

- Case Management:
    - I have had plenty of success because my case manager made sure the people she refers me to called me. To schedule appointments she called me to make sure I came in to check in.
  - Services and Referral
    - It's hard to get service even though my main income is SSDI
    - There is not much information about other services we can have (legal, alcohol, education)
    - Are you serious. No one ever told me about any of these service you provide
    - I desperately need clothing vouchers, one on one cognitive therapy, food pantry access 3x month, please, access to psychiatrist, dentist that will fix my teeth problems
  - Housing
    - Difficulty understanding housing options. Little to no support for finding housing because not homeless or soon to be homeless
    - I was so thankful for helping me with the deposits, without it, I would never be where I'm at.
    - The Ryan White program has allowed me to stay in my apartment. They have also given me more information on benefits that I was eligible for.
    - I was able to pay my rent with the financial rent they helped for short time. I am able to get my food from food pantry.
  - Dental
    - The dental program at [provider] is fantastic; I have Medi/Medi and the only thing that's covering is dental, they were a life-saver for me, thanks :)
  - Medical Care
    - Other Dr
    - Using Atripla for the past 10 years. New Dr suggested trying the new Biktarvy that is working with no new side effects.
- (Continued on next page)



## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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### *English comments regarding services received:*

- Medications Cost
  - I got great help with my husband's copays for his medications deductibles Medicare pt .
- Staff
  - I'm so happy that-[staff]- [provider] Eligibility and Linkage Coordinator offered to help receive AIDS Health Insurance Premium Payment (OA-HIPP) Assistance as I got laid off from my corporate job in October 2018 to pay off my Cobra premiums from November 2018 through March 2019. This was a godsend to ensure that I seek additional helps with other specialists in gastroenterology and psychiatry. I am so grateful who were actively involved in the committees to get this funded.
- Provider Related
  - [provider] has helped me live my life to the best I can achieve in my situation; they have helped me with counseling, housing, transportation, and food pantry when I needed assistance the most. I am almost back on my feet and without the wonderful services that everyone [provider] I don't know where I would be and I am forever grateful for the assistance they provide
  - Benefits counselor doesn't seem to want to help. Housing coordinator seems complacent and is no help. Nice guy though.
  - Even though I don't use [provider] for many services I find them responsive and respected.
  - GBLT HIV patients have always received services at [provider]. There is no need to make [provider] a support center for GBLT persons who are not HIV
  - I can't thank everyone at [provider] enough for saving my life in so many ways. Thank you!
  - I feel confident that the staff at [provider] is there and ready to help and I am comforted and strengthened by this.
  - [provider] and [provider] is in it for the money
  - [provider] is missing the mark as an agency. I miss the old [provider] when case managers knew your name and really understood my needs. The new staff are poorly trained; have no compassion or empathy; no knowledge of HIV; and are not educated as social workers. [provider] has become sterile and everything [provider] strived not to be, a big disappointment!!! Please, please, please redirect the organization's focus back on client services and educate staff.
  - [provider] took 3 months to assign a case manager
  - [provider] is FANTASTIC and all success in assistance is a direct result of them. [provider] on the other hand made me feel belittled; ashamed of the current position I found myself in and that I was nothing other than a page in their inbox they had to process or pass on.
  - There's no need to complete form stop giving most of Ryan White funds to [provider]. Since changing name to [provider] they are expanding non HIV services. As long as Ryan White funds go to them, we who are living with HIV are seeing less help from [provider]

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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### *English comments regarding services received:*

- Provider Related
  - This is a good program [provider] is a life saver. Great compassionate community
- Support Groups
  - I love the support I get for my sobriety
- Emergency Financial Assistance
  - Little information given about financial assistance.
- General
  - All your services are excellent
  - Changes are inevitable but I don't always agree with the changes
  - Great people and help
  - I am so very grateful for the program its services since am a newly diagnosed patient. I've been treated with respect and has help me overcome my condition and cope with life's struggles. I was almost homeless and my case manager referred me to [provider] and they helped me find a short term home while I waited for my approved housing apt. I feel blessed and just want to say thank you Ryan white, and everyone that is part in helping us. God bless.
  - No problems at all. Thank goodness for the help I get or I'm done.
  - Staying alive with metastatic melanoma in brain and lung.
  - Thank you for all help. God bless you all.
  - There is no comment this time. Thank you very much

### *Spanish comments regarding services received translated into English regarding services received:*

- Case Management:
  - My case manager has helped me a lot with my health. [S]He always looks after me. [S]He calls me constantly to know how I'm doing.
    - CM me ha ayudado mucho con mi salud. Siempre está al pendiente de mí. Me llama constantemente para saber como me encuentro.
  - My case manager and the groups that they have helped me up to now to not go back to using crystal after almost 3 years and feeling that I have the opportunity to live a full life. Also they helped me so that I am no longer sleeping in the streets or parks. I am very grateful. Also [grateful for] my Dr. [staff] and [staff] who referred me to [provider] and because they helped me a lot.
    - Mi case manager y los grupos que tienen me han ayudado asta el dia de hoy a no volver a usar crystal despues de usarlo por casi tres a-nos y a sentir que tengo la oportunidad de vivir una vida plena. Tambien me ayudaron a ya no dormir en la calle o parques. Estoy muy agradecido. Tambien con mi Doctor [staff] y [staff] que me refirio a [provider] porque me han ayudado mucho.

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### *Spanish comments regarding services received translated into English regarding services received*

- Case Management:
  - I am going to be an American citizen thanks to my case manager who motivated me to do it. I passed my citizenship test.
    - Ya voy a hacer ciudadano americano gracias a que mi Case manager me estuvo motivando mucho para que lo hiciera. Ya pase mi examen de ciudadania.
- Legal
  - The problem with [provider]: when they give you referrals they don't help and they delay in responding [to you]. they need to change this program
    - El problema con [provider]. cuando dan referencias no ayudan y tardan en responder necesitan cambiar ese programa
- Staff
  - There is a person named [staff] in the pantry who doesn't treat us well. He has an attitude that makes me feel bad when I talk with him. There is a presenter named [staff] that sometimes scolds us. I don't like the way he talks to us.
    - Hay una persona que se llama [staff] en el pantry que no nos tratan bien. tiene un actitude que me hace sentir mal cuando hablo con el. hay un presentador que se llama [staff] que a veces nos regañan. no me gusta la manera en que nos hablen
  - I like I really like my medical care under Dr. [staff] and with [staff] from [provider], who taught a lot to me and my spouse to be independent and tell our kids about our status
    - Me gusta mucho mi cuidado medico con mi Doctora [staff] y con [staff] de [provider] que nos enseno mucho a mi y a mi esposo a ser independientes y decirle a nuestros hijos de nuestro estatus.
  - Employees. They don't return calls or follow up to a problem or situation - [staff]
    - Trabajadores. No regresan llamadas o dar seguimiento al problema o situacion - [staff]
- Provider Related
  - Sometimes I leave a message to speak with a provider but they don't answer me that day and I call again the next day
    - A veces dejo un mensaje para hablar con un proveedor pero no me contestan en el dia y vuelvo a llamar al otro dia
  - [provider] – I didn't have connection and communication. They don't call you to tell you how everything is going.
    - [provider] - no he tenido conexcion y comunicacion. No te llaman para decirte como va todos.

### *Spanish comments regarding services received translated into English regarding services received:*

- Provider Related

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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- I have always been treated with respect and I am grateful to the staff. [provider] has given me a lot of help so that my quality of life is a little less difficult. thanks.
  - Siempre se me a atendido con respeto estoy muy agradecida con el personal the [provider] an proporcionado mucha ayuda para que mi estilo de vida sea un poco menos difiicil. Gracias
- Support Groups
  - The help from these support groups and my case manager have been very important for having good health and taking care of myself and not putting myself at risk or exposing others.
    - La ayuda de los grupos de apoyo y mi case manager han sido muy importantes para tener buena salud y cuidarme de no exponerme a riesgo ni exponer a otros.
  - I am undetectable for more than 10 years and never have forgotten to take my medication. The groups at [provider] helped me a lot to maintain a good attitude and good health. Thanks [staff].
    - Que soy indetectable por más de 10 a-nos y nunca se me ha olvidado tomar mis medicamentos. Los grupos de [provider] me ayudan mucho a que me mantenga con buena actitud y buena salud. Gracias [staff].
- General
  - The services was very good with respect to physical and mental health
    - Estuvo muy bien el servicio en cuanto a salud fisica y mental
  - I like all the care and help that you all give me. I don't have any problem, and thanks for helping me.
    - Me gusta la atencion y toda la alluda que me estan dando. No tengo ningun problema; y gracias por alludarme
  - Thank you because you all have always helped. Thanks
    - Muchas gracias porque siempre me an alludado gracias
  - No problem, they treated me very well. Many thanks!
    - Ningun problema; me han atendido muy bien ¡Mil gracias!
  - No. Everything's fine. They are the best.
    - No, todo está bien. Son los mejores
  - Peace [be upon you]. Grateful for everything. Blessings.
    - Shalom agradecido en todo mis bendiciones
  - Everything is fine. Thanks.
    - Todo bien. Gracias
  - Everything is good.
    - Todo bueno
  - Everything is fine.
    - Todo está bien

### COMMENTS REGARDING IMPROVING SERVICES

The following pages include respondents' additional comments regarding improving services. Where possible, comments have been grouped into categories based on service and topic. Comments about services that were unable to be grouped under a service category are listed under "general."

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### *Improving services English comments:*

- Case Management:
  - Have new case managers with social worker backgrounds and case managers who are passionate for HIV with compassion and understanding
- Eligibility
  - Please make the eligibility a more common way to qualify for most who can't.
- Housing
  - Need support in contacting & looking for housing options because very large amount of information but not enough time by myself to go through these resources
- Legal
  - I feel there is a real need for legal referral and counseling which is out of the scope of the case manager. There is a huge need for housing as clients are trapped between increasing rents and potential job losses and/or reduction in income due to life changes.
- Provider Related
  - Have the Group at [provider] write the manual and teach the training on the proper ways to provide; assist and make things happen all while making the client feel like the most important person.
- Procedure
  - Advocate more for addicts
  - Don't push me into doing things that I've done in the past with the [provider]
  - For all your new clients let them know of all your services you can help those in need. Sometimes some of us don't ask because you have done a lot for us. Just let others know what you have to offer your clients
  - More services and to a broader range of people
  - Some of the legacy employees need to be retrained or need to leave.
  - When getting called up to the desk in front of people & they use my name & I get embarrassed. Should be using numbers
- Food Pantry
  - Pantry workers need to treat the clients better than some of them do. Don't snap at the clients. We didn't give ourselves rotten and mashed produce.
- General
  - Everyone that help me with the services. I need it. Thank u all. God bless u.
  - Everything is good

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### *Improving services English comments:*

- General
  - Everything wonderful
  - I am completely grateful to all the help I've been given. If you can fill the needs I have listed above please call me.

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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- Keep doing what you do it is helping a better life
- None all good
- Service is perfect
- Thankful for Ryan White

### *Improving services Spanish comments with English translation:*

- Services & Referrals
  - If I am a client in distress, I need help that offers me integrated services, or give me options in each service that meet my physical (medical), psychological, and social (work, housing, financial, etc) situation.
    - Si soy un cliente en distres, necesito ayuda que me ofresca los servicios integrados o me den opciones de cada uno de acuerdo a mi situacion fisica (medicamente) psicologica y social (trabajo, vivienda, financiera, etc)
- Provider Related
  - For me, I think each case manager's work is really good in this place.
    - Para me pienso que el trabajo que cada administrador ase está muy bien en este lugar
- Support Groups
  - There should be more support groups and conferences like before
    - Que alla mas grupos de apoyo y conferencias como antes.
  - Don't close the night support groups they are very good. Many thanks.
    - Que no se acaben los grupos de apoyo por la noche son muy buenos. Mil gracias
- Procedure
  - There should be more communication
    - Que alla mas comunicación
  - That they answer me and they tell me about all the help that there is. Thanks.
    - Que me contesten y me digan todos las ayudas que hay gracias
  - Following up and returning of calls
    - Seguimiento y regreso de llamadas
- Food Pantry
  - Regarding the food bank services, I would like it if they added more sweets, cookies, sweet bread, etc. thanks.
    - Sobre los servicios de la despensa, me gustaría que agregaran mas sweets, galletas, pan dulce, etc. Gracias
- General
  - I didn't understand a lot of the part about insurance
    - No entendi mucho lo de la parte de la aseguranza  
(Continued on next page)

### *Improving services Spanish comments with English translation:*

- General
  - I don't have any comments. Everything with respect to health is going well.
    - No tengo comentario todo en cuanto salud marcha bien
  - For me, you always helped with everything. Thanks.
    - Para mi siempre me alludanas en todo gracias

## Orange County Ryan White Client Satisfaction Survey 2018 Summary Report

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- Keep moving forward with this arduous work which so many people need. Blessings.
  - Sigam adelante con esta ardua tarea que muchos necesitan, mis bendiciones
- They are very great staff, all the services
  - Son muy buen personal todos los servicios
- Everything is fine.
  - Todo está bien
- Everything is fine. They have good service.
  - Todo está bien. tienen buen servicio
- All the services were very excellent. Many thanks!
  - Todas las atenciones fueron muy excelentes ¡Mil gracias!
- Everyone is very friendly and courteous. Keep being like this. I feel love when seeing each server or employee. many thanks for all your help and service
  - Todos muy amables y cortes. Sigam asi yo siento amor al ver cada servidor o trabajador. muchas gracias por todo su ayuda y servicio.