

HIV/AIDS Integrated Needs Assessment 2017
Palm Beach County

Prepared by Health Council of Southeast Florida



Table of Contents

| | |
|--|----|
| Introduction | 1 |
| Client Survey | 2 |
| Background | 2 |
| Methodology..... | 3 |
| Respondent Demographics..... | 4 |
| Results and Themes | 13 |
| HIV Diagnosis | 13 |
| HIV Medical Care..... | 15 |
| Anti-retroviral Therapy & Adherence | 19 |
| Viral Suppression | 25 |
| Substance Use..... | 26 |
| Hospitalization | 28 |
| Medical and Support Services..... | 29 |
| Barriers to Accessing Services..... | 31 |
| Health Insurance | 33 |
| Patient Satisfaction | 37 |
| AIDS Drug Assistance Program (ADAP) | 41 |
| Disclosure of Status..... | 42 |
| HIV & Prevention | 44 |
| Incarceration | 52 |
| Housing/ Living Arrangements..... | 59 |
| Household Income | 69 |
| Next Steps | 74 |
| Appendix A: Integrated HIV Needs Assessment – Palm Beach County 2016 | 75 |

Introduction

The Palm Beach County Department of Community Services (Ryan White Part A) contracted with the Health Council of Southeast Florida (HCSEF) to support the local Needs Assessment of individuals living with HIV in Palm Beach County. HCSEF conducted and coordinated primary data collection via a Client Survey. The resulting data is part of a broader Needs Assessment effort in Palm Beach County, and represents a subset of HIV-related need throughout the county. This report contains a summary and analysis of those findings.

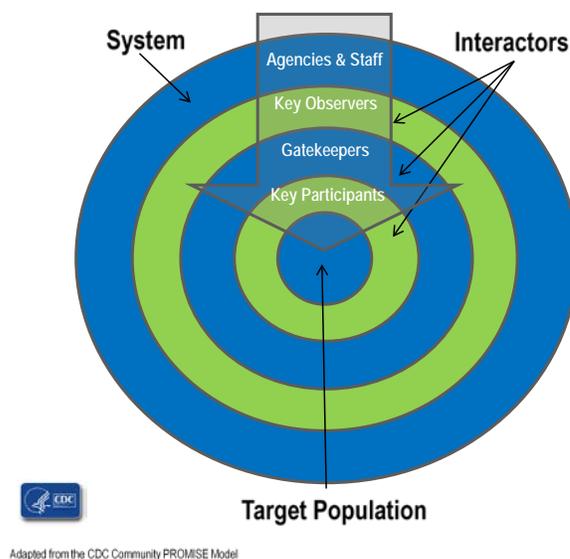
Client Survey

Background

Community Engagement Model

The Community Identification (CID) Process is a core component of Community PROMISE, a CDC community-level prevention intervention. Outlined as a key recommendation of HCSEF's RARE 2015 project, which encourages system-wide adoption, HCSEF utilizes CID, as a formative process to collect important information and learn from the perspective of the community. So, this approach was integrated into the data collection plan for the Palm Beach County HIV Needs Assessment. Ultimately, it increases community engagement, particularly among those who have been more challenging to reach. Another benefit is that it establishes a degree of parity between providers and the community. Additionally, with increased diversity among the participants, some of the barriers to sharing, e.g. language, cultural, and stigma, are also reduced. Essentially, this approach creates a 2-way conversation with the community.

Figure 1: Community Identification Process



Integrating Prevention

The 2016 Ryan White Needs Assessment was conducted as an integrated effort that included patient care and prevention, reflective of the National and Statewide guidance and trends. Traditionally, prevention efforts target HIV-negative and HIV-status unknown populations; however, health management and risk reduction for individuals living with HIV is a critical prevention strategy. Therefore, this assessment includes both patient care and prevention to help determine gaps in services and opportunities in the system of care. Information might also inform resource allocation and service delivery models.

Methodology

In accordance with the community engagement model described above, the data collection process began with a systems analysis through the local HIV service providers, as reflected in the outermost ring of the CID model shown in the figure above. Then, individuals who were actively involved in the community, such as through HIV planning bodies, committees, and advisory groups were engaged. Also in these early stages, clients were identified, engaged, and surveyed, as well as offered the opportunity to serve as survey administrators for peer-to-peer data collection. This is critically important, as this approach provides key perspectives and valuable information because of the deeper penetration in the community, particularly when successful in reaching those who are not consistently engaged in the system of care, may be out-of-care, or are not actively involved with any of the planning bodies.

Individuals were surveyed using a hard copy questionnaire, which was administered primarily by peers, as well as HCSEF and Palm Beach County staff during the initial phases. Language barriers were mitigated by using Spanish-speaking and Haitian Creole-speaking staff at some of the sites. All participants were assured that the survey was anonymous and voluntary. Respondents were offered a \$15 gift card for their time and participation. Additionally, clients who chose to be survey administrators were similarly incentivized.

The Client Survey tool (Appendix A) was adapted from the Statewide Needs Assessment Tool developed by the University of Florida for the Florida Department of Health's HIV/AIDS Section. While no questions were omitted, some, relating to HIV prevention, were added. The tool consisted of 77 questions, including demographic information.

HCSEF staff entered the data from the hard copy surveys into Survey Monkey, a web-based survey administration and analytical program. It should also be noted that responses to open-ended questions were transcribed verbatim, except in a few instances where minor edits to grammar and/or spelling were made to facilitate a better understanding of the comment. The results reported herein include feedback provided by the 357 respondents who completed the survey.

Respondent Demographics

The following section includes data regarding client demographics for the 357 respondents.

Resident Zip Codes

The first question on the survey asked, “What is your Zip Code?” Three hundred forty-eight respondents answered this question.

The most frequently reported zip codes were 33407 (79 or 22.1%), which is northern West Palm Beach, 33401 (39 or 10.9%), which is West Palm Beach, 33435 (33 or 9.2%), and 33430 (31 or 8.7%) which is Boynton Beach. Nine individuals (2.5%) did not respond to this question.

Table 1: Respondents by Zip Code, Palm Beach County Client Survey, 2016

| Zip Code | Number | Percentage |
|-----------|--------|------------|
| 33407 | 79 | 22.1% |
| 33401 | 39 | 10.9% |
| 33435 | 33 | 9.2% |
| 33430 | 31 | 8.7% |
| 33444 | 28 | 7.8% |
| 33404 | 18 | 5.0% |
| 33460 | 16 | 4.5% |
| 33436 | 9 | 2.5% |
| 33415 | 8 | 2.2% |
| 33405 | 7 | 2.0% |
| Other | 80 | 22.4% |
| No Answer | 9 | 2.5% |
| Total | 357 | 100.0% |

Gender

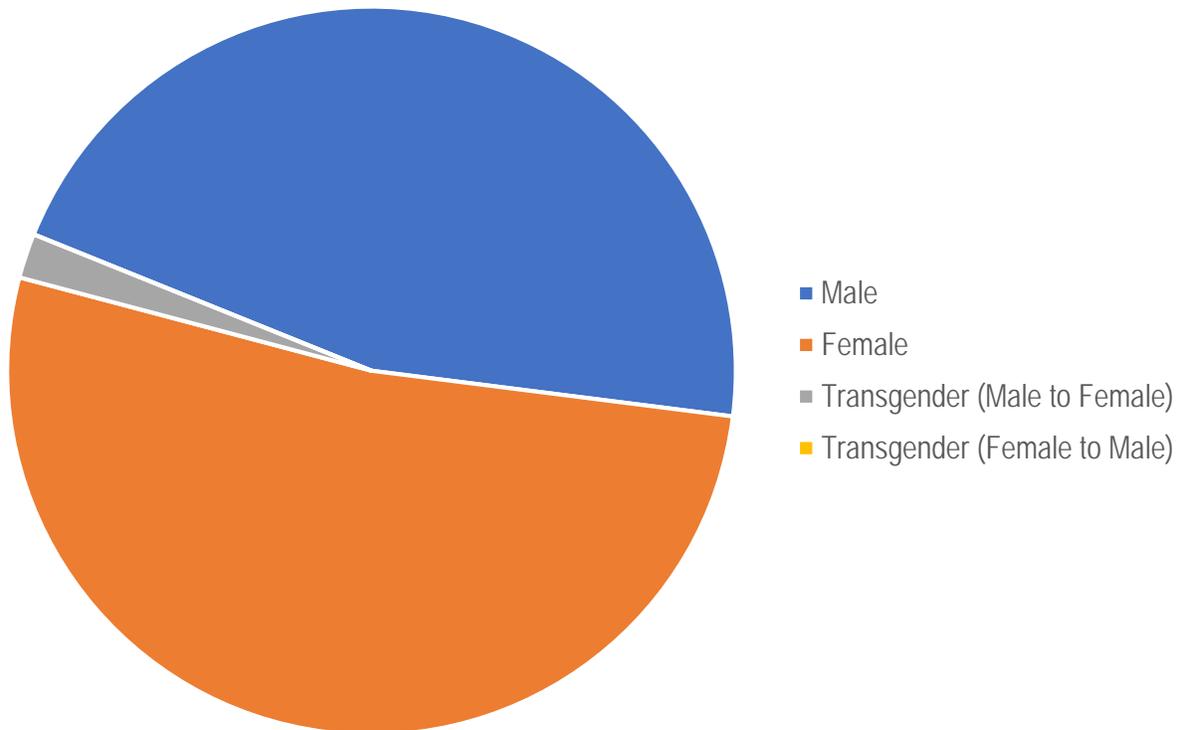
The third question on the survey asked respondents, “What is your gender?”

Three hundred fifty-three respondents answered this question. More than half (51.5% or 184) of the respondents were ‘Female’ and 45.4% (162) were ‘Male.’ Seven (2.0%) respondents identified as ‘Transgender (Male to Female)’ and 4 (1.1%) did not respond to the question.

Table 2: Respondents by Gender, Palm Beach County Client Survey, 2016

| Gender | Number | Percentage |
|------------------------------|--------|------------|
| Male | 162 | 45.4% |
| Female | 184 | 51.5% |
| Transgender (Male to Female) | 7 | 2.0% |
| Transgender (Female to Male) | 0 | 0.0% |
| No Response | 4 | 1.1% |
| Total | 357 | 100.0% |

Figure 3: Respondents by Gender, Palm Beach County Client Survey, 2016



Sexual Orientation

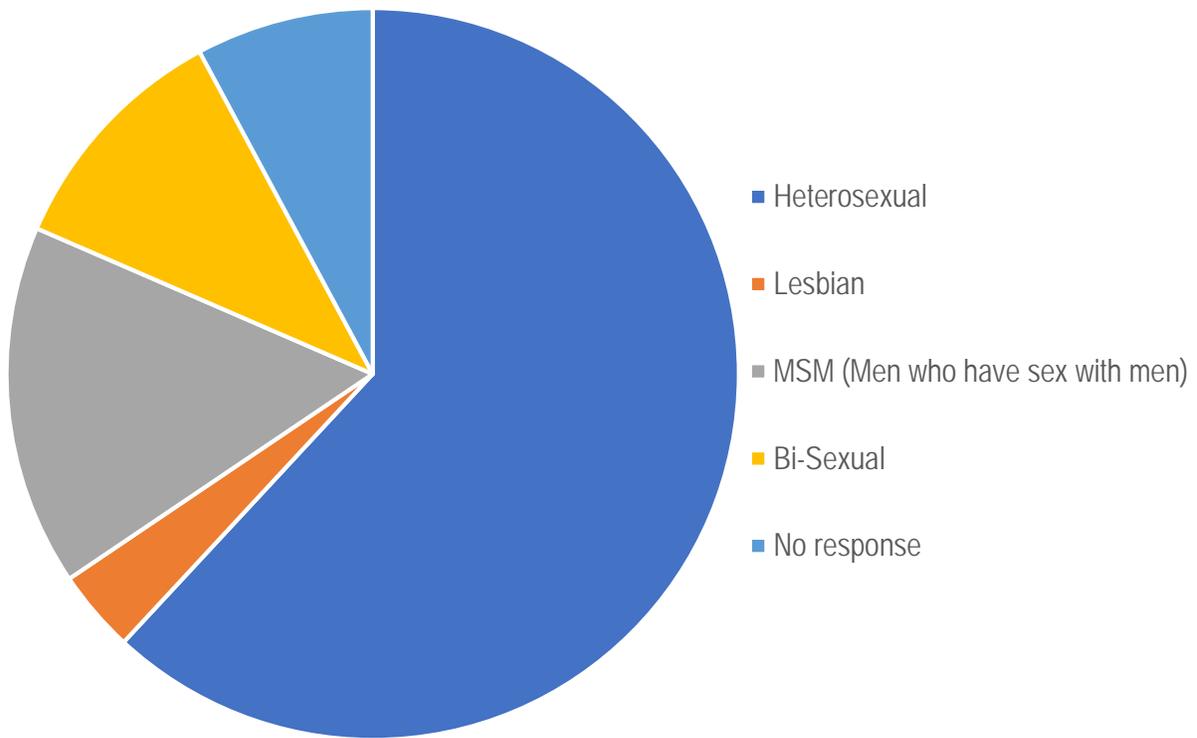
The next question asked respondents, "How do you identify yourself?"

Three hundred twenty-nine respondents answered the question. The majority (221 or 61.9%) identified as 'Heterosexual', followed by fifty-seven (16.0%) respondents that identified as 'MSM (Men who have sex with men),' thirty-eight (10.6%) identified as 'Bi-Sexual,' and thirteen (3.6%) of the respondents identified as 'Lesbian.' There were 28 individuals who did not respond to this question.

Table 3: Respondents by Sexual Orientation. Palm Beach County Client Survey, 2016

| Sexual Orientation | Number | Percentage |
|---------------------------------|--------|------------|
| Heterosexual | 221 | 61.9% |
| Lesbian | 13 | 3.6% |
| MSM (Men who have sex with men) | 57 | 16.0% |
| Bi-Sexual | 38 | 10.6% |
| No response | 28 | 7.8% |
| Total | 357 | 100.0% |

Figure 4: Respondents by Sexual Orientation. Palm Beach County Client Survey, 2016



Race

The survey also included a question on race, with the following response options:

- 'White/Caucasian'
- 'Black or African-American'
- 'Asian', 'Native Hawaiian or Pacific Islander'
- 'American Indian or Alaskan Native'
- 'Mixed/more than one race'

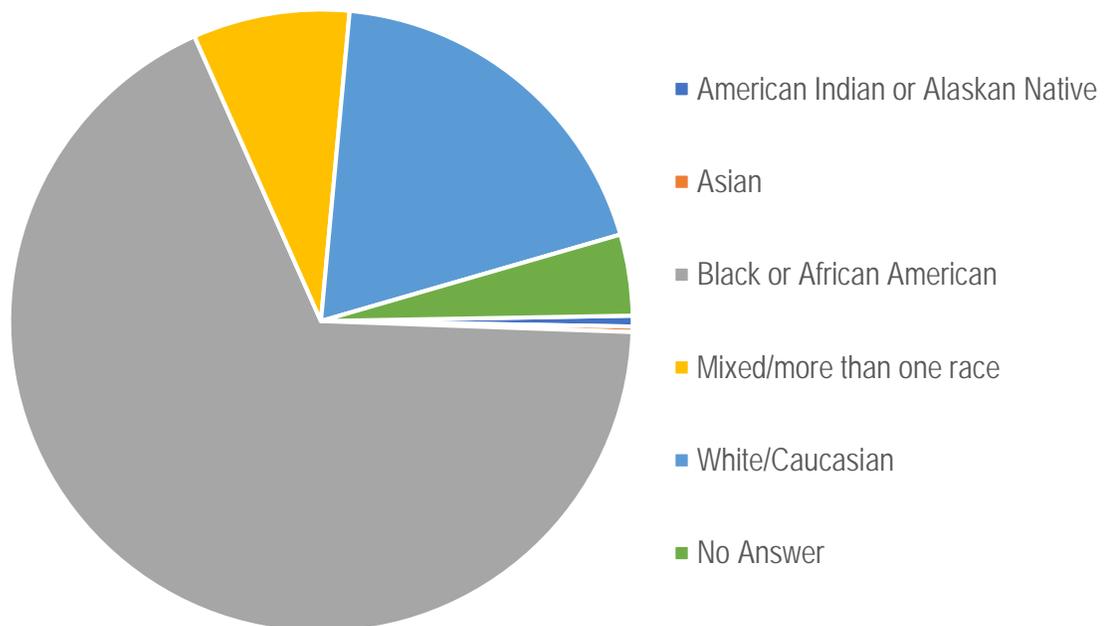
Three hundred forty-two respondents answered this question.

The majority (242 or 67.8%) of respondents identified as 'Black or African American,' followed by 'White/Caucasian' (68 or 19.0%), twenty-nine (8.1%) that reported as 'Mixed/more than one race,' two (0.6%) reported as 'American Indian or Alaskan Native,' and one (0.3%) respondent identified as 'Asian.'

Table 4: Respondents by Race, Palm Beach County Client Survey, 2016

| Race | Number | Percentage |
|-----------------------------------|--------|------------|
| American Indian or Alaskan Native | 2 | 0.6% |
| Asian | 1 | 0.3% |
| Black or African American | 242 | 67.8% |
| Mixed/more than one race | 29 | 8.1% |
| White/Caucasian | 68 | 19.0% |
| No Response | 15 | 4.2% |
| Total | 357 | 100% |

Figure 5: Respondents by Race, Palm Beach County Client Survey, 2016



Ethnicity

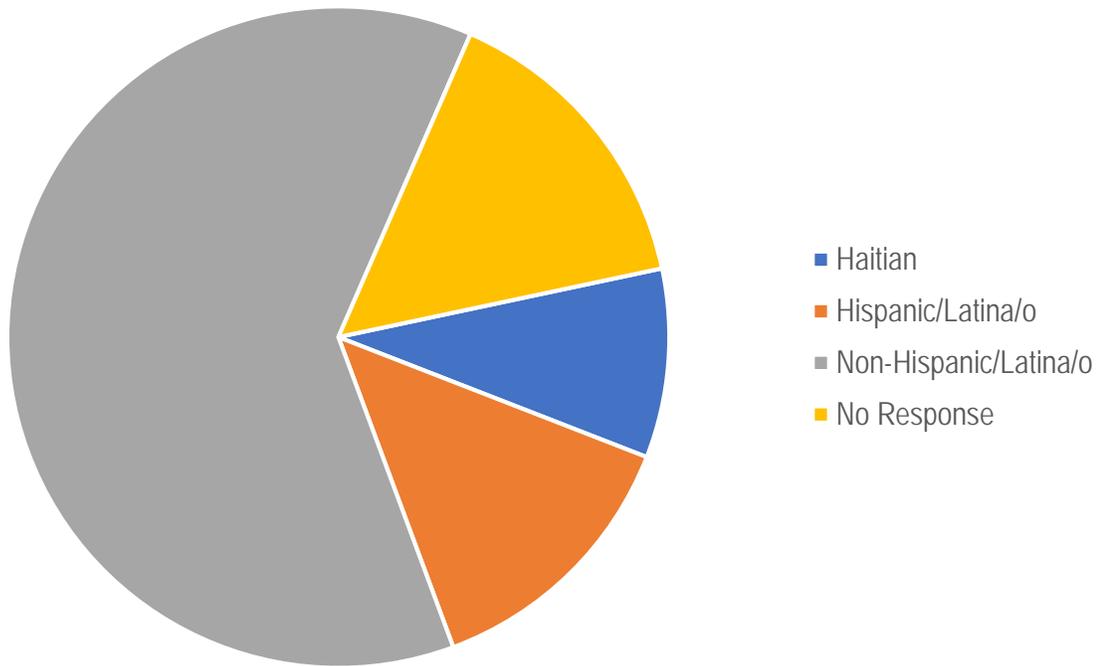
The survey also included a question on ethnicity. Three hundred three individuals responded to the question, “What is your Ethnicity?”

Most (222 or 62.2%) identified as ‘Non-Hispanic or Latino,’ forty-eight (13.4%) reported as Hispanic/Latino. Thirty-three (9.2%) of participants identified as ‘Haitian’ and fifty-four (15.1%) of participants did not answer the question.

Table 5: Respondents by Ethnicity, Palm Beach County Client Survey, 2016

| Ethnicity | Number | Percentage |
|-----------------------|---------------|-------------------|
| Haitian | 33 | 9.2% |
| Hispanic/Latina/o | 48 | 13.4% |
| Non-Hispanic/Latina/o | 222 | 62.2% |
| No Response | 54 | 15.1% |
| Total | 357 | 100% |

Figure 6: Respondents by Ethnicity, Palm Beach County Client Survey, 2016



Age

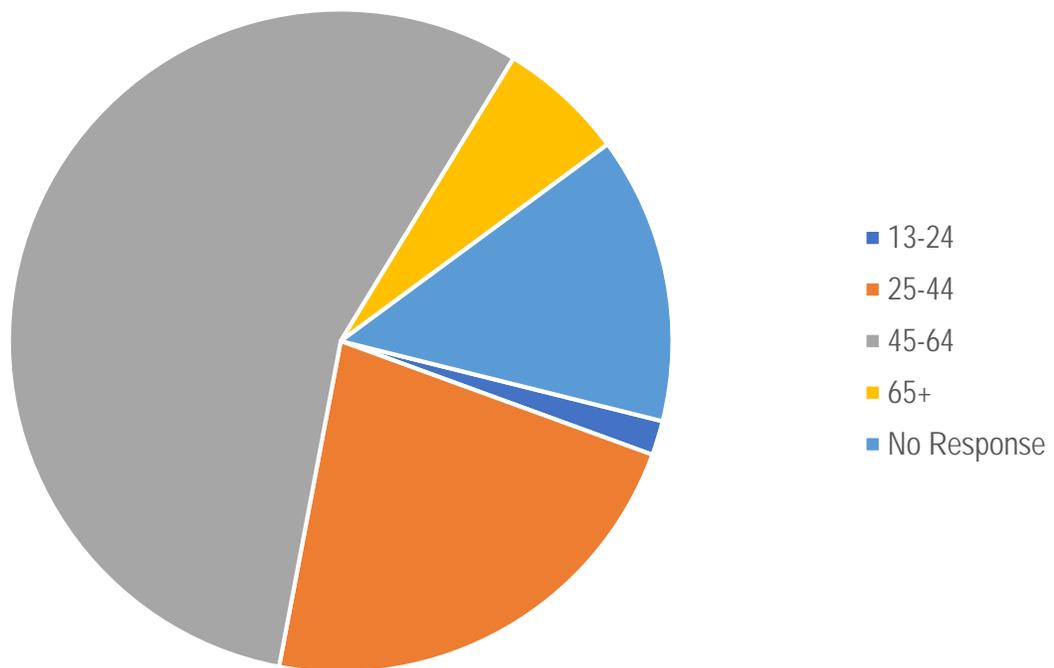
Three hundred seven respondents answered the question “What year were you born?” This was an open-ended question.

Responses for year of birth ranged from 1943 to 1998 and the most common age group was 45-64 (199 or 55.7%), which coincides with current prevalence rates by age group in Palm Beach County.

Table 7: Respondents by Age, Palm Beach County Client Survey, 2016

| Age | Number | Percentage |
|-------------|--------|------------|
| 13-24 | 6 | 1.7% |
| 25-44 | 80 | 22.4% |
| 45-64 | 199 | 55.7% |
| 65+ | 22 | 6.2% |
| No Response | 50 | 14.0% |
| Total | 357 | 100.0% |

Figure 6: Respondents by Age, Palm Beach County Client Survey, 2016



Education Level

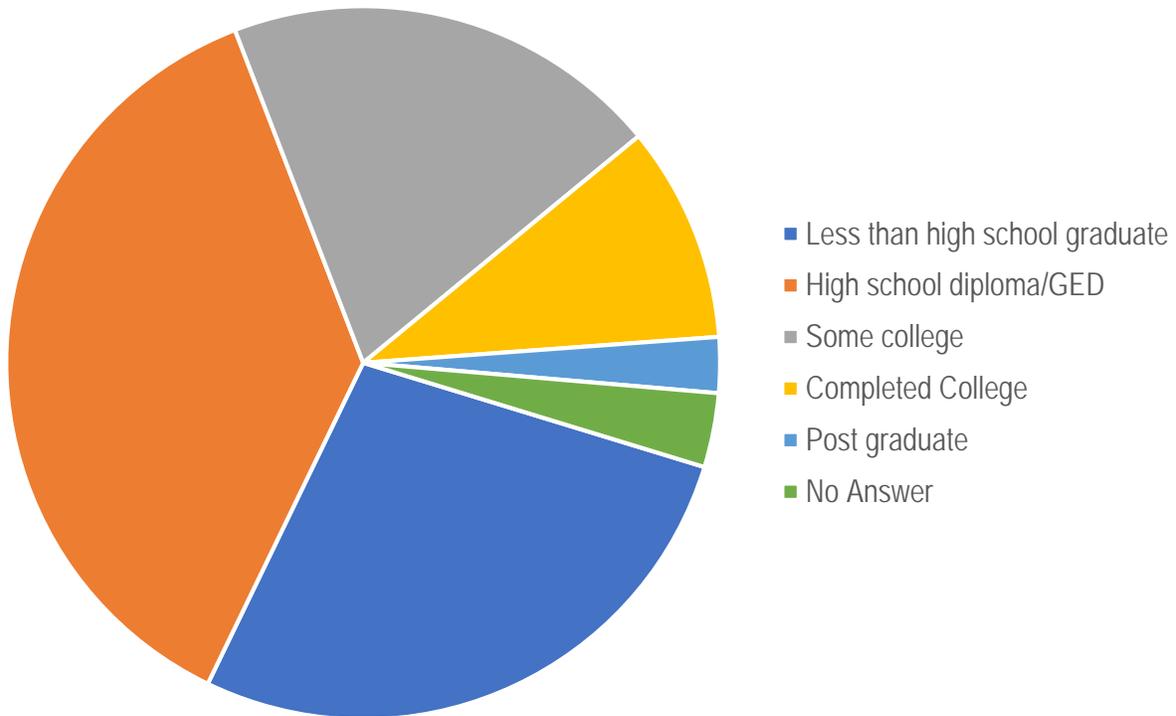
Three hundred forty-five individuals responded to the question, “What is your education level?”

Most participants (64.5%) reported having a high school education or less. Nearly 20% reported having some college and just over 12% reported having completed college or post graduate studies. Twelve individuals did not respond to this question.

Table 7: Respondents by Education Level, Palm Beach County Client Survey, 2016

| Education | Number | Percentage |
|--------------------------------|--------|------------|
| Less than high school graduate | 98 | 27.5% |
| High school diploma/GED | 132 | 37.0% |
| Some college | 71 | 19.9% |
| Completed College | 35 | 9.8% |
| Post graduate | 9 | 2.5% |
| No Response | 12 | 3.4% |
| Total | 357 | 100.0% |

Figure 8: Respondents by Education Level, Palm Beach County Client Survey, 2016



Employment

Three hundred fifty individuals responded to the question “*What best describes your current work situation?*” This question also allowed multiple responses, as respondents were asked to mark all that applied to them, so the percentages will exceed 100.

Nearly half the respondents reported that they were ‘*Not currently working.*’ Approximately one-quarter reported that they were working, either full-time (10.9%) or part-time (14.6%). Another 10.6% said they were ‘*Looking for a job/unable to find employment.*’ Fourteen percent were ‘*Retired,*’ while 18% (63) reported ‘*[having] been unemployed over a year.*’ There were 7 individuals that did not respond to the question.

Table 8: Respondents by Employment Status, Palm Beach County Client Survey, 2016

| Employment | Number | Percentage |
|---|---------------|-------------------|
| Working full-time job | 38 | 10.9% |
| Working part-time job | 51 | 14.6% |
| Student | 10 | 2.9% |
| Looking for a job/unable to find employment | 37 | 10.6% |
| Retired | 49 | 14.0% |
| Not currently working | 172 | 49.1% |
| I have been unemployed for over a year | 63 | 18.0% |
| No Response | 7 | 1.90% |

County of Residence

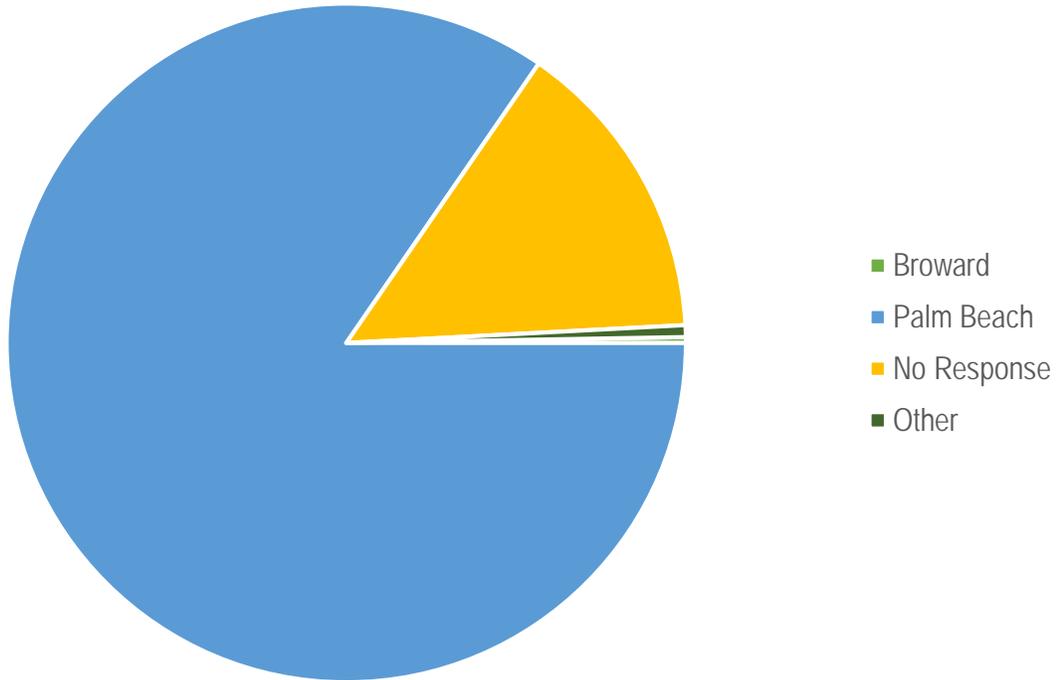
Three hundred fifty-five responded to the next open-ended question, “What county do you live in currently?”

Most of the respondents (302 or 84.6%) reported to reside in Palm Beach County and one (0.3%) person reporting Broward as their county of residence. Just over 15% either did not respond or listed ‘other.’

Table 9: Participants by County of Residence, Palm Beach County Client Survey, 2016

| County of Residence | Number | Percentage |
|----------------------------|---------------|-------------------|
| Broward | 1 | 0.3% |
| Palm Beach | 302 | 84.6% |
| No Response | 52 | 14.6% |
| Other | 2 | 0.6% |
| Total | 357 | 100.0% |

Figure 10: Respondents by County of Residence, Palm Beach County Client Survey, 2016



Results and Themes

HIV Diagnosis

The next question asked, “How old were you when you tested positive?”

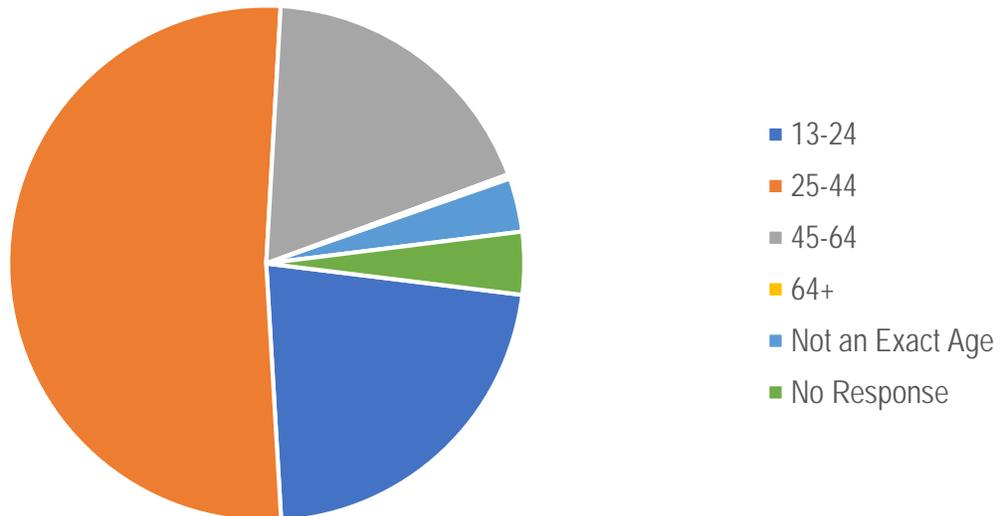
This was an open-ended question, 331 respondents answered this question with a number or an exact age, while a small number of respondents (3.4%) provided an estimated age, a range, a year, or other response. Fourteen individuals did not respond to this question.

Answers were grouped into the following age groups, ‘13-24,’ ‘25-44,’ ‘45-64,’ and ‘65+.’ More than half of respondents (51.8%) reported being between ‘25 – 44’ when they tested positive. Twenty-two percent reported being between 13 and 24, 18.5% said they were between 45 and 64. One individual reported being over the age of 65.

Table 10: Respondents by Age at Time of First Positive HIV Test, Palm Beach County Client Survey, 2016

| Age | Number | Percentage |
|------------------|--------|------------|
| 13-24 | 79 | 22.1% |
| 25-44 | 185 | 51.8% |
| 45-64 | 66 | 18.5% |
| 65+ | 1 | 0.3% |
| Not an Exact Age | 12 | 3.4% |
| No Response | 14 | 3.9% |
| Total | 357 | 100.0% |

Figure 11: Respondents by Age at Time of First Positive HIV Test, Palm Beach County Client Survey, 2016



Three hundred fifty individuals responded to the question, “Where were you living when you first tested positive for HIV?” The responses were:

- ‘In the same county I live in now’
- ‘In another county in Florida’
- ‘In another state’
- ‘Outside of the United States’

The majority (259 or 72.5%) of respondents reported ‘In the same county I live in now’ (which would be Palm Beach County), 12.0% (43) reported, ‘In another state’, 10.9% (39) reported, ‘In another county in Florida’, and 2.5% (9) of respondents reported ‘Outside of the United States’.

For the respondents who reported somewhere else other than Palm Beach County, places of residence included:

| Florida Counties | States outside of Florida | Countries outside of the U.S. |
|--|---|---|
| <ul style="list-style-type: none"> • Broward • Dade • Duval • Hillsborough • Hollywood • Lee • Leesburg • Miami-Dade • Orange • Orlando • Perry | <ul style="list-style-type: none"> • Arizona • Massachusetts • California • Connecticut • Washington DC • Georgia • North Carolina • New Jersey • New York • Ohio • Pennsylvania • South Carolina • Virginia • Wisconsin • West Virginia | <ul style="list-style-type: none"> • Bahamas • Cuba • Haiti • Italy • Korea • Puerto Rico |

Table 11: Respondents by Residence at Time of First Positive HIV Test, Palm Beach County Client Survey, 2016

| Residence | Number | Percentage |
|---------------------------------------|--------|------------|
| In the same county I live in now | 259 | 72.5% |
| In another county in Florida. County | 39 | 10.9% |
| In another state | 43 | 12.0% |
| Outside of the United States. Country | 9 | 2.5% |
| No Response | 7 | 2.0% |
| Total | 357 | 100.0% |

HIV Medical Care

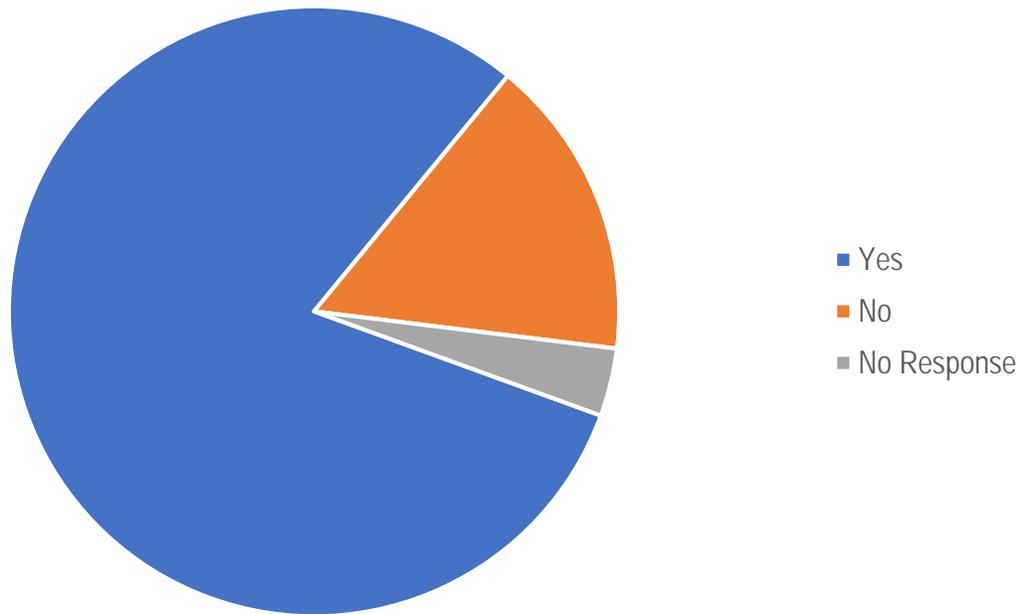
The next set of questions asked respondents about medical care and medication adherence.

Question 13 asked, “Were you in care for HIV/AIDS between June 1st, 2015 and May 31st, 2016?” Three hundred forty-four respondents answered this question. Fifty-seven (16.0%) of respondents reported not being in care between June 1, 2015 and May 31, 2016.

Table 12: Respondents by Utilization of Medical Care, Palm Beach County Client Survey, 2016

| Utilization of Medical Care | Number | Percentage |
|-----------------------------|--------|------------|
| Yes | 287 | 80.4% |
| No | 57 | 16.0% |
| No Response | 13 | 3.6% |
| Total | 357 | 100.0% |

Figure 12: Respondents by Utilization of Medical Care, Palm Beach County Client Survey, 2016

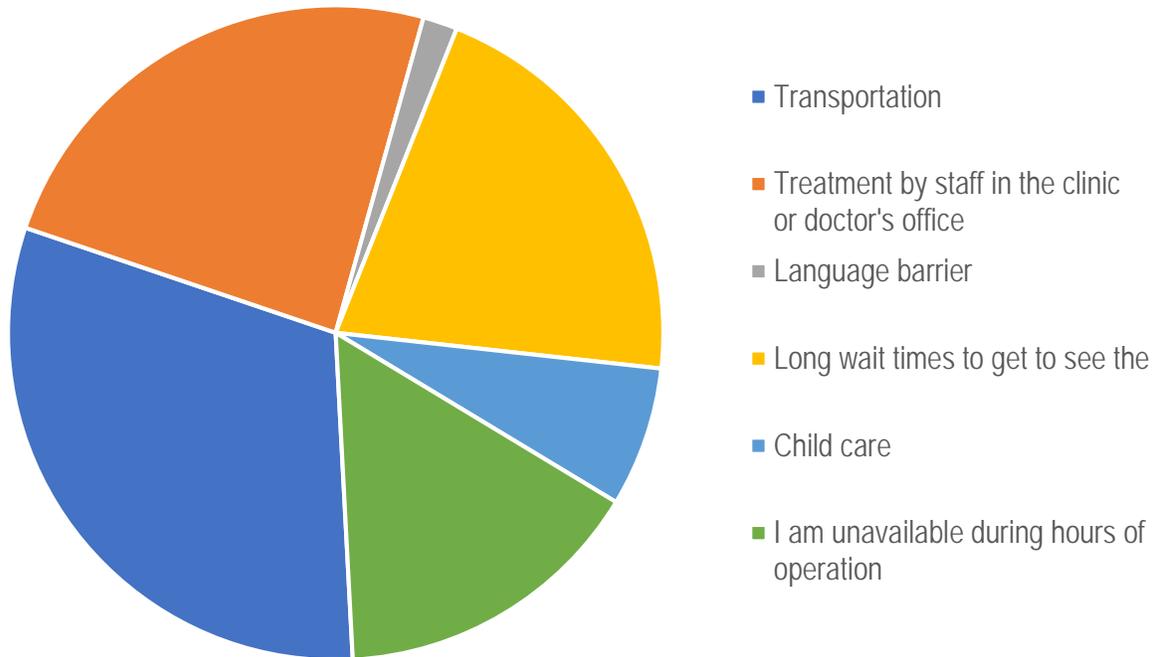


The subsequent question gleans further insight, with the question, “What are the reasons you are not in care?” and 52 of the 57 participants responded. The table below displays the reasons why medical care was received. Within the 52 respondents, eighteen (34.6%) reported ‘Transportation,’ fourteen (26.9%) reported ‘Treatment by staff in the clinic or doctor’s office,’ twelve (23.1%) reported ‘Long wait times to get to see the doctor,’ four (7.7%) reported ‘child care,’ and one (1.9%) respondent reported ‘Language barrier’ as their reason not in care.

Table 13: Respondents by Reasons why not receiving Medical Care, Palm Beach County Client Survey, 2016

| Reason not in care | Number | Percentage |
|---|--------|------------|
| Transportation | 18 | 34.6% |
| Treatment by staff in the clinic or doctor's office | 14 | 26.9% |
| Language barrier | 1 | 1.9% |
| Long wait times to get to see the | 12 | 23.1% |
| Child care | 4 | 7.7% |
| I am unavailable during hours of operation | 9 | 17.3% |

Figure 13: Respondents by Reasons for not receiving Medical Care, Palm Beach County Client Survey, 2016



Three hundred two responded to the next question, “In which Florida county or counties did you get your HIV/AIDS medical care between June 1st, 2015 and May 31st, 2016?” This was an open-ended question. Most (259 or 72.5%) reported that Palm Beach was where they received medical care. The table below displays locations where medical care was received.

Table 14: Respondents by Location of Medical Care Received, Palm Beach County Client Survey, 2016

| Location | Number | Percentage |
|-------------|--------|------------|
| Palm Beach | 259 | 72.5% |
| Broward | 7 | 2.0% |
| No Response | 55 | 15.4% |
| Other | 36 | 10.1% |
| Total | 357 | 100.0% |

The next question asked, “If you get your HIV/AIDS medical care in a different county than you live, please indicate why. Please mark only one answer.”

A total of two hundred ninety-four participants answered this question. Two hundred seventy-one (75.9%) participants reported, ‘This does not apply to me, I get medical care in the same county I live in,’ while a small number (2.5%) said ‘I got care at a clinic that is located closer to where I live or work’, and five (1.4%) reported ‘Other.’

For the participants who reported ‘Other,’ a few noted that they were not currently ‘in care.’

Table 15: Respondents by Cause for Services that were utilized in a Different County, Palm Beach County Client Survey, 2016

| Cause | Responses | Percentage |
|---|-----------|------------|
| This does not apply to me. I got medical care in the same county I live in. | 271 | 75.9% |
| Services were not available in my county | 3 | 0.8% |
| Dissatisfied with services provided in my county | 1 | 0.3% |
| I did not want people to know that I have HIV | 5 | 1.4% |
| I got care at a clinic that is located closer to where I live or work | 9 | 2.5% |
| Other | 5 | 1.4% |
| No Response | 63 | 17.6% |
| Total | 357 | 100.0% |

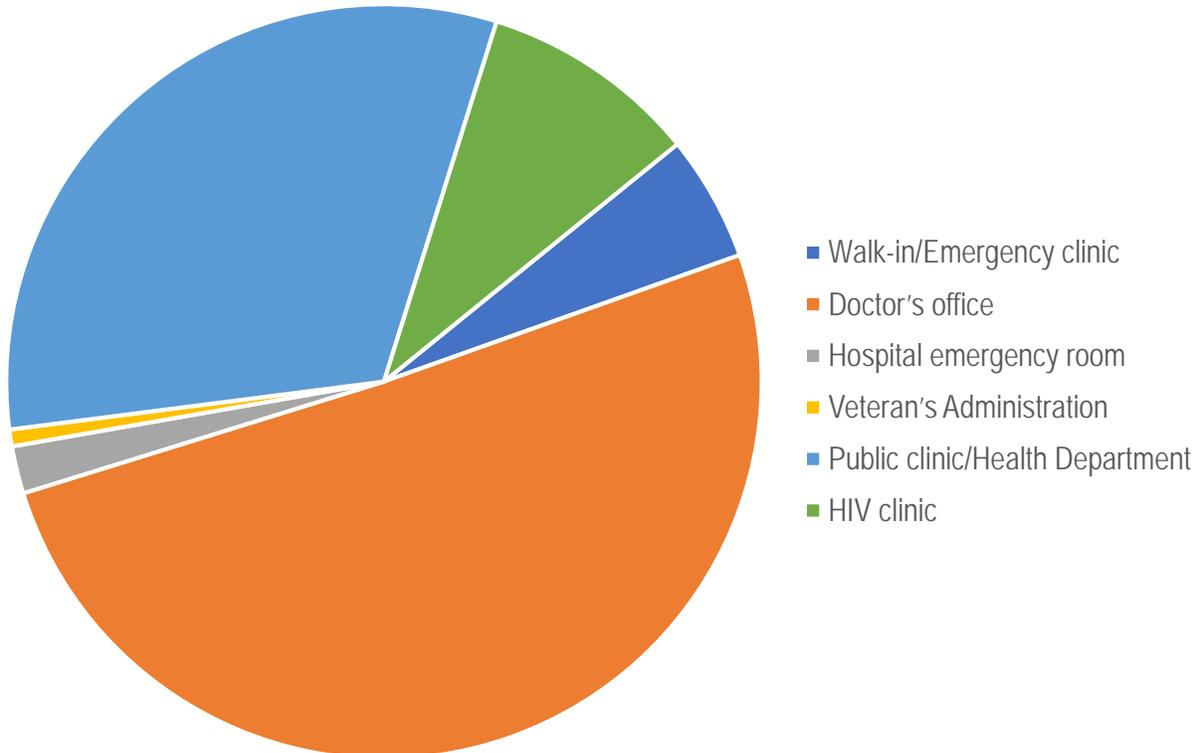
A total of three hundred thirty participants answered the next question, “Where did you regularly receive your HIV/AIDS medical care between June 1st, 2015 and May 31st, 2016? Please mark only one answer.”

One hundred fifty-one (42.3%) respondents reported ‘Doctor’s Office,’ ninety-five (26.6%) respondents reported, ‘Public clinic/health department,’ thirty-two (9.0%) respondents reported ‘Federally Qualified Community Health Center (FQHC),’ and twenty-eight (7.8%) reported ‘HIV Clinic.’

Table 16: Respondents by Location of Medical Services Utilized, Palm Beach County Client Survey, 2016

| Location of Medical Services | Number | Percentage |
|---|--------|------------|
| Walk-in/Emergency clinic | 16 | 4.5% |
| Doctor’s office | 151 | 42.3% |
| Hospital emergency room | 6 | 1.7% |
| Veteran’s Administration | 2 | 0.6% |
| Public clinic/Health Department | 95 | 26.6% |
| HIV clinic | 28 | 7.8% |
| Federally Qualified Community Health Center (FQHC) debated yes or no? | 32 | 9.0% |
| No Response | 27 | 7.6% |
| Total | 357 | 100.0% |

Figure 14: Respondents by Location of Medical Services Utilized, Palm Beach County Client Survey, 2016



Anti-retroviral Therapy & Adherence

For the question regarding HIV medication, the survey asked participants “Are you on antiretroviral (HIV medication) therapy?” Only three participants did not answer this question, and 74.2% (265) of respondents reported ‘Yes.’ Antiretroviral therapy continues to be the most effective form of treatment for HIV/AIDS and is the key component to viral suppression.

Table 17: Respondents by Antiretroviral Therapy, Palm Beach County Client Survey, 2016

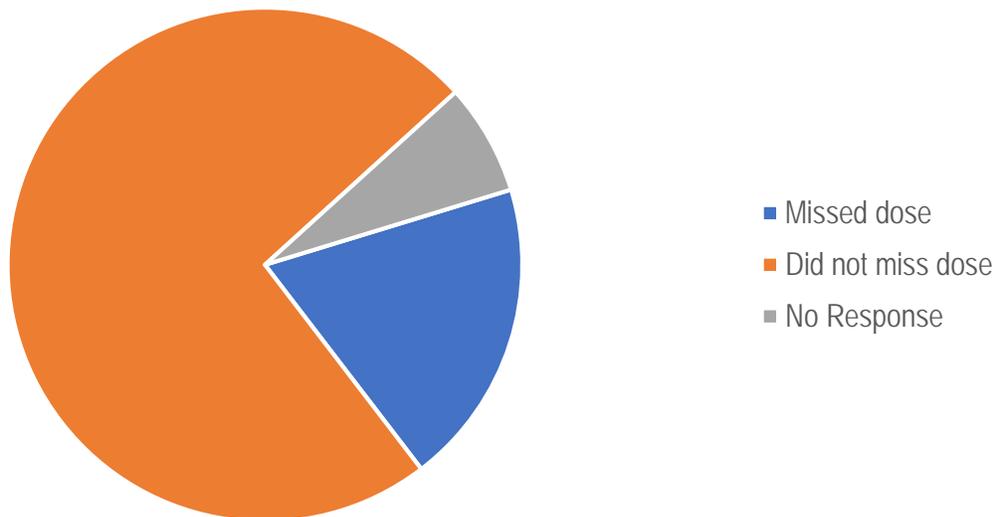
| Antiretroviral Therapy | Number | Percentage |
|------------------------|--------|------------|
| Yes | 265 | 74.2% |
| No | 89 | 24.9% |
| No Response | 3 | 0.8% |
| Total | 357 | 100.0% |

A total of three hundred thirty-two individuals responded to the question, “Did you miss any of your HIV medications over the past month?” The majority (263 or 73.7%) of respondents reported that they did not miss taking their medication in the past month, and just under 20% or 69 of respondents reported that they had missed taking their medication during the previous month.

Table 18: Respondents by Medication Adherence, Palm Beach County Client Survey, 2016

| Medication Adherence | Number | Percentage |
|----------------------|--------|------------|
| Yes | 69 | 19.3% |
| No | 263 | 73.7% |
| No Response | 25 | 7.0% |
| Total | 357 | 100.0% |

Figure 15: Respondents by Medication Adherence, Palm Beach County Client Survey, 2016



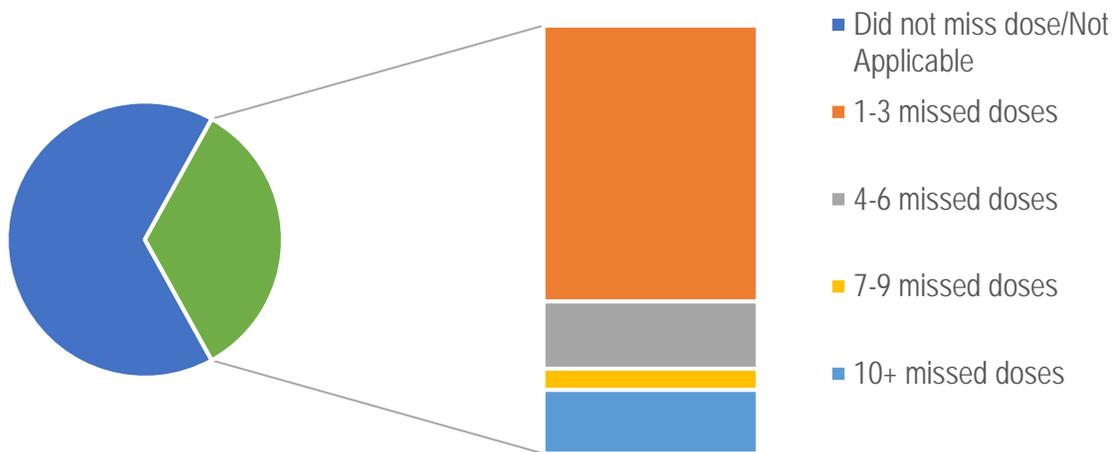
The survey asked another question regarding medication adherence, “How many times in the past month have you missed taking your medication?” and yielded more respondents acknowledging missed doses.

Table 19: Respondents by Frequency of Missed Medication, Palm Beach County Client Survey, 2016

| Frequency | Number | Percentage |
|------------------|--------|------------|
| 1-3 missed doses | 78 | 21.8% |
| 4-6 missed doses | 19 | 5.3% |
| 7-9 missed doses | 6 | 1.7% |
| 10+ missed doses | 18 | 5.0% |
| N/A | 236 | 66.1% |
| Total | 357 | 100.0% |

From the 121 respondents that reported lack of adherence, over 20% reported ‘1-3 missed doses,’ about 5% reported ‘4-6 missed doses,’ 1.7% reported ‘7-9 missed doses,’ and eighteen reported ‘10 or more times.’

Figure 16: Respondents by Frequency of Missed Antiretroviral Medication, Palm Beach County Client Survey, 2016



The following question inquired further asking, “If yes, what are some of the reasons why you missed taking your HIV medication?” Of the respondents, fifty-nine (15.8%) respondents stated, ‘I Forgot,’ twenty-one (5.6%) said ‘Needed to get my prescription renewed,’ thirteen (3.5%) reported “Change insurance plan.’ In addition, ‘Cost’ and ‘Side-effects’ were each reported by a small number of the respondents. Twenty-four respondents cited ‘Other’ reasons, including:

- No insurance, no medication
- Insurance dropped
- Fell asleep
- Timing and schedule
- No food to take medication
- Living arrangements
- No documents
- Did not go to the doctor
- Bad taste and hard to swallow
- Out of pills
- Drug use
- Transportation
- Not in care
- Life issues
- Lost medicine
- ADAP claims fell through cracks. Could not get in touch with ADAP
- I was in the ER
- Did not want to take them
- Daughter messed with medication
- Homeless and misplaced medication

Table 20: Respondents by Cause for Missed Medication, Palm Beach County Client Survey, 2016

| Cause for Missed Medication | Number | Percentage |
|--|--------|------------|
| Cost | 5 | 1.3% |
| Change insurance plan | 13 | 3.5% |
| Needed to get my prescription renewed | 21 | 5.6% |
| Forgot | 59 | 15.8% |
| I had side effects | 5 | 1.3% |
| My Eligibility documentation for ADAP was not completed timely | 11 | 2.9% |
| Other | 24 | 6.4% |
| N/A | 235 | 63.0% |

Viral Suppression

The following question, “*In your last blood test was your viral load greater than 1000?*” was answered by most (353) of the respondents. Just over a quarter of the respondents reported ‘Yes,’ 42.6% said ‘No,’ and nearly a third said, ‘*I don’t know.*’

Table 21: Respondents by Viral Load Greater than 1,000, Palm Beach County Client Survey, 2016

| Viral Load Greater than 1,000 | Number | Percentage |
|-------------------------------|--------|------------|
| Yes | 92 | 25.8% |
| No | 152 | 42.6% |
| I don't know | 109 | 30.5% |
| No Response | 4 | 1.1% |
| Total | 357 | 100.0% |

A total of 355 respondents answer the question, “*In your last blood test, was your viral load below 200?*” Just over one-third of the participants reported, ‘Yes,’ nearly another third reported ‘No,’ and nearly another third said, ‘*I don’t know.*’ And nearly 6% of the respondents reported ‘*No, but it has been going down.*’

Table 22: Respondents by Viral Load below 200, Palm Beach County Client Survey, 2016

| Viral Load Below 200 | Number | Percentage |
|--------------------------------|--------|------------|
| Yes | 122 | 34.2% |
| No | 106 | 29.7% |
| No, but it has been going down | 20 | 5.6% |
| I don't know | 107 | 30.0% |
| No Response | 2 | 0.6% |
| Total | 357 | 100.0% |

Substance Use

The succeeding question asked, “*In the past month, how often did you smoke cigarettes?*” A total of three hundred fifty-one respondents answered this question. Two hundred four (57.1%) respondents reported ‘*Not at all,*’ 102 (28.6%) reported ‘*Every day,*’ and forty-five (12.6%) reported ‘*Some days.*’

Table 23: Respondents by Cigarette Use, Palm Beach County Client Survey, 2016

| Cigarette Use | Number | Percentage |
|----------------------|---------------|-------------------|
| Every day | 102 | 28.6% |
| Some days | 45 | 12.6% |
| Not at all | 204 | 57.1% |
| No Response | 6 | 1.7% |
| Total | 357 | 100.0% |

Most participants (352) answered the next question, “*In the past month, how often have you used marijuana?*” Many participants (274 or 76.8%) reported ‘*Not at all,*’ 13.7% (49) of participants reported ‘*Some days,*’ and 8.1% (29) of participants reported, ‘*Every day.*’

Table 24: Respondents by Marijuana Use, Palm Beach County Client Survey, 2016

| Marijuana Use | Number | Percentage |
|----------------------|---------------|-------------------|
| Every day | 29 | 8.1% |
| Some days | 49 | 13.7% |
| Not at all | 274 | 76.8% |
| No Response | 5 | 1.4% |
| Total | 357 | 100.0% |

A total of three hundred fifty-four individuals responded to the following question, *“In the past month how often did you consume illegal drugs other than marijuana (cocaine, crack, meth, heroin, etc.)?”* While most (83.8% or 299) reported ‘Not at all,’ 43 respondents or 12.0% reported using illegal drugs ‘Some days’ and 12 (3.4%) respondents reported using illegal drugs ‘Every day.’

Table 25: Respondents by Illegal Drug Use, Palm Beach County Client Survey, 2016

| Illegal Drug Use | Number | Percentage |
|-------------------------|---------------|-------------------|
| Every day | 12 | 3.4% |
| Some days | 43 | 12.0% |
| Not at all | 299 | 83.8% |
| No Response | 3 | 0.8% |
| Total | 357 | 100.0% |

The next question asked, *“In the past month, how often did you share needles?”* Most participants (354) answered this question, with one respondent reporting ‘Every day’ and 10 respondents reported ‘Some days.’ However, most (96.1%) reported ‘Not at all’ to sharing needles.

Table 26: Respondents by Sharing of Needles, Palm Beach County Client Survey, 2016

| Sharing of Needles | Number | Percentage |
|---------------------------|---------------|-------------------|
| Every day | 1 | 0.3% |
| Some days | 10 | 2.8% |
| Not at all | 343 | 96.1% |
| No Response | 3 | 0.8% |
| Total | 357 | 100.0% |

In the next question, most participants (352) answered to, *“In the past month, how often did you have unprotected sex?”* Two hundred ninety-three (82.1%) participants reported ‘Not at all,’ 49 (13.7%) reported ‘Some days’ and ten (2.8%) participants reported ‘Every day.’

Table 27: Respondents by Unprotected Sex Activity, Palm Beach County Client Survey, 2016

| Unprotected Sex Activity | Number | Percentage |
|---------------------------------|---------------|-------------------|
| Every day | 10 | 2.8% |
| Some days | 49 | 13.7% |
| Not at all | 293 | 82.1% |
| No Response | 5 | 1.4% |
| Total | 357 | 100.0% |

Hospitalization

Most (355) participants answered the question, “Have you been hospitalized for an HIV/AIDS related condition between June 1st, 2015 and May 31st, 2016? If so what was it for?” Three hundred twenty-three (90.5%) participants responded ‘No’ and thirty-two (9.0%) respondents reported ‘Yes.’

Of the thirty-two who reported ‘Yes,’ the listed the following as causes for their hospitalization.

- Bronchitis
- Pneumonia
- Tuberculosis
- Excessive weight loss and fatigue
- Cold
- HPV
- Hernia
- Dizziness from ear infection
- Enlargement of the spleen and lymph nodes
- Low viral load
- Gallbladder
- Fever

It is important to note that the term “HIV-related” may be interpreted differently, possibly affecting the responses to this question.

Table 28: Respondents by Hospitalization, Palm Beach County Client Survey, 2016

| Hospitalization | Number | Percentage |
|------------------------|---------------|-------------------|
| Yes | 32 | 9.0% |
| No | 323 | 90.5% |
| No Response | 2 | 0.6% |
| Total | 357 | 100.0% |

Medical and Support Services

The next set of questions was related to the various services provided to persons living with HIV/AIDS in Palm Beach County. The Survey asked respondents to *“Please fill in the boxes next to the services that you have used or needed in the past 12 months.”*

The survey listed the following services:

- Outpatient Medical Care
- Case Management
- Medications
- Dental/Oral Health
- Mental Health Services
- Substance Abuse Treatment
- Nutritional Counseling
- Early Intervention Services
- Home Health Care
- Hospice Services
- Food Bank or Food Vouchers
- Transportation
- Outreach
- Health Education/Risk Reduction
- Treatment Adherence
- Legal Support
- Rehabilitation
- Peer Mentoring
- Housing
- Other

The following were answer options:

- *I received this service without difficulty*
- *I received this service but it was difficult to get*
- *I needed this service but was unable to get it*
- *I did not need this service*

The table below presents the responses. It is important to note that most respondents indicate that they have been able to access many services they needed, even when they had challenges or difficulty doing so. That said, there were a few services that participants said they had been unable to access: dental/oral health, housing, transportation, food bank vouchers, nutritional counseling, and health insurance.

Table 29: Utilization of Medical and Support Services, Palm Beach County Client Survey, 2016

| Medical/Support Service | Received Service Without Difficulty | | Received Service but with Difficulty | | Unable to Receive Service | | Service Not Needed | |
|---------------------------------|-------------------------------------|---------|--------------------------------------|---------|---------------------------|---------|--------------------|---------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent |
| Outpatient Medical Care | 267 | 74.8% | 21 | 5.9% | 22 | 6.2% | 35 | 9.8% |
| Case Management | 262 | 73.4% | 23 | 6.4% | 34 | 9.5% | 32 | 9.0% |
| Medications | 269 | 75.4% | 26 | 7.3% | 31 | 8.7% | 19 | 5.3% |
| Dental/Oral Health | 203 | 56.9% | 29 | 8.1% | 59 | 16.5% | 53 | 14.8% |
| Health Insurance | 206 | 57.7% | 28 | 7.8% | 44 | 12.3% | 66 | 18.5% |
| Mental Health Services | 148 | 41.5% | 21 | 5.9% | 34 | 9.5% | 144 | 40.3% |
| Substance Abuse Treatments | 68 | 19.0% | 9 | 2.5% | 29 | 8.1% | 239 | 66.9% |
| Nutritional Counseling | 158 | 44.3% | 18 | 5.0% | 39 | 10.9% | 126 | 35.3% |
| Early Intervention Services | 149 | 41.7% | 16 | 4.5% | 28 | 7.8% | 152 | 42.6% |
| Home Health Care | 60 | 16.8% | 11 | 3.1% | 28 | 7.8% | 246 | 68.9% |
| Hospice Services | 41 | 11.5% | 10 | 2.8% | 21 | 5.9% | 271 | 75.9% |
| Food Bank/Food Vouchers | 190 | 53.2% | 20 | 5.6% | 50 | 14.0% | 89 | 24.9% |
| Transportation | 185 | 51.8% | 14 | 3.9% | 44 | 12.3% | 104 | 29.1% |
| Outreach | 113 | 31.7% | 16 | 4.5% | 25 | 7.0% | 188 | 52.7% |
| Health Education/risk Reduction | 211 | 59.1% | 10 | 2.8% | 27 | 7.6% | 99 | 27.7% |
| Treatment Adherence | 215 | 60.2% | 14 | 3.9% | 28 | 7.8% | 86 | 24.1% |
| Legal Support | 140 | 39.2% | 13 | 3.6% | 29 | 8.1% | 161 | 45.1% |
| Rehabilitation | 79 | 22.1% | 9 | 2.5% | 29 | 8.1% | 225 | 63.0% |
| Peer Mentoring | 152 | 42.6% | 18 | 5.0% | 34 | 9.5% | 138 | 38.7% |
| Housing | 118 | 33.1% | 25 | 7.0% | 70 | 19.6% | 133 | 37.3% |

Barriers to Accessing Services

The subsequent question was a follow-up question regarding difficulty-receiving services. The question asked, *“If you had problems receiving services between June 1st, 2015 and May 31st, 2016, what were some of the reasons? Mark all that apply.”*

The following were answer options:

- *‘This does not apply to me. I had no problems receiving services’*
- *‘I did not know where to get services’*
- *‘I could not get an appointment’*
- *‘I could not get transportation’*
- *‘I could not get childcare’*
- *‘I could not pay for services’*
- *‘I did not want people to know that I have HIV’*
- *‘I could not get time off work’*
- *‘I was depressed’*
- *‘I had a bad experience with the staff’*
- *‘Services were not in my language’*
- *‘I did not qualify for services’*
- *‘Other’*

A total of three hundred thirty-one participants answered this question. Two hundred twenty-nine (64.1%) (229) reported, *“This does not apply to me. I had no problems receiving services”*, twenty-six (7.3%) of respondents reported *‘I did not want people to know I was HIV positive’*, twenty-two (6.2%) listed *‘I did not know where to get services’*, fifteen (4.2%) reported *‘I could not get transportation’*, fourteen (3.9%) reported *‘I could not pay for services’*, eight (2.2%) reported *‘I could not get time off work’*, six (1.7%) reported *‘I could not get an appointment’*, and one (0.3%) respondent reported *‘I could not get childcare’*.

The respondents specified the following for *‘Other’*:

- Did not use services
- The process was long
- Lack of communication
- Housing not available
- Process was invasive
- Difficulty finding documents for services
- Services were not covered by insurance
- Lack of follow up
- Eligibility
- Difficulty with prescriptions
- Homeless

This data suggests that most of the sample population could obtain and utilize the services they needed. However, transportation and insurance eligibility processes influence the ability to obtain services and therefore affecting overall health and wellness.

Table 30: Respondents by Barriers to Accessing Medical/Support Services, Palm Beach County Client Survey, 2016

| Barriers to Medical/Support Services | Number | Percentage |
|--|---------------|-------------------|
| This does not apply to me. I had no problems receiving services. | 229 | 64.1% |
| I did not know where to get services | 22 | 6.2% |
| I could not get an appointment | 6 | 1.7% |
| I could not get transportation | 15 | 4.2% |
| I could not get childcare | 1 | 0.3% |
| I could not pay for services | 14 | 3.9% |
| I did not want people to know I have HIV | 26 | 7.3% |
| I could not get time off work | 8 | 2.2% |
| I was depressed | 22 | 6.2% |
| I had a bad experience with the staff | 21 | 5.9% |
| Services were not in my language | 3 | 0.8% |
| I did not qualify for services | 13 | 3.6% |
| Other (please specify) | 18 | 5.0% |
| No Response | 26 | 7.3% |

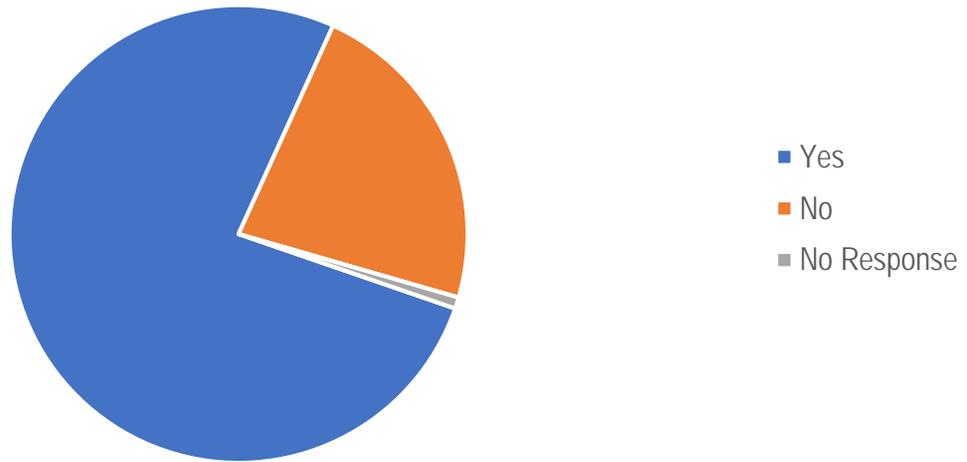
Health Insurance

The question regarding health insurance asked, “Do you have insurance?” Most participants (354) answered this question, with 76.5% (273) reporting ‘Yes’ and 22.7% (81) reporting ‘No’. This data suggests that clients experience differing challenges accessing healthcare services and likely poorer health outcomes. Respondents may have varied interpretations of what they consider “insurance” (Ryan White, Medicaid, Marketplace, Healthcare District).

Table 31: Respondents by Health Insurance Status, Palm Beach County Client Survey, 2016

| Health Insurance Status | Number | Percentage |
|-------------------------|--------|------------|
| Yes | 273 | 76.5% |
| No | 81 | 22.7% |
| No Response | 3 | 0.8% |
| Total | 357 | 100.0% |

Figure 17: Respondents by Health Insurance Status, Palm Beach County Client Survey, 2016



The next question asked, “*Has your health insurance status or plan changed between June 1st, 2015 and May 31st, 2016?*” The following were answer options:

- *‘Yes, from uninsured to insured’*
- *‘Yes, from insured to uninsured’*
- *‘Yes, I changed insurance plan’*
- *‘No, I have been insured for all that period’*
- *‘No, I have been uninsured for all that period’*

Three hundred forty-seven participants answered this question. Of the two hundred seventy-three respondents who reported having health insurance, 55.2% (197) also reported *‘No I have been insured for all that period’*, 16.0% (57) reported *‘No I have been uninsured for all that period’*, which speaks to the importance of healthcare coverage for all individuals of greatest need.

Table 32: Respondents by Change in Health Insurance Status, Palm Beach County Client Survey, 2016

| Change in Health Insurance Status | Number | Percentage |
|---|---------------|-------------------|
| Yes, from uninsured to insured | 36 | 10.1% |
| Yes, from insured to uninsured | 24 | 6.7% |
| Yes, I changed insurance plan | 33 | 9.2% |
| No, I have been insured for all that period | 197 | 55.2% |
| No, I have been uninsured for all that period | 57 | 16.0% |
| No response | 10 | 2.8% |
| Total | 357 | 100.0% |

The next question asked, “What are some of the reasons why you do not have health insurance? Mark all that apply.” Three hundred fifteen participants answered this question. The following were answer options:

- ‘This does not apply to me. I have health insurance’
- ‘I have not looked into it’
- ‘My employer does not offer insurance’
- ‘I am not eligible for Medicaid or Obama Care Also known as Marketplace’
- ‘I find the premiums too expensive’
- ‘I didn’t look into it’
- ‘Other’

About two-thirds (66.7% or 238) of participants reported, ‘This does not apply to me. I have health insurance’, twenty-three (6.4%) reported ‘I have not looked into it’, eighteen (5.0%) reported ‘I find the premiums too expensive’, sixteen (4.5%) reported ‘I am not eligible for Medicaid or Obama Care (also known as Marketplace)’, nine (2.5%) reported ‘My employer does not offer insurance’ and 4.5% reported ‘Other’. Of those respondents who reported ‘Other’, the following reasons for not having health insurance were:

- Did not receive services/Not in care
- Housing not available
- Long process
- Lack of communication
- Process seemed invasive
- Difficulty getting documents for services
- Services not covered by insurance
- Did not return phone calls
- Eligibility problems
- Difficulty with prescriptions
- Homeless

Table 33: Respondents by Barriers to Health Insurance, Palm Beach County Client Survey, 2016

| Barriers to Health Insurance | Number | Percentage |
|--|--------|------------|
| This does not apply to me. I have health insurance | 238 | 66.7% |
| I have not looked into it | 23 | 6.4% |
| My employer does not offer insurance | 9 | 2.5% |
| I am not eligible for Medicaid or Obama Care (also known as Marketplace) | 16 | 4.5% |
| I find the premiums too expensive | 18 | 5.0% |
| I didn’t look into it | 4 | 1.1% |
| Other | 16 | 4.5% |
| No Response | 42 | 11.8% |

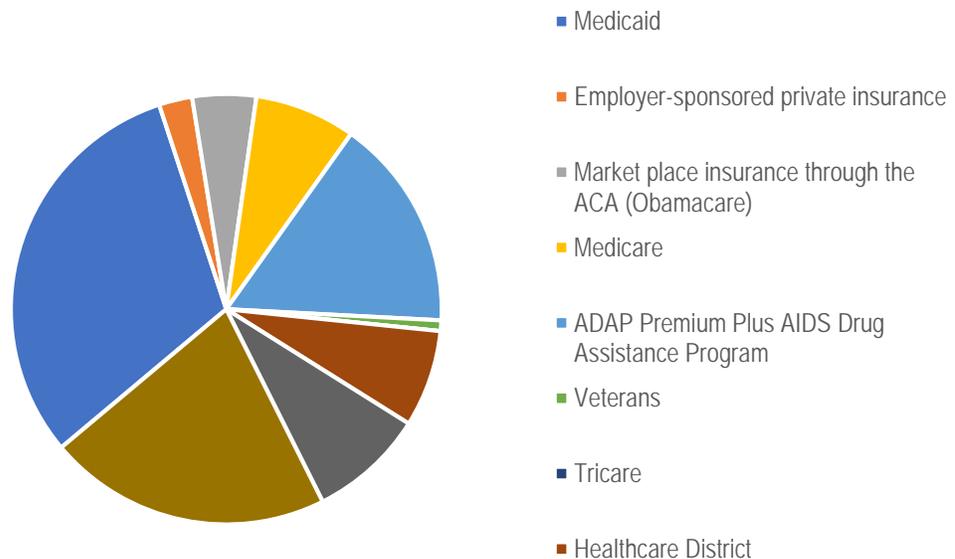
Two hundred eight-one individuals responded to the question, “What type of health insurance do you have?” 111 (31.1%) participants reported ‘Medicaid’, fifty-seven (16.0%) reported ‘ADAP Premium Plus AIDS Drug Assistance Program’, thirty-one (8.7%) reported ‘Other Private Insurance’, twenty-seven (7.6%) of participants reported ‘Medicare’, twenty-six (7.3%) reported ‘Healthcare District’, seventeen of (4.8%) participants reported ‘Market place insurance through the ACA’, nine (2.5%) participants reported ‘Employer-sponsored private insurance’ and three (0.8%) reported ‘Veterans’ insurance. Of the 281 participants that answered this question, it should be noted that zero respondents reported having ‘Tricare’ as health insurance.

As more clients enroll in health insurance, they will be able to access other services outside of the Ryan White network and therefore improve overall health and wellness.

Table 34: Respondents by Type of Health Insurance, Palm Beach County Client Survey, 2016

| Type of Health Insurance | Number | Percentage |
|--|--------|------------|
| Medicaid | 111 | 31.1% |
| Employer-sponsored private insurance | 9 | 2.5% |
| Market place insurance through the ACA (Obamacare) | 17 | 4.8% |
| Medicare | 27 | 7.6% |
| ADAP Premium Plus AIDS Drug Assistance Program | 57 | 16.0% |
| Veterans | 3 | 0.8% |
| Tricare | 0 | 0.0% |
| Healthcare District | 26 | 7.3% |
| Other Private Insurance | 31 | 8.7% |
| No Response | 76 | 21.3% |
| Total | 357 | 100.0% |

Figure 18: Respondents by Type of Health Insurance, Palm Beach County Client Survey, 2016



Patient Satisfaction

A total of two hundred ninety-six participants answered the question, “How would you rate your satisfaction with the health insurance that you currently have? The responses available were:

- ‘I am very satisfied’
- ‘I am satisfied’
- ‘Neutral’
- ‘I am dissatisfied’
- I am very dissatisfied’

One hundred ninety-seven (55.2%) participants responded, ‘I am very satisfied’, forty-seven (13.2%) participants responded, ‘I am satisfied’, twenty-nine (8.1%) participants responded ‘Neutral’, thirteen (3.6%) reported ‘I am dissatisfied’, and ten (2.8%) responded ‘I am very dissatisfied’. This evidence suggests that most of the sample population is satisfied with their health insurance and therefore the health insurance coverage is meeting their needs.

Table 35: Respondents by Level of Satisfaction with Health Insurance, Palm Beach County Client Survey, 2016

| Level of Satisfaction with Health Insurance | Number | Percentage |
|---|--------|------------|
| I am very satisfied | 197 | 55.2% |
| I am satisfied | 47 | 13.2% |
| Neutral | 29 | 8.1% |
| I am dissatisfied | 13 | 3.6% |
| I am very dissatisfied | 10 | 2.8% |
| No Response | 61 | 17.1% |
| Total | 357 | 100.0% |

The follow-up question to the previous asked, “If you rated your satisfaction with your insurance as neutral or below, what are some aspects of your insurance you are dissatisfied with? Mark all that apply.” Two hundred sixty-eight participants answered this question, and 89 participants skipped the question. More than half (57.1% or 204) respondents reported satisfaction with their health insurance. Twenty-one (5.9%) listed ‘The co-pays on visits/medications are too high’, twenty-six (7.3%) reported, ‘It does not cover all the providers I want (e.g. I had to change doctors)’, eight (2.2%) participants reported ‘My premiums are too high’, seven (2.0%) reported ‘My deductible is too high’, and four (1.1%) respondents reported ‘I do not like my doctor but I cannot find another one in my area that my insurance will cover’.

It is important to note that costs and lack of coverage influence clients’ satisfaction with health insurance, which also affects their ability to obtain services such as doctor’s visits and medications.

Table 36: Respondents by Cause for Dissatisfaction with Health Insurance, Palm Beach County Client Survey, 2016

| Cause for Dissatisfaction with Health Insurance | Number | Percentage |
|---|--------|------------|
| This does not apply to me. I am satisfied with my health insurance | 204 | 57.1% |
| The co-pays on visits/medications are too high | 21 | 5.9% |
| My premiums are too high | 8 | 2.2% |
| My deductible is too high | 7 | 2.0% |
| It does not cover all the providers I want (e.g. I had to change doctors) | 26 | 7.3% |
| I do not like my doctor but I cannot find another one in my area that my insurance will cover | 4 | 1.1% |
| I don’t understand how it works | 17 | 4.8% |
| No Response | 89 | 24.9% |

Three hundred forty-nine participants answered the next question, “Do you have a doctor that you regularly see for HIV/AIDS medical care?” Most (83.8% or 299) respondents reported ‘Yes’ and fifty (14.0%) respondents reported ‘No’. This data suggests that most clients regularly seek medical care and treatment, however the term “regularly” is subjective and while 100% indicated consistent care, this does not align with the “Linkage Gap” observed in Palm Beach County’s HIV Continuum of Care for retention in care.

Table 37: Respondents by Use of Regular Doctor for Medical Care, Palm Beach County Client Survey, 2016

| Use of Regular Doctor for Medical Care | Number | Percentage |
|--|--------|------------|
| Yes | 299 | 83.8% |
| No | 50 | 14.0% |
| No Response | 8 | 2.2% |
| Total | 357 | 100.0% |

The following question asked, “How would you rate your satisfaction with the health doctor you usually see for your HIV/AIDS care?” Over half (63.9% or 228) of respondents reported, ‘I am very satisfied,’ forty-seven (13.2%) reported, ‘I am satisfied,’ twenty-eight (7.8%) of participants reported, ‘I am dissatisfied’ and one (0.3%) participant reported ‘I am very dissatisfied’. This evidence suggests that clients typically have positive experiences with their medical doctor, which is an important factor in retention to care.

Table 38: Respondents by Level of Satisfaction with Medical Doctor, Palm Beach County Client Survey, 2016

| Level of Satisfaction with Medical Doctor | Number | Percentage |
|--|---------------|-------------------|
| I am very satisfied | 228 | 63.9% |
| I am satisfied | 47 | 13.2% |
| Neutral | 28 | 7.8% |
| I am dissatisfied | 7 | 2.0% |
| I am very dissatisfied | 1 | 0.3% |
| No Response | 46 | 12.9% |
| Total | 357 | 100.0% |

The next question asked, “If you rated your satisfaction with your provider as neutral or below, what are some reasons why you are dissatisfied? Mark all that apply.”

The following were the response options:

- ‘This does not apply to me. I am satisfied with my health care provider.’
- ‘I feel like my health care provider judges me’
- ‘I feel like my health care provider doesn’t know enough about HIV/AIDS’
- ‘I feel like I cannot trust my health care provider’
- ‘I feel like my health care provider doesn’t care about me’
- ‘The duration of the visit is too short and rushed’
- ‘It takes a long time to get an appointment’
- ‘It is far to go for the appointment’
- ‘Other (please specify)’

Two hundred sixty-seven individuals responded to the question. 227 or 59.3% of participants reported, ‘This does not apply to me. I am satisfied with my health care provider’, thirteen (3.4%) participants reported, ‘It takes a long time to get an appointment’, twelve (3.1%) reported, ‘I feel like my health care provider doesn’t really listen to me’, nine (2.3%) reported ‘The duration of the visit is too short and rushed’, six (1.6%) reported ‘I feel like my health care provider judges me’, five (1.3%) reported ‘I feel like my health care provider doesn’t know enough about HIV/AIDS’, four (1.0%) reported ‘I feel like I cannot trust my health care provider’, four (1.0%) reported ‘I feel like my health care provider doesn’t care about me’ and three (0.8%) reported ‘It is far to go for the appointment’.

This data is important to note because doctors and other medical providers can have a direct impact on helping to retain clients in medical care.

Table 39: Respondents by Cause for Dissatisfaction with Medical Doctor, Palm Beach County Client Survey, 2016

| Cause for Dissatisfaction with Medical Doctor | Number | Percentage |
|--|---------------|-------------------|
| This does not apply to me. I am satisfied with my health care provider | 227 | 59.3% |
| I feel like my health care provider judges me | 6 | 1.6% |
| I feel like my health care provider doesn’t know enough about HIV/AIDS | 5 | 1.3% |
| I feel like I cannot trust my health care provider | 4 | 1.0% |
| I feel like my health care provider doesn’t really listen to me | 12 | 3.1% |
| I feel like my health care provider doesn’t care about me | 4 | 1.0% |
| The duration of the visit is too short and rushed | 9 | 2.3% |
| It takes a long time to get an appointment | 13 | 3.4% |
| It is far to go for the appointment | 3 | 0.8% |
| Other | 10 | 2.6% |
| No Response | 90 | 23.5% |

AIDS Drug Assistance Program (ADAP)

The following questions asked about the Aids Drugs Assistance Program (ADAP) application process as well as the services. The survey asked, “Between June 1st, 2015 and May 31st, 2016, have you had difficulty getting HIV medications for any of the following reasons?” About half of participants reported ‘No’ to all the ADAP related questions. This data suggests a need to assist individuals in the eligibility and application process.

Table 40: Respondents by Difficulty with ADAP, Palm Beach County Client Survey, 2016

| Type of ADAP Difficulty | Yes | | No | | N/A | |
|--|--------|---------|--------|---------|--------|---------|
| | Number | Percent | Number | Percent | Number | Percent |
| Long wait to get an appointment with case worker or doctor | 55 | 15.4% | 213 | 59.7% | 75 | 21.0% |
| Difficulty with the ADAP application process | 46 | 12.9% | 178 | 49.9% | 115 | 32.2% |
| Unenrolled from ADAP without an explanation | 32 | 9.0% | 167 | 46.8% | 139 | 38.9% |
| Difficulty seeing case worker or doctor at least twice a year to remain enrolled in ADAP | 46 | 12.9% | 177 | 49.6% | 113 | 31.7% |

The table below shows responses regarding ADAP funds that can cover health insurance costs and hardship exemptions. One hundred fifty-three (2.9%) of participants reported that they were not aware that ‘ADAP can cover “hardship exemptions” and 123 (34.5%) of participants reported that they were not aware that ADAP can cover costs associated with health insurance. This data shows the need for improved awareness and education about ADAP and its benefits that can reduce financial burdens for clients who have a financial need.

Table 41: Respondents by Knowledge of ADAP Coverage, Palm Beach County Client Survey, 2016

| Knowledge of ADAP Coverage | Yes | | No | | N/A | |
|---------------------------------------|--------|---------|--------|---------|--------|---------|
| | Number | Percent | Number | Percent | Number | Percent |
| ADAP can cover health insurance costs | 106 | 29.7% | 123 | 34.5% | 112 | 31.4% |
| ADAP can cover “hardship exemptions” | 93 | 26.1% | 153 | 42.9% | 95 | 26.6% |

Disclosure of Status

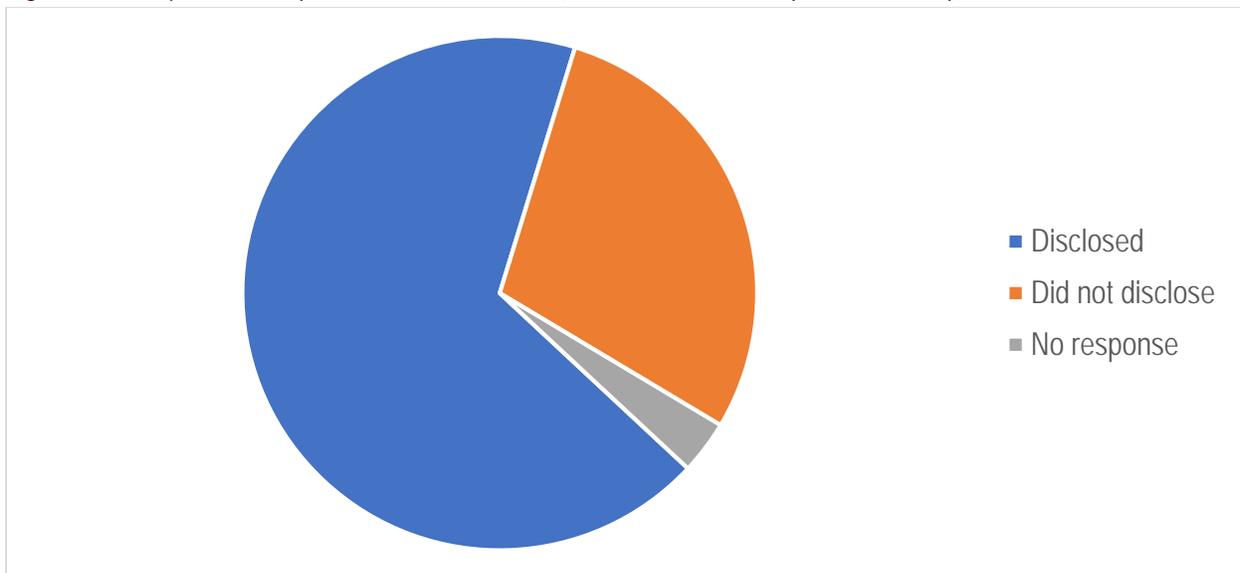
The next questions asked participants, “Have you disclosed your HIV status to anyone? (If no skip to question 46)”.

Three hundred forty-five participants answered this question. More than two-thirds (67.8%) of participants responded ‘Yes’. This suggests reduction in stigma and other factors that affect clients’ willingness and likeliness of disclosing their status, which contributes to isolation, lack of support and stress.

Table 42: Respondents by HIV Status Disclosure, Palm Beach County Client Survey, 2016

| HIV Status Disclosure | Number | Percentage |
|-----------------------|--------|------------|
| Yes | 242 | 67.8% |
| No | 103 | 28.9% |
| No response | 12 | 3.4% |
| Total | 357 | 100.0% |

Figure 19: Respondents by HIV Status Disclosure, Palm Beach County Client Survey, 2016

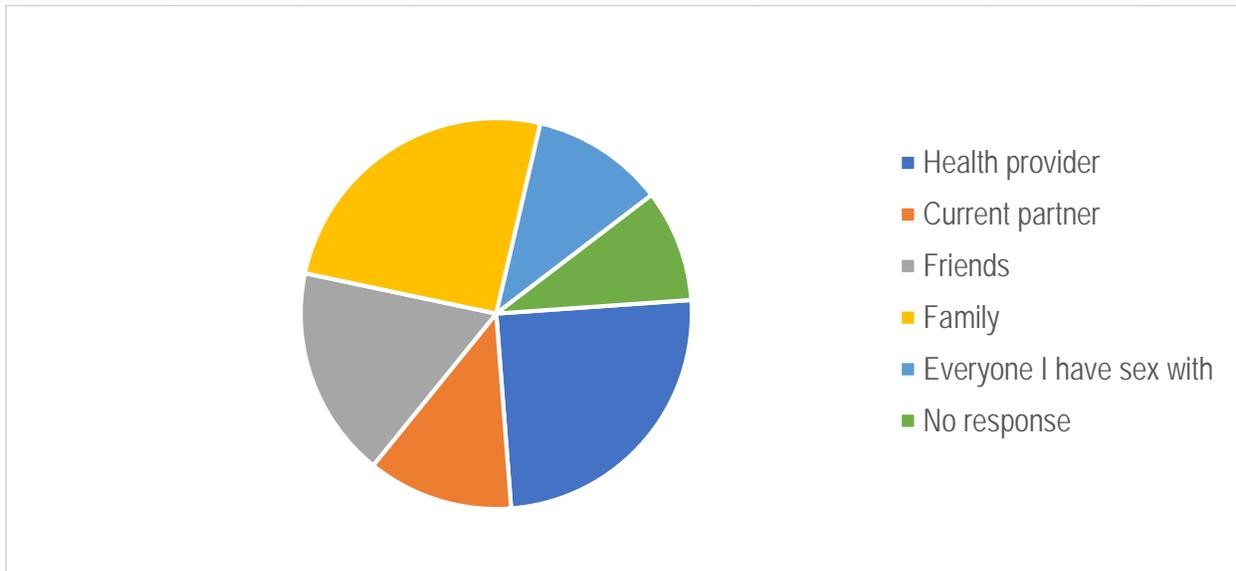


The next question asked, “Who have you disclosed your HIV status to? Sixty-one participants answered this question and they selected all answers that applied to them. Of the 287 that reported, 191 (66.6%) of participants reported, ‘Family’, 188 (65.5%) reported ‘Health Provider’, 132 (46.0%) reported ‘Friends’ and ninety-one (31.7%) reported ‘Current partner’. Eighty-three (28.9%) of the participants reported disclosing their status to everyone they have sex which points to a larger issue of disclosure, the fear of retaliation and perception of risk living with HIV/AIDS. It is noteworthy that respondents were much more likely to disclose their status to family versus sexual partners. This suggests that trust and comfort level affects individual’s decision to disclose more than the risk of transmission.

Table 43: Respondents by who they disclosed their HIV status to, Palm Beach County Client Survey, 2016

| Person Disclosed to | Number | Percentage |
|--------------------------|--------|------------|
| Health provider | 188 | 65.5% |
| Current partner | 91 | 31.7% |
| Friends | 132 | 46.0% |
| Family | 191 | 66.6% |
| Everyone I have sex with | 83 | 28.9% |
| No response | 70 | 24.4% |

Figure 20: Respondents by who they disclosed their HIV status to, Palm Beach County Client Survey, 2016



HIV & Prevention

Most (337) participants answered the next question, “Did you talk to your partner about taking medication to prevent HIV? (PrEP).” Ninety-seven (27.2%) of respondents reported, ‘No, I currently do not have a sexual partner,’ ninety-one (25.5%) reported ‘Yes and he/she is taking medication,’ seventy-six (21.3%) reported, ‘No, I have not yet had the conversation,’ thirty-two, (9.0%) reported, ‘No, but he/she is also HIV+,’ twenty-seven (7.6%) reported ‘Yes but he/she decided not to take the medication,’ and fourteen respondents reported, ‘No, I do not know there are medications to prevent HIV.’

Table 44: Respondents by Conversation with partner about taking Medication to Prevent HIV, Palm Beach County Client Survey, 2016

| Conversation with Partner about Medication to Prevent HIV | Number | Percentage |
|---|--------|------------|
| Yes, and he/she is taking medication | 91 | 25.5% |
| Yes, and he/she decided not to take medication | 27 | 7.6% |
| No, but he/she is also HIV+ | 32 | 9.0% |
| No, I currently do not have a sexual partner | 97 | 27.2% |
| No, I do not know there are medications to prevent HIV | 14 | 3.9% |
| No, I have not yet had the conversation | 76 | 21.3% |
| No response | 20 | 5.6% |
| Total | 357 | 100.0% |

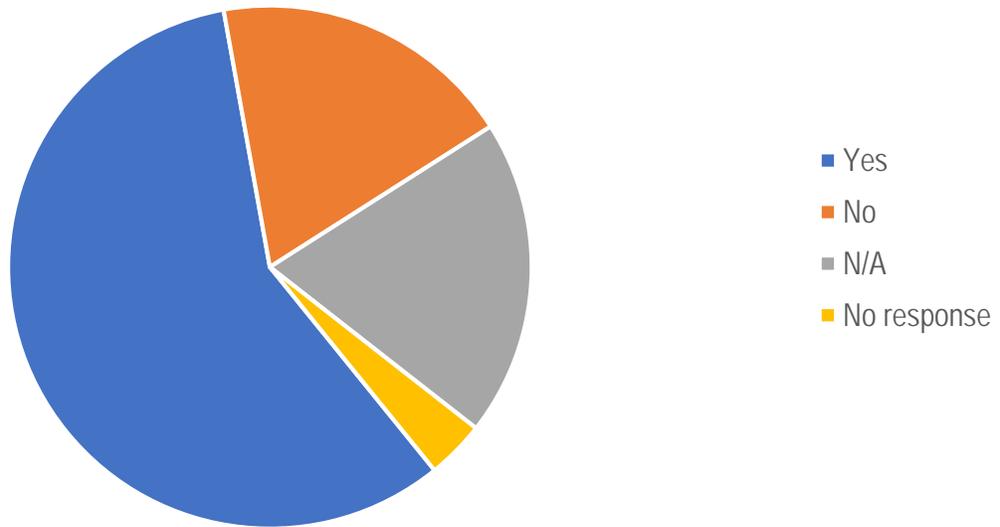
Condom Usage

The next question asked, “Do you always wear a condom?” Most (344) respondents answered this question, with 58.0% (207) of participants responding ‘Yes’, 19.6% responded ‘N/A,’ and 18.8% responded ‘No.’

Table 45: Respondents by Condom Usage, Palm Beach County Client Survey, 2016

| Condom Usage | Number | Percentage |
|--------------|--------|------------|
| Yes | 207 | 58.0% |
| No | 67 | 18.8% |
| N/A | 70 | 19.6% |
| No response | 13 | 3.6% |
| Total | 357 | 100.0% |

Figure 21: Respondents by Condom Usage, Palm Beach County Client Survey, 2016



The next question was a follow-up question regarding the reasons for not using condoms. The question asked, “If no, what are the reasons you do not?” Eighty participants answered this question and ‘I don’t like the way condoms feel’ was the reason reported most frequently (31.3% or 25).

The responses listed for ‘Other’ were:

- Not sexually involved
- Abstinent
- In a monogamous relationship
- Don’t like using condoms

It is important to note that the response, “My partner does not like to use condoms” points to the power dynamics in sexual relationships. In addition, the responses, “My partner is also HIV positive,” “I don’t like the way condoms feel,” “I’m on birth control, or my partner is,” suggests a lack of awareness about re-infection and virus resistance, which can hinder the ability to effectively treat the disease. Lastly, a few (5) respondents mentioned that “[they] don’t want to spend money on condoms.

Table 46: Respondents by Barriers to Condom Use, Palm Beach County Client Survey, 2016

| Barriers to Condom Use | Number | Percentage |
|---|--------|------------|
| I don’t like the way condoms feel | 25 | 31.3% |
| My partner is also HIV positive | 16 | 20.0% |
| My partner does not like to use condoms | 16 | 20.0% |
| Not enough time | 4 | 5.0% |
| I’m on birth control or my partner is | 3 | 3.8% |
| I don’t want to spend money on condoms | 5 | 6.3% |
| Other | 20 | 25.0% |
| No response | 277 | 346.3% |

Prevention Information

The next set of questions asked participants about prevention related information if, *“In the last six months have you received information on:”*

- *‘How to prevent HIV transmission’*
- *‘How to protect one’s-self from reinfection’*
- *‘How to use a condom or other barrier’*
- *‘How viral load is linked to HIV prevention’*
- *‘How to talk to partners about condom use’*
- *‘How to disclose HIV status to partners’*
- *‘How to clean needles or other items that cause infection’*

Over seventy percent of participants reported ‘Yes’ for ‘How to prevent HIV transmission’, ‘How to protect one’s-self from reinfection’, ‘How to use a condom or other barrier’, ‘How Viral Load is linked to HIV prevention’, ‘How to talk to partners about condom use’ and ‘How to disclose HIV status to partners’.

Almost fifty percent (177) of participants reported ‘Yes’ for ‘How to clean needles or other items that can cause infection’.

Table 47: Respondents by Prevention Information Type of Prevention Information Received, Palm Beach County Client Survey, 2016

| HIV Prevention Information | Yes | | No | |
|--|--------|---------|--------|---------|
| | Number | Percent | Number | Percent |
| How to prevent HIV transmission | 284 | 79.6% | 64 | 17.9% |
| How to protect one’s-self from reinfection | 281 | 78.7% | 68 | 19.0% |
| How to use a condom or other barrier | 283 | 79.3% | 65 | 18.2% |
| How Viral Load is linked to HIV prevention | 282 | 79.0% | 65 | 18.2% |
| How to talk to partners about condom use | 275 | 77.0% | 72 | 20.2% |
| How to disclose HIV status to partners | 267 | 74.8% | 79 | 22.1% |
| How to clean needles or other items that can cause infection | 177 | 49.6% | 159 | 44.5% |

The next question was a follow-up question to the previous question. The survey asked, “Where did you receive the information above?” Three hundred twenty-eight respondents answered this question and selected all answers that applied to them. The majority, 61.3%, of participants responded, ‘Medical Provider,’ about half responded, ‘Case manager,’ just about 12% responded ‘Internet Search,’ and just under 5% reported utilizing social media. Another 12.8% (42) reported receiving prevention information from their family members or friends. And 20.1% selected ‘Other.’

The following are the responses from participants who responded ‘Other’

- Walk In clinic
- School
- Community Organizations
- Educators
- Jail/Prison
- Outreach workers
- AA meetings
- Jerome Golden Center
- Own knowledge
- Television, radio, magazines
- Peer Mentors
- Department of Health
- Nurses

Table 48: Respondents by Where Prevention Information was Received, Palm Beach County Client Survey, 2016

| Source of Prevention Information | Number | Percent |
|----------------------------------|--------|---------|
| Medical Provider | 201 | 61.3% |
| Case Manager | 163 | 49.7% |
| Internet Search | 38 | 11.6% |
| Social Media | 16 | 4.9% |
| Family member or friend | 42 | 12.8% |
| Other | 66 | 20.1% |

The next question asked, “Where do you generally receive health-related information.” Three hundred thirty-eight respondents answered this question and were asked to select all answers that applied to them. The category with the most responses, 73.1% (247) was ‘Medical provider’, ‘Case Manager’ was selected by 46.2% (156) of respondents, ‘Internet Search’ was selected by 15.7% (53) of respondents, ‘Family member or friend’ was selected by 12.1% (41), and ‘Social Media’ was selected by 4.4% (15) respondents.

For “Other”, participants listed:

- Community Organizations
- Word of mouth
- Walk in Clinic
- YouTube
- Employer
- Jail/Prison
- Health Fairs
- Cell phone
- AA Meetings/Support Groups
- Outreach
- Books/Literature
- Hospital
- Radio/TV
- Health Department

Table 49: Respondents by Where General Health Information is Received, Palm Beach County Client Survey, 2016

| Source of General Health Information | Number | Percent |
|--------------------------------------|--------|---------|
| Medical Provider | 247 | 73.1% |
| Case Manager | 156 | 46.2% |
| Internet Search | 53 | 15.7% |
| Social Media | 15 | 4.4% |
| Family member or friend | 41 | 12.1% |
| Other | 56 | 16.6% |

Three hundred twenty-five participants answered the next question, which asked, “Where do you receive general non-health related information?” One hundred twenty-four participants reported, ‘Internet Search,’ ninety-one (28.0%) participants reported, ‘Family member or friend,’ fifty-nine (18.2%) reported ‘Library/Community Center’, forty-eight (14.8%) reported ‘Faith based organizations’ and forty-seven (14.5%) reported ‘Social media.’ Just under 17% noted ‘Other.’

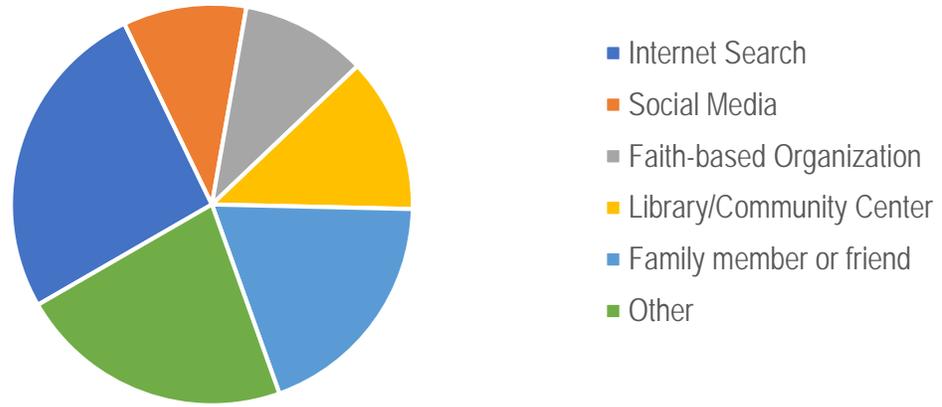
For those selecting ‘Other,’ they noted the following:

- Doctor
- Walk in Clinic
- Newspaper
- Television
- Books/Magazines
- Radio
- Health Center
- Case Manager
- Community Organizations
- Health Center
- Word of Mouth/Peers
- Groups

Table 50: Respondents by Where Non-Health Related Information is Received, Palm Beach County Client Survey, 2016

| Source of Non-Health Information | Number | Percent |
|----------------------------------|--------|---------|
| Internet Search | 124 | 38.2% |
| Social Media | 47 | 14.5% |
| Faith-based Organization | 48 | 14.8% |
| Library/Community Center | 59 | 18.2% |
| Family member or friend | 91 | 28.0% |
| Other | 105 | 32.3% |

Figure 22: Respondents by Where Non-Health Related Information is Received, Palm Beach County Client Survey, 2016



The next question asked, “How much do you feel you are engaged with your care?” Three hundred forty participants answered this question. The majority, 58.8% (210) of participants responded, ‘Very engaged, I do all I can to be healthy and I have a great support from providers and from friends/family/partner’, eighty-one (22.7%) participants responded, ‘Quite engaged. I try to go to all my appointments, take all my medications, etc.’, forty-one (11.5%) participants responded, ‘Not much, I am still figuring out my diagnoses,’ and eight (2.2%) participants responded, ‘I only go to my appointments because it is a Ryan White requirement.’

Table 51: Respondents by Level of Engagement in Care, Palm Beach County Client Survey, 2016

| Level of Engagement in Medical Care | Number | Percent |
|--|--------|---------|
| Not much, I am still figuring out my diagnosis | 41 | 11.5% |
| I only go to my appointments because it is a Ryan White requirement | 8 | 2.2% |
| Quite engaged. I try to go to all my appointments, take all my medication, etc. | 81 | 22.7% |
| Very engaged, I do all I can to be healthy and I have great support from providers and from friends/family/partner | 210 | 58.8% |
| No response | 17 | 4.8% |
| Total | 357 | 100.0% |

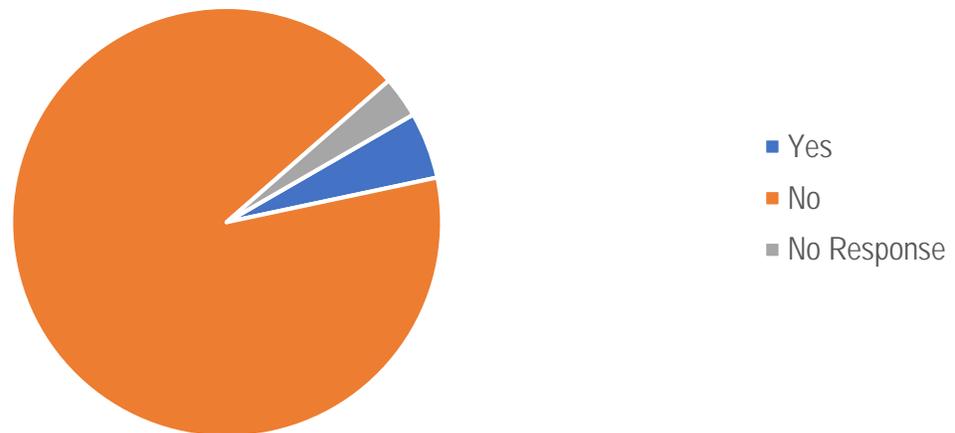
Incarceration

Three hundred forty-six participants answered the next question, which asked, “Were you in city or county Jail (not prison) between June 1st, 2015 and May 31st, 2016?” Eighteen (5.0%) respondents reported ‘Yes,’ and 328 (91.9%) reported ‘No.’

Table 52: Respondents by Incarceration in city or county jail, Palm Beach County Client Survey, 2016

| Incarceration in Jail | Number | Percent |
|-----------------------|--------|---------|
| Yes | 18 | 5.0% |
| No | 328 | 91.9% |
| No Response | 11 | 3.1% |
| Total | 357 | 100.0% |

Figure 23: Respondents by Incarceration in city or county jail, Palm Beach County Client Survey, 2016

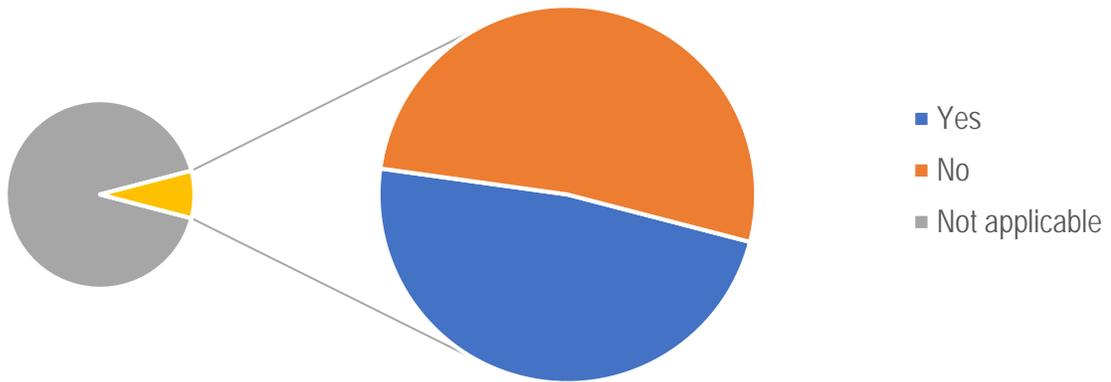


The following question asked, “Did the city or county jail (not prison) medical staff know you had HIV/AIDS?” Not directly correlated with responses to the preceding question, there were 29 participants responding to this question. Fourteen (3.9%) participants reported ‘Yes,’ and fifteen (4.2%) participants reported ‘No.’

Table 53: Respondents by Knowledge of Jail Medical Staff of HIV/AIDS Status, Palm Beach County Client Survey, 2016

| Knowledge of Jail Staff of HIV/AIDS Status | Number | Percent |
|--|--------|---------|
| Yes | 14 | 3.9% |
| No | 15 | 4.2% |
| N/A | 328 | 91.9% |
| Total | 357 | 100.0% |

Figure 24: Respondents by Knowledge of Jail Medical Staff of HIV/AIDS Status, Palm Beach County Client Survey, 2016

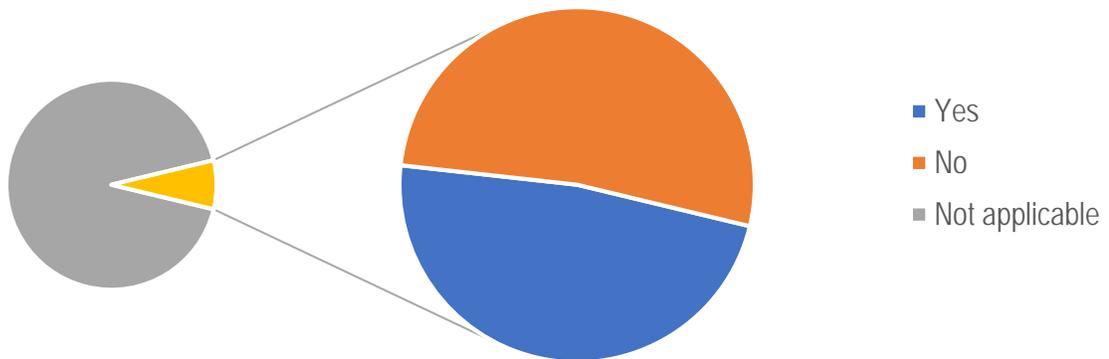


Twenty-seven participants answered the next question, “Did you get your HIV medication in jail without interruption?” Fourteen (3.9%) reported ‘No’ and thirteen (3.6%) reported ‘Yes.’

Table 54: Respondents by HIV Medication received without Interruption, Palm Beach County Client Survey, 2016

| HIV Medication Received without Interruption | Number | Percent |
|--|--------|---------|
| Yes | 13 | 3.6% |
| No | 14 | 3.9% |
| N/A | 330 | 92.4% |
| Total | 357 | 100.0% |

Figure 25: Respondents by HIV Medication Received without Interruption in Jail, Palm Beach County Client Survey, 2016



The next question asked about services received when released from jail. The question asked, “When you were released from city or county jail (not prison), which of the following did you receive? Mark all that apply.”

Twenty-three participants answered this question. Eleven (47.8%) participants reported, ‘None of the above,’ nine (39.1%) participants reported, ‘Information about finding housing,’ six participants reported ‘Referral to medical care,’ six (26.1%) reported ‘A referral to case management,’ and three (13.0%) reported ‘A __ day(s) supply of HIV medication to take with.’

The responses for ‘Other’ were:

- 30-day supply of medication
- 4-day supply of medication
- Left over medication

Table 55: Respondents by Services Received When Released from Jail, Palm Beach County Client Survey, 2016

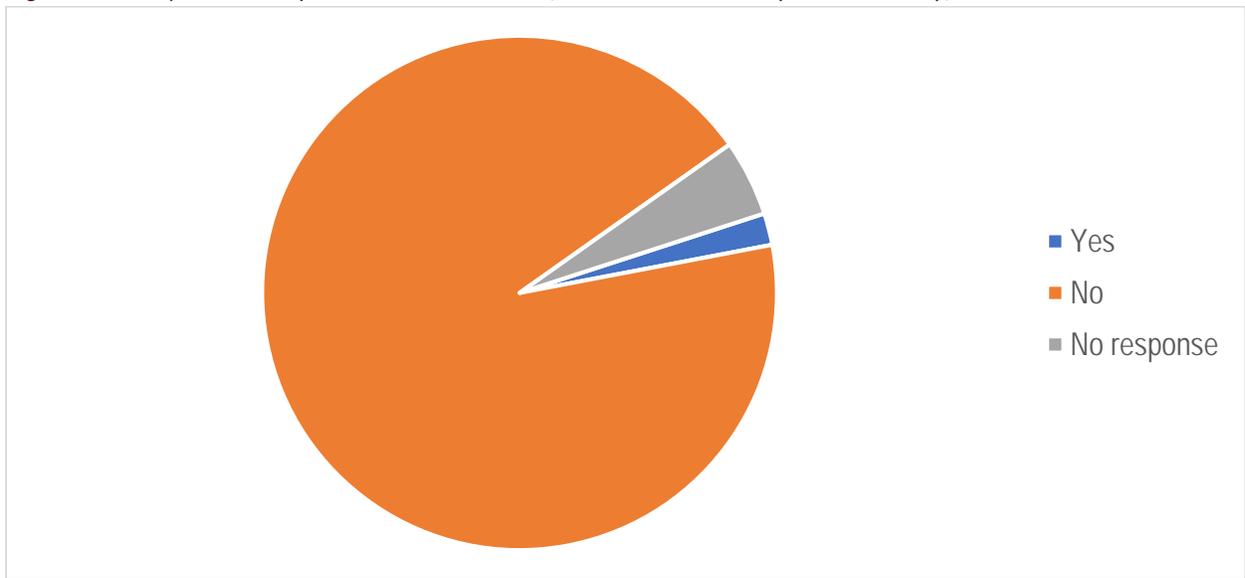
| Services offered at Release from Jail | Number | Percent |
|--|--------|---------|
| Information about finding housing | 9 | 39.1% |
| Referral to medical care | 6 | 26.1% |
| A referral to case management | 6 | 26.1% |
| A _____ day(s) supply of HIV medication to take with | 3 | 13.0% |
| None of the above | 11 | 47.8% |
| Other | 4 | 17.4% |

The following question asked, “Were you in prison between June 1st, 2015 and May 31st, 2016? (If no, skip to question 61).” Most (333) participants reported, ‘No’ and seven reported ‘Yes’. This data suggests the need for coordination among prisons, staff, and the local Ryan White system of care. This will ensure that individuals living with HIV/AIDS receive the care they need while incarcerated.

Table 56: Respondents by Prison Incarceration, Palm Beach County Client Survey, 2016

| Prison Incarceration | Number | Percent |
|----------------------|--------|---------|
| Yes | 7 | 2.0% |
| No | 333 | 93.3% |
| No response | 17 | 4.8% |
| Total | 357 | 100.0% |

Figure 26: Respondents by Prison Incarceration, Palm Beach County Client Survey, 2016

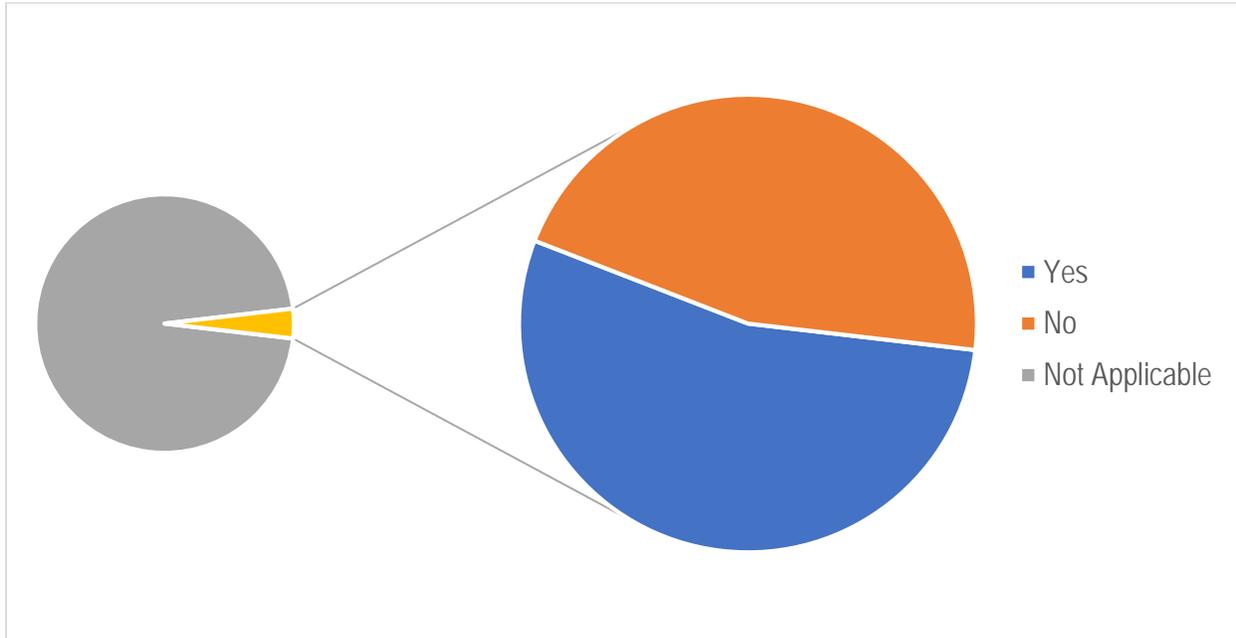


Question 59 asked, “Did the prison medical staff know you had HIV/AIDS?” Of the thirteen that responded to this question seven reported ‘Yes’ and six reported ‘No’.

Table 57: Respondents by Knowledge of HIV Status by Prison Staff, Palm Beach County Client Survey, 2016

| Prison Staff Knowledge of HIV Status | Number | Percent |
|--------------------------------------|--------|---------|
| Yes | 7 | 2.0% |
| No | 6 | 1.7% |
| Not Applicable | 344 | 96.4% |
| Total | 357 | 100.0% |

Figure 27: Respondents by Knowledge of HIV Status by Prison Staff, Palm Beach County Client Survey, 2016

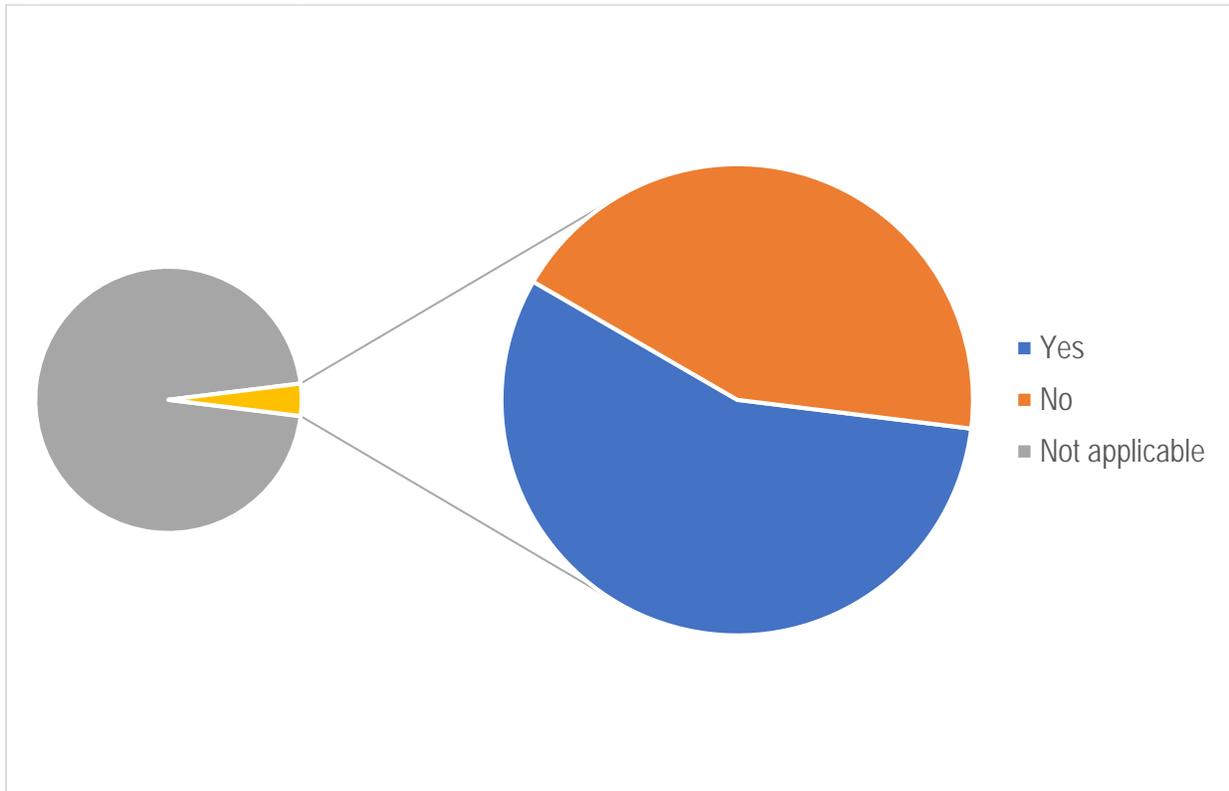


Question 60 asked, “Did you get your HIV medication in prison without interruption?” Of the fourteen that responded to this question, eight (2.2%) participants reported ‘Yes’ and six (1.7%) reported ‘No’.

Table 58: Respondents by HIV Medication Received in Prison, Palm Beach County Client Survey, 2016

| HIV Medication Received in Prison | Number | Percent |
|-----------------------------------|--------|---------|
| Yes | 8 | 2.2% |
| No | 6 | 1.7% |
| Not applicable | 343 | 96.1% |
| Total | 357 | 100.0% |

Figure28 : Respondents by HIV Medication Received in Prison, Palm Beach County Client Survey, 2016



Housing/ Living Arrangements

A total of 282 participants answered the next question, “*In the past year (June 1st, 2015 and May 31st, 2016), how many nights have you not had a place of your own in which to sleep?*”. This was an open-ended question. The majority (67.4%) reported ‘0’ and sixty (21.3%) respondents reported not having anywhere to sleep in the past year, ranging from few days, to 6 months to an entire year.

The following were the responses listed:

- 2-6 days/A few days
- 10+ days
- 30+ days
- 2-5 months
- 6+ months
- Homeless/All year/All nights

Table 59: Respondents by Number of Nights not having a place to sleep, Palm Beach County Client Survey, 2016

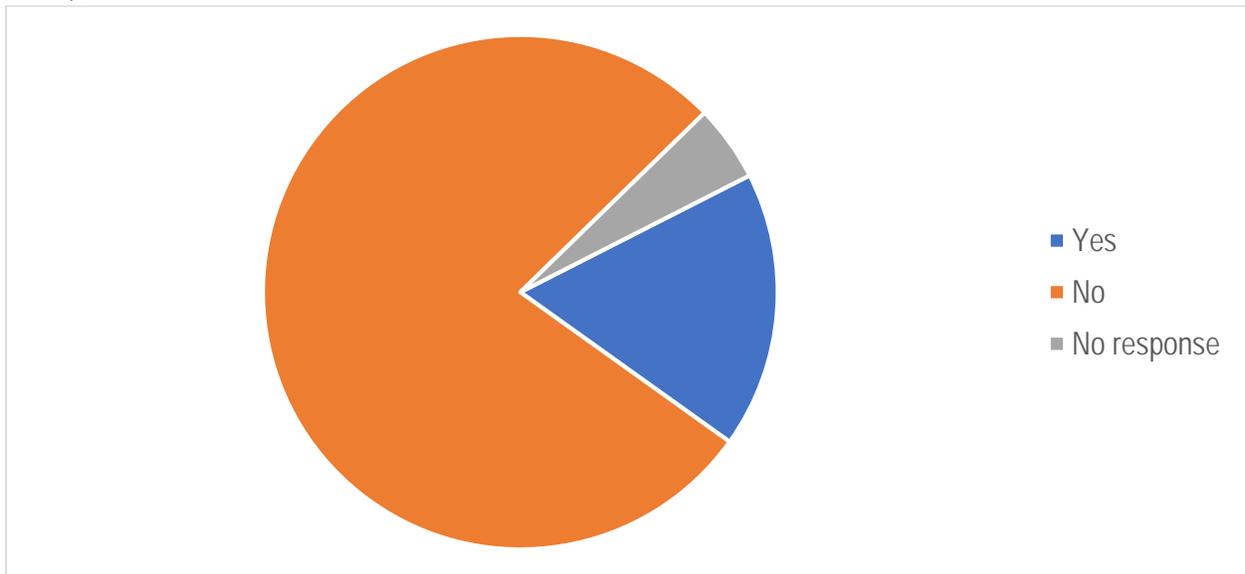
| Number of Nights | Number | Percent |
|------------------------------|---------------|----------------|
| 0 days | 190 | 67.4% |
| 1 - 30 days | 24 | 8.5% |
| 1-6 months | 9 | 3.2% |
| 6-11months | 1 | 0.4% |
| Homeless/All year/All nights | 21 | 7.4% |

Three hundred forty respondents answered the next question, “Have you been continually homeless for a year or more?” Two hundred seventy-eight (77.9%) participants reported ‘No’ and sixty-two (17.4%) participants reported ‘Yes’. Further investigation regarding the homelessness among individuals living with HIV/AIDS should take place.

Table 60: Respondents by Continuous Homelessness for more than a year, Palm Beach County Client Survey, 2016

| Continuous Homelessness for more than a Year | Number | Percent |
|--|--------|---------|
| Yes | 62 | 17.4% |
| No | 278 | 77.9% |
| No response | 17 | 4.8% |
| Total | 357 | 100.0% |

Figure 29: Respondents by Continuous Homelessness for more than a year, Palm Beach County Client Survey, 2016

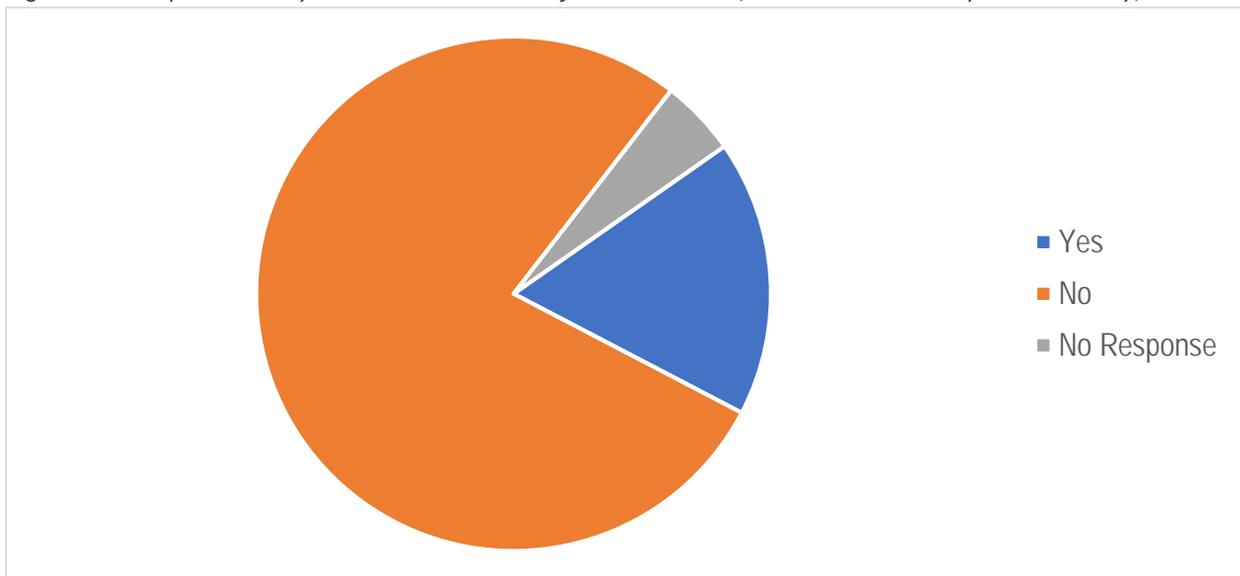


Three hundred forty participants answered the next question, “Have you had four or more times of homelessness in the past three years?” Two hundred seventy-eight (77.9%) participants reported, ‘No’ and sixty-two (17.4%) reported ‘Yes’. It is important to note that further investigation regarding continuous homelessness among individuals living with HIV/AIDS should take place, acknowledging that those who are homeless may be less likely to be respondents.

Table 61: Respondents by Four or more times of Homelessness, Palm Beach County Client Survey, 2016

| Four or more times of Homelessness | Number | Percent |
|------------------------------------|--------|---------|
| Yes | 62 | 17.4% |
| No | 278 | 77.9% |
| No Response | 17 | 4.8% |
| Total | 357 | 100.0% |

Figure 30: Respondents by Four or more times of Homelessness, Palm Beach County Client Survey, 2016



The next question asked, “Which of the following best describes your current living situation? If multiple answers apply to you, select the answer that refers to where you stayed last night.” Three hundred seventy-six participants answered this question.

Most (129 or 36.1%) of participants reported, ‘Apartment/house/trailer that I rent’, sixty-four (17.9%) respondents reported ‘Apartment/house/trailer that I own’, twenty-six (7.3%) respondents reported ‘Homeless (on the street/in car/abandoned building)’, twenty-six (7.3%) respondents reported ‘Other housing provided by the state’, twenty-five (7.0%) respondents reported ‘Someone else’s apartment/house/trailer-Temporary Situation’.

In addition, the respondents that reported “Other” listed the following:

- HOPWA
- Jerome Golden Center
- Long-term transitional housing drug/alcohol abuse treatment
- Supportive Housing
- Lewis Center

Over half of participants reported having stable housing however, 12.6% reported “Temporary situation”, which points to the issue of how unstable housing can affect treatment adherence and continuity of care.

Table 62: Respondents by Current Living Situation, Palm Beach County Client Survey, 2016

| Current Living Situation | Number | Percent |
|---|--------|---------|
| Apartment/house/trailer that I own | 64 | 17.9% |
| Apartment/house/trailer that I rent | 129 | 36.1% |
| At my parent’s/relative’s apartment/house/trailer-Permanent Situation | 19 | 5.3% |
| At my parent’s/relative’s apartment/house/trailer-Temporary Situation | 20 | 5.6% |
| Someone else’s apartment/house/trailer-Permanent Situation | 14 | 3.9% |
| Someone else’s apartment/house/trailer-Temporary Situation | 25 | 7.0% |
| In a rooming or boarding house | 11 | 3.1% |
| In a “supportive living” facility (assisted Living Facility) | 8 | 2.2% |
| Transitional housing such as a half-way house or hotel or motel room | 15 | 4.2% |
| Nursing home | 0 | 0.0% |
| Homeless (on the street/in car/abandoned building) | 26 | 7.3% |
| Homeless shelter | 10 | 2.8% |
| Domestic violence shelter | 0 | 0.0% |
| Other housing provided by the city or state | 26 | 7.3% |
| Hospice | 0 | 0.0% |
| In Jail/prison | 1 | 0.3% |
| Other (please specify) | 13 | 3.6% |

Three hundred thirty-nine participants answered the next question, “Have you moved two or more times in the past six months?” Fifty-three (14.3%) of participants reported, ‘Yes’ and 286 (80.1%) reported ‘No’.

Table 63: Respondents by Relocation more than twice in six months, Palm Beach County Client Survey, 2016

| Relocation more than twice in six months | Number | Percent |
|--|--------|---------|
| Yes | 53 | 14.8% |
| No | 286 | 80.1% |
| No Response | 18 | 5.0% |
| Total | 357 | 100.0% |

The follow up to the previous question, asked, “If you moved two or more times in the past six months, why did you have to move? Mark all that apply.” Two hundred thirty-three (65.3%) participants reported, ‘This does not apply to me. I did not move twice or more’, twenty-one (5.9%) participants reported, ‘I didn’t have enough money for the deposit’, thirteen (3.6%) participants reported ‘I had bad credit’.

Thirteen (3.6%) listed the following are responses for ‘Other’:

- Costs
- Homeless
- Moved from in-patient halfway home
- Moved from another state
- Not comfortable

It is important to note that these responses suggest socio-economic challenges and barriers, and stability of housing affects continuity of care.

Table 64: Respondents by Reason for Relocation more than twice in six months, Palm Beach County Client Survey, 2016

| Reason for Relocation more than twice in six months | Number | Percent |
|---|--------|---------|
| This does not apply to me. I did not move twice or more | 233 | 65.3% |
| I didn’t have enough money for the deposit | 21 | 5.9% |
| I could not find affordable housing | 0 | 0.0% |
| I had bad credit | 13 | 3.6% |
| I was put on the waiting list | 12 | 3.4% |
| I had a mental/physical disability | 2 | 0.6% |
| I had a criminal record | 5 | 1.4% |
| I feel I was discriminated against | 6 | 1.7% |
| I had no transportation to search for housing | 7 | 2.0% |
| I didn’t qualify for housing assistance | 10 | 2.8% |
| I had substance use issues | 11 | 3.1% |
| Other | 13 | 3.6% |

Three hundred thirty-four respondents answered the next question, “Think about your housing situation now: do any of the following stop you from doing what you need to do to stay healthy? Mark all that apply.” Around 11% (41) of participants reported, ‘I don’t have a private room’ and ‘I don’t have money to pay rent’. Thirty-three (9.2%) reported ‘I don’t want anyone to know I have HIV’, which points to the issue of privacy, accessibility, and affordability, which can affect the ability to take medications and therefore remain virally suppressed.

Table 65: Respondents by Barriers to Staying Healthy, Palm Beach County Client Survey, 2016

| Barriers | Number | Percent |
|--|--------|---------|
| I don’t have a private room | 41 | 11.5% |
| I don’t have a place to store my medications | 22 | 6.2% |
| I don’t have a telephone where someone can call me | 18 | 5.0% |
| I don’t have enough food to eat | 34 | 9.5% |
| I don’t have money to pay for rent | 40 | 11.2% |
| I don’t have heat and/or air conditioning | 12 | 3.4% |
| I don’t want anyone to know I have HIV | 33 | 9.2% |
| I can’t get away from drugs (in the neighborhood) | 23 | 6.4% |
| None of the above | 230 | 64.4% |
| No Response | 23 | 6.4% |

Three hundred thirty-nine individuals responded to the following question, “Approximately how long have you lived at your current residence?” Most respondents (56.6% or 202) reported ‘More than a year’, 16.0% (57) reported ‘6 months – year’, 9.5% (34) reported ‘3-6 months’, 4.8% (17) reported, ‘Less than 1 months’, and 3.9% (14) reported ‘1-2 months’. Respondents who have lived a shorter time in one location may have fewer community ties and supports.

Table 66: Respondents by Length of Residence at Current Home, Palm Beach County Client Survey, 2016

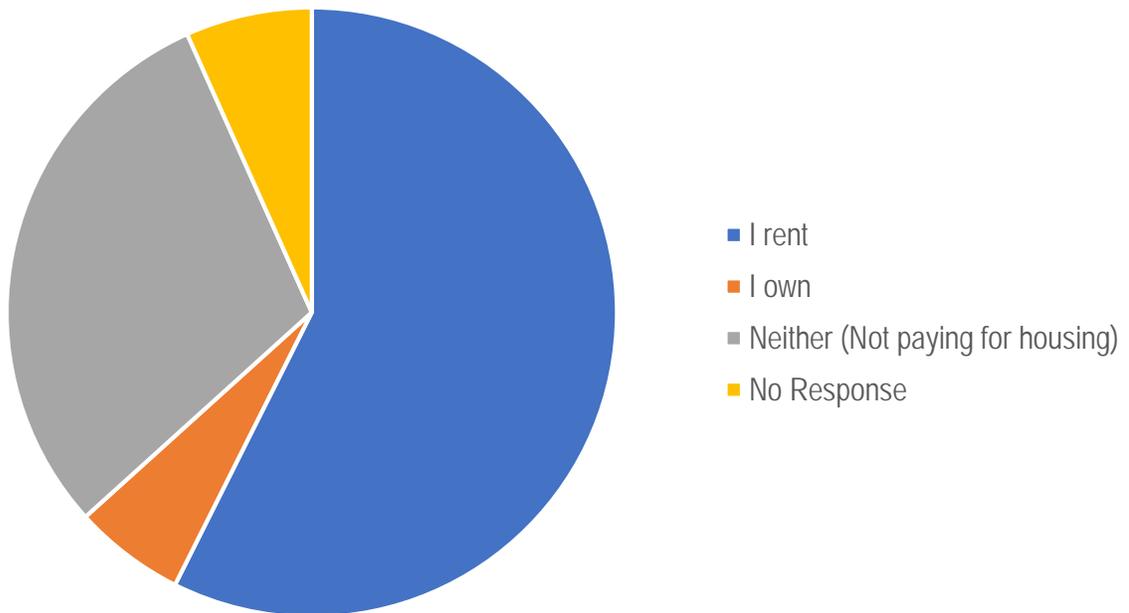
| Length of Residence at Current Home | Number | Percent |
|-------------------------------------|--------|---------|
| Less than 1 month | 17 | 4.8% |
| 1-2 months | 14 | 3.9% |
| 3-6 months | 34 | 9.5% |
| 6 months – 1 year | 57 | 16.0% |
| More than 1 year | 202 | 56.6% |
| I don’t Know | 15 | 4.2% |
| No Response | 18 | 5.0% |
| Total | 357 | 100.0% |

The next question asked respondents, “Do you currently own or rent (e.g.: own house/apartment/trailer)?” Three hundred thirty-three responded to this question. Well over half, 57.4% of respondents reported, ‘I rent’, 30.0% (107) reported ‘Neither (Not paying for housing)’ and 5.9% (21) reported, ‘I own’.

Table 67: Respondents by Own or Rent Living Arrangement, Palm Beach County Client Survey, 2016

| Own/Rent Status | Number | Percent |
|----------------------------------|--------|---------|
| I rent | 205 | 57.4% |
| I own | 21 | 5.9% |
| Neither (Not paying for housing) | 107 | 30.0% |
| No response | 24 | 6.7% |
| Total | 357 | 100.0% |

Figure 31: Respondents by Own or Rent Living Arrangement, Palm Beach County Client Survey, 2016



Housing Assistance

Three hundred thirty three individuals responded to the next question, “If you rent, did you receive housing assistance between June 1st, 2015 and May 31st, 2016?” The majority or 54.1% of participants reported, ‘This does not apply to me,’ sixty-eight individuals (19.0%) reported, ‘Yes and I still currently receive housing assistance,’ sixty-six (18.5%) reported, ‘I have not received assistance between June 1st, 2015 and May 31st, 2016,’ and six (1.7%) participant reported, ‘Yes, but I do not receive assistance anymore.’

Table 68: Respondents by Housing Assistance Received, Palm Beach County Client Survey, 2016

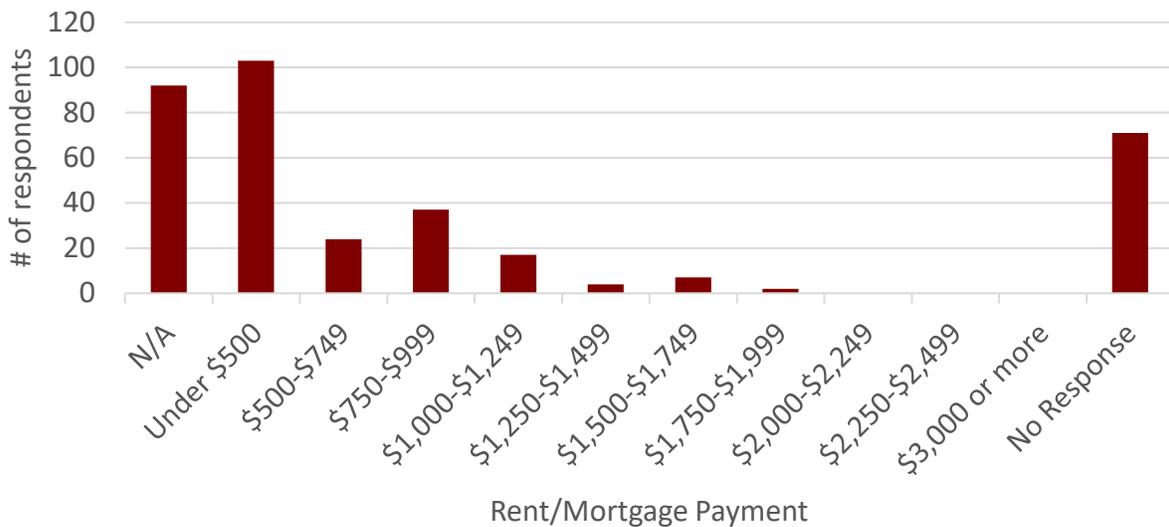
| Housing Assistance Received | Number | Percent |
|---|--------|---------|
| This does not apply to me | 193 | 54.1% |
| Yes, and I still currently receive housing assistance | 68 | 19.0% |
| Yes, but I do not receive assistance any more | 6 | 1.7% |
| I have not received assistance between June 1st, 2015 and May 31st 2016 | 66 | 18.5% |
| No response | 24 | 6.7% |
| Total | 357 | 100.0% |

The following question asked, “How much do you and your household pay for rent or mortgage monthly?” Two hundred eighty-six individuals answered this open-ended question; however, responses were tabulated into price ranges for comparison. About a quarter reported, ‘N/A,’ nearly a third of the respondents said, ‘Under \$500,’ just under 7% reported ‘\$500-\$749,’ and about 10% reported ‘\$750-\$999.’ Less than 10% reported rent/mortgage payments over \$1,000.

Table 69: Respondents by Monthly Rent/Mortgage Payment, Palm Beach County Client Survey, 2016

| Rent/Mortgage Payment | Number | Percent |
|-----------------------|--------|---------|
| N/A | 92 | 25.8% |
| Under \$500 | 103 | 28.9% |
| \$500-\$749 | 24 | 6.7% |
| \$750-\$999 | 37 | 10.4% |
| \$1,000-\$1,249 | 17 | 4.8% |
| \$1,250-\$1,499 | 4 | 1.1% |
| \$1,500-\$1,749 | 7 | 2.0% |
| \$1,750-\$1,999 | 2 | 0.6% |
| \$2,000-\$2,249 | 0 | 0.0% |
| \$2,250-\$2,499 | 0 | 0.0% |
| \$3,000 or more | 0 | 0.0% |
| No Response | 71 | 19.9% |
| Total | 357 | 100.0% |

Figure 32: Respondents by Monthly Rent/Mortgage Payment, Palm Beach County Client Survey, 2016



Three hundred forty-one participants answered this question, which asked, “*In the past year, have you had to do any of these things to have a place to sleep? Mark all that apply.*”

Forty-five (12.6%) participants reported, *Sleep at a family member/friend’s house,* thirty-seven (10.4%) reported *‘Sleep on the streets, in a park, or in another outdoor place,’* twenty-five (7.0%) reported *‘Sleep in car,’* eighteen (5.0%) reported *‘Trade sex for a place to spend the night or money for rent,’* and fourteen (3.9%) reported *‘Sleep in shelter.’*

Table 70: Respondents by Alternative Living Arrangements, Palm Beach County Client Survey, 2016

| Alternative Living Arrangements | Number | Percent |
|--|---------------|----------------|
| Sleep in a car | 25 | 7.0% |
| Trade sex for a place to spend the night or money for rent | 18 | 5.0% |
| Sleep at a family member/friend’s house | 45 | 12.6% |
| Sleep on the streets, in a park, or in another outdoor place | 37 | 10.4% |
| Sleep in a shelter | 14 | 3.9% |
| None of these | 267 | 74.8% |
| No Response | 16 | 4.5% |

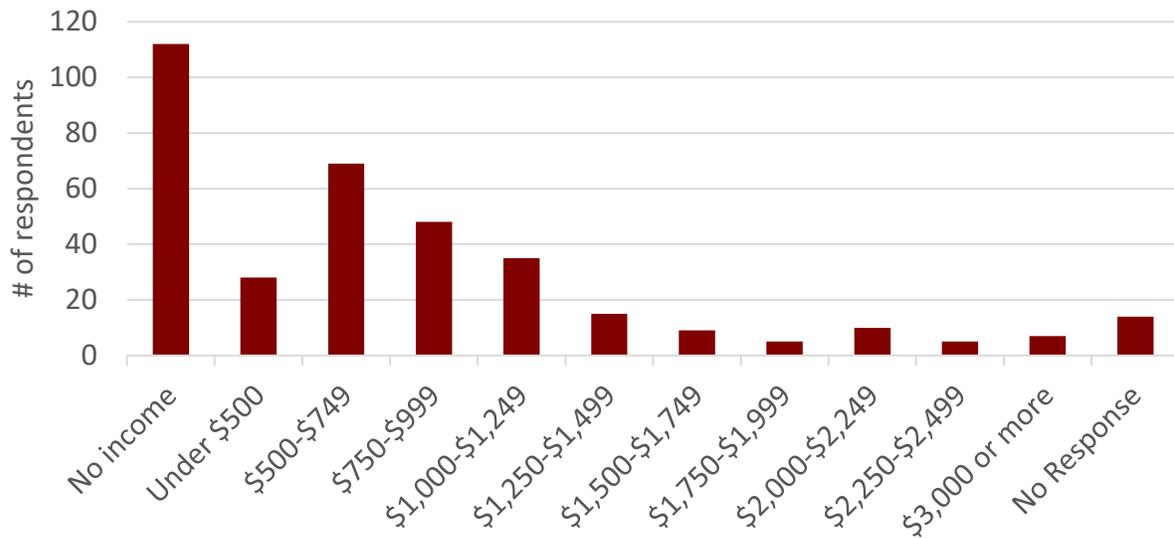
Household Income

The following question inquires about the financial status of the individuals' household and specifically asked, "What was your total income last month?" A few less than a third of the participants reported 'No income,' and nearly 20% reported '\$500-\$749.' But, just over 4% had monthly incomes between \$2,000 – \$2,499, and 2% reported monthly incomes exceeding \$3,000.

Table 71: Respondents by Monthly Income, Palm Beach County Client Survey, 2016

| Monthly Income | Number | Percent |
|-----------------|--------|---------|
| No income | 112 | 31.4% |
| Under \$500 | 28 | 7.8% |
| \$500-\$749 | 69 | 19.3% |
| \$750-\$999 | 48 | 13.4% |
| \$1,000-\$1,249 | 35 | 9.8% |
| \$1,250-\$1,499 | 15 | 4.2% |
| \$1,500-\$1,749 | 9 | 2.5% |
| \$1,750-\$1,999 | 5 | 1.4% |
| \$2,000-\$2,249 | 10 | 2.8% |
| \$2,250-\$2,499 | 5 | 1.4% |
| \$3,000 or more | 7 | 2.0% |
| No Response | 14 | 3.9% |
| Total | 357 | 100.0% |

Figure 33: Respondents by Monthly Income, Palm Beach County Client Survey, 2016

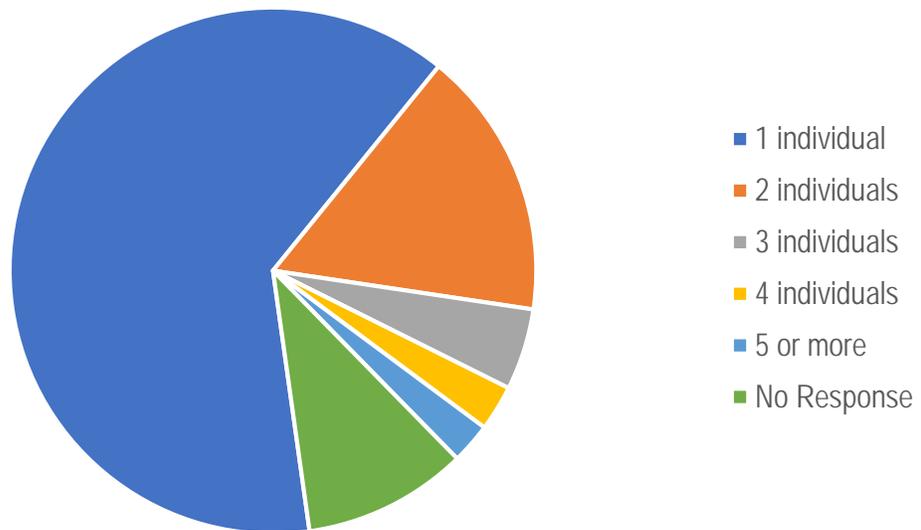


Three hundred twenty-one participants answered the question, “How many people are supported by this income? (Total number of household members including yourself).” Two-thirds participants reported supporting only one person with the income.

Table 72: Respondents by Number of Individuals Supported by Monthly Income, Palm Beach County Client Survey, 2016

| Number of Individuals Supported by Income | Number | Percent |
|---|--------|---------|
| 1 | 225 | 63.0% |
| 2 | 59 | 16.5% |
| 3 | 18 | 5.0% |
| 4 | 10 | 2.8% |
| 5 or more | 9 | 2.5% |
| No Response | 36 | 10.1% |
| Total | 357 | 100.0% |

Figure 34: Respondents by Number of Individuals Supported by Monthly Income, Palm Beach County Client Survey, 2016



The following question asked, “Including yourself, how many members of your household are HIV positive.”

Three hundred thirty participants answered this question. About 14% of participants responded that two or more members in the household were HIV positive.

Table 73: Respondents by Number of Individuals in Household who are HIV Positive, Palm Beach County Client Survey, 2016

| Number of Individuals who are HIV Positive | Number | Percent |
|--|--------|---------|
| 1 | 279 | 78.2% |
| 2 | 49 | 13.7% |
| 3 | 2 | 0.6% |
| 4 | 0 | 0.0% |
| 5 or more | 0 | 0.0% |
| No Response | 27 | 7.6% |
| Total | 357 | 100.0% |

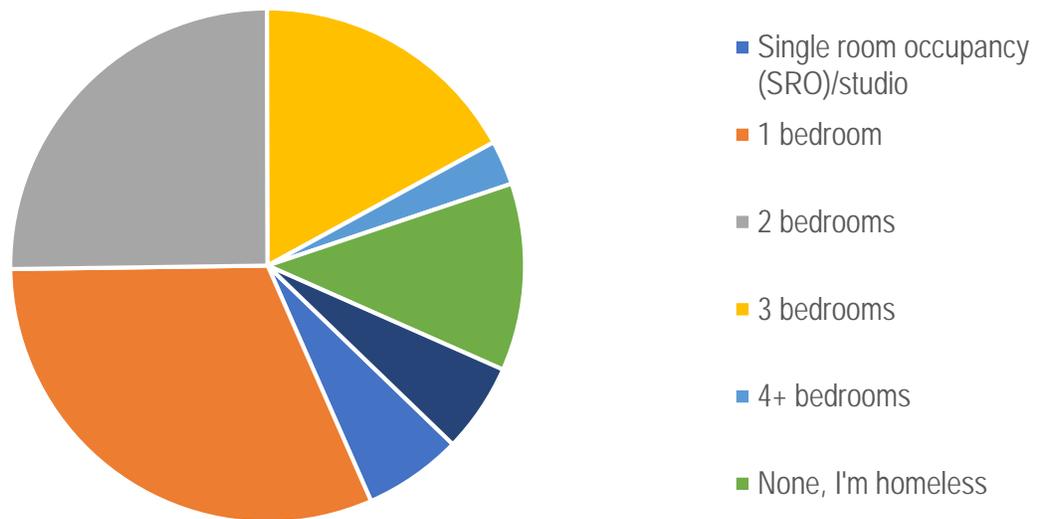
The subsequent question asked, “Please indicate the size of your current home: (Mark one).”

Three hundred thirty seven participants answered this question. Nearly a third of the participants reported ‘1 bedroom’ about a 25.2% reported ‘2 bedrooms,’ sixty-one (17.1%) respondents reported ‘3 bedrooms,’ twenty-two (6.2%) reported ‘Single room occupancy (SRO)/studio,’ and twenty (5.6%) participants reported ‘None, I am homeless.’

Table 74: Respondents by Size of Current Home, Palm Beach County Client Survey, 2016

| Size of Current Home | Number | Percent |
|------------------------------------|--------|---------|
| Single room occupancy (SRO)/studio | 22 | 6.2% |
| 1 bedroom | 112 | 31.4% |
| 2 bedrooms | 90 | 25.2% |
| 3 bedrooms | 61 | 17.1% |
| 4+ bedrooms | 10 | 2.8% |
| None, I'm homeless | 42 | 11.8% |
| No Response | 20 | 5.6% |
| Total | 357 | 100.0% |

Figure 35: Respondents by Size of Current Home, Palm Beach County Client Survey, 2016



The last question asked, *“Is there anything else you would like to tell us about your housing situation or healthcare services that was not covered in the survey?”* This was an open-ended question and responses were grouped together based on area of feedback. One hundred ninety-one participants answered this question, but over 46% responded ‘No.’

Below are responses from participants:

- Long waiting list
- Issues with health insurance accessibility
- Issues with doctors
- Additional assistance needed for services
- Need more affordable housing
- Need assistance finding employment, housing and transportation
- Need to improve care for people
- Co-pays are too high
- Need better communication, i.e. health department, doctors, agencies, and primary care providers
- Eligibility process takes too long
- Food accessibility/Don’t get enough food stamps or food vouchers
- Help going down stairs because of wheelchair
- Help with transportation, food vouchers. I was never told why the services stopped
- Need youth groups and support groups
- I need a better place to stay that is clean
- Need Mental health services/psychiatric care
- Need help educating people on HIV
- Need legal advice
- Need more Spanish speaking assistance

Next Steps

The 2016-2018 Ryan White Part A HIV Needs Assessment Client Survey provides valuable insight into the experiences of individuals living with HIV in Palm Beach County. Recognizing that this data set represents only sample of HIV-related need, HCSEF recommends the following next steps:

- Present these findings to policy makers, local partners, providers, consumers, and affected residents.
- Develop a simplified, abbreviated document of key findings, utilizing infographics to appeal to a wider audience.
- Conduct additional qualitative data collection (including focus groups and informant interviews) to glean more insight into the underlying social determinants of health and other factors that contribute to HIV-related health outcomes across the continuum of care.
- Conduct a comparative analysis of similar data reports conducted locally and at the state level.
- Develop a comprehensive Integrated Needs Assessment based on qualitative data collected through Ryan White Part A and Ryan White Part B.

Appendix A: Integrated HIV Needs Assessment Tool – Palm Beach County 2016

**INTEGRATED HIV NEEDS ASSESSMENT
PALM BEACH COUNTY
2016**

Date _____

Time _____

Name of interviewer (please print clearly and sign name)

Print

Signature

Venue (i.e. provider and/or location, such as “respondents home”)

Survey # _____

GIFT CARD #: _____

Questions? Contact Indira Case
Health Council of Southeast Florida
600 Sandtree Dr. Suite 101
Palm Beach Gardens, FL 33403
Office Phone: (561) 844-4220 ext. 2700
Fax: (561) 844-3310
Email: icase@hcsef.org

Introduction

1. The Health Council of Southeast Florida and Palm Beach County are conducting a survey on the needs of PLWHA who reside in Palm Beach County. This survey is one of the tools being used to gather information. The survey will serve as the basis for planning to better accommodate Persons Living with HIV/AIDS in Palm Beach County.
2. This survey is strictly voluntary and anonymous. Please do not write your name anywhere on this survey.
3. Please complete only one survey.
4. It will take about 15-20 minutes to complete this survey.
5. As a token of our appreciation, the interviewer will give you a \$15.00 gift certificate after you complete the entire survey.

Thank you for taking the time to help us with this important project. Your answers will provide valuable information for the planning and delivery of vital services to our community.

Notes to the Interviewer

There are a number of advantages in having a questionnaire administered by an interviewer rather than self-administered the respondent. Most importantly, interview surveys give higher response rates than mail or phone surveys. Second, respondents seem more reluctant to turn down interviewers. Third, interviewers can answer questions for respondents, probe for answers and clarify confusing matters, thereby obtaining relevant responses. Finally, interviewers can observe behavior and pace the questioning if the respondent becomes tired or upset.

General Guidelines for Interviewing:

1. Try to have fun.

Relax and enjoy yourself. This is an opportunity to forget about your worries for a while and concentrate on someone else. Take a couple of deep breaths and “meet the respondents where they are”.

2. Have a pleasant and appropriate appearance and demeanor.

Dress in a fashion similar to those you’re interviewing. If unsure how you should dress, dress modestly. Your demeanor should be pleasant and communicate a genuine interest in getting to know the respondent. Relax and be friendly.

3. Provide a private and confidential setting. Try to do the interview in a private place where no one will overhear your discussion. If you must do the interview in a public setting, be sure no one is near enough to hear.

4. Read the Introduction to the respondent to emphasize that all survey material is strictly anonymous. No names will be used in gathering or reporting the information.

5. Become thoroughly familiar with the Survey

Study the survey carefully - maybe five or six times. Practice by reading aloud. The goal is to be able to read the survey without error and without stumbling over words. Think of yourself as an actor studying lines for a play. Also, be prepared to give guidance when a respondent doesn’t understand a particular question.

6. Read the wording of each question exactly

Be careful with your wording, even when clarifying questions or probing for answers so that your wording doesn’t distort the answer. In other words, try not to “lead the witness”.

7. Record each response exactly

Record answers. Include details for “other” responses as they are stated by the respondent. Please do not summarize, paraphrase or correct bad grammar.

8. Probe for responses when necessary

Sometimes respondents will respond to a question with an obviously inappropriate answer. This might simply indicate they misunderstood the question. You may have to repeat the question or

rephrase the question and check to make sure the respondent understands. If a respondent answers “Other” to any question, please ask them to be specific.

9. Coordinate efforts to make sure the situation is well controlled.

Whenever more than one interviewer is involved in a survey (e.g. with the help of an interpreter), it is essential that efforts be carefully coordinated and controlled to ensure that everyone is working from the same page.

10. Before the respondent leaves, please validate each survey by reviewing the entire survey (including the cover page) for missing information, unanswered questions, or inappropriate responses. If you find any, re-ask the question or probe for clarification in order to complete that item.

11. Return surveys to Indira Case:

Health Council of Southeast Florida
600 Sandtree Dr. Suite 101, Palm Beach Gardens, FL 33403
Office phone: 561-844-4220 ext. 2700
Fax: 561-844-3310
Email: icase@hcsef.org

Palm Beach County EMA
COMMUNITY NEEDS ASSESSMENT

Anonymous Persons Living with HIV/AIDS (PLWHA) Survey 2016

INTERVIEWER READ: “We are having PLWHA fill out this survey so that you are able to tell your local HIV/AIDS Planning Group what services YOU need. Your input will help the Planning Group make important decisions about how federal and other funds are used in Palm Beach County.

Some questions are personal; however, the information you provide helps us better determine how to make our services better. To ensure your privacy, we will combine all the information we receive so no one will be able to identify you as an individual.

Please tell your friends about this survey. We want to hear from as many people who are living with HIV/AIDS as possible.

If you have completed this survey within the past month, do not complete it again.”

Please check the appropriate box like this when answering multiple choice questions.

SECTION A: DEMOGRAPHICS

INTERVIEWER SAY: "Let's begin by finding out some basic things about you. Please remember that you will never be identified as an individual but rather as part of the whole group of people that take this survey."

Read the following questions. Probe to clarify, if necessary.

1. Survey # _____

2. What is your Zip Code? _____

3. What is your gender? *(check one only)*

- Male Female Transgender (Male to Female) Transgender (Female to Male)
 Other, please specify: _____

4. How do you identify yourself? *(check one only)*

- Heterosexual Lesbian Bisexual MSM (men who have sex with men)

5. What is your race? *(check one only)*

- White/Caucasian Black or African American
 Asian Native Hawaiian or Pacific Islander
 American Indian or Alaskan Native Mixed/more than one race

6. What is your ethnicity? *(check one only)*

- Hispanic/Latina/o Non-Hispanic/Latina/o Haitian

7. What year were you born? _____

8. What is your education level?

- Less than high school graduate Post graduate
 High school diploma/GED Completed College
 Some college

9. What county do you live in currently? _____

10. What best describes your current work situation?

- Working full-time job
 Working part-time job
 Student
 Looking for a job/unable to find employment
 Retired
 Not currently working

I have been unemployed for over a year

11. How old were you when you first tested positive for HIV?
_____ Years of age.

12. Where were you living when you first tested positive for HIV?

In the same county I live in now

In another county in Florida. County: _____

In another state: _____

Outside of the United States. Country: _____

13. Were you in care for HIV/AIDS **between June 1st 2015 and May 31st 2016? (If yes, skip to question 15)**

Yes

No

14. What are the reasons why you are not in care?

Transportation

Treatment by staff in the clinic or doctor's office

Language barrier

Long wait times to get to see the doctor

Child care

I am unavailable during hours of operation

15. In which Florida County or counties did you get your HIV/AIDS medical care between **June 1st 2015 and May 31st 2016?**

16. If you get your HIV/AIDS medical care in a different county than you live, please indicate why. **Please mark only one answer.**

This does not apply to me. I got medical care in the same county I live in.

Services were not available in my county

Dissatisfied with services provided in my county

I did not want people to know that I have HIV

I got care at a clinic that is located closer to where I live or work

Other: _____

17. Where did you **regularly** receive your HIV/AIDS medical care **between June 1st 2015 and May 31st 2016? Please Mark only one answer.**

Walk-in/Emergency clinic

Doctor's office

Hospital emergency room

- Veteran's Administration
- Public clinic/Health Department
- HIV clinic
- Federally Qualified Community Health Center (FQHC)
- Other: _____

18. Are you on antiretroviral (HIV medication) therapy?

- Yes
- No

19. Did you miss any of your HIV medications over the past month? **(If no, skip to question 22)**

- Yes
- No

20. How many times in the past month have you missed your HIV medications?

- 1-3
- 4-6
- 7-9
- 10+

21. If yes, what are some of the reasons why you missed taking your HIV medication? **Mark all that apply.**

- Cost
- Change insurance plan
- Needed to get my prescription renewed
- Forgot
- I had side-effects
- My **Eligibility documentation** for ADAP was not completed timely
- Other: _____

22. In your last blood test, was your viral load **greater** than 1000?

- Yes
- No
- I don't know

23. In your last blood test, was your viral load **below** 200?

- Yes
- No, but it has been going down
- No
- I don't know

24. In the past month, how often did you smoke cigarettes?

- Every day
- Some days
- Not at all

25. In the past month, how often did you consume marijuana?

- Every day
- Some days
- Not at all

26. In the past month, how often did you consume illegal drugs other than marijuana (cocaine, crack, meth, heroin, etc)?

- Every day
- Some days
- Not at all

27. In the past month, how often did you share needles?

- Every day
- Some days
- Not at all

28. In the past month, how often did you have unprotected sex?

- Every day
- Some days
- Not at all

29. Have you been hospitalized for an HIV/AIDS related condition **between June 1st 2015 and May 31st 2016?** If so, what was it for?

- Yes: _____
- No

30. The first set of questions relate to services provided to people with HIV/AIDS. We are very interested in your use of these services because it allows us to identify gaps in services that we can try to fix.

| The services bellow May or May not be available in your area. Please fill in the boxes next to the services that you have used or needed in the past 12 months. | I received this service without difficulty | I received this service but it was difficult to get | I needed this service but was unable to get it | I did not need this service |
|--|--|---|--|-----------------------------|
| Outpatient Medical Care: Visits to doctor's office or clinic for HIV medical care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Case Management: Case managers help clients receive services and then follow-up on their care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medications: Pill for HIV and related issues | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dental/Oral Health: General teeth and mouth care, dentures, oral surgery, etc. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Health Insurance: Helps pay insurance costs or co-pays if client has private insurance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental Health Services: Professional counseling, therapy, or support groups | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Substance Abuse Treatment: Professional counseling for drug or alcohol addiction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Nutritional Counseling: Professional counseling for healthy eating habits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Early Intervention Services: Assistance getting a doctor appointment, HIV counseling and testing, linkage and referral to medical care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Home Health Care: Professional healthcare services in a client's home by a licensed/certified home-health agency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hospices Services: Nursing and counseling services for the terminally ill and their family | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Food Bank or Food Vouchers: Food bags, grocery certificates, home-delivered meals, and nutritional supplements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Transportation: Help getting to the doctor's office and other HIV-related appointments | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Outreach: Someone who finds people with HIV not in care and helps them to visit their doctor and get services they may need | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Health Education/Risk Reduction: Someone who tells clients about HIV, how it's spread, current medications, and how to live with HIV | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Treatment Adherence: Instructions on how to take HIV medications properly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Legal Support: Help clients with HIV-related legal issues (will, living will, etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Rehabilitation: Physical therapy, occupational therapy, Speech therapy, low vision training, etc. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Peer mentoring: Support and counseling from community members | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Housing: Helping find and/or maintaining a place to live | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: Is there a service you need that is not listed above? If so, please list it here. | | | | |

31. If you had problems receiving services **between June 1st 2015 and May 31st 2016**, what were some of the reasons? **Mark all that apply.**

- This does not apply to me. I had no problems receiving services
- I did not know where to get services
- I could not get time off work
- I could not get an appointment
- I was depressed
- I could not get transportation
- I had a bad experience with the staff
- I could not get childcare
- Services were not in my language
- I could not pay for services
- I did not qualify for services
- I did not want people to know that I have

HIV

- Other: _____

32. Do you have insurance?

- Yes
- No

33. Has your health insurance status or plan changed **between June 1st 2015 and May 31st 2016**?

- Yes from uninsured to insured
- Yes from insured to uninsured
- Yes, I changed insurance plan
- No I have been insured for all that period
- No, I have been uninsured for all that period

34. What are some of the reasons why you do not have health insurance? **Mark all that apply**

- This does not apply to me. I have health insurance
- I have not looked into it
- I find the premiums too expensive
- My employer does not offer insurance
- I didn't look worth it
- I am not eligible for Medicaid or Obama Care (also known as Marketplace)

- Other: _____

If you do not currently have health insurance, skip to question 38

35. What type of health insurance do you have?

- Medicaid
- Employer-sponsored private insurance
- Market place insurance through the ACA (Obamacare)
- Medicare
- ADAP Premium Plus AIDS Drug Assistance Program (ADAP)
- Veterans
- Healthcare District
- Tricare
- Other private insurance

36. How would you rate your satisfaction with the health insurance that you have currently?

- I am very satisfied
- I am satisfied
- Neutral
- I am dissatisfied
- I am very dissatisfied

37. If you rated your satisfaction with your insurance as neutral or below, what are some aspects of your insurance are you dissatisfied with? **Mark all that apply.**

- This does not apply to me. I am satisfied with my health insurance
- The co-pays on visits/medications are too high
- My premiums are too high
- My deductible is too high
- It does not cover all the providers I want (eg. I had to change doctors)
- I do not like my doctor but I cannot find another one in my area that my insurance will cover
- I don't understand how it works

38. Do you have a specific doctor that you see regularly for your HIV medical care?

- Yes
- No (**If no, skip to question 41**)

39. How would you rate your satisfaction with the health doctor that you usually see for your HIV/AIDS care?

- I am very satisfied
- I am satisfied
- Neutral
- I am dissatisfied
- I am very dissatisfied

40. If you rated your satisfaction with your provider as neutral or below, what are some reasons why you are dissatisfied? **Mark all that apply**

- This does not apply to me. I am satisfied with my health care provider
- I feel like my health care provider judges me
- I feel like my health care provider doesn't know enough about HIV/AIDS
- I feel like I cannot trust my health care provider
- I feel like my health care provider doesn't really listen to me
- I feel like my health care provider doesn't care about me
- The duration of the visit is too short and rushed
- It takes a long time to get an appointment
- It is far to go for the appointment
- Other: _____

| 41. Between June 1st 2015 and May 31st 2016 , have you had difficulty getting HIV medications for any of the following reasons? | Yes | No | Not Applicable |
|---|--------------------------|--------------------------|--------------------------|
| A) Long wait to get an appointment with my Case worker or Doctor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B) Difficulty with the ADAP application process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C) Difficulty seeing my case worker or doctor at least twice a year to remain enrolled in ADAP | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| D) Unenrolled from ADAP without an explanation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 42) Are you aware that ADAP funds may cover costs associated with your health insurance policy, including co-payments, deductibles, or premiums to purchase or maintain health insurance policy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 43) Have you been made aware of the “hardship exemptions” that can pay for health insurance coverage based on hardships which affect your ability to pay for health insurance coverage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

44. Have you disclosed your HIV status to anyone? **(If no, skip to question 46)**

- Yes
- No

45. Who have you disclosed your HIV status to? **Mark all that apply**

- Health provider
- Current partner
- Friends
- Family
- Everyone I have a sexual encounter with

46. Did you talk to your partner about taking medication to prevent HIV? (PrEP)

- Yes and he/she is taking medication
- Yes but he/she decided not to take medication
- No, but he/she is also HIV positive
- No, I currently do not have a sexual partner
- No, I do not know there are medications to prevent HIV
- No, I have not yet had that conversation

47. Do you always use a condom? **(If yes, skip to question 49)**

- Yes
- No
- N/A

48. If no, what are the reasons you do not?

- I don't like the way condoms feel
- My partner is also HIV positive
- My partner does not like to use condoms
- Not enough time
- I'm on birth control or my partner is
- I don't want to spend money on condoms
- Other, please specify: _____

| 49. Within the last 6 months have you received information on: | Yes | No |
|--|--------------------------|--------------------------|
| A. How to prevent HIV Transmission? | <input type="checkbox"/> | <input type="checkbox"/> |
| B. How to protect one's self from HIV re-infection? | <input type="checkbox"/> | <input type="checkbox"/> |
| C. How to use a condom or other barrier? | <input type="checkbox"/> | <input type="checkbox"/> |
| D. How Viral Load is linked to HIV Prevention? | <input type="checkbox"/> | <input type="checkbox"/> |
| E. How to talk to partners about condom use? | <input type="checkbox"/> | <input type="checkbox"/> |
| F. How to disclose HIV status to partners? | <input type="checkbox"/> | <input type="checkbox"/> |
| G. How to clean needles or other items that can cause infection? | <input type="checkbox"/> | <input type="checkbox"/> |

50. Where did you receive the information above? Select all that apply.

- Medical provider
- Case manager
- Internet search
- Social Media (Facebook, Twitter, Grindr, etc)
- Family member or friend
- Other, please specify: _____

51. Where do you generally receive health-related information? Select all that apply.

- Medical provider
- Case manager
- Internet search
- Social Media (Facebook, Twitter, Grindr, etc)
- Family member or friend
- Other, please specify: _____

52. Where do you receive general/non-health related information?

- Internet search
- Social Media (Facebook, Twitter, Grindr, etc)
- Faith-based organization
- Library/Community center
- Family member or friend
- Other, please specify: _____

53. How much do you feel you are engaged with your care?

- Not much, I am still figuring out my diagnosis
- I only go to my appointments because it is a Ryan White requirement
- Quite engaged, I try to go to all my appointments, take all my medication, etc.
- Very engaged, I do all I can to be healthy and I have great support from providers and from friends/family/partner

54. Were you in city or county Jail (not prison) **between June 1st 2015 and May 31st 2016?**

- Yes
- No (**If no, skip to question 58**)

55. Did the city or county Jail (not prison) medical staff know you had HIV/AIDS?

- Yes
- No

56. Did you get your HIV medication in Jail without interruption?

- Yes
- No

57. When you were released from city or county Jail (not prison), which of the following did you receive?

(Mark all that apply)

- Information about finding housing
- Referral to medical care
- Referral to case management
- A _____ day(s) supply of HIV medication to take with me
- Other: _____
- None of the above

58. Were you in prison between June 1st 2015 and May 31st 2016? **(If no, skip to question 61)**

- Yes
- No

59. Did the prison medical staff know you had HIV/AIDS?

- Yes
- No

60. Did you get your HIV medication in prison without interruption?

- Yes
- No

Definitions: Household for this section means, the total number of persons living in the home.

61. In the past year **(June 1st 2015 and May 31st 2016)**, how many nights have you NOT had a place of your own in which to sleep? _____

62. Have you been continuously homeless for a year or more?

- Yes
- No

63. Have you had four or more times of homelessness in the past three years?

- Yes
- No

64. Which of the following best describes your current living situation? If multiples answers apply to you, select the answer that refers to where you stayed last night.

- Apartment/house/trailer that I own
- Apartment/house/trailer that I rent
- At my parent's/relative's apartment/house/trailer-Permanent Situation
- At my parent's/relative's apartment/house/trailer-Temporary Situation
- Someone else's apartment/house/trailer-Permanent Situation
- Someone else's apartment/house/trailer-Temporary Situation
- In a rooming or boarding house
- In a "supportive living" facility (assisted Living Facility)
- Transitional housing such as a half-way house or hotel or motel room
- Nursing home
- Homeless (on the street/in car/abandoned building)
- Homeless shelter
- Domestic violence shelter
- Other housing provided by the city or state

- Hospice
- In Jail/prison
- Other (specify): _____

65. Have you moved two or more times in the past six months?

- Yes
- No

66. If you moved two or more times in the past six months, why did you have to move? **Mark all that apply**

- This does not apply to me. I did not have to move twice or more during the past six months
- I didn't have enough money for the deposit
- I could not find affordable housing
- I had bad credit
- I was put on the waiting list
- I had a mental/physical disability
- I had a criminal record
- I feel I was discriminated against
- I had no transportation to search for housing
- I didn't qualify for housing assistance
- I had substance use issues
- Other (specify): _____

67. Think about your housing situation now: do any of the following stop you from doing what you need to do to stay healthy? **Mark all that**

- I don't have a private room
- I don't have a place to store my medications
- I don't have a telephone where someone can call me
- I don't have enough food to eat
- I don't have money to pay for rent
- I don't have heat and/or air conditioning
- I don't want anyone to know I have HIV
- I can't get away from drugs (in the neighborhood)
- None of the above

68. Approximately how long have you lived at your current residence?

- Less than 1 month
- 1-2 months
- 3-6 months
- 6 months – 1 year
- More than 1 year
- I don't know

69. Do you currently own or rent (eg: own house/apartment/trailer)?

- I rent

- I own
- Neither (Not paying for housing)

70. If you rent, did you receive housing assistance **between June 1st 2015 and May 31st 2016**? **Mark all that apply**

- This does not that apply to me.
- Yes and I will still currently receive housing assistance
- Yes but I do not receive assistance any more
- I have not received assistance between June 1st 2015 and May 31st 2016

71. How much do you and/or your household pay monthly for the rent or mortgage? If you receive assistance, this is not necessarily the amount of your rent, but how much you and your household members actually pay? _____

72. In the past year, have you had to do any of these things to have a place to sleep? **Mark all that apply**

- Sleep in a car
- Trade sex for a place to spend the night or money for rent
- Sleep at a family member/friend's house
- Sleep on the streets, in a park, or in another outdoor place
- Sleep in a shelter
- None of these

73. What was your total income last month? (Include all of the money you received, plus the money anyone else who lives with you received. Include money from government assistance, except food stamps).

- No income (\$0.00)
- Under \$500
- \$500 - \$749
- \$750 - \$999
- \$1,000 - \$1,249
- \$1,250 - \$1,499
- \$1,500 - \$1,749
- \$1,750 - \$ 1,999
- \$2,000 - \$2,249
- \$2, 250 – 2,499
- \$3,000 or more

74. How many people are supported by this income? (Total number of household members including yourself)

- 1
- 2
- 3

- 4
- 5 or more

75. Including yourself, how many members of our household are HIV positive?

- 1
- 2
- 3
- 4
- 5 or more

76. Please indicate the size of your current home: (Mark one)

- Single room occupancy (SRO)/studio
- 1 bedroom
- 2 bedroom
- 3 bedroom
- 4+ bedroom
- None, I am homeless

77. Is there anything else you would like to tell us about your housing situation or healthcare services that was not covered in this survey?

** In the coming months, we will be holding focus groups to discuss these issues in further detail. If you would like to be contacted to participate, please write your first name and phone number where you can be reached. Additional incentives (gift cards) will be offered for participation in the focus group.

“THANK YOU for taking the time to provide this information. Your responses will affect how *your* local HIV/AIDS funding is spent.” Present participant with a gift card