

HIV Needs Assessment Consumer Survey Report 2020-2021



Palm Beach County Community Service Department

Ryan White Part A/MAI Program

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Executive Summary

Overview

The 2020-2021 Palm Beach County HIV Needs Assessment Consumer Survey report includes information and data on Ryan White Part A/MAI core medical and supportive services, demographic factors, barriers to receiving and or staying in care, quality of life assessment, COVID-19 impact and other factors that influence health disparities and inequities for people living with HIV in Palm Beach County. The Palm Beach County HIV CARE Council develops the Needs Assessment Consumer Survey. This information gathered during this process is used to set priorities for the allocation of treatment and care by the Ryan White Part A/MAI Program, the development of the local county-wide Integrated Prevention and Care Plan, and service and delivery standards.

Data Highlights

The survey data collected indicates that the group most impacted by HIV in Palm Beach County are Black/African-American men ages 45 and older that identify as heterosexual/straight. A third of respondents reside in the area of West Palm Beach/Mangonia Park, Belle Glade and Riviera Beach. A majority of respondents reported that their needs are being met with 89.3% reporting they were able to receive care when they needed it and 78.1% of participants reported that they were satisfied with their HIV case management services. In total, 56.6% of respondents reported that they saw their HIV medical provider 3-5 times within the past 12 months. The data also indicates that 40.1% of respondents reported having high blood pressure, followed by 25.7% that reported having high cholesterol. In addition, 45.4% of respondents reported needing dental care but were not able to receive it with 51.4% of respondents reporting not having dental insurance. While this survey was conducted during the COVID-19 pandemic, 85.1% of respondents reported that COVID-19 had a neutral impact in their care and did not make it harder or easier to access services.

Limitations

The survey was not translated in Haitian Creole or Spanish on Survey Monkey, however bilingual temporary staff were able to verbally translate for participants over the phone. This may have caused some information to be potentially lost in translation. The survey contained 53 total questions and while there were 398 individuals that completed the survey. Some individuals from the first round of the Ryan White Part A/MAI client list did not answer the phone even after

being contacted several times by temporary staff. This could indicate loss of valuable information and potential response bias of those who were not easily reached. However, another randomized set of individuals were added to be contacted in order to meet the stratified sample size by race/ethnicity, so that no one race/ethnicity were over- or under- represented in the study. In addition, not all participants answered each question. Potential burnout in completing the lengthy survey may also have been a factor that contributed to missing values from certain individuals.

Conclusion

This community needs assessment contains an overview of the status of HIV in Palm Beach County for the years 2020-2021. Overall, a little more than half of respondents reported seeing their providers at least 2-3 times during the year along with taking their medication. Aside from dental and oral services, most respondents reported being able to receive the core medical and social support services they needed. The quality of life analysis indicated that some respondents have experienced HIV stigma either internal or external and reported feeling of anxiety about the future. However, despite reporting some levels of anxiousness, the majority of respondents reported feeling moderately in control of their health.

Future Consideration

Although the majority of respondents who completed the survey reported English as their primary language, 30% of respondents' first language was either Haitian Creole or Spanish. Future needs assessment surveys could be available in other languages so that participants who wish to read and complete the survey themselves can. This may also help reduce information that could have been lost in the verbal translation. In addition, more robust methods on various ways to contact clients who were randomly selected (i.e. coordinating with their case manager) may improve participation rates and reduce nonresponse bias. Lastly, the utility of information gained from each question should be carefully considered to reduce the length of future surveys.

Introduction

In 2020-2021, Palm Beach County's HIV CARE Council and Ryan White Part A/MAI Program conducted a community-wide needs assessment to better understand the need for HIV care and treatment services and to enhance the HIV coordinated services network. The Ryan White Part A/MAI Program community-wide needs assessment is a process of collecting and analyzing information to determine the status of HIV in our county, service needs and gaps, barriers to care, and current program successes for individuals living with HIV that are receiving care as well as with those who are not receiving care.

A total of 398 participants completed the survey, which is higher than the 368 sample size needed for a statistically significant confidence level of 95% (i.e. margin of error of 5%).

Methodology

The 2020-2021 HIV Consumer Survey questions were created by HIV CARE Council members. HIV CARE Council members reviewed past Palm Beach County community-wide needs assessment survey questions and reviewed survey questions from other jurisdictions. HIV CARE Council members revised some of the previous questions and developed new questions to create the 2020-2021 HIV Consumer Survey.

The survey aimed to include individuals utilizing Ryan White Part A/MAI services, those receiving HIV care outside of Ryan White Part A/MAI, and people living with HIV who are out of care. A random stratified sampling method by race/ethnicity (White/Caucasian, African-American not Haitian-born, Haitian-born, Hispanic/Latinx, and other race/ethnicity) and care status (in care in Ryan White Part A/MAI, in care with other providers, and recently re-engaged into care individuals) for all persons diagnosed with HIV in Palm Beach County was utilized. The Florida Department of Health HIV Surveillance Epidemiological Profile (Calendar Year 2018) provided the race/ethnicity proportions and the proportion out of care. Ryan White Part A/MAI service utilization was used to determine the proportion of individuals who receive Ryan White Part A/MAI services. Individuals in care with Ryan White Part A/MAI were randomly selected by race/ethnicity strata from the Provide Enterprise database to be part of the survey sample. Additional randomly selected clients were pulled when individuals could not be reached or did not participate. The HIV CARE Council partnered with non-Ryan White HIV clinics to survey participants receiving care with other providers by race/ethnicity strata, although randomization was not able to be implemented with these providers due to not having access to client-level

data. The HIV CARE Council utilized Early Intervention Services (EIS) to identify survey participants who were recently out of care and coming back to care; this strategy was also not random and was not by race/ethnicity strata, as all clients coming back to care were referred to complete the survey until the sample size for this group was met. See Appendix A for detailed information on sampling strategy and completion rates for race/ethnicity and care status.

Temporary bilingual Haitian Creole and Spanish staff were hired to conduct and implement the surveys with clients mostly via phone on paper-based surveys. Afterwards, the information was entered into Survey Monkey. The survey was open from May 2020 - October 2021. Participants were provided compensation for their time with a \$25 grocery gift card to either Publix or Winn-Dixie.

Results

Below are the results of the 2020-2021 Needs Assessment Consumer Survey report, which contain the following sections: Demographics, Treatment and Care, Jail Sentence and Health Planning, Service Utilization, Quality of Life, Service Utilization and Treatment and Care Follow-up, and COVID-19 Impact.

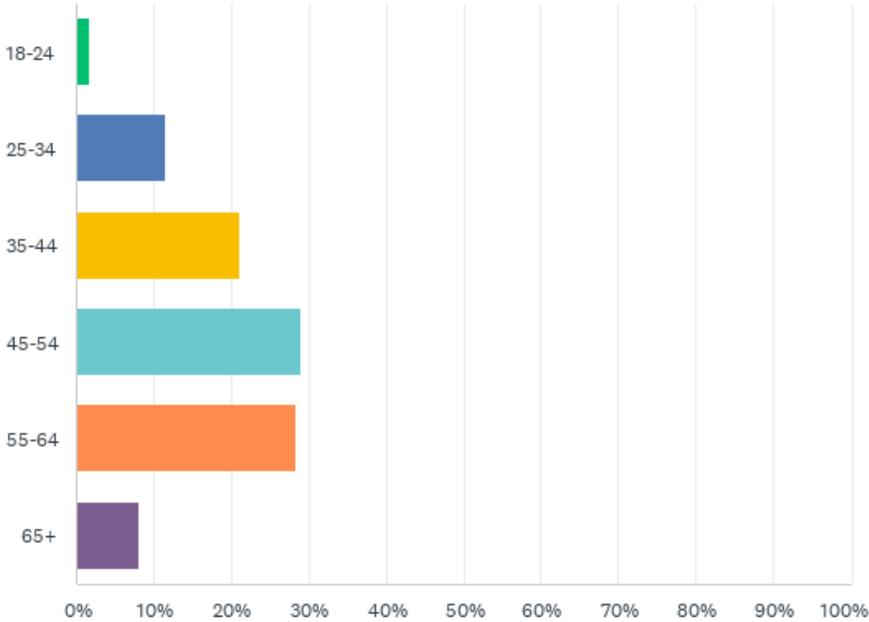
Respondent Demographics

The first thirteen questions focused on demographic data of respondents to ensure equity, inclusion, and representation within the survey. The results begin on the next page.

1. Age

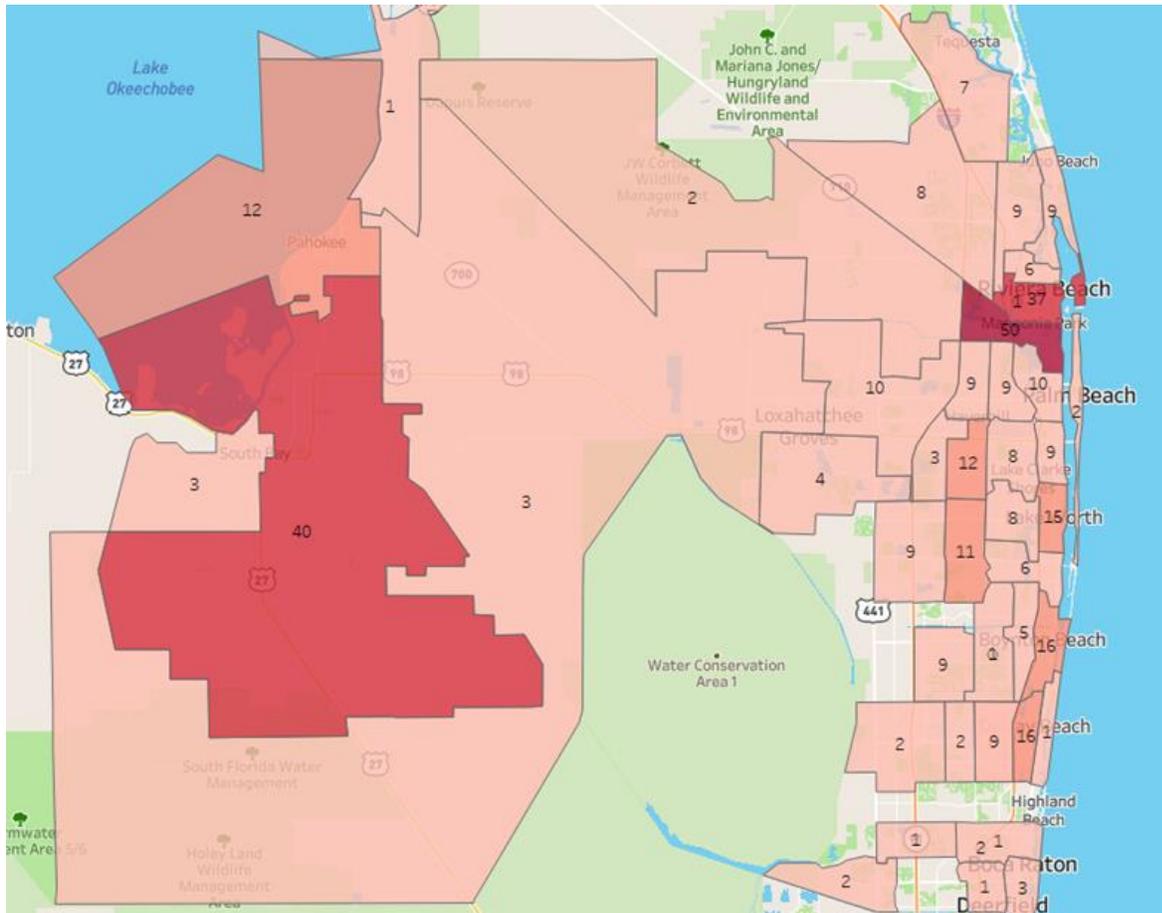
Of the three hundred and ninety seven (n=397) participants who answered the question, “How old are you?”, 28.97% (115/398) reported an age of 45-54, 28.46% (113/398) reported an age of 55-64, 21.16% (84/398) reported an age of 35-44.

ANSWER CHOICES	RESPONSES
18-24	1.76% 7
25-34	11.59% 46
35-44	21.16% 84
45-54	28.97% 115
55-64	28.46% 113
65+	8.06% 32
TOTAL	397



2. Zip Code

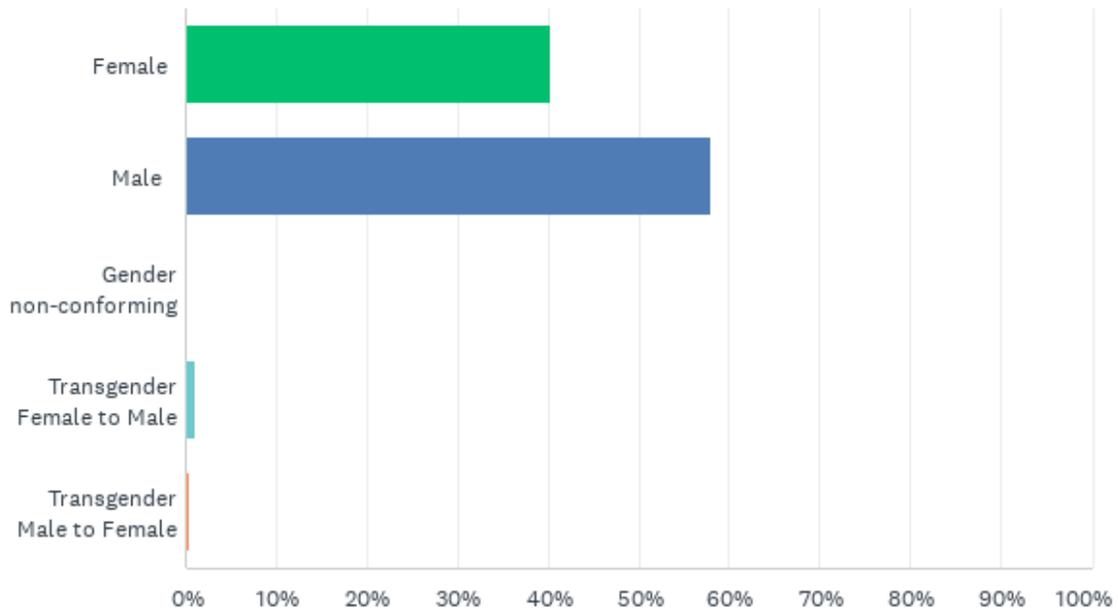
Of the three hundred and ninety-two (n=392) participants who answered the question, “Which zip code do you live in?”, 12.76% (50/392) reported that they are located in the 33407 zip code (West Palm Beach/Mangonia Park), 10.20% (40/392) in the 33430 zip code (Belle Glade), and 9.44% (37/392) in the 33404 zip code (Riviera Beach). The other participants lived in other zip codes throughout Palm Beach County (see image below).



3. Gender

Of the three hundred and ninety-six (n=396) participants who answered the question, “Which one of these do you identify with?”, 58.08% (230/396) identified as male, 40.40% (160/396) identified as female, 1.01% (4/396) identified as Transgender Female to Male, and 0.51% (2/396) identified as Transgender Male to Female.

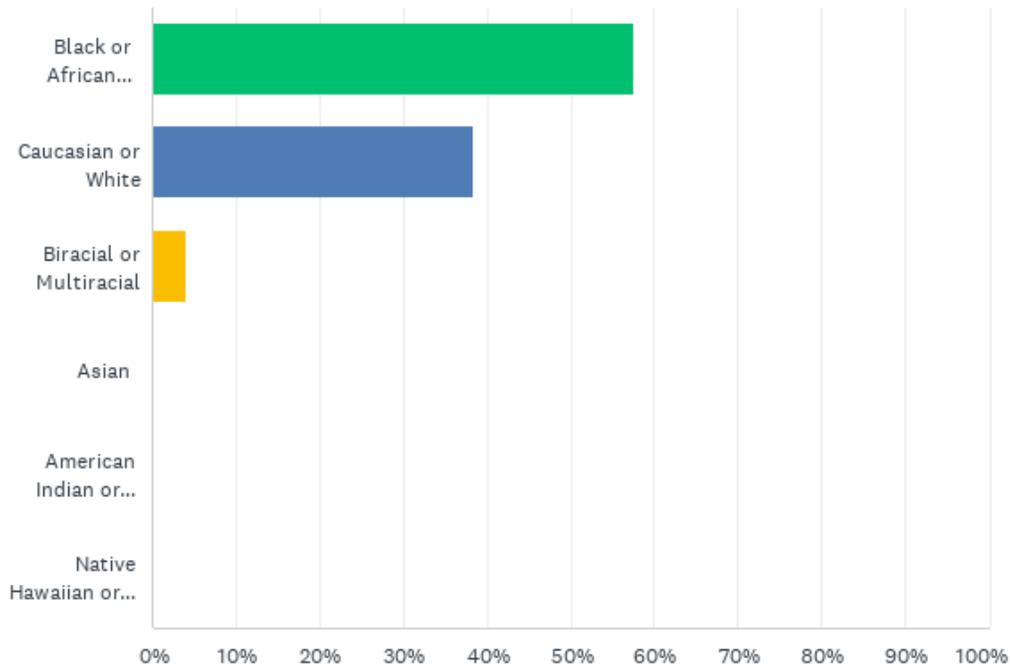
ANSWER CHOICES	RESPONSES	
Female	40.40%	160
Male	58.08%	230
Gender non-conforming	0.00%	0
Transgender Female to Male	1.01%	4
Transgender Male to Female	0.51%	2
Total Respondents: 396		



4. Race

Of the three hundred and twenty-five participants (n=325) who answered the question, “What is your race?”, 57.54% (187/325) identified as Black or African-American, 38.46% (125/325) identified as Caucasian or White, and 4.0% (13/325) identified as Biracial or Multiracial.

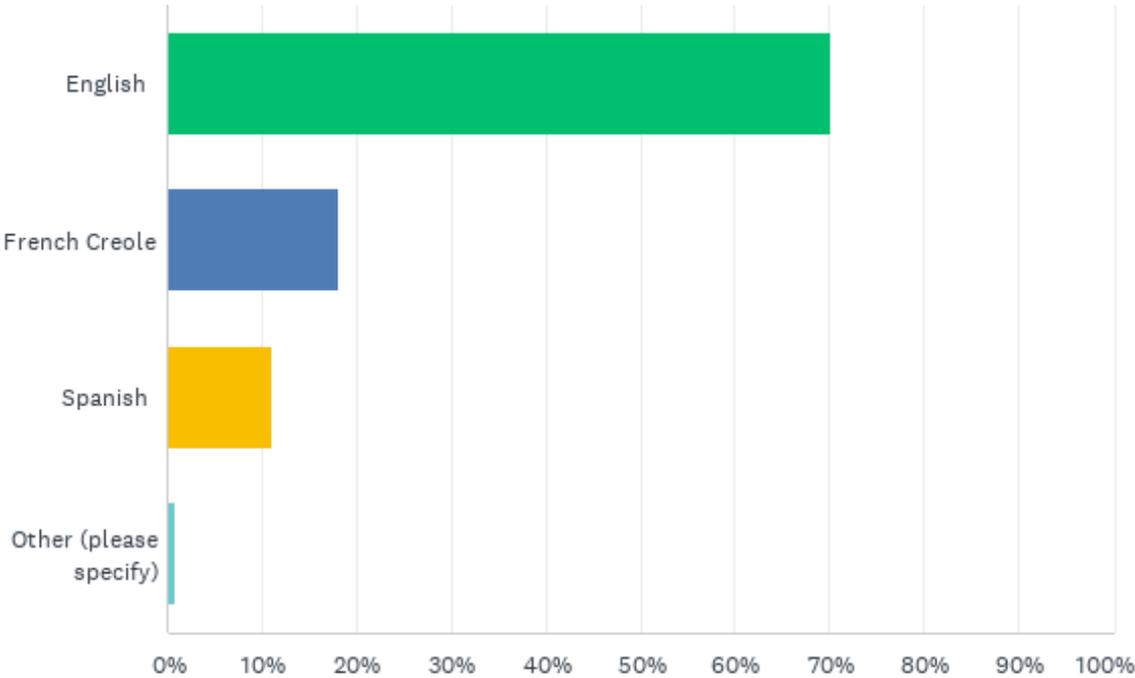
ANSWER CHOICES	RESPONSES	
▼ Black or African American	57.54%	187
▼ Caucasian or White	38.46%	125
▼ Biracial or Multiracial	4.00%	13
▼ Asian	0.00%	0
▼ American Indian or Alaska Native	0.00%	0
▼ Native Hawaiian or other Pacific Islander	0.00%	0
TOTAL		325



5. Language

Of the three hundred ninety-eight participants (n=398) who answered the question, “In what language do you speak most fluently?”, 70.10% (279/398) reported English, 18.09% (72/398) reported French (Haitian) Creole, and 11.06% (44/398) reported Spanish. Of the three participants that selected Other, 100% (3/3) reported Haitian Creole.

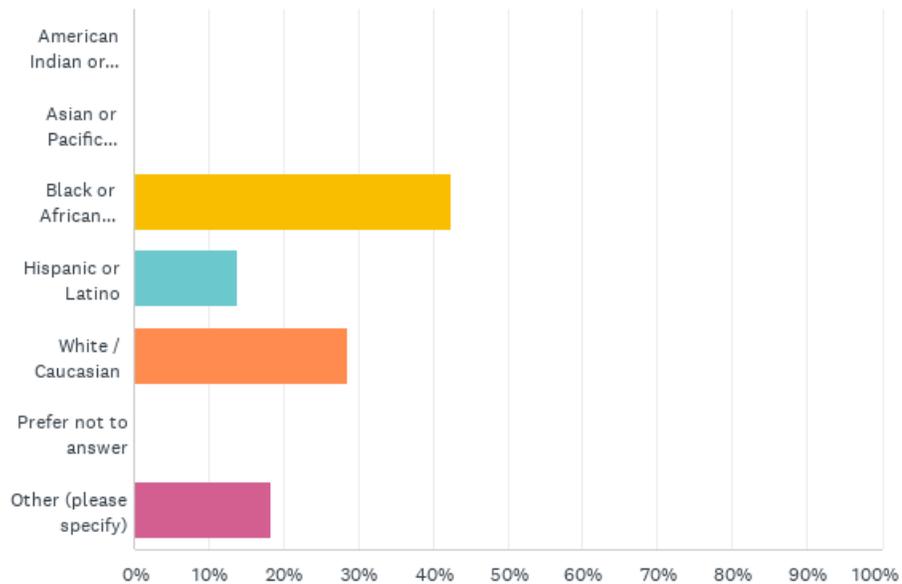
ANSWER CHOICES	RESPONSES	
English	70.10%	279
French Creole	18.09%	72
Spanish	11.06%	44
Other (please specify)	Responses	0.75% 3
TOTAL		398



6. Ethnicity

Of the three hundred and ninety-six participants (n=396) who answered the question, “What is your ethnicity?”, 42.42% (168/396) reported Black or African American, 28.54% (113/396) reported White/Caucasian, 13.89% (55/396) reported Hispanic or Latino, and 18.43% (73/396) reported Other. Of the seventy-three participants (n=73) who selected Other, 93.15% (68/73) reported Haitian ethnicity, 0.03% (2/73) reported Jamaican, 0.03% (2/73) reported Biracial, and 0.01% (1/73) reported Haitian-American.

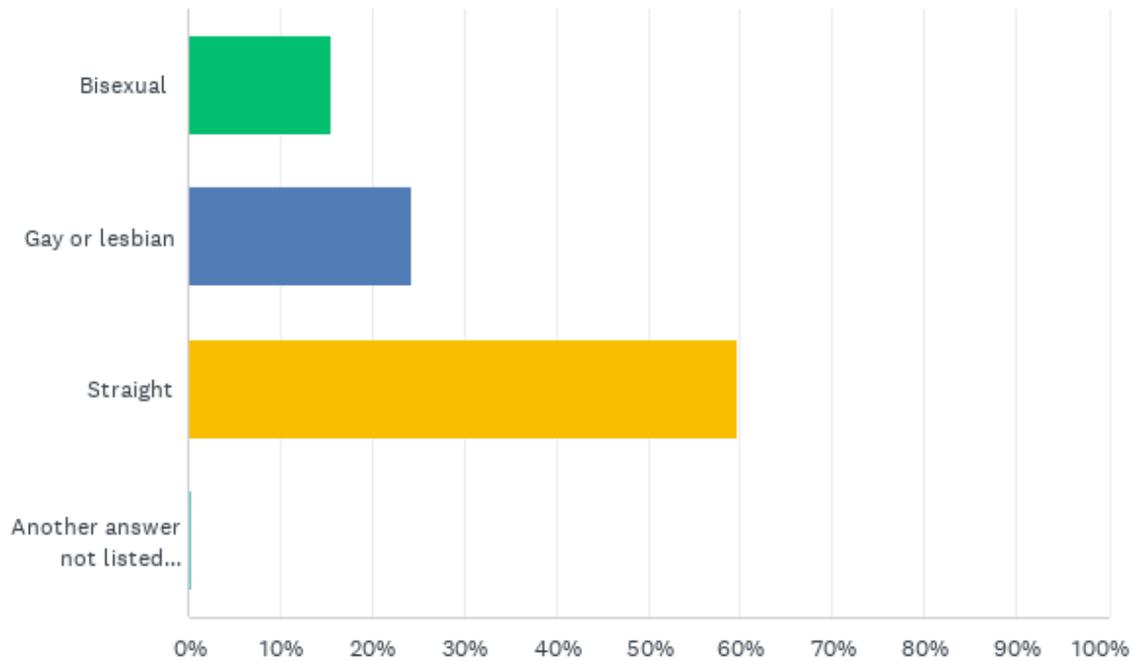
ANSWER CHOICES	RESPONSES
▼ American Indian or Alaskan Native	0.25% 1
▼ Asian or Pacific Islander	0.00% 0
▼ Black or African American	42.42% 168
▼ Hispanic or Latino	13.89% 55
▼ White / Caucasian	28.54% 113
▼ Prefer not to answer	0.25% 1
▼ Other (please specify)	Responses 18.43% 73
Total Respondents: 396	



7. Sexual Orientation

Of the three hundred and ninety-two participants (n=392) who answered the question, “What is your sexual orientation?”, 59.69% (234/392) identified as Straight, 24.23% (95/392) identified as Gay or Lesbian, 15.56% (61/392) identified as Bisexual, and 0.005% (2/392) identified as another sexual orientation not listed.

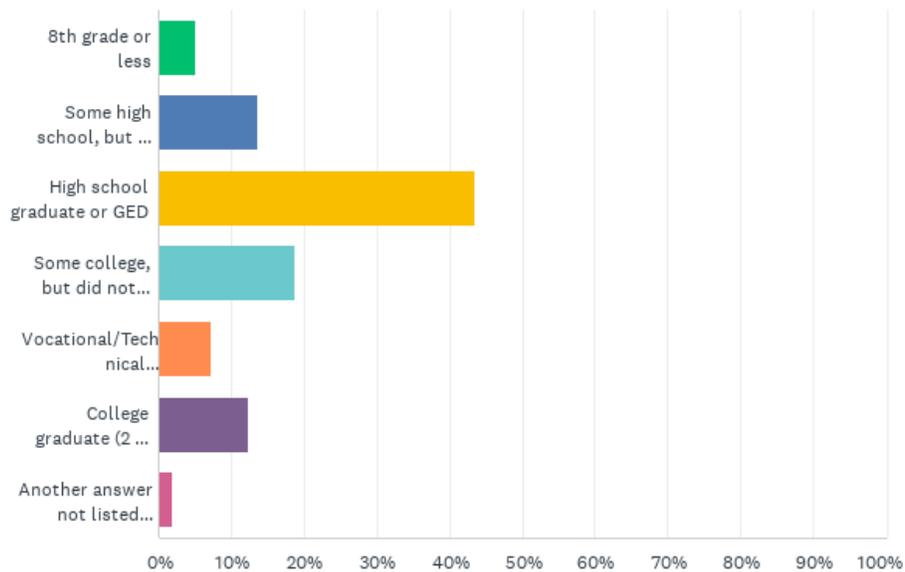
ANSWER CHOICES	RESPONSES
▼ Bisexual	15.56% 61
▼ Gay or lesbian	24.23% 95
▼ Straight	59.69% 234
▼ Another answer not listed above (please specify)	Responses 0.51% 2
Total Respondents: 392	



8. Education

Of the three hundred and ninety-six participants (n=396) who answered the question, “What is the highest degree or level of school you completed”, 43.43% (172/396) completed a high school graduate diploma or GED, 18.69% (74/396) completed some college but did not finish, 13.64% (54/396) completed some high school but did not graduate, 7.32% (29/396) completed vocational/technical certification, 12.37% (49/396) completed a college graduate degree of 2 or more years, and 2.02% (8/396) reported other.

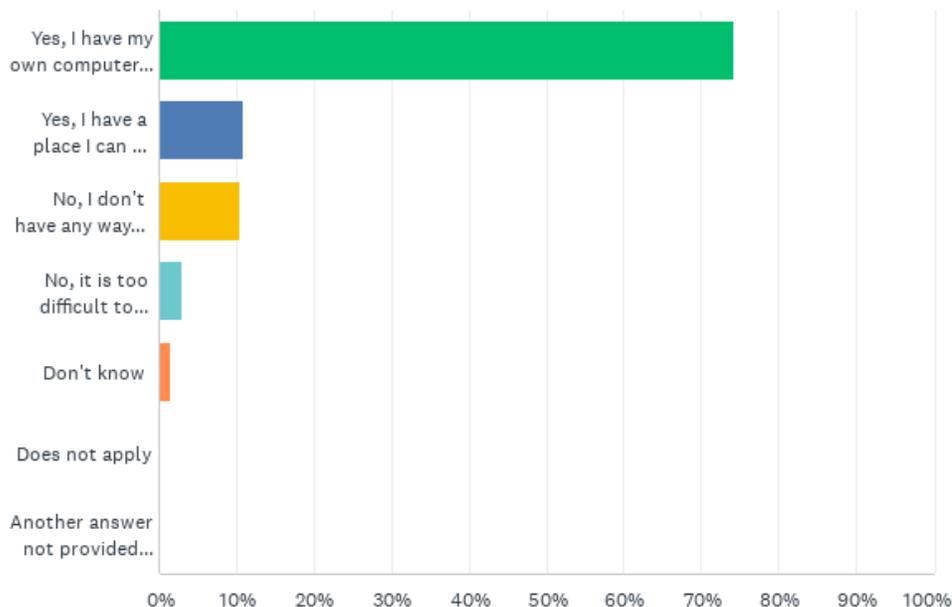
ANSWER CHOICES	RESPONSES	
▼ 8th grade or less	5.05%	20
▼ Some high school, but did not graduate	13.64%	54
▼ High school graduate or GED	43.43%	172
▼ Some college, but did not graduate	18.69%	74
▼ Vocational/Technical certification	7.32%	29
▼ College graduate (2 or more years' degree)	12.37%	49
▼ Another answer not listed above (please specify)	Responses 2.02%	8
Total Respondents: 396		



9. Internet Access

Of the three hundred and ninety-eight participants (n=398) who answered the question, “Do you have internet access when you want it?”, 74.12% (295/398) have their own computer or smartphone, 10.80% (43/398) have a place they can go to access the internet (friend’s house, library, etc.), 10.55% (42/398) don’t have any way to access the internet, 3.02% (12/398) reported that it’s too difficult to access the internet and they only use it when they really need to. Other less frequent responses are included in the table below.

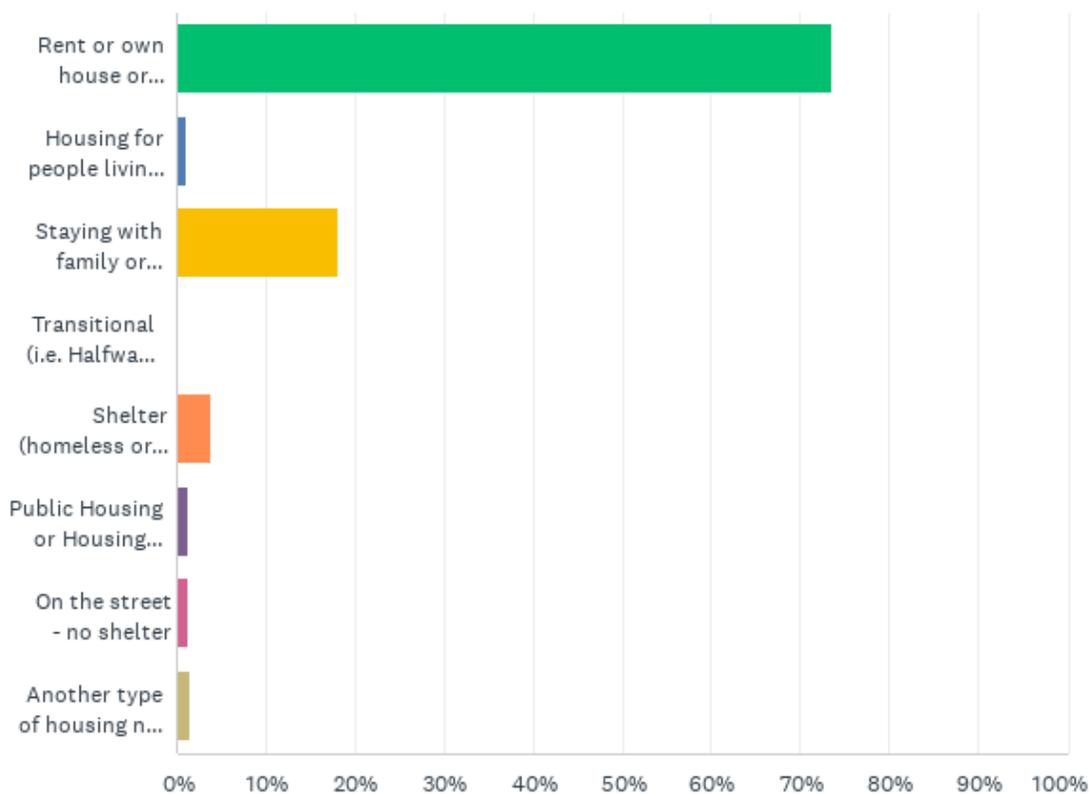
ANSWER CHOICES	RESPONSES		
Yes, I have my own computer or smart phone	74.12%	295	
Yes, I have a place I can go to access the internet (friend's house, library, etc.)	10.80%	43	
No, I don't have any way to access the internet	10.55%	42	
No, it is too difficult to access the internet. I only use it when I really need to.	3.02%	12	
Don't know	1.51%	6	
Does not apply	0.00%	0	
Another answer not provided (please specify)	Responses	0.00%	0
Total Respondents: 398			



10. Housing

Of the three hundred and ninety-three participants (n=393) who answered the question, “What kind of housing do you have now?”, 73.54% (289/393) rent or own a house or apartment (NO vouchers or rental assistance), 18.07% (71/393) are staying with family or friends, and 3.82% (15/398) are living in a shelter (homeless or other). Other less frequent responses are included in the table below.

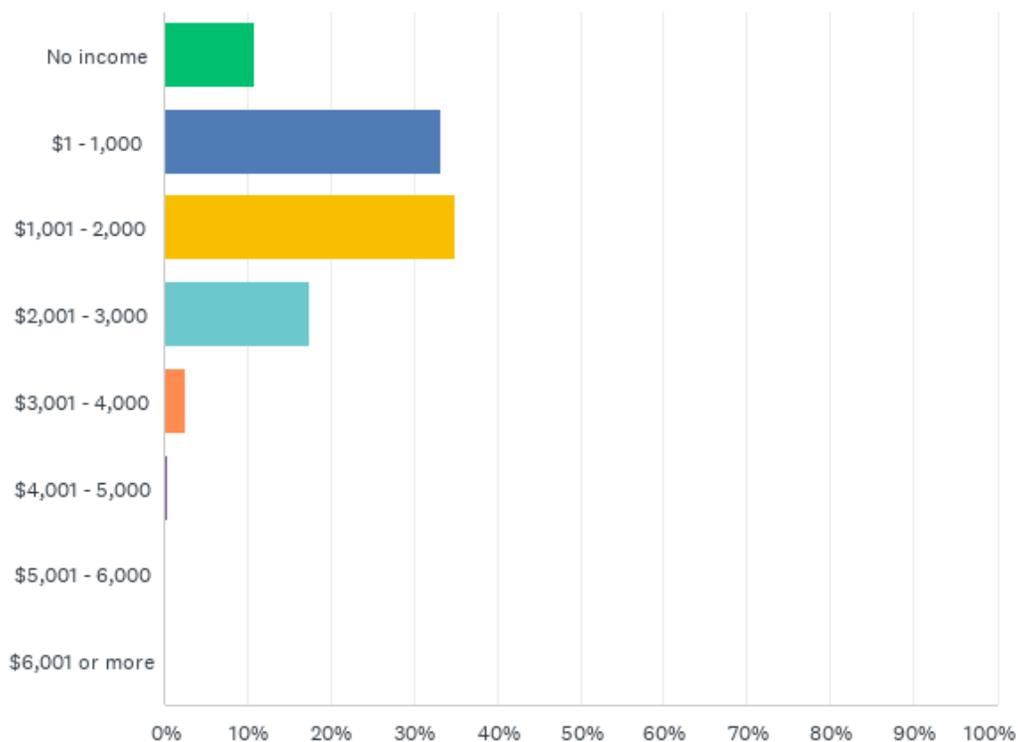
ANSWER CHOICES	RESPONSES
▼ Rent or own house or apartment (NO voucher or rental assistance)	73.54% 289
▼ Staying with family or friends	18.07% 71
▼ Shelter (homeless or other)	3.82% 15
▼ Another type of housing not listed above (please specify)	Responses 1.53% 6
▼ Public Housing or Housing Choice Voucher Program	1.27% 5
▼ On the street - no shelter	1.27% 5
▼ Housing for people living with HIV/AIDS (HOPWA)	1.02% 4
▼ Transitional (i.e. Halfway houses or drug treatment program)	0.25% 1
Total Respondents: 393	



11. Monthly Income

Of the three hundred and ninety-eight participants (n=398) who answered the question, “What is your monthly income?”, 34.92% (139/398) earned a monthly income between \$1001-2000, 33.17% (132/398) earned a monthly income between \$1-1000, 17.59% (70/398) earned a monthly income between \$2001-3000, and 10.80% (43/398) reported no monthly income. Other less frequent responses are included in the table below.

ANSWER CHOICES	RESPONSES
▼ \$1,001 - 2,000	34.92% 139
▼ \$1 - 1,000	33.17% 132
▼ \$2,001 - 3,000	17.59% 70
▼ No income	10.80% 43
▼ \$3,001 - 4,000	2.51% 10
▼ \$4,001 - 5,000	0.50% 2
▼ \$5,001 - 6,000	0.25% 1
▼ \$6,001 or more	0.25% 1
Total Respondents: 398	

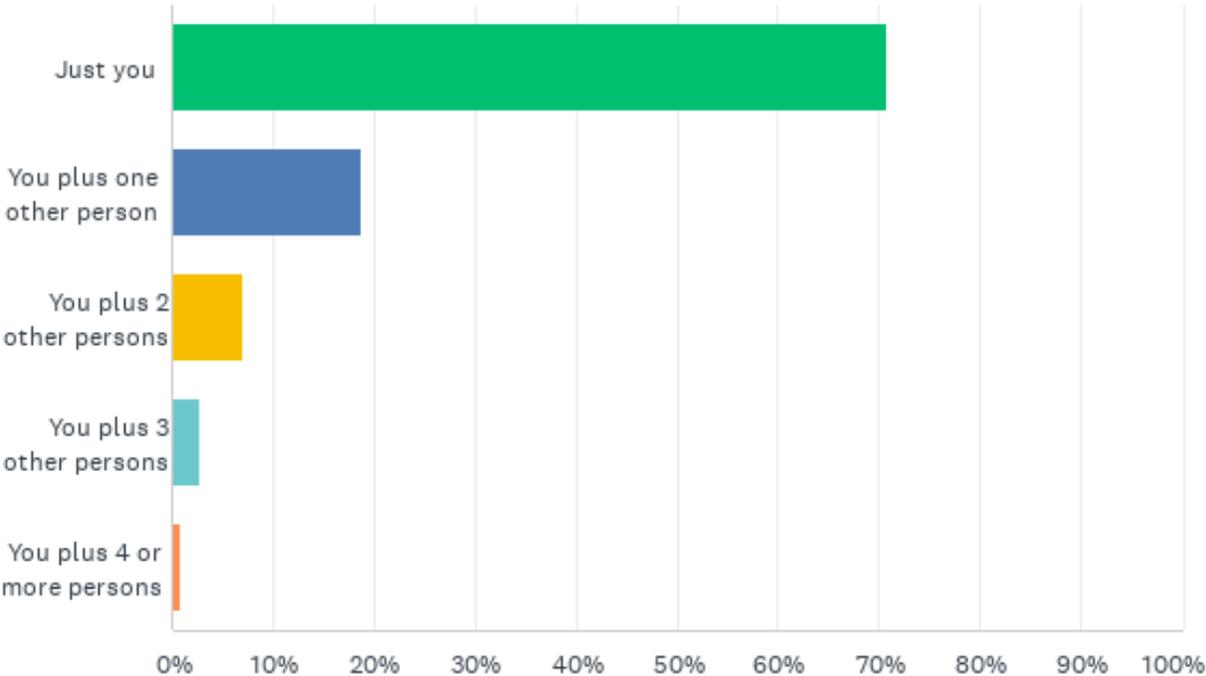


12. Financial Support

Of the three hundred and ninety-six participants (n=396) who answered the question, “How many people do you support with your monthly income?”, 70.71% (280/396) reported that their monthly income supports just their selves, 18.69% (74/396) reported that their monthly income supports them self plus one other person, 7.07% (28/396) reported that their monthly income supports them self plus two other persons. Other less frequent responses are included in the table below.

ANSWER CHOICES	RESPONSES
Just you	70.71% 280
You plus one other person	18.69% 74
You plus 2 other persons	7.07% 28
You plus 3 other persons	2.78% 11
You plus 4 or more persons	0.76% 3

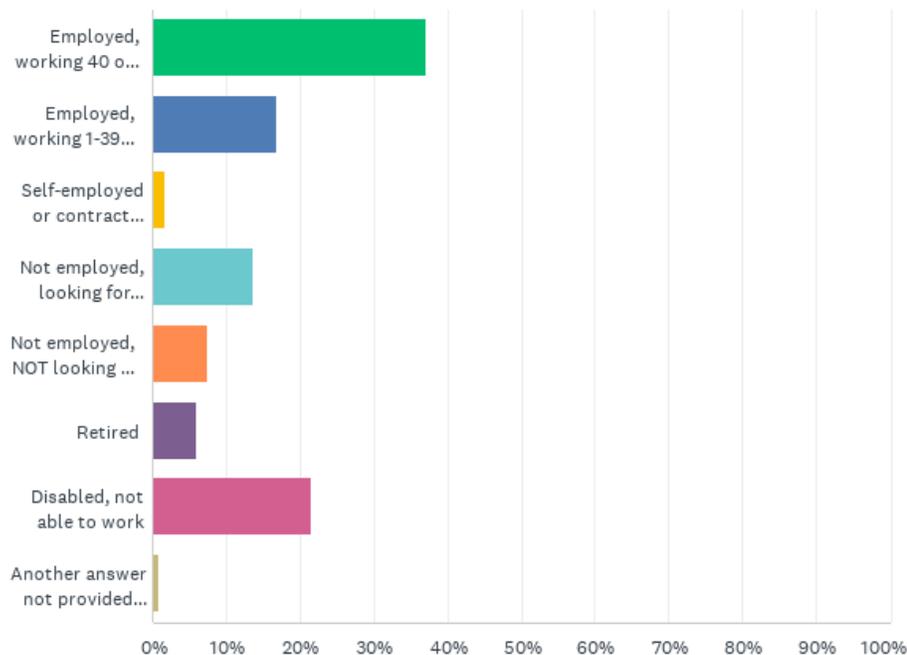
Total Respondents: 396



13. Employment Status

Of the three hundred and ninety-eight participants (n=398) who answered the question, “Which of the following categories best describes your employment status?”, 37.19% (148/398) reported that they are employed, working 40 or more hours per week, 21.61% (86/398) reported that they are disabled and not able to work, 16.83% (67/398) reported that they are employed working 1-39 hours per week, 13.57% (54/398) reported that they are not employed and looking for work, and 6.03% (24/398) reported that they are retired. Other less frequent responses are included in the table below.

ANSWER CHOICES	RESPONSES
Employed, working 40 or more hours per week	37.19% 148
Disabled, not able to work	21.61% 86
Employed, working 1-39 hours per week	16.83% 67
Not employed, looking for work	13.57% 54
Not employed, NOT looking for work	7.54% 30
Retired	6.03% 24
Self-employed or contract worker	1.76% 7
Another answer not provided (please specify)	Responses 0.75% 3
Total Respondents: 398	



Treatment and Care Analysis:

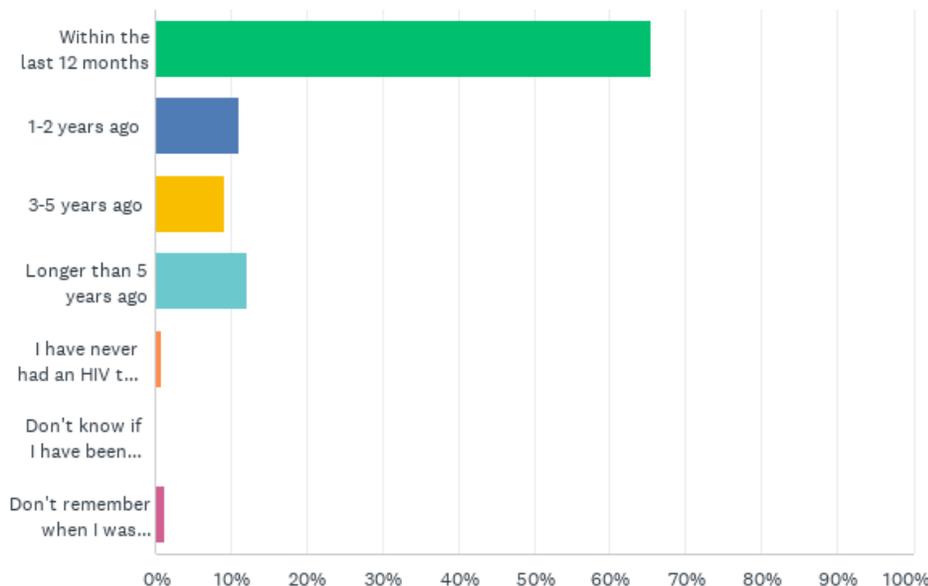
This section on the needs assessment survey focused on care and treatment such as the individual's most recent HIV test, access to medical care and case management, PrEP usage, etc.

14. Most Recent HIV Test

Of the three hundred and ninety seven (N=397) participants that answered the question “When was your last HIV test?”, 65.49% (260/397) of respondents were tested during the prior 12 months; 11.10% (44/398) were tested during the prior 1-2 years; and 12.09% (48/397) were tested during the prior 3-5 years.

ANSWER CHOICES	RESPONSES	
▼ Within the last 12 months	65.49%	260
▼ 1-2 years ago	11.08%	44
▼ 3-5 years ago	9.07%	36
▼ Longer than 5 years ago	12.09%	48
▼ I have never had an HIV test (skip to #27)	0.76%	3
▼ Don't know if I have been tested (skip to #27)	0.25%	1
▼ Don't remember when I was tested	1.26%	5

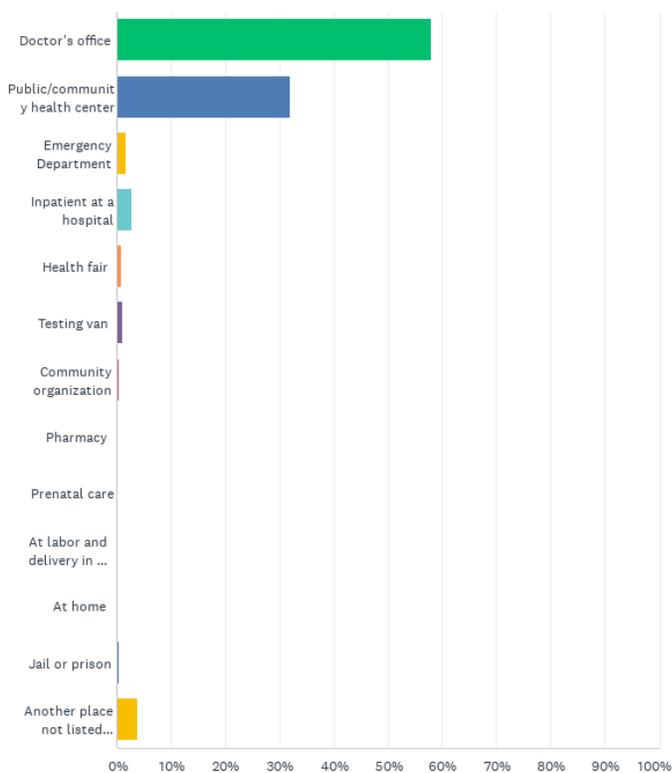
Total Respondents: 397



15. Location of Most Recent HIV Test

Of the three hundred and ninety one (N=391) participants that answered the question “Where did you get your most recent HIV test?”, 58.06% (227/391) of respondents received their most recent HIV test at a doctor’s office; 31.97% (125/391) of respondents received an HIV test at a public/community health center; and 2.81% (11/391) received an HIV test as inpatients at a hospital.

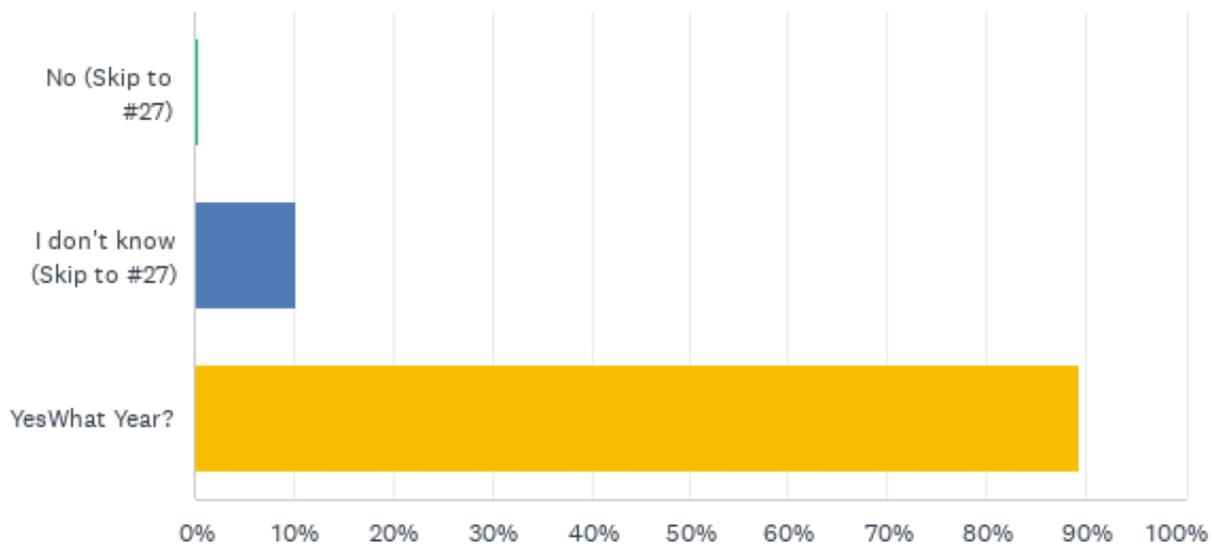
ANSWER CHOICES	RESPONSES	
▼ Doctor's office	58.06%	227
▼ Public/community health center	31.97%	125
▼ Emergency Department	1.79%	7
▼ Inpatient at a hospital	2.81%	11
▼ Health fair	0.77%	3
▼ Testing van	1.02%	4
▼ Community organization	0.51%	2
▼ Pharmacy	0.00%	0
▼ Prenatal care	0.00%	0
▼ At labor and delivery in the hospital	0.00%	0
▼ At home	0.00%	0
▼ Jail or prison	0.51%	2
▼ Another place not listed (please specify)	Responses 3.84%	15
Total Respondents: 391		



16. HIV+ Test Result

Of the three hundred and ninety four (N=394) participants that answered the question “Have you ever received an HIV+ test result?”, 89.34% (352/394) of respondents received an HIV+ test result in the past; 10.15% (40/394) of respondents were not certain about receiving an HIV+ test result; and 0.51% (2/394) had not received an HIV+ test result prior. 47.16% (166/352) of respondents reported taking an HIV test between the years **2010-2021**.

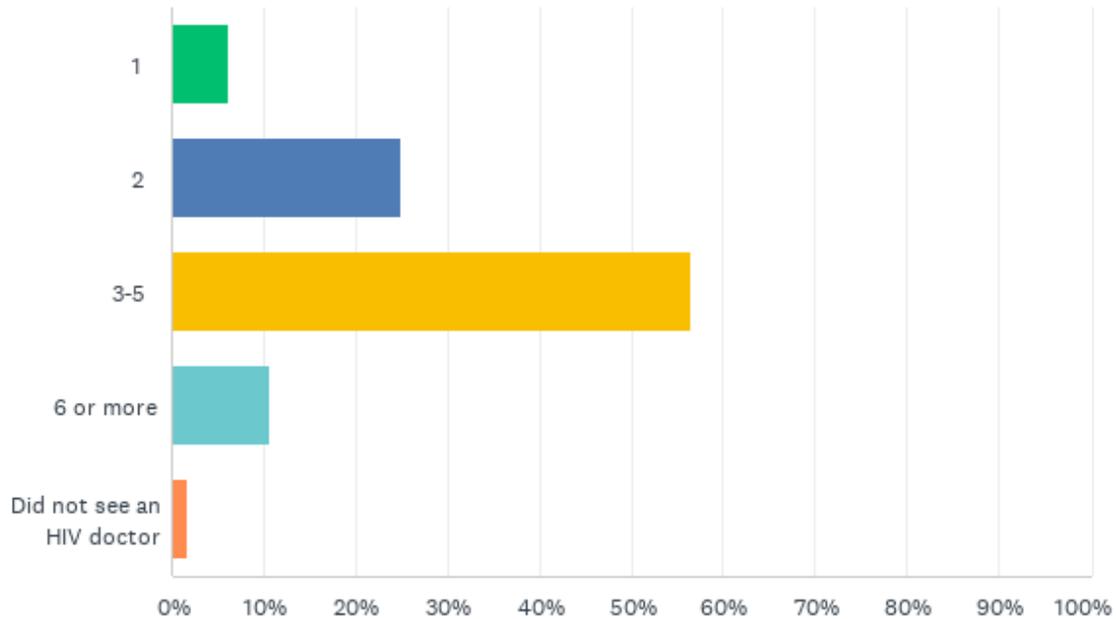
ANSWER CHOICES	RESPONSES
▼ No (Skip to #27)	0.51% 2
▼ I don't know (Skip to #27)	10.15% 40
▼ YesWhat Year?	Responses 89.34% 352
Total Respondents: 394	



17. Frequency of Medical Appointments

Of the three hundred and ninety-four (n=394) participants who answered the question, “In the past 12 months, how many times did you see your HIV medical provider?”, 56.60% (223/394) saw their HIV medical provider 3-5 times in the 12 months prior, 24.87% (98/394) saw their HIV medical provider 2 times in the 12 months prior, and 6.09% (84/394) saw their HIV medical provider one time in the 12 months prior. Other less frequent responses are included in the table below.

ANSWER CHOICES	RESPONSES
▼ 1	6.09% 24
▼ 2	24.87% 98
▼ 3-5	56.60% 223
▼ 6 or more	10.66% 42
▼ Did not see an HIV doctor	1.78% 7
Total Respondents: 394	

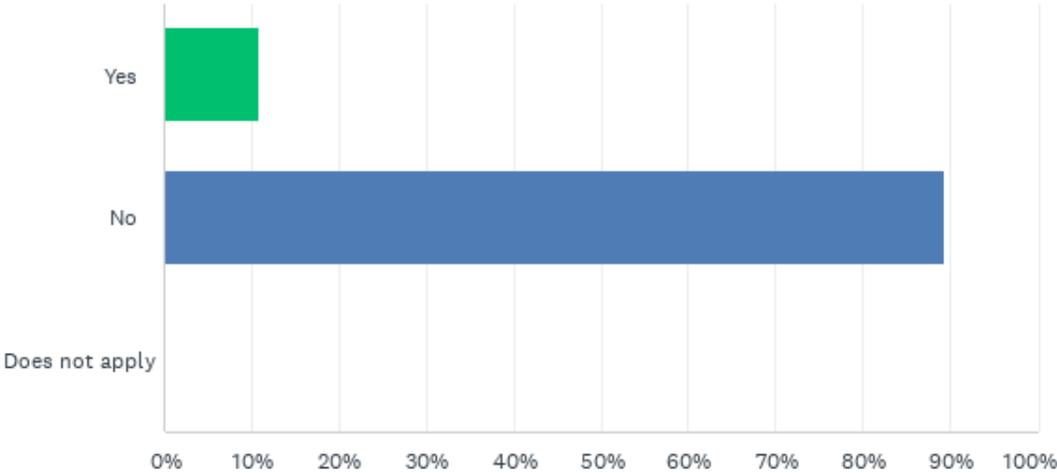


18. Access to Medical Care

Of the three hundred and ninety-three (n=393) participants who answered the question, “In the past 12 months, did you ever need HIV medical care but could not get it?”, 89.31% (351/393) answered no to needing HIV medical care but could not get it, and 10.94% (43/393) of respondents answered yes to needing HIV medical care but could not get it.

ANSWER CHOICES	RESPONSES
Yes	10.94% 43
No	89.31% 351
Does not apply	0.25% 1

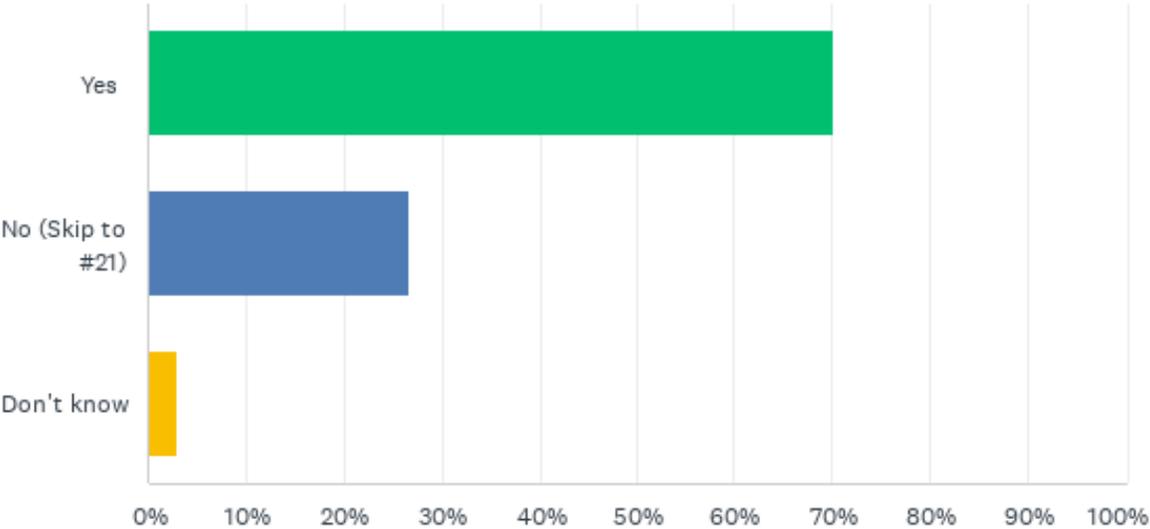
Total Respondents: 393



19. Case Management

Of the three hundred and ninety-three (n=393) participants that answered the question, “Do you have an HIV case manager?”, 70.23% (276/393) had a case manager, 26.72% (105/393) did not have an HIV case manager, and 3.05% did not know if they had a case manager (12/393).

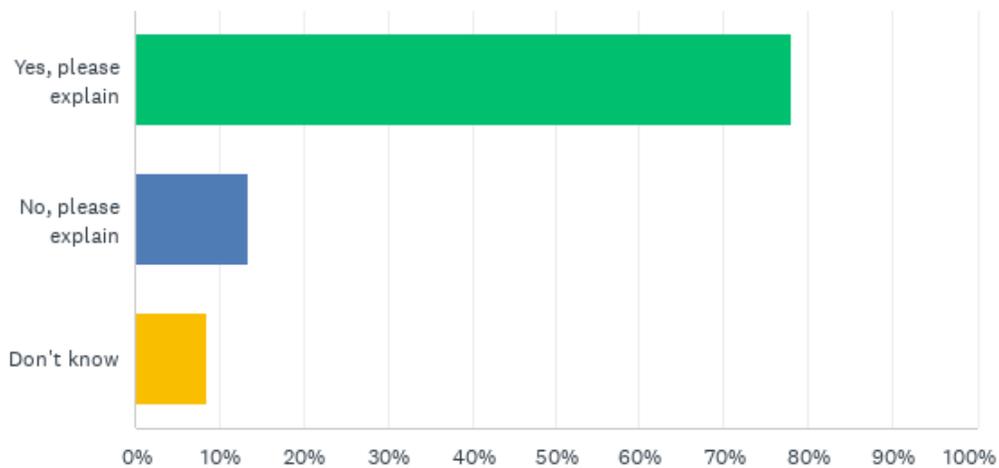
ANSWER CHOICES	RESPONSES
Yes	70.23% 276
No (Skip to #21)	26.72% 105
Don't know	3.05% 12
Total Respondents: 393	



20. Case Management Satisfaction

Of the three hundred and twenty-nine (n=329) participants who answered the question, “Are you satisfied with the HIV case management services?”, 78.12% (257/329) were satisfied with their HIV case management services, 13.37% (44/329) were not satisfied with their HIV case management services, and 8.51% (28/329) were unsure about their satisfaction with their HIV case management services.

ANSWER CHOICES	RESPONSES
▼ Yes, please explain	78.12% 257
▼ No, please explain	13.37% 44
▼ Don't know	8.51% 28
Total Respondents: 329	

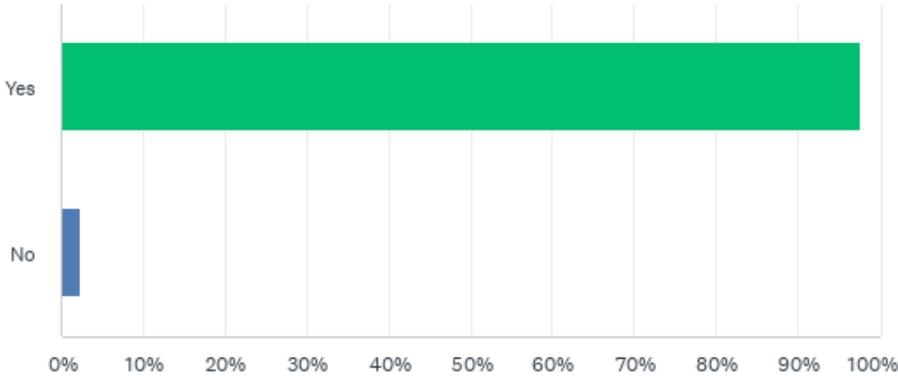


21. Antiretroviral Medicine Usage

Of the three hundred and eighty-five (n=385) participants that answered the question, “Are you currently taking any antiretroviral medicines to treat your HIV?”, 97.66% (376/385) of respondents were taking antiretroviral medicines to treat their HIV, and 2.34% (9/385) of respondents were not taking antiretroviral medicines.

ANSWER CHOICES	RESPONSES
Yes	97.66% 376
No	2.34% 9

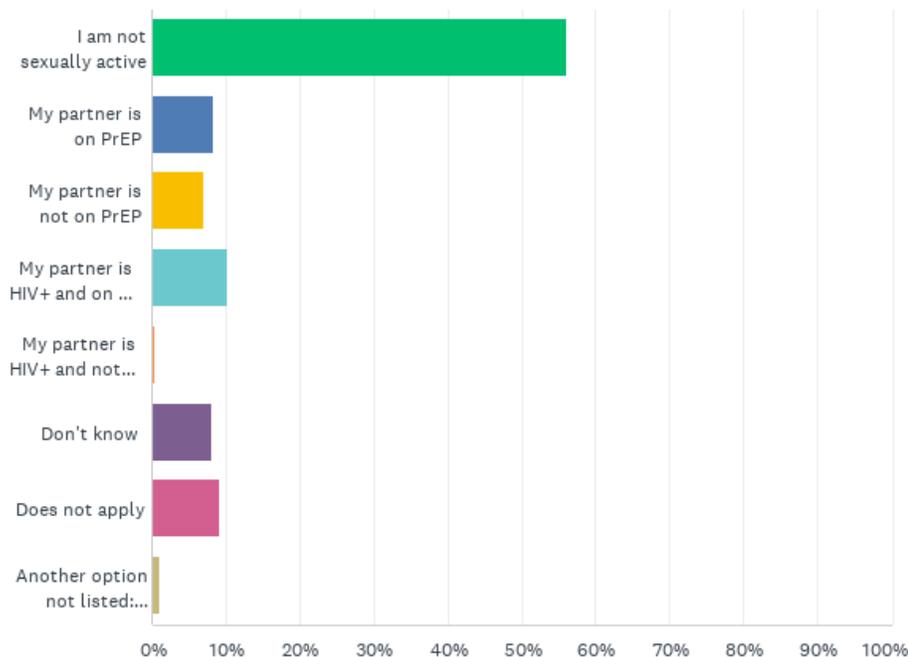
Total Respondents: 385



22. Sexual Partners and PrEP/HIV Medication Usage

Of the three hundred and ninety-three (n=393) participants who answered the question, “Is your sexual partner/s on PrEP (taking HIV meds to prevent HIV)?”, 55.98% (220/393) were not sexually active, 10.18% (40/393) had partners who were HIV+ and on HIV meds, 8.40% (33/393) had partners who were on PrEP, and 7.12% of respondents had partners who were not on PrEP. Other less frequent responses are included in the table below.

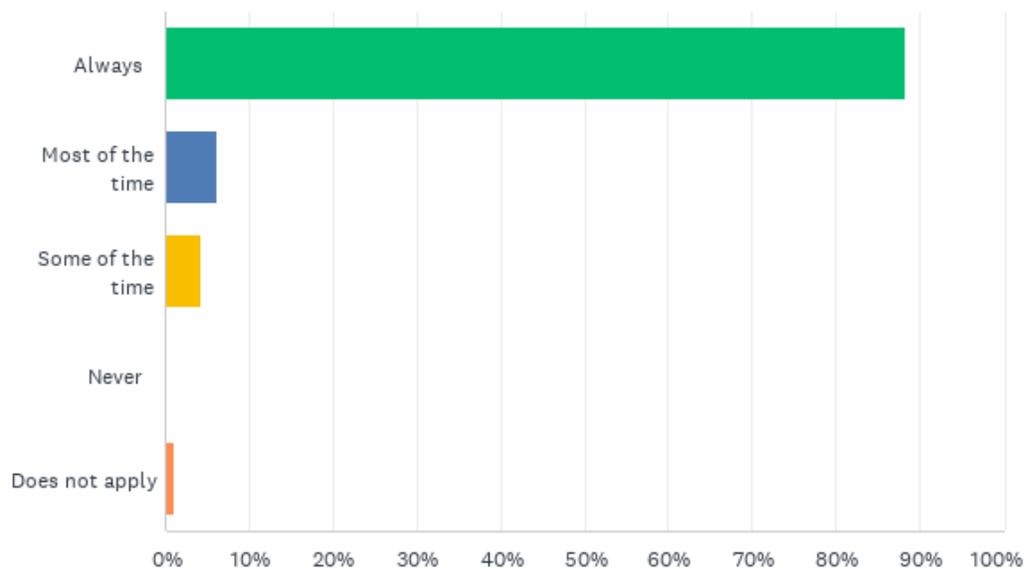
ANSWER CHOICES	RESPONSES	
▼ I am not sexually active	55.98%	220
▼ My partner is on PrEP	8.40%	33
▼ My partner is not on PrEP	7.12%	28
▼ My partner is HIV+ and on HIV meds	10.18%	40
▼ My partner is HIV+ and not on HIV meds	0.51%	2
▼ Don't know	8.14%	32
▼ Does not apply	9.16%	36
▼ Another option not listed: (please specify)	Responses 1.02%	4
Total Respondents: 393		



23. Medical Care Explanation

Of the three hundred and ninety-four (n=394) participants that answered the question, “Over the last 12 months, has your HIV medical provider taken the time to explain your lab results, diagnoses, treatment plans and answer all of your questions?”, 88.32% (348/394) had an HIV medical provider that always explained their services, 6.09% (24/394) had an HIV medical provider that explained their services most of the time, and 4.31% had an HIV medical provider that explained their services some of the time. Other less frequent responses are included in the table below.

ANSWER CHOICES	RESPONSES
Always	88.32% 348
Most of the time	6.09% 24
Some of the time	4.31% 17
Never	0.25% 1
Does not apply	1.02% 4
Total Respondents: 394	

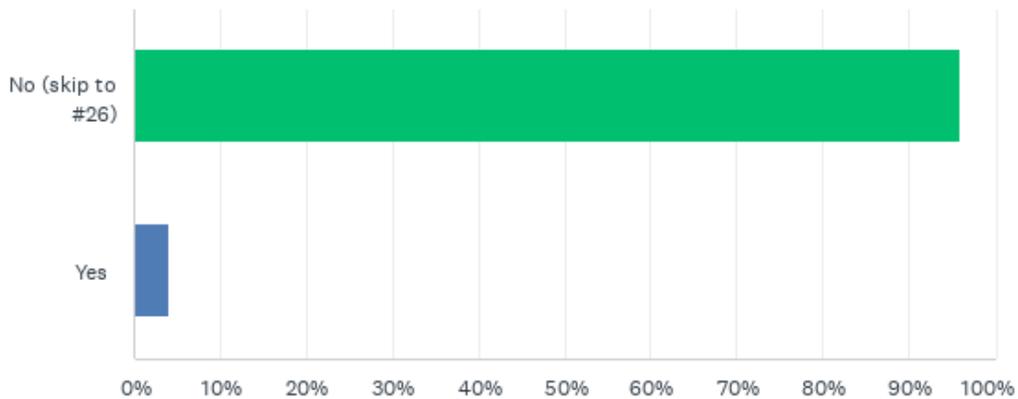


Jail Sentence and Pre-Release Health Planning Results

24. Jail Sentence

Of the three hundred and ninety one (n=391) participants who answered the question, “Since HIV diagnosis, have you served a prison or jail sentence?”, 95.91% (376/391) reported no to serving a prison or jail sentence, and 4.09% (16/391) of respondents reported yes to serving a prison or jail sentence.

ANSWER CHOICES	RESPONSES
▼ No (skip to #26)	95.91% 375
▼ Yes	4.09% 16
Total Respondents: 391	

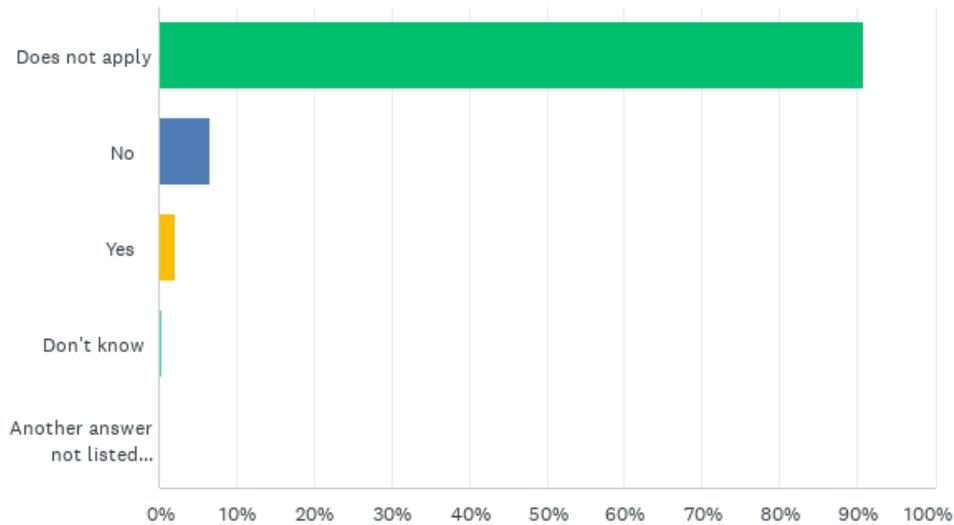


25. Pre-Release Health Planning

Of the three hundred and seventy-eight (n=378) participants who answered the question, “During the most recent time you were in jail or prison, were you offered any assistance with planning for healthcare and other needs after your release?”, 90.74% (343/378) reported that this did not apply to them; 6.61% (25/378) reported no, 2.12% (8/378) of respondents reported yes, 0.53% (2/378) of respondents reported that they don’t know.

ANSWER CHOICES	RESPONSES	
Does not apply	90.74%	343
No	6.61%	25
Yes	2.12%	8
Don't know	0.53%	2
Another answer not listed (please specify)	Responses 0.00%	0

Total Respondents: 378



Service Utilization Results

The next question focused on utilization of Ryan White Part A/MAI service categories to better understand access and/or barriers to available services.

26. Service Utilization

Three hundred and seventy-one participants (n=371) answered the following question, “Please review the list of services below and check all the services you used in the last 12 months and the services you needed but did not get for any reason. Make sure you check if you are unable to get a specific service.” For each service category, participants selected one of the following three choices: “I have used this service in the last 12 months”, “I needed this service but did not get it”, or “I did not use this service or I did not need this service.”

I have used this service in the last 12 months:

The most used services in the last 12 months were Laboratory Diagnostic testing at 69.73% (258/370), AIDS Pharmaceutical Assistance at 69.84% (257/368), and Medical Case Management at 66.12% (244/369). Other service category utilization are included in the table on the following page.

I needed this service did not get it:

The service in the last 12 months that were needed but not received was Oral Health Care. Almost half of respondents (45.41% or 168/370) needed but did not get Oral Health Care (Dental Services), followed second by Housing Services at 12.77% (47/368). Other service category needs are included in the table on the following page.

I did not use this service or I did not need this service:

When respondents were asked which service they least used in the last 12 months, an overwhelming majority of respondents, 90.71% (332/366) did not use or did not need EFA-Prior Authorization Emergency Pharmacy Services, 89.34% (327/366) of respondents did not need or did not use Legal Services, and 88.38% (327/370) or respondents did not need Substance Use treatment (residential) services. Other service category not utilized or unneeded are included in the table on the following page.

	I HAVE USED THIS SERVICE IN THE LAST 12 MONTHS	I NEEDED THIS SERVICES BUT DID NOT GET IT	I DID NOT USE THIS SERVICE OR I DID NOT NEED THIS SERVICE	TOTAL	WEIGHTED AVERAGE
Oral Health Care (Dental Services)	24.32% 90	45.41% 168	30.27% 112	370	2.06
Housing Services	7.61% 28	12.77% 47	79.62% 293	368	2.72
SNAP Benefits	37.84% 140	11.62% 43	50.54% 187	370	2.13
Emergency Financial Assistance	5.41% 20	11.35% 42	83.24% 308	370	2.78
Specialty Medical Care (Oncology, dermatology, cardiology, etc.)	29.19% 108	10.27% 38	60.54% 224	370	2.31
Medical Case Management	66.12% 244	8.94% 33	24.93% 92	369	1.59
Food Bank/Nutritional Supplements	21.08% 78	8.92% 33	70.00% 259	370	2.49
Food Bank/Home Delivered Meals	21.74% 80	8.42% 31	69.84% 257	368	2.48
Social Security Income (SSI) Benefits	23.72% 88	7.82% 29	68.46% 254	371	2.45
Medical Transportation Services	14.32% 53	7.57% 28	78.11% 289	370	2.64
Mental Health Therapy/Counseling	8.65% 32	7.57% 28	83.78% 310	370	2.75
Medical Nutrition Therapy (Nutritional Supplements, Nutritionist)	11.89% 44	7.03% 26	81.08% 300	370	2.69
Legal Services	4.10% 15	6.56% 24	89.34% 327	366	2.85
Home Health and Community Based Health Services (professional nurse provides medical care in your home)	6.22% 23	5.95% 22	87.84% 325	370	2.82
Health Insurance (Financial Assistance for Premiums and Copays)	59.19% 219	5.68% 21	35.14% 130	370	1.76
EFA-Prior Authorization (Received Emergency Pharmacy)	3.55% 13	5.74% 21	90.71% 332	366	2.87
Outpatient/Ambulatory (Medical Care)	13.35% 49	5.45% 20	81.20% 298	367	2.68
Substance Use Treatment (Residential)	6.22% 23	5.41% 20	88.38% 327	370	2.82
Laboratory Diagnostic Testing	69.73% 258	5.14% 19	25.14% 93	370	1.55
AIDS Pharmaceutical Assistance	69.84% 257	4.35% 16	25.82% 95	368	1.56
Early Intervention Services (Services to help you get HIV medical care or get back into care after a time away)	31.89% 118	2.70% 10	65.41% 242	370	2.34

Quality of Life Results

The next question focused on quality of life satisfaction, health, relationships, and wellbeing for people with HIV.

27. Quality of Life

Three hundred sixty-seven participants (n=367) responded to the following prompt, “This survey is intended for people living with HIV. We would like to ask you about your health, relationships, life satisfaction, and wellbeing. Please indicate how much the following statements apply to you on a scale from 1-not all to a 5-extremely.”

For each statement, participants selected one of the following answer choices: 1-Not at all, 2-Slightly, 3-Moderately, 4-Very, or 5-Extremely.

Of the three hundred and sixty-five respondents (n=365), 88.22% (322/365) are at least moderately optimistic about their future, 88.89% (326/367) are at least moderately enjoying their life, and 77.26% (282/365) are at least moderately worried about their health.

A little more than half of respondents, 51.0% (186/365), are at least moderately afraid that people may reject them when they leave they have HIV.

Of the respondents, 71.31% (261/366) are at least moderately worried about the impact of HIV on their health, and 71.15% (259/364) are at least moderately fearful of the health effects of HIV as they get older. Almost half of respondents, 45.90% (168/366) are at least moderately worried that having HIV limits their opportunities in life.

Additional responses are included in the table on the following page.

	NOT AT ALL	SLIGHTLY	MODERATELY	VERY	EXTREMELY	TOTAL	WEIGHTED AVERAGE
▼ I worry about my health	10.68% 39	12.05% 44	32.60% 119	30.96% 113	13.70% 50	365	2.67
▼ I worry about the impact of HIV on my health	15.03% 55	13.66% 50	27.32% 100	33.61% 123	10.38% 38	366	2.56
▼ I fear the health effects of HIV as I get older	15.93% 58	12.91% 47	27.20% 99	33.24% 121	10.71% 39	364	2.55
▼ I am enjoying life	3.54% 13	7.63% 28	32.97% 121	40.87% 150	14.99% 55	367	2.85
▼ I feel in control of my life	4.66% 17	7.67% 28	30.96% 113	42.19% 154	14.52% 53	365	2.83
▼ I am optimistic about my future	3.29% 12	8.49% 31	33.42% 122	40.27% 147	14.52% 53	365	2.85
▼ I feel good about myself as a person	4.10% 15	8.20% 30	28.14% 103	40.98% 150	18.58% 68	366	2.84
▼ I feel that HIV limits my personal relationships	19.35% 71	24.25% 89	32.70% 120	15.53% 57	8.17% 30	367	2.37
▼ I lack a sense of belonging with people around me	27.60% 101	24.59% 90	32.79% 120	10.38% 38	4.64% 17	366	2.20
▼ I am afraid that people may reject me when they learn I have HIV	23.29% 85	25.75% 94	31.51% 115	10.41% 38	9.04% 33	365	2.28
▼ I feel that HIV prevents me from doing as much as I would like	23.98% 88	28.07% 103	28.61% 105	11.99% 44	7.36% 27	367	2.24
▼ Having HIV limits my opportunities in life	27.05% 99	27.05% 99	27.05% 99	12.30% 45	6.56% 24	366	2.19
▼ Managing HIV wears me out	23.22% 85	31.15% 114	24.04% 88	14.75% 54	6.83% 25	366	2.22

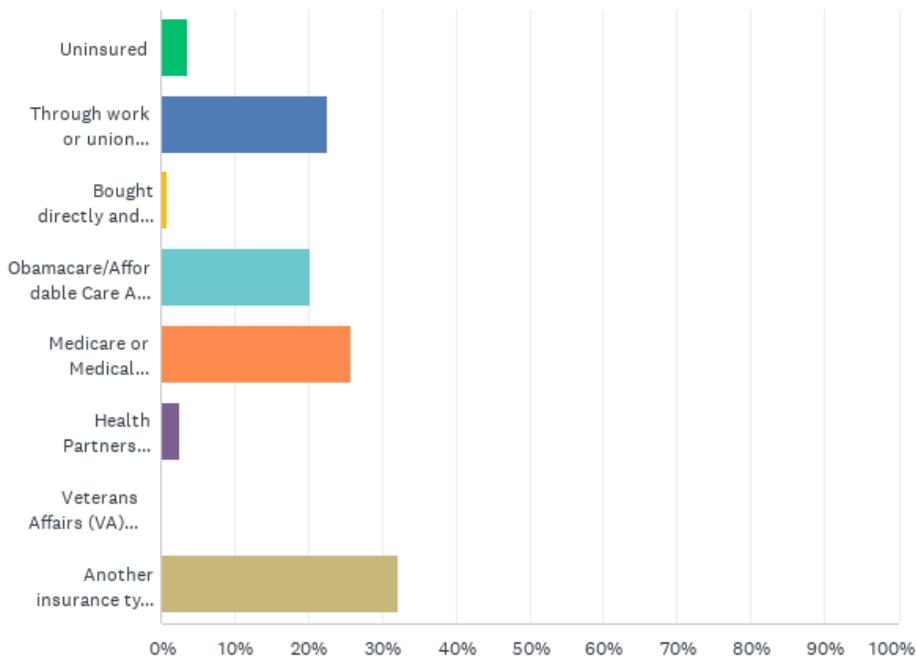
Treatment of Care and Service Utilization Follow-Up Results

This section includes additional questions regarding the treatment and care people with HIV receive and the types of services they use.

28. Health Insurance

Of the three hundred and sixty-four (n=364) participants who answered the question, “What type of health insurance do you have?”, 25.82% (94/694) had Medicare or Medical Assistance (MA), Health Choices or Access Card, 22.53% (82/364) had insurance that was provided through their work or union (employer-based), and 32.14% (117/364) did not have any of the insurances listed on the survey. However, of the one hundred and seventeen (n=117) participants who did not have another insurance listed on the survey, 22.22% (26/117) of respondents had Florida Blue, and 10.26% (12/117) had Humana. Other responses are included in the table below.

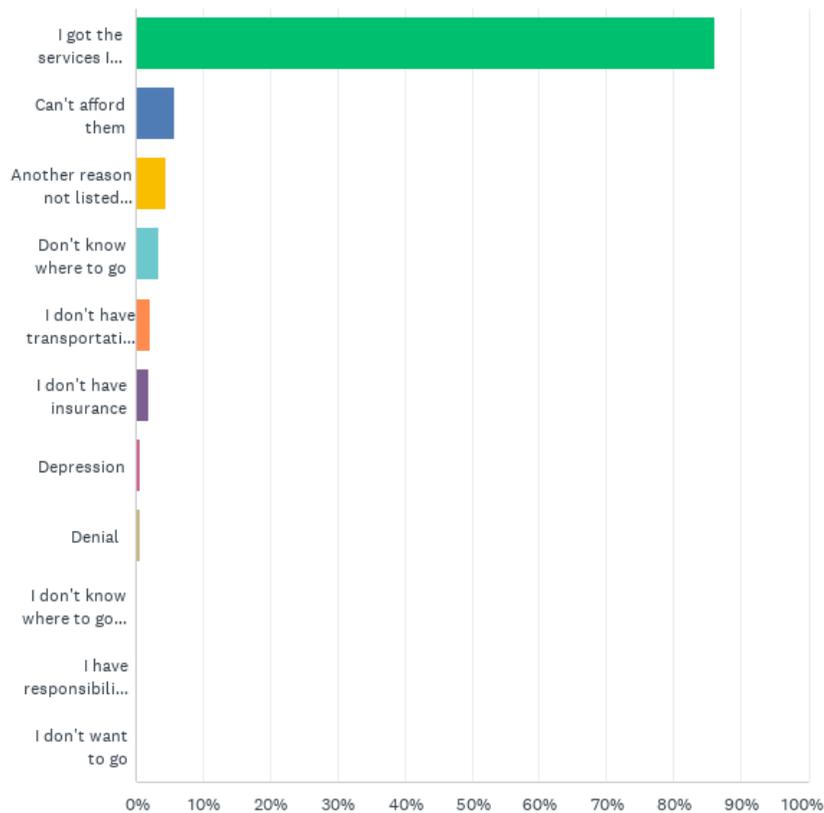
ANSWER CHOICES	RESPONSES
Uninsured	3.57% 13
Through work or union (employer-based)	22.53% 82
Bought directly and paid in total by yourself or your family (self-insured)	0.82% 3
Obamacare/Affordable Care Act (healthcare.gov)	20.33% 74
Medicare or Medical Assistance (MA), Health Choices or Access Card	25.82% 94
Health Partners (Medicaid or Medicare)	2.47% 9
Veterans Affairs (VA) or military health care	0.27% 1
Another insurance type not listed above (please specify)	Responses 32.14% 117
Total Respondents: 364	



29. Access to Health and Medical Services

Of the three hundred and sixty (n=360) participants who answered the question, “In the past 12 months, if you could not get health or medical services you needed, what are the reasons?”, 86.11% (310/360) received the services they needed, 5.83% (21/360) could not afford the services they needed, and 3.33% (12/360) did not know where to go to get health or medical services. Other less frequent responses are included in the table below.

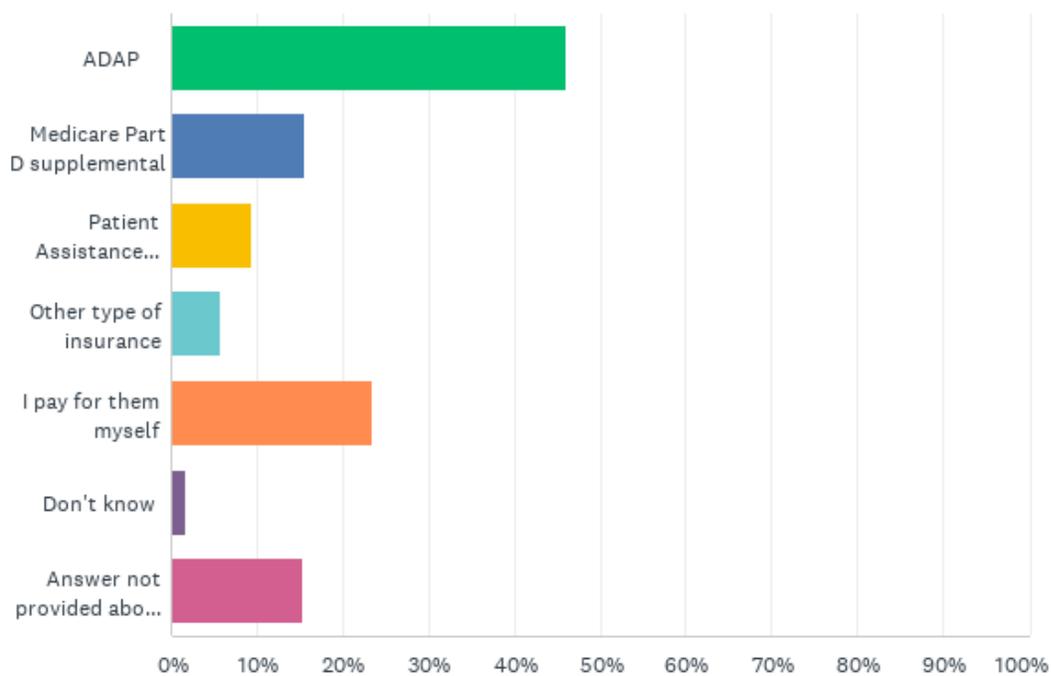
ANSWER CHOICES	RESPONSES	
▼ I got the services I needed	86.11%	310
▼ Can't afford them	5.83%	21
▼ Another reason not listed (please specify)	Responses 4.44%	16
▼ Don't know where to go	3.33%	12
▼ I don't have transportation to get there	2.22%	8
▼ I don't have insurance	1.94%	7
▼ Depression	0.56%	2
▼ Denial	0.56%	2
▼ I don't know where to go where they speak my language	0.28%	1
▼ I have responsibilities that prevent me from going (caring for children or family members, work, etc.)	0.28%	1
▼ I don't want to go	0.28%	1
Total Respondents: 360		



30. Payment for Medication

Of the three hundred and sixty-four (n=364) participants that answered the question, “How do you pay for medications?”, 46.15% (168/364) used ADAP, 23.35% (85/364) paid for their medications themselves, and 15.66% paid for their medications using Medicare Part D supplemental. Other less frequent responses are included in the table below.

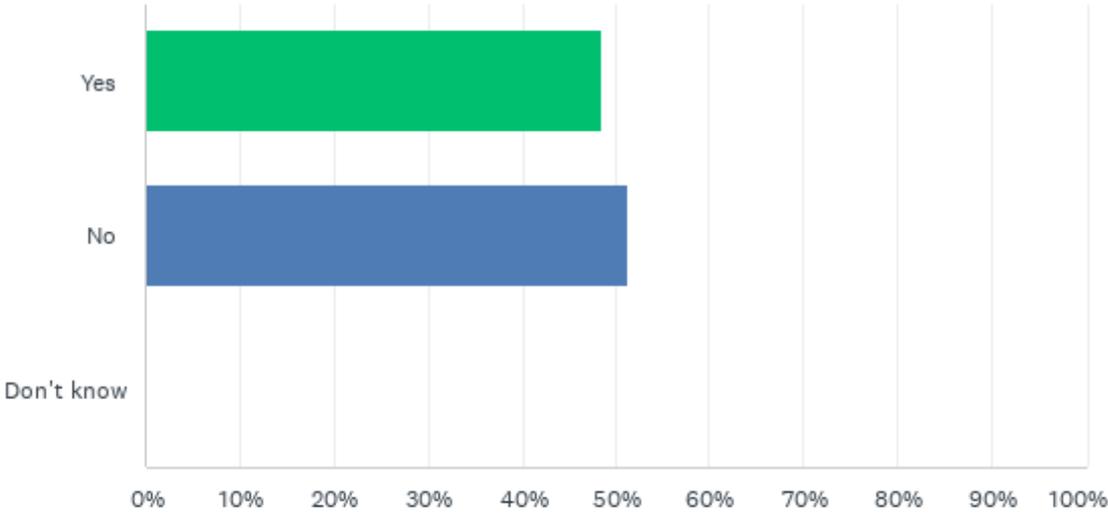
ANSWER CHOICES	RESPONSES	
ADAP	46.15%	168
Medicare Part D supplemental	15.66%	57
Patient Assistance program from drug company	9.34%	34
Other type of insurance	5.77%	21
I pay for them myself	23.35%	85
Don't know	1.65%	6
Answer not provided above (please specify)	Responses 15.38%	56
Total Respondents: 364		



31. Dental Insurance

Of the three hundred and sixty-two (n=362) participants who answered the question, “Do you have dental insurance?”, 51.38% (186/362) did not have dental insurance; and 48.62% (176/362) did have dental insurance.

ANSWER CHOICES	RESPONSES	
Yes	48.62%	176
No	51.38%	186
Don't know	0.28%	1
Total Respondents: 362		

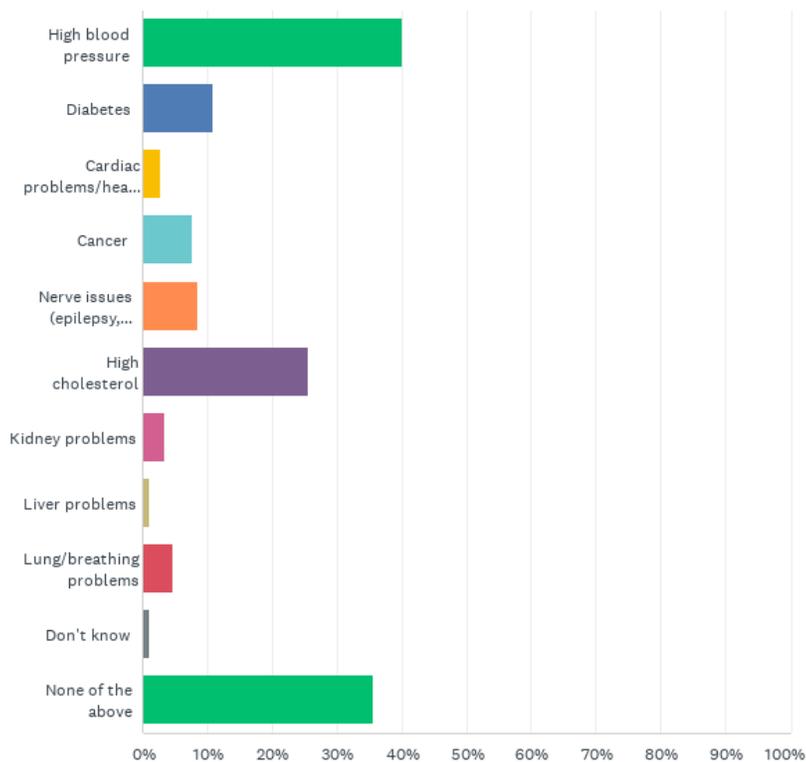


32. Comorbid Conditions

Of the three hundred and sixty two (n=362) participants who answered the question “Has a doctor ever told you that you have any of the following conditions?”, 40.06% (145/362) had high blood pressure, 25.69% (93/362) had high cholesterol, 10.77% (39/362) had diabetes, and 35.64% (129/362) of respondents did not have any co-occurring conditions listed. Other less frequent responses are included in the table below.

ANSWER CHOICES	RESPONSES
High blood pressure	40.06% 145
Diabetes	10.77% 39
Cardiac problems/heart disease	2.76% 10
Cancer	7.73% 28
Nerve issues (epilepsy, neuropathy)	8.56% 31
High cholesterol	25.69% 93
Kidney problems	3.31% 12
Liver problems	1.10% 4
Lung/breathing problems	4.70% 17
Don't know	1.10% 4
None of the above	35.64% 129

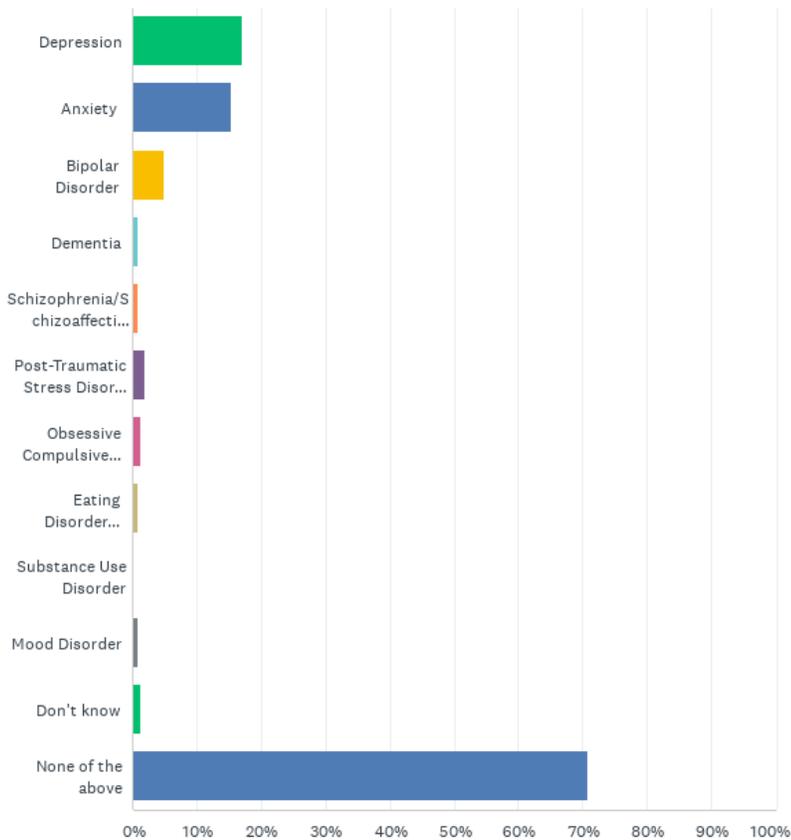
Total Respondents: 362



33. Mental Health Disorders

Of the three hundred and sixty-three (n=363) participants who answered the question, “Has a doctor ever told you that you have any of the following?”, 17.08% (62/363) had depression, 15.43% (56/362) had anxiety, and 70.80% did not have any of the conditions listed. Other less frequent responses are included in the table below.

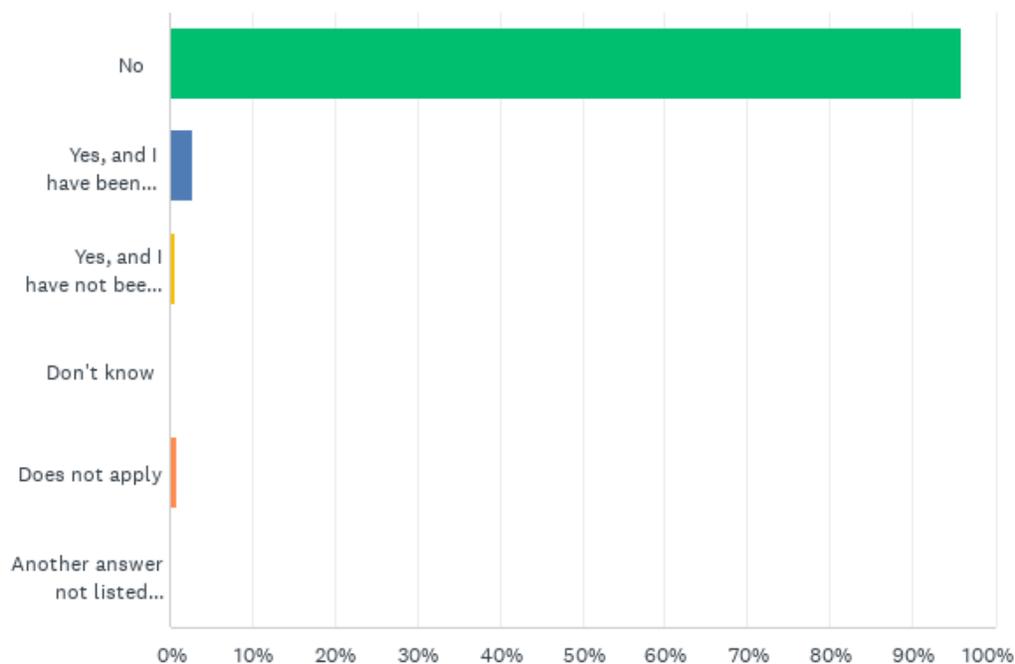
ANSWER CHOICES	RESPONSES	
Depression	17.08%	62
Anxiety	15.43%	56
Bipolar Disorder	4.96%	18
Dementia	0.83%	3
Schizophrenia/Schizoaffective disorder	0.83%	3
Post-Traumatic Stress Disorder (PTSD)	1.93%	7
Obsessive Compulsive Disorder (OCD)	1.38%	5
Eating Disorder (Anorexia, Bulimia, etc.)	0.83%	3
Substance Use Disorder	0.00%	0
Mood Disorder	0.83%	3
Don't know	1.38%	5
None of the above	70.80%	257
Total Respondents: 363		



34. HIV and Hepatitis C

Of the three hundred and sixty-four (n=364) participants who answered the question, “Has a doctor ever told you that you have Hepatitis C?”, 95.88% (349/364) did not have Hepatitis C, 2.75% (10/364) of respondents had Hepatitis C and they were treated/cured, and 0.55% (2/364) of respondents had Hepatitis C but they were not treated/cured. Other less frequent responses are included in the table below.

ANSWER CHOICES	RESPONSES	
▼ No	95.88%	349
▼ Yes, and I have been treated/cured for Hepatitis C	2.75%	10
▼ Yes, and I have not been treated for Hepatitis C	0.55%	2
▼ Don't know	0.27%	1
▼ Does not apply	0.82%	3
▼ Another answer not listed above (please specify)	Responses 0.00%	0
Total Respondents: 364		

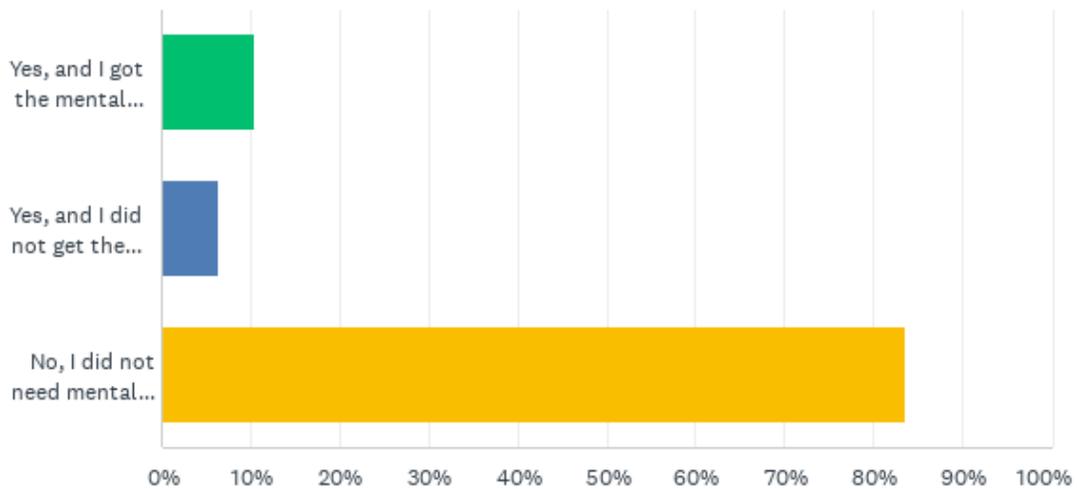


35. Mental Health Care

Of the three hundred and sixty-four (n=364) participants who answered the question, “In the last 12 months, did you need mental health care counseling services?”, 83.52% (304/364) did not need mental health care, 10.44% (38/364) did need mental health care and they received the care they needed, and 6.32% (23/364) did need mental health care but they did not receive the care they needed.

ANSWER CHOICES	RESPONSES
Yes, and I got the mental health care I needed	10.44% 38
Yes, and I did not get the mental health care I needed	6.32% 23
No, I did not need mental health care	83.52% 304

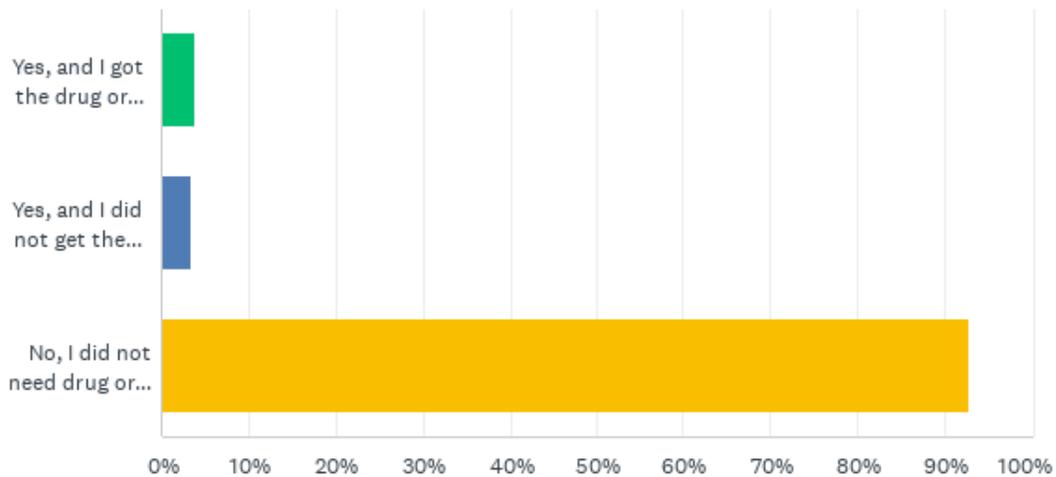
Total Respondents: 364



36. Drug and Alcohol Treatment Services

Of the three hundred and sixty-three (n=363) participants who answered the question, “In the last 12 months, did you need alcohol treatment services?”, 92.84% (337/363) did not need drug or alcohol treatment services, 3.86% (14/363) needed drug or alcohol treatment services and received it, and 3.31% (12/363) needed drug or alcohol treatment services but they did not receive it.

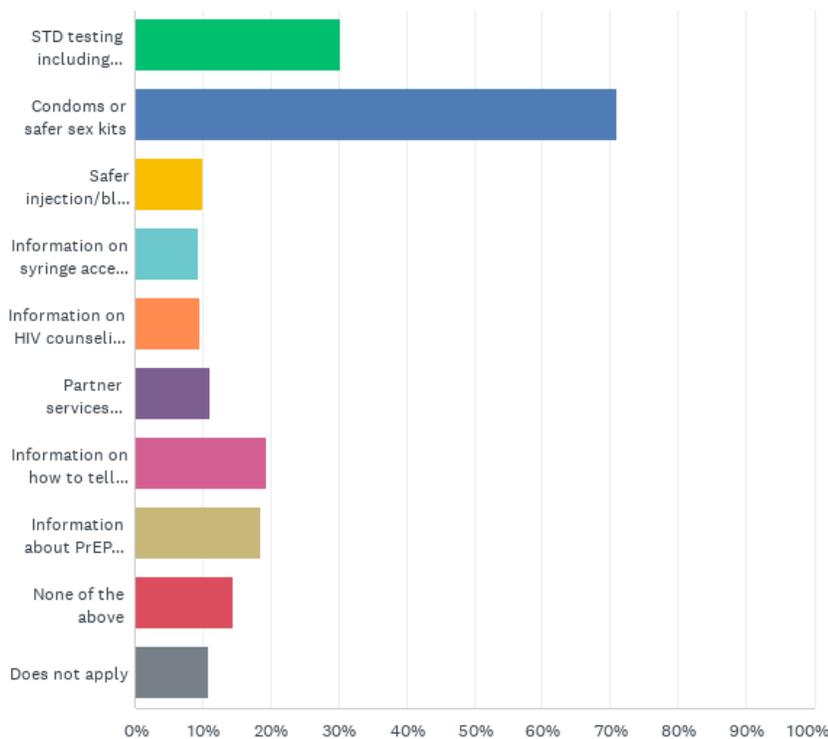
ANSWER CHOICES	RESPONSES	
Yes, and I got the drug or alcohol treatment I needed	3.86%	14
Yes, and I did not get the drug or alcohol treatment services I needed	3.31%	12
No, I did not need drug or alcohol treatment services	92.84%	337
Total Respondents: 363		



37. Additional Medical Services

Of the three hundred and sixty-one (n=361) participants who answered the question, “In the last 12 months, has your medical provider offered any of the following services to you?”, 70.91% (256/361) received condoms or safer sex kits, 30.19% (109/361) received STD testing including Hepatitis C, and 19.39% (70/361) were given information on how to tell someone about their HIV status. Other less frequent responses are included in the table below.

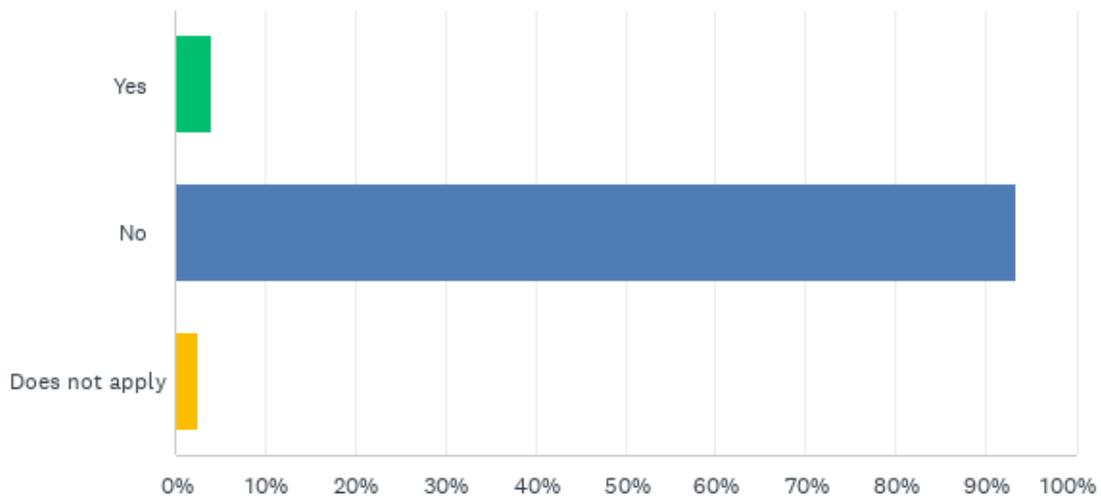
ANSWER CHOICES	RESPONSES	
STD testing including hepatitis C	30.19%	109
Condoms or safer sex kits	70.91%	256
Safer injection/bleach kits	9.97%	36
Information on syringe access programs	9.42%	34
Information on HIV counseling for pregnant women	9.70%	35
Partner services (assistance contacting previous sex partners after positive diagnosis)	11.08%	40
Information on how to tell someone about your HIV status (disclosure)	19.39%	70
Information about PrEP (taking HIV meds to prevent HIV) for your or your partner/s	18.56%	67
None of the above	14.40%	52
Does not apply	10.80%	39
Total Respondents: 361		



38. Access to Services and Language Barriers

Of the three hundred and sixty-two (n=362) participants who answered the question, “In the last 12 months, have you had problems getting medical care or other services because of the language/s you speak?”, 93.37% (338/362) did not have problems receiving services because of the language/s they spoke, and 4.14% (15/362) had problems receiving services because of the language/s they spoke.

ANSWER CHOICES	RESPONSES	
Yes	4.14%	15
No	93.37%	338
Does not apply	2.49%	9
Total Respondents: 362		

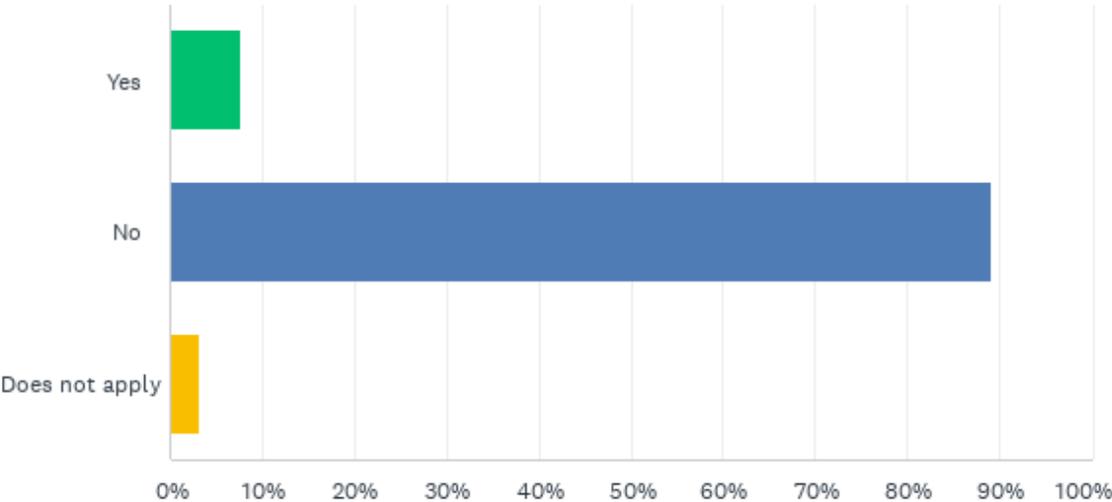


39. Access to Medical Care and Affordability

Of the three hundred and sixty-five (n=365) participants who answered the question, “In the last 12 months, have you not gotten medical care because you could not afford a copay or deductible?”, 89.04% (325/365) reported no, and 7.67% (28/365) of respondents did not receive medical care because they could not afford a copay or deductible.

ANSWER CHOICES	RESPONSES
Yes	7.67% 28
No	89.04% 325
Does not apply	3.29% 12

Total Respondents: 365

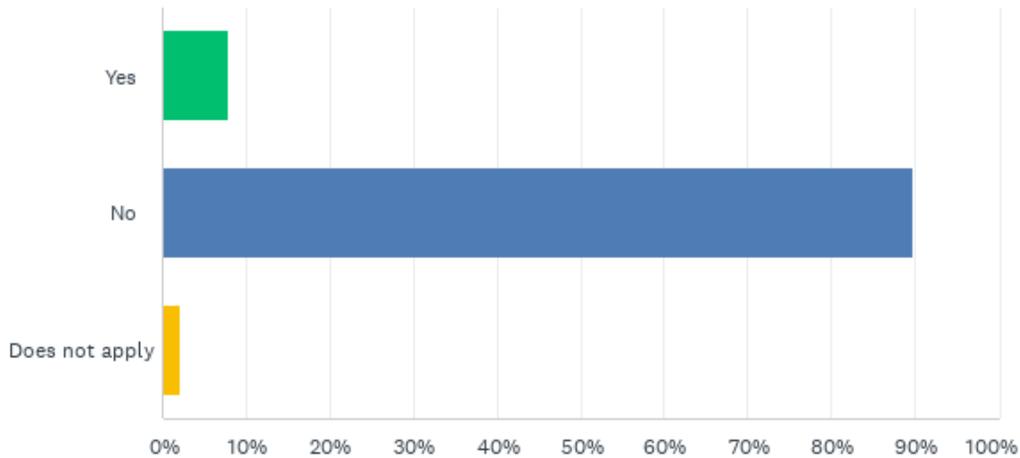


40. Medical Appointments and Transportation

Of the three hundred and sixty-three (n=363) participants who answered the question, “In the last 12 months, have you missed a medical appointment because you had problems with transportation and you could not get there on time?”, 89.81% (326/363) did not miss a medical appointment because of transportation in the 12 months prior, and 7.99% (29/363) of respondents missed a medical appointment because of transportation and they could not get there on time.

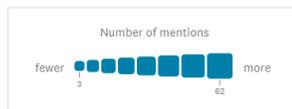
ANSWER CHOICES	RESPONSES
Yes	7.99% 29
No	89.81% 326
Does not apply	2.20% 8

Total Respondents: 363



42. Additional Shared Information

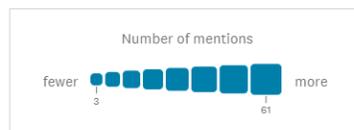
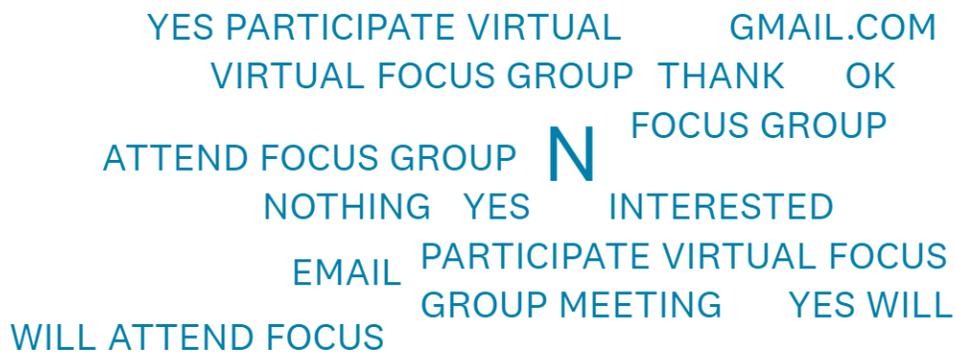
Of the two hundred and seventy-eight (n=278) participants who answered the question, “Is there anything else you would like for us to know?”, 22.30% (62/278) of respondents reported “N/A”, and 3.60% (10/278) of respondents reported “case manager”. The following graphic is a word cloud, in which words that were used more frequently among respondents are in a larger font size (N stands for N/A or not applicable).



43. Voluntary Contact Information

Of the two hundred and sixty-two (n=262) participants who answered the question, “If you would like for us to contact you for any reason, please leave your contact information below.

Remember, you do not have to provide your name or contact information if you want to remain anonymous. This is only if you want us to reach out to you for any reason”, 23.28% (61/262) of respondents reported “No.” The following graphic is a word cloud, in which words that were used more frequently among respondents are in a larger font size (N stands for No).



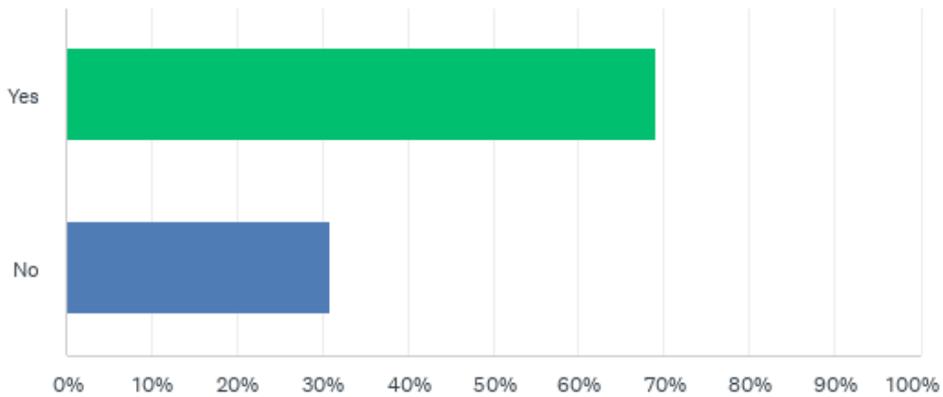
COVID-19 Pandemic Impact

This section focused on the COVID-19 pandemic and its impact on the respondents' and their ability to receive and access services.

44. Testing for COVID-19

Of the three hundred and sixty-three (n=363) participants who answered the question, "Have you been tested for COVID-19?", 69.15% (251/363) were tested for COVID-19, and 30.85% (112/363) were not tested for COVID-19.

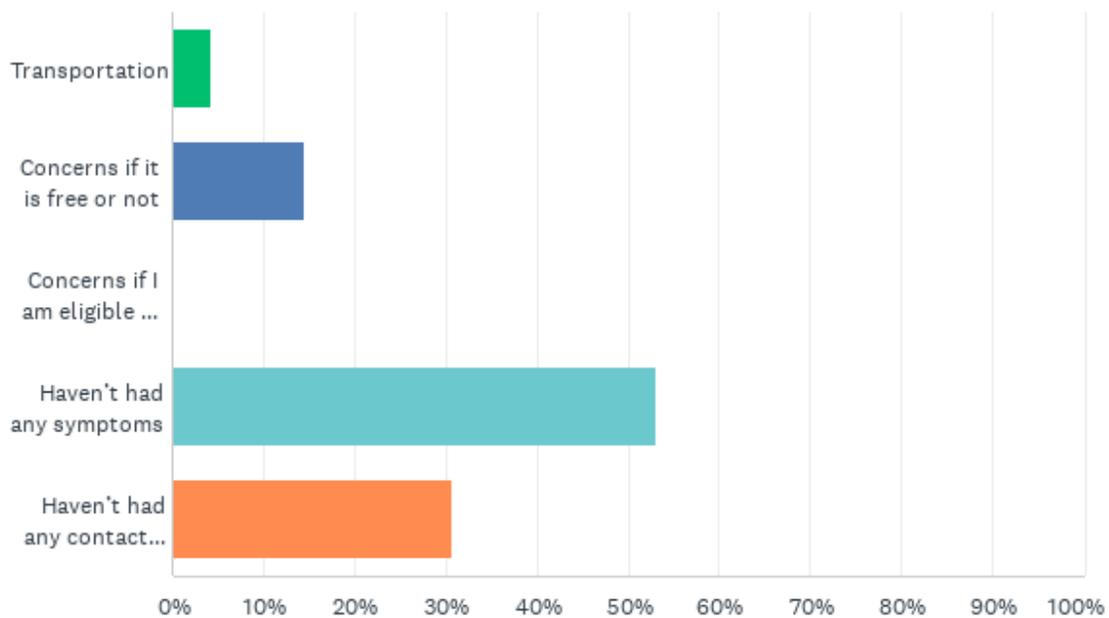
ANSWER CHOICES	RESPONSES	
Yes	69.15%	251
No	30.85%	112
TOTAL		363



45. No COVID-19 Testing

Of the one hundred and seventeen (n=117) participants who answered the question, "Why have you not been tested for COVID-19?", 52.99% (62/117) did not have any symptoms, and 30.77% (36/117) did not have any contact with individuals suspected or confirmed with COVID-19. Other less frequent responses are included in the table below.

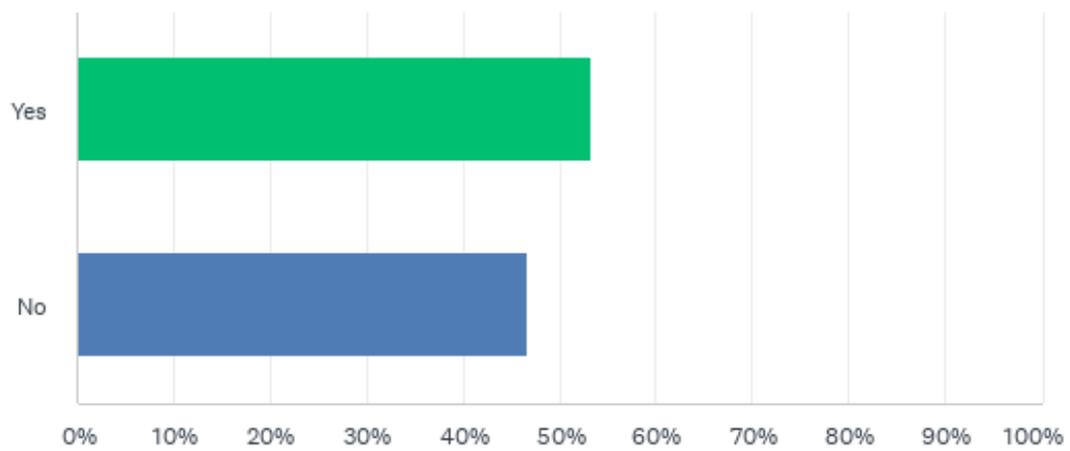
ANSWER CHOICES	RESPONSES	
Transportation	4.27%	5
Concerns if it is free or not	14.53%	17
Concerns if I am eligible to get tested	0.00%	0
Haven't had any symptoms	52.99%	62
Haven't had any contact with individuals suspected or confirmed with COVID-19	30.77%	36
Total Respondents: 117		



46. Face Coverings and Masks

Of the three hundred and sixty-two (n=362) participants who answered the question, “Do you need face coverings or masks?”, 53.31% (193/362) needed face coverings or masks; and 46.69% (169/362) did not need face coverings or masks.

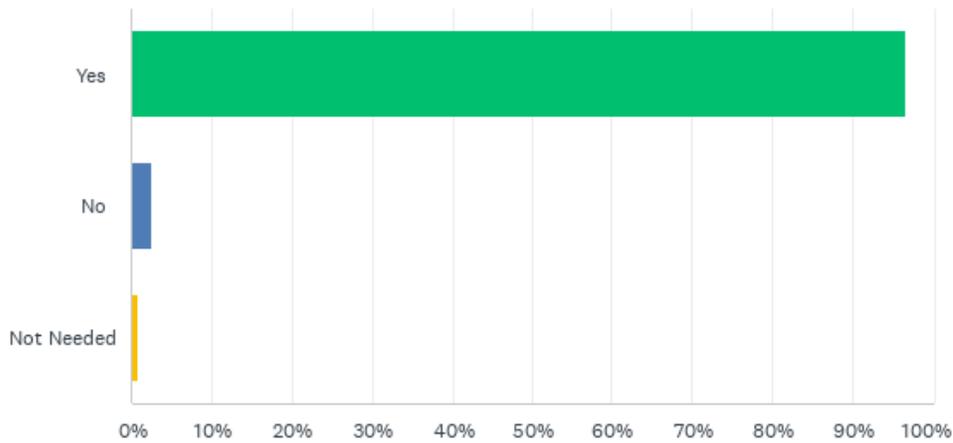
ANSWER CHOICES	RESPONSES
▼ Yes	53.31% 193
▼ No	46.69% 169
TOTAL	362



47. Access to Medical Care and COVID-19

Of the three hundred and sixty-two (n=362) participants who answered the question, “Have you been able to access essential HIV medical care since March 1, 2020?”, 96.69% (350/362) were able to access essential HIV medical care, and 2.49% (9/362) were not able to access essential HIV medical care.

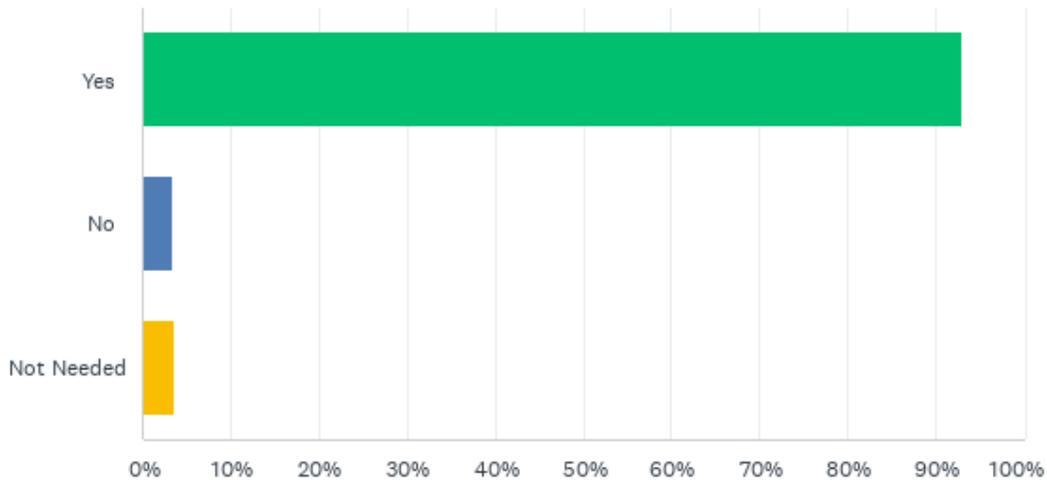
ANSWER CHOICES	RESPONSES
Yes	96.69% 350
No	2.49% 9
Not Needed	0.83% 3
TOTAL	362



48. Telehealth Appointments Accessibility

Of the three hundred and fifty-nine (n=359) participants who answered the question, “Have you and your HIV medical providers been able to conduct visits over the phone or video conference (i.e. telehealth) when in-person office visits were not necessary?”, 93.04% (334/359) were able to have visits over the phone or video conference, 3.62% (13/359) did not need visits over the phone or video conference, and 3.34% (12/359) were not able to conduct visits over the phone or video conference.

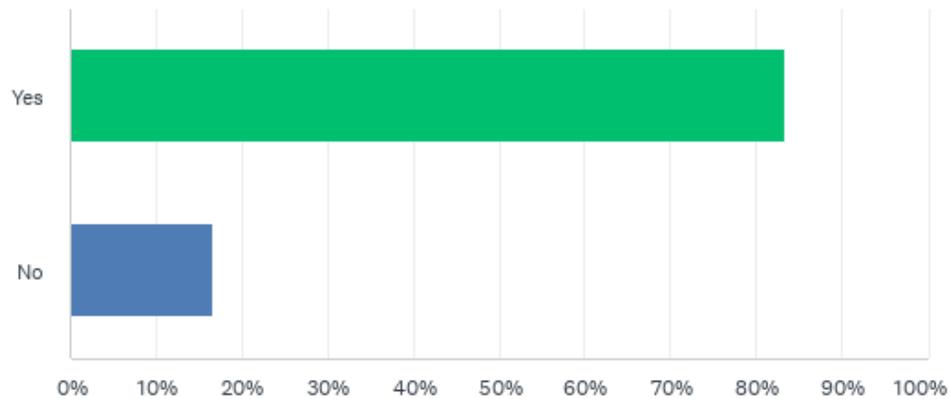
ANSWER CHOICES	RESPONSES	
▼ Yes	93.04%	334
▼ No	3.34%	12
▼ Not Needed	3.62%	13
TOTAL		359



49. Social Distancing and Personal Protective Equipment at Provider Locations

Of the three hundred and sixty (n=360) participants who answered the question, “Have Ryan White providers been able to adhere to CDC recommendations when providing services (social distancing, wearing masks, hand sanitizer provided, limiting people in waiting room)?”, 83.33% (300/360) reported that their Ryan White providers were able to adhere to CDC recommendations when providing services; and 16.67% (60/360) of respondents reported that their Ryan White providers were unable to adhere to CDC recommendations when providing services.

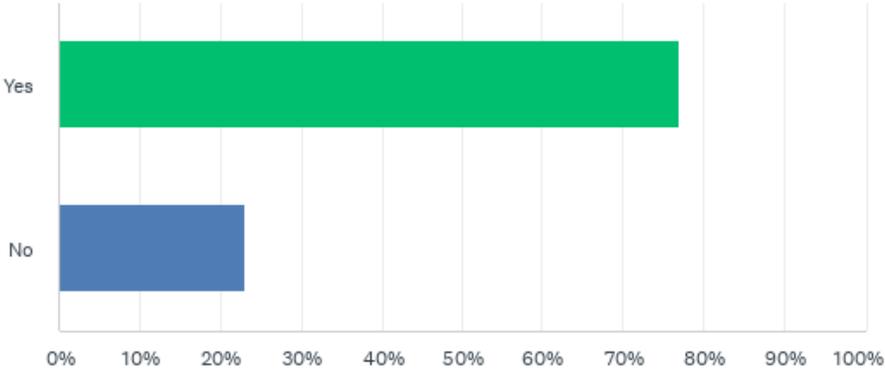
ANSWER CHOICES	RESPONSES	
Yes	83.33%	300
No	16.67%	60
TOTAL		360



50. Case Management and COVID-19

Of the three hundred and fifty-five (n=355) participants who answered the question, “Have you and your case managers been able to conduct visits over the phone or video conference?”, 76.90% (273/355) were able to conduct visits over the phone or video conference with their case managers, and 23.10% (82/355) of respondents were not able to conduct visits over the phone or video conference with their case managers.

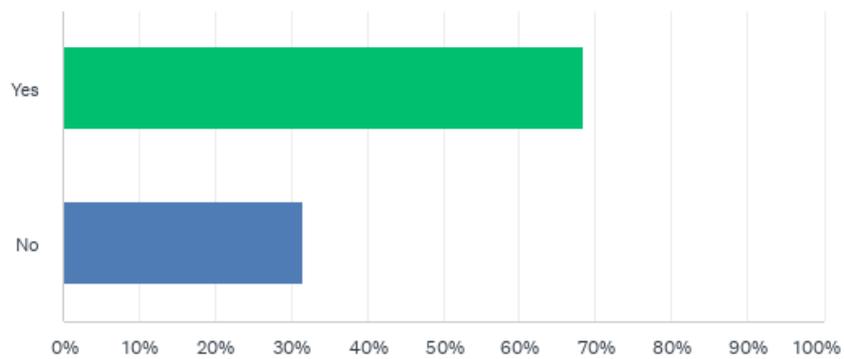
ANSWER CHOICES	RESPONSES	
Yes	76.90%	273
No	23.10%	82
TOTAL		355



51. Ryan White Client

Of the three hundred and fifty-nine (n=359) participants who answered the question, “Are you a Ryan White client?”, 68.52% (246/359) of respondents were Ryan White clients, and 31.48% (113/362) of respondents were not Ryan White clients.

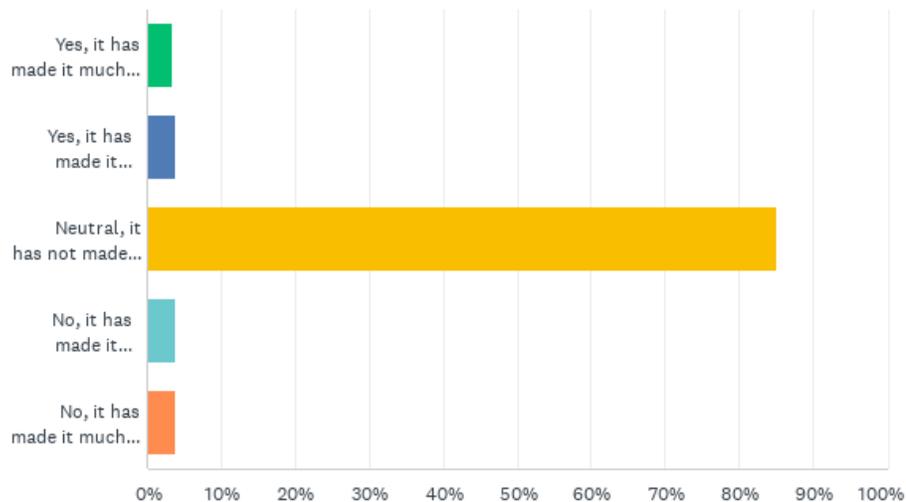
ANSWER CHOICES	RESPONSES
Yes	68.52% 246
No	31.48% 113
TOTAL	359



52. COVID-19 Impact

Of the two hundred and sixty-two (n=262) participants who answered the question, “Has a change in Ryan White services provided due to COVID-19 (i.e. telehealth and having to do things remotely) adversely affected your ability to receive services?”, 85.11% (223/262) reported that COVID-19 had a neutral effect not making it harder or easier to access services. Other less frequent responses are included in the table below.

ANSWER CHOICES	RESPONSES	
▼ Yes, it has made it much harder to access services	3.44%	9
▼ Yes, it has made it somewhat harder to access services	3.82%	10
▼ Neutral, it has not made it harder or easier to access services	85.11%	223
▼ No, it has made it somewhat easier to access services	3.82%	10
▼ No, it has made it much easier to access services	3.82%	10
TOTAL		262



53. Additional Feedback

Of the two hundred and fifty-eight (n=258) participants who answered the question, "Please share any additional COVID-19 related concerns or issues below. How has COVID-19 affected you?", 41.86% (108/258) of respondents reported N/A (Not Applicable) and 54.26% (140/258) of respondents skipped this question.

Discussion

Data collected for this needs assessment provide an overview of factors such as the demographic information of individuals living with HIV in Palm Beach County, the treatment they receive, their utilization of services, as well as the barriers that may impact their access to certain services. Based on the demographic data, more than half of respondents (57.43% or 228/397) were between the ages of 45-64. About a third of respondents (32.40% or 127/392) lived in the hotspot areas of West Palm Beach, Riviera, and Belle Glade. Over half (58.08% or 230/396) of respondents were male, and identified as Black/African American (57.54% or 187/325) and straight/heterosexual (59.70% or 234/392).

Based on the data pertaining to the treatment and care respondents were receiving, over half of respondents (56.6% or 223/394) saw their HIV medical provider 3-5 times in the 12 months prior to taking the survey and a quarter (24.9% or 98/394) saw their HIV medical provider at least two times in the 12 months prior to taking the survey; when combined, over eighty percent (81.5% or 321/394) saw their HIV medical care provider at least 2-5 times in the months leading up to the completion of the survey. These data points indicate that the majority of respondents are actively engaging in their care and receiving treatment and care.

Nearly ninety percent of respondents (89.3% or 351/393) reported that they were able to receive medical care when they needed it. Majority of respondents (89.8% or 338/363) reported that they did not have issues with transportation and were able to make it to their medical appointments on time, and over ninety percent (93.4% or 338/362) reported that the language/s they speak were not a problem in receiving care. These data points indicate that the majority of respondents had access to medical care when they needed it and they were not greatly affected by barriers such as transportation and language that may have prevented them from receiving services. The survey also had questions that focused on co-occurring conditions that respondents have also had alongside their HIV and forty percent (40.1% or 145/362) had high blood pressure and a quarter (25.7% or 93/362) had high cholesterol. These data points indicate that individuals with HIV have other health conditions to manage.

There were several available services that respondents utilized and other services that they did not use or did not need. The top three most utilized services that respondents reported include Laboratory Diagnostic Services at a seventy percent utilization rate (69.7% or 258/370), AIDS Pharmaceutical Services at a seventy percent utilization rate (69.8% or 257/368), and Medical

Case Management Services at sixty-six percent utilization rate (66.1% or 244/369). When respondents were asked which services they needed but did not receive, nearly half of respondents (45.4% or 168/370) reported that they needed oral/dental health care but didn't receive it. It is important to note that this Consumer Survey Needs Assessment was conducted during 2020-2021, so the COVID-19 pandemic could be a factor to the decreased access to oral/dental care. When participants were asked which services they did not use or did not need, ninety percent (90.7% or 332/366) of respondents reported not needing or utilizing EFA-Prior Authorization Emergency Pharmacy, making it the most unutilized or unneeded category, followed by Legal Services (89.3% or 327/366 of respondents reported not needing or using). For services that are not being utilized or are underutilized, some of the factors may include respondents not knowing about the service as not all funded agencies provide and are funded for the same services.

When respondents were asked to rate their quality of life satisfaction, nearly ninety percent of respondents (88.2% or 322/365) were at least moderately, very, or extremely optimistic about their life. However, half of respondents (50.96% or 186/365) are moderately, very, or extremely afraid that people may reject them when they learn they have HIV and seventy percent (71.15% or 259/364) of respondents were moderately, very, or extremely fearful of the health effects of HIV as they get older. These data points indicate that most respondents are optimistic about the future but also experience internal fear and worry about social acceptance and their future health. The data indicates the presence of HIV stigma respondents may feel between their social circles of family, friends, loved ones, peers, co-workers, etc.

Additional questions on the HIV Consumer Survey asked respondents about COVID-19 and its impact on their lives and their ability to receive and access services. The majority of the respondents indicated that COVID-19 had a neutral impact not making it harder or easier for them to access and receive services. Respondents were also asked to share any of their concerns related to COVID-19 and most (93.0% or 240/258) responded that they did not have any concerns and they indicated that the COVID-19 virus did not have much of an impact on them. These data points indicate that the COVID-19 pandemic did not serve as a barrier for these individuals.

Conclusion

In conclusion, the 2020-2021 Palm Beach County HIV Needs Assessment Consumer Survey provides great detail of the experiences of individuals living with HIV in Palm Beach County. The results of the survey provide information regarding the treatment and care experiences of individuals living with HIV, barriers to services, the impact of the COVID-19 pandemic on their ability to receive services, etc. While this data may indicate what an individual's experience living with HIV in Palm Beach County is like, it must be noted that these results do not represent all individuals living with HIV. The Needs Assessment Consumer Survey data indicated that the majority of respondents are seeing their health care provider a few times a year and taking their medication, and have been able to access most services when needed aside from Dental and Oral Health Care services. The Needs Assessment Consumer Survey was conducted during 2020-2021, so the COVID-19 pandemic may have impacted the availability and access to Dental and Oral Health Care. Aside from attending routine medical appointments, most respondents also have a good quality of life and felt they had control over their future despite some anxiety regarding internal and or external stigma. The majority of respondents also reported a neutral impact to the care that they received during the COVID-19 pandemic.

Appendix A

Ryan White Part A Palm Beach County HIV Care Council Planning Committee Sample Size for Needs Assessment in 2020

	% or #	Explanation*
Margin of Error	5%	<i>The margin of error is the amount of error that you can tolerate. 5% is the commonly accepted standard.</i>
Confidence Level	95%	<i>The confidence level is the amount of uncertainty you can tolerate. 95% is the commonly accepted standard.</i>
Population Size	8574	<i>This is the total number of people living with HIV (diagnosed) in Palm Beach County in 2018.</i>
Response Distribution	50%	<i>For each question, what do you expect the results will be? If you don't know, use 50%.</i>

	Needed	Completed	Difference
Sample Size	368	395	-27

Stratified by Proportion*	#		
Out of Care (30%)	110	39	71
In Care (70%)	258		
<i>In Care with Ryan White (59%)</i>	<i>151</i>	<i>244</i>	<i>-93</i>
<i>In Care with Other Providers (41%)</i>	<i>107</i>	<i>112</i>	<i>-5</i>

PHASE 1 of Needs Assessment			
Stratified by Haitian-born individuals	# or %		
Total PLWH Haitian-born	1629		
Proportion Haitian-born	18.9%	Completed	Difference
Sample Size for Needs Assessment	70	72	-2
Out of Care (38%)	27	11	7
In Care (62%)	43		
<i>In Care with Ryan White (45%)</i>	<i>31</i>	<i>33</i>	<i>-2</i>
<i>In Care with Other Providers (17%)</i>	<i>12</i>	<i>28</i>	<i>-16</i>

PHASE 2 of Needs Assessment			
Stratified by Race/Ethnicity	# or %		
Total PLWH Black/African-American (not Haitian-born)	3291		
Proportion Black/African-American (not Haitian-born)	39.8%	Completed	Difference
Sample Size for Needs Assessment	146	157	-11
Out of Care (25%)	37	16	21
In Care (75%)	109		
<i>In Care with Ryan White (43%)</i>	47	99	-52
<i>In Care with Other Providers (32%)</i>	35	42	-7

PHASE 3 of Needs Assessment		Needed	
Stratified by Race/Ethnicity	# or %		
Total PLWH White	956		
Proportion White	20.2%	Completed	Difference
Sample Size for Needs Assessment	74	113	-39
Out of Care (20%)	15	6	9
In Care (80%)	59		
<i>In Care with Ryan White (57%)</i>	34	79	-45
<i>In Care with Other Providers (43%)</i>	25	28	-3

PHASE 4 of Needs Assessment		Needed	
Stratified by Race/Ethnicity	# or %		
Total PLWH Hispanic	704		
Proportion Hispanic	14.9%	Completed	Difference
Sample Size for Needs Assessment	55	52	3
Out of Care (29%)	16	5	11
In Care (31%)	17		
<i>In Care with Ryan White (82%)</i>	14	34	-20
<i>In Care with Other Providers (18%)</i>	3	13	-10

PHASE 5 of Needs Assessment		Needed	
Stratified by Race/Ethnicity	# or %		
Total PLWH Other	85		
Proportion Other	1.8%	Completed	Difference
Sample Size for Needs Assessment	7	13	-6
Out of Care (38%)	3	1	2
In Care (62%)	4		
<i>In Care with Ryan White (42%)</i>	2	7	-5
<i>In Care with Other Providers (58%)</i>	2	5	-3

Representative Sampling Plan

Persons in Ryan White care will be randomly selected to complete survey.

Providers outside Ryan White could be contacted to provide masked lists of client IDs, which will be randomly selected from.

All persons out of care will be asked to complete survey upon re-entry into care through EIS**

Out of care populations to be re-engaged are among those who were in care within 3 years (as per data sharing agreement with clients and FDOH)

*Source:

<http://www.raosoft.com/samplesize.html>