

**Introduction**

The 2021 HIV/AIDS Client Needs Survey was conducted November 2021 through January 2022. The survey assessed the service needs of individuals living with HIV in Orange County. Approximately 719 paper surveys were distributed. The survey was also available online. In total, there were 58 surveys completed: 52 English (including two (2) surveys completed online) and 6 Spanish representing a response rate of 8.1%. The survey respondents were generally reflective of clients in the Ryan White Act system (**Blue**).

**Medical Service Utilization (Pink):**

- The vast majority of respondents indicated having a regular HIV doctor (94.7% or 54) and seeing their doctor at least once in the past 12 months (98.2% or 56). (See page 4)

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

- 16.1% (9) of respondents reported using street drugs, while 5.5% (3) reported using drugs that weren't prescribed to them at least once in the past 12 months. (See page 1)
- 17.4% (8) of respondents reported having been in an unstable housing condition (homeless, living in car, or other) in the past 12 months. (See page 1)

**Transportation (Orange):**

- The majority of respondents (67.3% or 37) reported utilizing "own car" to access services.
- Whites had the highest (45.8% or 11) reported percentage of transportation other than their "own car" to access services (See page 2)
- By language most comfortable speaking, (37.0% or 17) of English-speaking respondents relied on transportation other than their "own car" to access services compared to (18.2% or 2) of Spanish speaking respondents. (See page 2)

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

- An overwhelming majority of respondents (95.0% or 38) indicated that they received needed AIDS Drug Assistance Program (ADAP) services. (See page 2)
- By gender, the following services were **less** likely to be reported received when needed: (See page 3)

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

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

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

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

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

- By race, the following services were **less** likely to be reported received when needed: (See page 4)

Whites	Latinos
Emergency Financial Assistance for Medications <sup>5</sup> (0 of 2)	Housing Coordination <sup>8</sup> (0 of 4)
Syringe Service <sup>5</sup> (0 of 1)	Home Health Care <sup>8</sup> (0 of 4)
Housing Coordination <sup>6</sup> (1 of 4)	Home Delivered Meals <sup>8</sup> (0 of 4)
Legal Services <sup>6</sup> (2 of 8)	Substance Use Residential <sup>8</sup> (0 of 3)
Prevention Services <sup>7</sup> (2 of 5)	Nutritional Supplements <sup>8</sup> (0 of 3)
Referral for Healthcare and Support Services (Benefits Counseling) <sup>7</sup> (4 of 10)	Substance Use Outpatient <sup>8</sup> (0 of 3)

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

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

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

<sup>8</sup>Indicates that the ranking of services was tied.

Note: Information on African Americans is not included here as percentages are not comparable due to the small number of African-American respondents (N=2). See page 4 of green handout for detailed information broken down by race/ethnicity.

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

- Of the 58 total respondents, about two-thirds (62.1% or 36) indicated why they had problems getting needed services. The top three (3) most cited problems (based on answer choices) in getting needed services were: Didn't Know About Service, Didn't Know Where to Go, and Other.
- By gender, the most significant problems receiving services were:

<b>Males</b>	<b>Females</b>
1. Didn't Know About Service	Didn't Know About Service <sup>10</sup> Other <sup>10</sup>
2. Didn't Know Where to Go	Didn't Know Where to Go
3. There Was a Waiting List <sup>9</sup> Didn't Qualify <sup>9</sup>	There Was a Waiting List

<sup>9</sup>Indicates that the ranking of services was tied.

<sup>10</sup>Indicates that the ranking of services was tied.

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

<b>Whites</b>	<b>Latinos</b>	<b>African-Americans</b>
1. Didn't Know About Service	Didn't Know About Service	Didn't Know Where to Go <sup>12</sup>
2. Didn't Know Where to Go <sup>11</sup> Didn't Qualify <sup>11</sup>	Didn't Know Where to Go	N/A <sup>12</sup>
3. Other	Other	N/A <sup>12</sup>

<sup>11</sup>Indicates that the ranking of services was tied.

<sup>12</sup>Only 1 respondent mentioned a problem getting service due to "Didn't Know Where to Go".

**Most Important Services (Tan):**

- Among all respondents, the five (5) most important services were:

<b>Overall</b>
1. Dental Care (Basic)
2. Dental Care (Advanced)
3. AIDS Drug Assistance Program (ADAP)
4. Medical Care
5. Health Insurance Premium Payment Assistance <sup>13</sup> Referral for Healthcare and Support Services (Eligibility) <sup>13</sup>

<sup>13</sup>Indicates that the ranking of services was tied.