

Introduction

The 2023 HIV/AIDS Client Needs Survey was conducted November 2023 through January 2024. The survey assessed the service needs of individuals living with HIV in Orange County. Approximately 523 paper surveys were distributed. The survey was also available online. In total, there were 54 surveys completed: 27 English (including nine (9) surveys completed online) and 27 Spanish representing a response rate of 10.3%. 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 (93.9% or 42) and seeing their doctor at least once in the past 12 months (95.2% or 40). (See page 4)

Substance Use (Yellow*):

- 9.3% (4) of respondents reported using street drugs, while 4.7% (2) reported using drugs that weren't prescribed to them at least once in the past 12 months. (See page 1)

Transportation (Orange*):

- The majority of respondents (62.2% or 28) reported utilizing "own car" to access services.
- Hispanics/Latinos had the highest (74.3% or 26) reported percentage of transportation other than their "own car" to access services. (See page 2)
- By language most comfortable speaking, (83.3% or 20) of Spanish speaking respondents relied on transportation other than their "own car" to access services compared to (32.0% or 8) of English-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 (88.5% or 23) indicated that they received needed AIDS Drug Assistance Program (ADAP) Services. (See page 2)
- By gender, the following services were the top five (5) **less** likely to be reported received when needed: (See page 3)

Males (N=34)	Females (N=3)**
Nutritional Supplements (0 of 2) ¹	Home-Delivered Meals (0 of 1) ³
Mental Health Services-EHE (0 of 3) ¹	Nutritional Supplements (0 of 1) ³
Legal Services (1 of 5) ²	Nutritional Counseling (0 of 1) ³
Mental Health Services-Psychiatric Referral (1 of 5) ²	Dental Care (Advanced) (0 of 2) ³
Mental Health Services-Couples/Family (1 of 4)	Emergency Financial Assistance for Housing (0 of 2) ³

¹Indicates that the ranking of services was tied. ²Indicates that the ranking of services was tied. ³Indicates that the ranking of services was tied.
 **Interpret with caution due to small number of responses.

TransWomen/TransFemales (N=6)***	
Home-Delivered Meals (0 of 2) ⁴	Medical transportation(0 of 3) ⁴ ,
Dental Care (Advanced) (0 of 3) ⁴	Medical care (0 of 1) ⁴
Emergency Financial Assistance for Housing (0 of 3) ⁴	Benefits (0 of 3) ⁴
Dental Care (Basic) (0 of 1) ⁴	AIDS Drug Assistance Program (ADAP) (0 of 1) ⁴
Legal Services (0 of 1) ⁴	Opioid Treatment Program (0 of 1) ⁴
Emergency Financial Assistance for Medications(0 of 2) ⁴	Partner Services (0 of 2) ⁴
Mental Health Services-Psychiatric Referral (0 of 2) ⁴	Housing Coordination (0 of 3) ⁴
Food Pantry/Food Bank (0 of 2) ⁴	Short Term Supportive Housing (0 of 3) ⁴
Health Insurance Premium Payment Assistance (0 of 4) ⁴	Home Health Care (0 of 2) ⁴
Medical Case Management (Medical Retention Services) (0 of 2) ⁴	Substance Use Outpatient Treatment (0 of 2) ⁴
Client Advocacy (0 of 3) ⁴	Substance Use Residential treatment (0 of 2) ⁴

⁴Indicates that the ranking of services was tied. ***Interpret with caution due to small number of responses
 *Color indicates the corresponding spreadsheet in which raw data can be found. Copies may be requested by members.

- By race, the following services were the top five (5) **less** likely to be reported received when needed:
(See page 4)

Whites (N=4) [^]	Latinos (N=35)
Mental Health Services-Psychiatric Referral (0 of 1) ⁵ Food Pantry/Food Bank (0 of 1) ⁵ Dental Care (Advanced) (1 of 2) Dental Care (Basic) (2 of 3)	Home-Delivered Meals (0 of 3) ⁶ Substance Use Outpatient Treatment (0 of 2) ⁶ Substance Use Residential treatment (0 of 2) ⁶ Emergency Financial Assistance for Housing (2 of 10) ⁷ Home Health Care (1 of 4) ⁸ Partner Services (1 of 4) ⁸ Short Term Supportive Housing (1 of 4) ⁸

⁵Indicates that the ranking of services was tied.

⁷Indicates that the ranking of services was tied.

⁶Indicates that the ranking of services was tied.

⁸Indicates that the ranking of services was tied.

[^]Interpret with caution due to small number of responses. Whites only had four (4) services that were less likely to be reported received when needed.

Note: Race selections with only one (1) respondent (African American, Asian, Pacific Islander) are not shown.

Most Significant Problems Receiving Services (Lavender*):

Of all 54 respondents, 28 (52%) mentioned a reason why they had a problem getting services.

- By gender, the top three (3) most significant problems receiving services were:

Males (N=34)	Females (N=3) ^{^^}	TransWomen/TransFemales (N=6) ^{^^}
1. Didn't Know About Service	Didn't Know About Service	Didn't Know About Service
2. Didn't Know Where to Go	Didn't Know Where to Go	Didn't Know Where to Go
3. Other	Didn't Qualify	Didn't Have Transportation

^{^^}Interpret with caution due to small number of responses.

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

Whites (N=4) ^{^^^}	Latinos (N=35)
1. Didn't Know About Service	Didn't Know About Service
2. N/A ⁹	Didn't Know Where to Go
3. N/A ⁹	The process was too complicated/ Didn't Qualify ¹⁰

⁹Didn't Know About Service" was the only problem mentioned with receiving services.

¹⁰Indicates that the ranking was tied.

^{^^^}Interpret with caution due to small number of responses.

Note: Race selections with only one (1) respondent (African American, Asian, Pacific Islander) are not shown.

Most Important Services (Tan*):

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

Overall
1. Medical care
2. HIV/STD Testing, Care, and Referral Services (EHE Services)
3. AIDS Drug Assistance Program (ADAP)
4. Dental Care (basic)
5. Eligibility

*Color indicates the corresponding spreadsheet in which raw data can be found. Copies may be requested by members.