

African American Needs Assessment Interview Notes

Comments and Quotes	Keywords/Highlights
<p>No issues in regards to health care or living, section 8 really helps. Very happy and content. Most important is more primary medical care, getting Hep C treatment at SFGH. Nothing to complain about. No problems getting care or accessing services.</p>	<ul style="list-style-type: none"> - Hep C Treatment - Money Management - Primary medical Care (+)
<p>Substance Abuse Counseling is the most effective, Psychosocial Support is least effective because redundant. Case Management is more effective and you need it to access service. Primary Medical Care is highest priority, long term relationship with doctor. But does not trust him, giving him too much pills (not taking HIV meds or medication for kidneys) only taking meds for cardiovascular issues. Not sure about other co-morbidities. Not taking HIV meds because of kidney issues. Money management low priority/low effectiveness. Difficulty paying/managing bills, after paying rent.</p> <p>Anxiety and insecure about quality of life. Scams regarding cashing checks illegally, was arrested. Never been in prison, but charged.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - You have to do what you have to do to survive out there. - It is who you know out there to survive. - [Accessing services] It is annoying and services goes through so many changes. Once you get in there, you are kicked out again. Everything you do now is limited. Have to decide what is more important. Just give me enough to get through, like don't give me one pair of pants, it is not going to last the whole week. 	<ul style="list-style-type: none"> - Substance Abuse Counseling (+) - Psychosocial Support (-) - Case Management (+) - Money Management (-) - Primary Medical Care (-) - Anxiety - Paying Bills
<p>Highest priority is primary medical care (Ward 86). Food is most effective. Recently moved to new apartment and it is so much better, healthier/safer/clean. Able to focus and take care of self by meeting appointments, taking medications. See psychiatrist (3 or 4 times a year) and counselor (biweekly) to deal with mental health issues/very beneficial. Living situation before added to depression, isolation, mental health issues due to people/drug problems. Receiving subsidy from Shelter Plus Care. Interested in holistic care services acupuncture and massage.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - I did not want to take care of myself like I should at the Ambassador because I was depressed. - I trust my doctor. That is the main thing. Helped with getting access to a therapist. - I am a lot happier after I moved. - I am not ashamed or embarrassed that I am HIV positive. I just want to use my diagnosis to educate and prevent others. [Involved with HYPE (outreach to high school students)]. 	<ul style="list-style-type: none"> - Primary Medical Care (+) - Food (+) - Housing (+) - Depression - Mental Health Issues (+) - Holistic Care
<p>Medicare Care and Lutheran Services is the Highest Priority. Lutheran Services and Food Most Effective. Renting apartment with partner, but he is a drug addict and abusive. Would like to move out but can't afford to move out. POH cut off frozen foods, difficulty having fresh food all the time. It was a great alternative, but now have to struggle for food. Drinking again do deal with depression about issues at home. Interested in seeing an eye doctor.</p> <p>Quote(s):</p>	<ul style="list-style-type: none"> - Housing (-) - Drinking/Depression - Housing (-) - Abusive - Eye Doctor

African American Needs Assessment Interview Notes

<p>He [partner] puts so much ugliness in my world. I am depressed and there is so much blames and confusion.</p>	
<p>Housing is effecting health: cold, sick and no teeth. Other people hygiene, bed bugs, and sanitation affecting quality of life; could be contributing to health issues. Concerned with housing safety because of drug addicts and management locking up access to fire escape. But concerned with gentrification around San Francisco and forgetting about people who can't find housing or jobs. Primary medical care is going great and had been very effective. But having problem with G.I. tract, and the doctors have not been able to figure out what's wrong.</p>	<ul style="list-style-type: none"> - Primary Medical Care (-) - Housing (-)
<p>Recently moved to San Francisco (last year), struggled with finding housing, accessing medical care, job (chef) employment. Difficulty with homeless shelter and people/management in shelter did not work out because tried to control personal decision like how much food he could eat. Primary medical care did not acknowledge medical issues when brought up health problems. Doctor has so many patients. Cannot sleep well being homeless, and fighting the elements outside. Health is going down. Reaching out to strangers, agencies, case worker but services are not available or say anything to pass you up, causes distrust in services.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - San Francisco is not the kind of place for a person like me because there are a lot of people who live here with the same conditions I have. I feel like everybody is not going to get the same special attention that they need in terms of health care. - Last month, it has been hell for me because I am homeless and the shelter that I was staying at decided to pick on me. - I am disappointed with the medical care that I have been receiving. I did not like the lack of attention of care that I have received from the doctors or nurses. Doctor has such a wide load and has so many patients. She is not able to reach out to her patients like she should. - People listen to a different voice here. - Agencies throw out any answer just to shut you up. - Your case worker should know the city in and out. They should be able to provide you services you didn't even think you need or point you directly to what you need and where you can get it. - Would have to be living in San Francisco for a couple of years just to get a hang out what type of services is offered. 	<ul style="list-style-type: none"> - Primary Medical Care (-) - Housing (-) - Homeless - Case Worker (-)
<p>Medical professionals have been effective for care, but have administrative issues at clinic which are barriers to care. Receptionist not wanting to make appointments or return calls at Ward 86. But able to address issues by talking with management. Been waiting for housing, submitted all the paper work and just waiting for a response for the last 4-5 years. Escalated housing issues to director, did everything they asked and went to all appointments, but have not heard anything back for appropriate accommodations or what he was approved for.</p> <p>Quote(s):</p>	<ul style="list-style-type: none"> - Primary medical care (+) - Housing (-)

African American Needs Assessment Interview Notes

<p>- It has been stressful. Nothing has been the way it seems with the San Francisco Housing Authority. But I have taken care of that through documentation. I have provided a docket of paperwork and approvals for reasonable accommodation to the director and eligibility worker but I have not heard anything back yet.</p>	
<p>Dental Care- only student doctors working, appointment took too long, had to go to somewhere else to take care of teeth issue. Would like more education from doctor about medications and their side effects. Example HIV meds affects cholesterol. Access to recovery and substance abuse many years ago, helped get life together. Homeless: had to depend on other people and family for shelter, causes stress. Shelter restricting lifestyle, because cannot leave. Sometimes forget to take medications to shelter, but would not be able to leave to get them in the car.</p> <p>Quote(s): - Sometimes I forget to bring my medication, but you can't leave the shelter at night to go to my car to get my meds.</p>	<ul style="list-style-type: none"> - Dental Care (-) - Housing (-) - Shelter (-)
<p>Primary Medical Care is the highest priority and most effective. Hard time accessing doctor by MUNI bc far away, and arrive late have to reschedule appt. Hoping to get taxi vouchers to help with severe mobility issues, doctor office has failed to follow through with. Housing: issues in regards to suitable living conditions, hoping to move but on a list, very stressful. Very frustrated to try to get services, because have to physically go to different agencies and bring all these papers/stand in line but have severe mobility and health issues.</p> <p>Quote(s): - They look at me as a regular person. I have a tumor, and I have to go to all these different places to get something. - For housing, you are not supposed to be around bed bugs, roaches, mice, rats in other people's housing. They also seem to have mental health issues. - In order for people to understand or be heard, but have to verbally warn or say something serious.</p>	<ul style="list-style-type: none"> - Housing (-) - Primary medical care (+/-) - Taxi Vouchers - Transportation (-)
<p>Taking a part of an HIV med study. Does not know if taking a placebo or taking experimental med but experiencing more creeks/aches. For primary medical care: sees different doctors for primary medical care, VA does not have one doctor/one patient. Would like to just see one doctor, but doctors that he does see are very effective. Job Search and Benefits counseling: difficulty trying to find job outside of fast food service. Did not match up with peer counselor experience or degree.</p>	<ul style="list-style-type: none"> - Primary medical care (+) - Job Search (-) - Benefits Counseling (-)
<p>Primary Medical Care and Food Service (POH) is not effective because considered "too healthy" or doctor didn't fill out paper work correctly and cannot access POH anymore. Doctor has the power to enroll or not to fill out paper work, affect with accessing service. Hard to refill medications or get meds from Walgreens. Medications are late. Concerned with getting older and accessing care and food.</p>	<ul style="list-style-type: none"> - Primary Medical Care (-) - Food (-) - Elderly Care - Housing (-)

African American Needs Assessment Interview Notes

<p>Housing issue: rodents and bed bugs from neighbors crawling from neighbors and now have to deal with extermination. Stressful and affects quality of life/health.</p> <p>Quote(s): System in changing for the rest. [POH] You should not be discharged from the program for being too healthy. People with the money do not care for the people downstairs. It is unfair. People are not living in this county [SF] and they still can access food stamps. I get punished for telling the truth. Being a man means being strong. But man hurts too. It affects me a lot. I cry to sometimes. I have to stand in line and sometimes I don't have money because I have to pay for rent. It bothers you. I have to call my family and daughters to borrow money. It is embarrassing.</p>	
<p>Emergency and Transition Housing – there are lots of rules. Feels discrimination from staff. Left housing shelter. Depends on POH for food program, but it is free and I don't have money. Substance Abuse Treatment – Harper Program and bad experience. Lacked confidence in seeking treatment, doing self-care instead. After accessing housing, was able to get life together and take meds responsibly. Harm reduction and self-help groups have been beneficial in dealing with personal issues.</p> <p>Quote(s): - Being in a shelter is difficult. There is a lot of people. You are dealing with your own issues and you have to deal with other people's issues too. The person who runs it looks down on you from the start, weather you do something wrong or not. It makes you feel like you are not worth nothing. They should be there to help you. I am not your child or dog, should not talk to you in that way. - If you are homeless you cannot take care of yourself, it is impossible to take your medications because people steal your medications.</p>	<ul style="list-style-type: none"> - Housing (-) - Shelter (-) - Substance Abuse Treatment (-) - Harm reduction and groups (+)
<p>Difficultly finding housing and accessing dental services. Have to physically go to office to get to someone to help with dental appointments/services. For SRO housing, they cut companionships, and although you can apply for SRO, you won't get a call back. Housing has caused extreme depression, lost weight, itching, shingles, and eating changes. Considered moving out of San Francisco which means losing access to a lot of services in SF. Emergency Financial Assistant to get to help for housing and no one helped. Discrimination from housing manager which caused eviction. Primary care and Money Management extremely effective, doctor knows what do and is very dependable. Dental Care cannot make appointment, never called back.</p> <p>Quote(s): - If it wasn't for family, my husband and I would be homeless.</p>	<ul style="list-style-type: none"> - Primary medical care (+) - Money Management (+) - Housing (-) - Emergency Financial Assistance (-) - SRO (-) - Dental Care (-) - Depression - Weight Loss - Moving Away
<p>Concerned with elderly support, services and care, but not available. Arthritis, menopause, what do you do when you fall down a lot. Want more education and outreach about medical services, medication management, and transition/dealing to elderly issues.</p>	<ul style="list-style-type: none"> - Elderly Support/Care - Heterosexual, Elderly women support - Support Groups, Psychosocial Groups (+)

African American Needs Assessment Interview Notes

<p>Experience with gender and racial stereotype: trying to access housing services or medical services at SFGH. Has to do research on doctors before going to them and have to ask a lot of questions in regarding health services. Uses acupuncture and massage for health. Would like to see more access to services especially for heterosexual, elderly women. Concerned with outreach and where to get the information for age and race demographic Uses women support groups at Worlds and Shanti for social support. But would like more support on elderly women health issues.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - You have to have good health and funds to these programs. Good Health and Mentality. - Take care of myself for as long as I can - Most of services are geared to youth, 28-44 years old and not seniors who are positive. Seniors are left out. - I am feeling left out because I do not see any services made for any heterosexual older women. Either only gay men, transgender, or gay. - Not easy to live on retirement benefits. Would like financial help, trying to get bill back in order. If you don't have the money to pay for bills, don't have money for food. - Being a public speaker, I get things like Safeway cards, but getting \$25.00 every blue moon doesn't help to get money for food. - To be honest with you is what I am trying to find is someone to explain to me what is going on with me in my life time. I am 71 years old, will my HIV meds clash with my old age meds. What would you do if you don't feel like getting up in the morning, your energy wanes, what do you do to maintain appointments. 	
<p>Quote(s):</p> <ul style="list-style-type: none"> - [There are] many challenges and I express them through artwork; can't do much anymore because of my fingers and joints - People are being annoying - Lutheran Services is very effective in how I manage my money 	<ul style="list-style-type: none"> - Money Management - Lutheran Services
<p>Dealing with Hep C. Long Term. Management helps maintain stability and accountability. Need to give away dry goods from food providers due to lack of kitchen facilities. Ranked substance abuse programs low, but did access programs to get clean, beer clean for 4 years. Primary care/mental care very important "Foundation of maintaining Health Stability" Diagnosed in jail: "Wouldn't have found out otherwise, it saved my life" Fairly good quality of life maintaining hobbies, activities, and altruistic activities.</p>	<ul style="list-style-type: none"> - Hep C Treatment - Food (-) dry can goods - Housing (-)
<p>Primary medical much improved over the years. Case management vital in maintaining engagement in case. Fairly good quality of life, learned to accept support Working to stay optimistic after hospitalization. Support groups/hearing other stories. Help acceptance step by step chance.</p>	<ul style="list-style-type: none"> - Support Groups (+)
<p>Getting older, and worried about health/increasing challenges now getting older. Frustrated with getting access to medical detox, dental care, or therapist. Not sure where to get access or available doctors. Barriers to care with doctor not authorizing medical detox. Case manager and Lutheran Services have been changing the rules constantly, and it's difficult keeping up.</p>	<ul style="list-style-type: none"> - Getting Older/Elderly care - Dental Care (-) - Therapist (-) - Primary Medical Care (-) - Lutheran Services (-)

African American Needs Assessment Interview Notes

<p>Quote(s):</p> <ul style="list-style-type: none"> - My health is going down and I have this cold. I am 60 years old. - Doctors haven't been getting along. Wanted to go to detox but doctor still hasn't pulled through. It takes at least 3 months to see him. They are working against you. Situation is discouraging, because I cannot access any medical services. - It is hard to get dental care or see a therapist. - Don't know where to get one [services] - I want furniture [can't afford living essentials' 	
<p>Everything has been going great, no complaints. Been taking care of self and managing medication.</p>	
<p>Quote(s):</p> <ul style="list-style-type: none"> - In 6 years, I have 8 different doctors. Doctors don't give enough time. They don't know much about me, and don't ask about my hormone therapy. They try to get rid of you and hurry to see the next patient. - You have to ask for it [regarding care and health concerns to doctors] - Transgender doctors only focus on transgender issues. - Been to several rehabs, [they] never listen to what I am saying. Trying to blame others, and not myself for my drug issues. I do not support groups, AA, anywhere. 	<ul style="list-style-type: none"> - Primary medical care (-) - Transgender
<p>Case Manager has not been very effective in getting access to healthcare or transitioning from medicate to private health care. Staff was ineffective and there was a lack of communication for appointments. Difficult to access services, had to initially reach out to Shanti to get access to Westside Health Services. Barriers to care.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - AA got to where I am today. I am more clear headed, and more present. - I had to access Westside through Shanti. It was one more step and my 3rd time having to come. The experience would have been good, but it was a longtime to put the pieces together with healthcare. It would have been nice to have a 1 or 2 stop shop to access service. 	<ul style="list-style-type: none"> - Case Management (-) - Barriers to care, reaching out to different agencies to get access to agency.

African American Needs Assessment Interview Notes

<p>Had only been able to access primary care doctor since moving to San Francisco, extremely difficult finding house. Would like to see a service or agency that has all the information available about other services, consolidate agencies/services provided in SF. Feeling stress and depressed/hopeless because of living situation/sleeping in a chair, and not able to readily access service. Need housing before getting job, does not have enough money or cannot get money.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - Only thing going great is my doctor. - I don't know who I could get connected with [regarding services], and not wait months and months. Spending all my money on a room in a hotel, but I still have to feed myself. After two weeks, I don't have money. I cannot work because I do not have money for BART or Housing. I can't lug my suitcase everywhere for an interview. Where am I going to put my clothes? - Sleeping in my chair, not eating/not getting sleep. - Stress and depressed and it gets me down. Like there is no hope and no help - Don't look down on me because I am HIV 	<ul style="list-style-type: none"> - Housing (-) - Centralized information base - Homeless - Employment Job - Barriers to employment and housing - Primary medical care (+)
<p>Frustrated with accessing service, have to go through loops or other agencies to access services. Also concerned with basic living necessities including living and food. Living in hotel, there is no refrigeration or kitchen, and do have extra funds to buy food.</p> <p>Would like to see agencies giving out more handouts like free contraceptives and vouchers. Other neighborhoods there is discrimination and racism for trans.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - Before you can walk to any service and get access to service, now you can't. - Use Shanti where you can get connected to services, everything access to the system 	<ul style="list-style-type: none"> - Barriers to care, access other agencies to get access to service. - Housing (-) - Vouchers (+) - Transgender (+)
<p>Would like to see programs/support groups to have funding for incentive programs like before (giving out vouchers, redeem vouchers for bigger items, or goodwill vouchers). Don't have enough money to do or buy things after paying bills.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - The doctors and nurses are professional but the front desk is not professional and they do not return my calls. I only stay because of my doctors. -Right now, I am at an "8," it would be a "10" if I had money. 99% of my money is being spent on rent, food, and living necessities. If I had money, I would spend it on a car, clothes, friends, or at church. - I would like to see incentive programs come back like the vouchers, programs to get things, and Goodwill vouchers. You have to wait long lines just to get something. - There is racism in the building where I live. 	<ul style="list-style-type: none"> - Would like Incentive programs back
<p>A lot of judgement based on people who are transgender: cannot visit certain areas or you feel unwelcomed, some places "misplace" your applicaiton</p> <p>Not enough money to pay for clothing or food. Would love canned goods/cereal or food that does not perishable. Have to ration when receiving 1 canned good. It adds to stress.</p>	<ul style="list-style-type: none"> - Food (-): not enough - Not enough money for food and clothing - Transgender - Psychosocial Support Groups (+) - Racism

African American Needs Assessment Interview Notes

<p>Benefits counseling: Positive Resource has been very helpful to get services back after losing SSI. Uses Shanti, psychosocial support groups to deal with issues, very helpful to deal the anxiety Environment around Tenderloin can judge you because of transgender, racism, even within the gay community.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - People judge you especially about being transgender. - People need a pull up not a hand out. - I can't get food. Cannot get canned foods/cereal. It is heartbreaking. I have to ration what I have. In hotels, there is no fridge or stove to keep fresh food. The effect is frustrating and stress. - I wish I was able to have money to spare for clothing. I want something nice and decent. Used to get Goodwill vouchers, living a productive life with HIV. It's my self-esteem first. - Benefits counseling is a positive resource for social security benefits counseling. It is a very acceptable atmosphere and the staff kept in touch with me once a week. 	<ul style="list-style-type: none"> - Stereotypes against Transgender among gays
<p>Frustrated with MD because only focus on HIV and other ailments, including aging or inflammation of joints. Cannot have access to second MD or a primary medical care MD because insurance does not allow it. Had in-home nurse, which was very beneficial to address primary medical care concerns Cannot focus on medications because stressed out with other issues Psychosocial Support groups really important to help vent out issues and relate with other people who are experiencing similar issues Would like more centralized information of care and services available</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - SF doesn't have a central voice - Homelessness is a disease like HIV - Why can't I see a doctor as a person? My HIV doctor focuses too much on my HIV and not on my other health issues. It is very discouraging going to my doctor. The city policy states that I cannot have 2 doctors. I don't have a primary care doctor. It is depressing. You have to be in critical condition in order to get help or to be heard. - There is no community board with all the information [services/service providers for HIV]. The information around is either a hit or a miss. - Home Health Care is a very effective service. The nurse provided social care. It was really important to help me keep track of meds. It was an injection of positive power. 	<ul style="list-style-type: none"> - Primary Medical Care (-) - Recently homeless - Home Health Care (+) - Psychosocial Support (+) - Centralized Information of Services
<p>Case management: personal service, root of all service. Maintaining connectivity between providers is vital Substance abuse ranked low, although client access service because it is easily accessed therefore not a concern. Psychosocial: important because it provides a safe place as well as overall improvement in quality of life (movies, tickets to events, snacks, community, etc.)</p>	<ul style="list-style-type: none"> - Case Management (+) - Psychosocial Support (+) - Substance Abuse Program (+)
<p>Difficult to find housing, lack of freedom while living in hotel [can't smoke], waiting on list. Frustrated with Aids Legal Service because they do not follow through with any cases, been over 6 months.</p>	<ul style="list-style-type: none"> - Housing (-) - Legal Service (-) - Pill Management

African American Needs Assessment Interview Notes

<p>Would like someone to help with pill management, difficult to keep taking medication.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - Housing is difficult to access because there are lots of rules, everyone wants to put you on a list, but might call you back in 6-months or a year later. They don't call you back. - The AIDS Legal Service has no follow through with my cases regarding my IRS and Housing Issue at a hotel. - It is hard to take pills everyday. I want to get better but I keep forgetting to take my pills. I wish there was a kind of service to help me with this. 	
<p>Finding housing is the main priority. Frustrating have to be on a list or move every 28-days. Drinking to help ease stress but wants to stop so he can begin Hep C treatment. Knows about AIDS Foundation subsidy for housing, but needs to find a place to rent first.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> - Psychosocial support groups and mental health services should be one-on-ones instead of groups. - Housing has not been effective, you can ask about it but you will never get it. Every 28 days you have to move and it is affecting me lots. It is making my situation worse, affecting my health because I am stress. It's not healthy and it has been aggravating. Cannot do much about it. I have been drinking beer to help relieve stress but I want to start my Hep C treatment, but I have to stop drinking. - AIDS Foundation is willing to give me a subsidy but I need to find a place first. There is a big difference in workers, some will really help you and some do not. 	<ul style="list-style-type: none"> - Housing (-) - Substance Abuse Counseling (-)
<p>Housing is a major concern. Living in hotel has been draining funds, causing extreme stress/unhappiness/depression, drinking again. Been on waiting list for 2 years and still have not heard anything back. Believes after finding housing health, medication management will be easier to deal with and finding a job, hoping to enter into a 3-6 month alcohol substance abuse program to deal with housing issue and stop drinking.</p> <p>Quote(s):</p> <ul style="list-style-type: none"> -The most effective service has been food and medical. I have no problem with either. But the least effective service is housing. I have been on a waiting list for a long time without hearing anything back, it has been over a year. It takes some people 3-4 years to find a place. It added a lot of stress and because of this housing issue I am drinking again after being 3 years sober. The place where I am at now, people make lots of noise and management does not do anything. It adds to my stress and drinking. When I drink I am not productive and my quality of life is going down. I am trying to stay optimistic and access a program of drinking. -My health is a reason why I am going to these programs. I want a job but I have to get my drinking and housing under control. 	<ul style="list-style-type: none"> - Housing (-) - Depression, drinking - Substance Abuse Program - Finding Job - Medication Management
<p>Managing depression and psyche issues with psychologist. With psyche meds taken regular, everything else is working out well. No complaints. MDs have been helpful with care.</p> <p>Quote(s):</p>	<p>Mental Health Services (+)</p>

African American Needs Assessment Interview Notes

<p>- Lack of money to pay for all expenses including bills, food, transportation (bus), cannot afford dentures yet. - I need help with food and financial assistance. I have to go out of my way to get food. I have a lot of bills to pay too.</p>	
<p>Accessing mental health services and substance abuse counselor to deal with depression and personal issues including family deaths. Long waiting times to see therapist initially. Worried about not having enough money after paying bills to pay for food, which adds to depression. Waiting for Hep C treatment. Frustrated with the dental care services because lack of finding a clinic that accepts medicare insurance and does not have money to pay for it.</p> <p>Quote(s): - Food and Dental Care are the most important services but the least effective because I cannot find a dentist that takes medicare insurance. - I don't have enough money at the end after paying bills for food. Project Open Hand is only a supplement to my food.</p>	<p>Mental Health Services (+) Substance Abuse Counselor (+) Money Depression Dental Health Care (-) Insurance (-)</p>
<p>Attends Harm Reduction Groups to help with substance abuse. Waiting for housing, been a long process because before was not serious/did not get life together for it. Now, the housing search is going great and getting help from lots of different agencies.</p>	<p>Support Groups (+) Harm Reduction</p>
<p>Recently diagnosed with Stage IV Lung Cancer, feels doctors did not do the best of their capabilities to treat and diagnose cancer in timely manner; extremely unhappy and depressed. Having issues accessing or getting help from doctors. Adding to exasperation, SRO's management and tenants are unresponsive. Worried about having enough money for food, req. diabetic diet, POH does not provide the right food. Overall quality of life is down. Only thing that is going great is Home Nurse, which provides great guidance and medical care.</p> <p>Quote(s): - All my rights are being violated. I feel discriminated against [SRO]. You have to play all these games to access information or your own paper/information. The contract changes on a weekly basis and it is causing me a lot of stress.</p>	<p>Primary medical care (-) Housing (-) Diabetes Food (-) esp. for diabetes Home Health Care (+)</p>
<p>Apprehension about medical needs b/c of age, getting older. Worried about health (eye care, diabetes, medication management, high blood pressure, Hep C treatment). Would like POH to start having food for diabetes again and a check system like a nurse coming over to do medicine management and ensure taking all medications. Does not care for psychosocial support groups for dealing with depression because it does not help and it is not available all the time, with no follow-up. Luthern Services has been successful with money management.</p> <p>Quotes(s): - [POH discontinuing prepared food meals for diabetes], I'm worried about going to back to old habits.</p>	<p>- Senior Care/Getting Older - Diabetes - Food: POH (-) - Money Management (+) - Home Health Care (+)</p>
<p>Overall, very content and happy with services being received and offered b/c he is naturally proactive in finding out information regarding services, gets information using case manager at St. Mary's. Has funding from SF Aids Foundation to help pay for rent and Legal Service (Positive Resources) for any questions with taxes. Hoping to get placement for senior employment using SCSEP (Senior Community Service Employment Program). Been waiting for employment and had to reapply to be</p>	<p>- Senior Employment - Subsidy for Housing (+) - Legal Service – Taxes (+)</p>

African American Needs Assessment Interview Notes

a part of program. Frustrating to find work for elderly and make money. Wish there was different agencies to help out or more partnerships with companies to find part time work.

Quote(s):

"I'm really fortunate. I can and have been able to access services when I needed it and I am living in a rent control building. Compared to other states, there are a lot of services and agencies in San Francisco."