

Community Outreach & Listening Activities 2020

PEOPLE WHO SPEAK PORTUGUESE

Presentation by Melina Clark, HCPC Council Staff

Thank you to Collaborating Partners

- Ney Nascimento, Council Member
 - Outreach and Volunteer Coordinator at Aguilas
- Community Engagement Committee
- Melina Clark and David Jordan, Council Staff

COLA: Limitations

- Small sample size
 - Clients may not be representative of the demographics of this target population
 - Measure used to collect the data
 - COVID-19
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- This report does not claim to be statistically significant or represent all of the target communities' needs.

Overview

Mission Statement:

It is the responsibility of the COLA (Community Outreach and Listening Activities) Team to proactively gather and disseminate relevant information to and from people living with HIV and at highest risk for HIV.

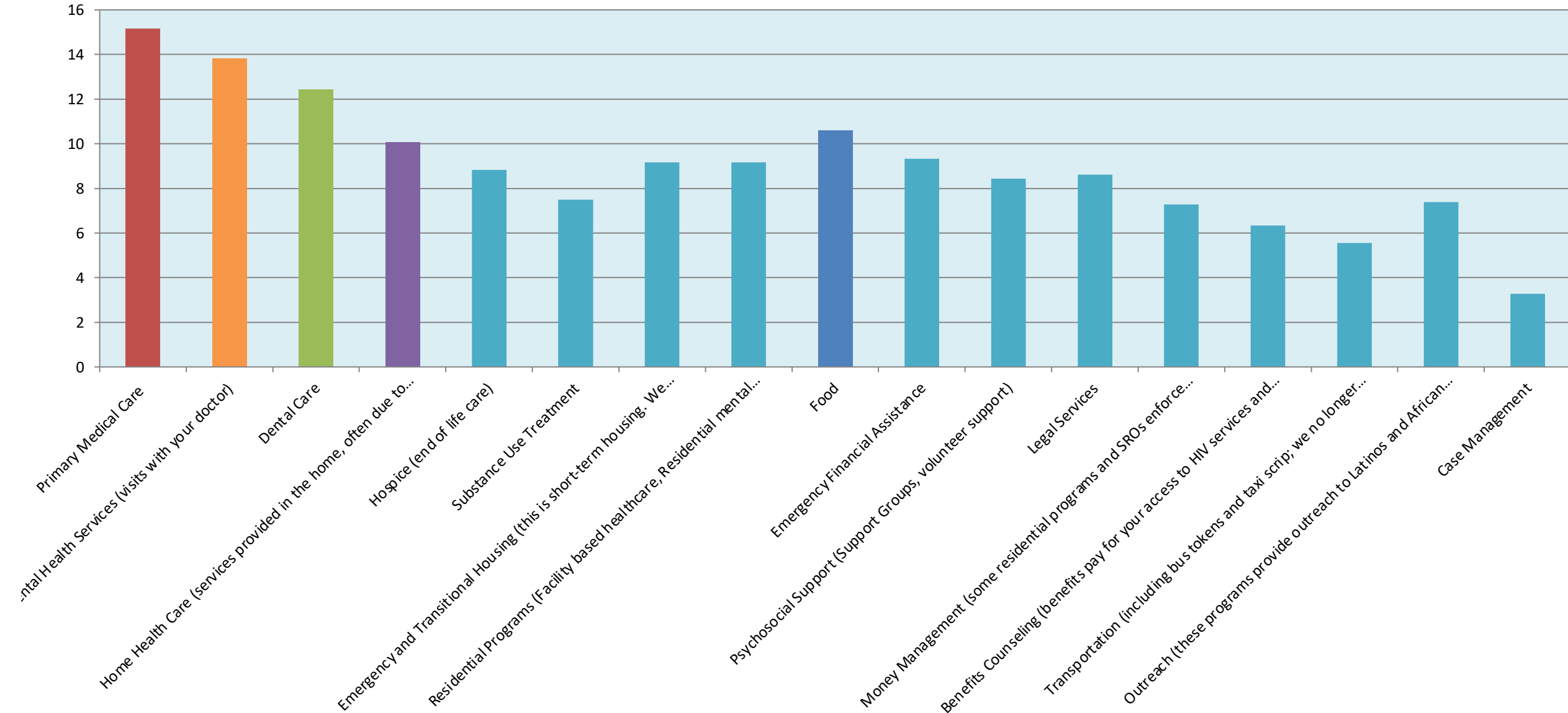
- The Community Engagement Committee determines target populations for Community Outreach & Listening Activities (COLA) focus groups.
- Post merge the council has endeavored to expand COLAs to include Prevention concerns
- The purpose of COLAs are to:
 - Disseminate information about the HCPC and the HIV Consumer Advocacy Project
 - Conduct outreach to consumers of services as potential Council members
 - Provide small scale needs assessments that focus on the San Francisco EMA system of care, in particular:
 - To collect information regarding Service Prioritization from consumer of services.
 - To collect information regarding unmet needs and barriers to care
 - To solicit input and obtain feedback on the overall service needs of HIV+ individuals and communities

2020 COLA Results

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Prioritization Exercise- Weighted Ranking	Score
Primary Medical Care	15.17
Mental Health Services (visits with your doctor)	13.83
Dental Care	12.44
Food	10.61
Home Health Care (services provided in the home, often due to mobility issues)	10.06
Emergency Financial Assistance	9.33
Emergency and Transitional Housing (this is short-term housing. We do not fund long-term housing)	9.17
Residential Programs (Facility based healthcare, Residential mental health)	9.17
Hospice (end of life care)	8.83
Legal Services	8.61
Psychosocial Support (Support Groups, volunteer support)	8.44
Substance Use Treatment	7.5
Outreach (these programs provide outreach to Latinos and African Americans)	7.39
Money Management (some residential programs and SROs enforce money management enrollment)	7.28
Benefits Counseling (benefits pay for your access to HIV services and programs)	6.33
Transportation (including bus tokens and taxi scrip; we no longer fund a program in SF)	5.56
Case Management	3.28

Service Category Ranking: Portuguese Speakers



COLA Qualitative Data: People who Speak Portuguese

- Online Surveys completed between November 9, 2020 and December 3, 2020
- Incentive: \$50 Target Gift Cards
- 18 participants total, mixed serostatus
- Facilitated by Nay Nascimento and Melina Clark

Mental Health

- Participants spoke to challenges with mental health, including depression, anxiety and isolation.
- Mental health challenges have been made harder by the pandemic
- There is a need for more mental health services, including individual therapy and support groups

“I’m afraid of being alone and I’ve been feeling constantly depressed.”

“Since I was diagnosed with depression, it has been a daily struggle. I have not made many plans. The goal is not to die.”

“I need emotional support. I use sex as an escape to deal with that need. I also have anxiety and a complicated relationship with substances.”

“I do not have much contact with people, and it does not make me happy. However, I’m grateful that I’m healthy.”

Stigma in the Brazilian Community

- Several participants spoke to homophobia and HIV related stigma in the Brazilian community
- Some spoke to a lack of connection to the Brazilian community of SF, while others described San Francisco as generally more accepting than Brazil

“I think I still have a lot of stigma and prejudice, so I don't share my situation. It's not easy.”

“I have to remove the label of my prescription meds every time because my roommate has already seen the label and researched to know what it is about.”

“I avoid speaking Portuguese in public because I am afraid of heterosexual Brazilians.”

“There is still a strong lack of information on this topic not only in the Brazilian community but in Brazil. This makes it easier for those living with HIV to hide within the Brazilian community.”

Immigration Status

- Some respondents spoke to their immigration status having a negative impact on their lives
- Immigration status affects access to employment, schools and medical benefits
- Many participants did not encounter difficulties related to their immigration status

“The PrEP navigator asked me if I want to work there because they need someone who speaks Portuguese. Unfortunately, I can't because I don't have a work permit.”

“My immigration situation affects hundreds of points in my quality of life. Having access to schools and student finance support is one example.”

“By having documents, seeking services is easier since you can apply for benefits, but for that you need to have your permanent residency already granted. The process to get there directly impacts my quality. Obviously, it is extra security to have a document and be able to ask for help from the government, if you need it.”

Language Capacity

- Participants spoke to both a lack of and need for providers who speak Portuguese, citing a difficult in fully being able to fully express themselves, both what was going on for them physically and mentally.
- For folks who weren't confident in their English, they cited using Spanish with providers.
- Many participants did not encounter difficulties related to their language capabilities.

“When I had an appointment, I didn't understand what he explained to me, and I didn't explain all the details that I understood to be important.”

“Sometimes I have difficulties to express myself in English.”

“In my first days in San Francisco... I had to work on improving my Spanish in order to communicate, since it is easy to find Spanish speakers in the city's entities like hospitals, clinics and non-profit organizations.”

“Portuguese-speaker patients who do not know English or Spanish have difficulties accessing the city's health programs.”

Other themes

Job Placement and Psychosocial Support Services

- Folks talked about a need for job training and placement programs
- Others brought up a need for support groups and social activities

“Weekly psychological counseling, professional counseling and career guidance.”

“Job placement programs for the LGBTQIA + community, programs to encourage people living with HIV with help to work and studies.”

“Mental health services with support groups, similar cultural interest groups and individual psychotherapy are more important to me as an individual.”

“I left my career and now I live from the money I make under the table.”

Thank you!