

2018 - 19 ANNUAL REPORT



HIV
CONSUMER
ADVOCACY
PROJECT

GOAL OF PRESENTATION



- ❖ **Awareness of the program (quick outreach)**
- ❖ **Annual report to the San Francisco HIV Community Planning Council**
- ❖ **Mini Needs Assessment**
- ❖ **Successes of the program**

Awareness

WHAT IS HCAP?



The **HIV Consumer Advocacy Project (HCAP)** exists to provide service to consumers of:

- ❖ **Ryan White-funded programs located in the San Francisco EMA.**
- ❖ **Agencies funded by the San Francisco Department of Public Health's HIV Health Services.**

HCAP is a *unique program* as it is one of the only programs created specifically to provide these services.

QUALIFYING FOR HCAP SERVICES



- ❖ **Consumer living with HIV/AIDS;**
- ❖ **Accessing or trying to access services from a program receiving Ryan White CARE funds or SF DPH's HIV Health Services; and**
- ❖ **Residing in San Francisco, San Mateo, or Marin County**

What are the services HCAP provides?



Consumers

- ❖ Advocacy
- ❖ Mediation
- ❖ Referrals

Service Providers

- ❖ Technical assistance
- ❖ Receiving direct referrals
- ❖ Assist with other issues/barriers affecting the consumer's quality of life



HOW TO CONTACT HCAP



HCAP is currently housed at AIDS Legal Referral Panel (ALRP) at 1663 Mission St, Ste 500.

Consumers and staff from organizations can reach the HCAP Consumer Advocate by calling (415) 701-1200 ext. 322 or by emailing jeremy@alrp.org.

Annual Report

CONSUMERS SERVED



- ❖ 91 unduplicated clients with a total of 128 HCAP matters during the 2018 – 19 contract year.
- ❖ Previous years:
 - ❖ 93 unduplicated clients in 2017 – 18
 - ❖ 77 unduplicated clients in 2016 – 17
 - ❖ 86 unduplicated clients in 2015 – 16
 - ❖ 73 unduplicated clients in 2014 – 15
- ❖ 1 case was in Marin County, no cases were in San Mateo County, 127 cases were in San Francisco.

SELF-REPORTED CONSUMER DATA



- ❖ Information in greater detail in report, pages 3 & 4
 - **Age:** 65 UDC over the age of 50
 - **Gender:** 72 Male, 12 Female, 4 Transgender Female
 - **Race/Ethnicity:** 46 White, 21 African American/Black, and 18 Latino/a
 - **Sexual Orientation:** 60 Gay/Lesbian, 16 Heterosexual, 9 Bisexual
 - **Income:** 75 under \$15,000

SERVICES



- ❖ Information in greater detail in report, pages 4 - 8
- **Top 4 Categories:** Housing (28), Case Management (20), Primary Medical (17), Emergency Financial Assistance (14)
- **Top 4 Issues*:** Information and Referral (55), Problematic Policy and Procedures (24), and Miscommunication (22)

* “Issues” are reported based on consumer and/or outside case management or social worker reports.

SERVICES (CONTINUED)



- ❖ Information in greater detail in report, pages 4 - 8
- **Top 3 Services Rendered:** Info: Agency policy and procedures (87), Advice/Consultation (58), Referral: Alternative service providers (21)
- **Top 3 Outcomes*:** Services Rendered** (122), Grievance Filed*** (14), and Case Still Pending (13)

* Some cases have more than one outcome.

** “Services Rendered” means as of the report, some service was rendered.

*** “Grievance Filed” includes appeals filed when a consumer is being terminated or suspended from services.

WHAT DOES THIS ALL MEAN?

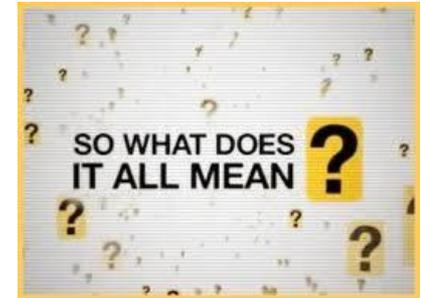


Based on **HCAP** cases:

- ❖ Housing continues to be the biggest concern
- ❖ Case Management needs are rising
- ❖ Primary Medical Care issues are spread across several categories
- ❖ Emergency Financial Assistance needs are rising

Based on **HCAP** cases:

- ❖ Majority of consumers are 51 or older (consistent with patterns from other presentations)
- ❖ Consumers are increasingly extremely low income



- ❖ There was a shift in service categories from previous years
- ❖ Consumers increasingly needed referrals to service providers
- ❖ HCAP having information about the policy and procedures of service providers proved helpful

Mini Needs Assessment

CONSUMER CHALLENGES



Mental Health & Substance Use Disorder

- ❖ A large number of HCAP clients have mental health issues, a substance use disorder, or both.
- ❖ Can create barriers to service.
- ❖ Can create barriers to service and keep housing.
- ❖ On pages 10 & 11 of the report, there are examples of a couple consumers, to illustrate some of these challenges.

CONSUMER CHALLENGES



Housing & Homelessness

- ❖ Ongoing crisis
- ❖ Homelessness leads to consumers being unable to keep appointments, follow up with treatment, and maintaining good health because their energy is being focused on finding shelter.
- ❖ Currently housed consumers face an increased risk of becoming homeless due to financial, mental health, substance use disorder, or behavioral issues.
- ❖ Temporarily housed consumers or those in transitional housing programs become increasingly apprehensive about their future housing.
- ❖ The stress, anxiety, and fear can impact a consumer's mental health, substance use disorder, and could cause termination/suspension from other much needed services.

CONSUMER CHALLENGES



Aging with HIV/AIDS

- ❖ As the population of people living with HIV/AIDS becomes older, consumers face new challenges:
 - ❖ *Finding someone to be an executor of their estate, beneficiaries in their wills, and agents in their powers of attorney and their advance health care directives*
 - ❖ *On-going struggles with isolation*
 - ❖ *Feeling social support groups have started to cater towards a younger client base and increasingly include those without HIV/AIDS*
 - ❖ *Frustrations and fear that the younger generation does not always know or appreciate the struggles of those who have lived with HIV/AIDS for years*

CONSUMER CHALLENGES



Aging with HIV/AIDS (Continued)

- ❖ *Long-time service providers are changing their names, merging, or receiving funding requiring them to work with additional groups of consumers (i.e., people living with mental illness, seniors, and/or other disabilities)*
- ❖ *Feelings of being “erased” or forgotten*
- ❖ *Survivor’s remorse*
- ❖ *Wanting to tell their story of survival and the story of friends and loved ones they have lost, but feeling there is no opportunity to do so*
- ❖ **HCAP tries to engage consumers to collaboratively work on finding support groups and agencies that best suit their needs.**

Successes of the Program

PROGRAM EVALUATIONS

- ❖ 92 satisfaction surveys sent out and follow up calls were made to all recipients
- ❖ In the process of sending surveys for the last quarter
- ❖ 11 surveys completed and returned (12% response rate)

Overall Satisfaction	<ul style="list-style-type: none">• 10 out of 11 respondents (91%) gave HCAP a 3 or 4 out of 4 satisfaction rating.• 1 out of 11 respondents (9%) rated HCAP 2 or below (out of 4).
Cultural Sensitivity of Staff	<ul style="list-style-type: none">• 10 out of 11 (91%) consumers felt that staff was sensitive to their cultural identity and/or sexual orientation.• 1 out of 11 respondents (9%) left this question blank on their survey.
Consumers' Stress/Worry About Their Issue	<ul style="list-style-type: none">• 8 out of 11 respondents (73%) "felt better" (3 or 4) after contacting HCAP.• 1 out of 11 respondents (9%) left this question blank on their survey.

SUCCESS STORIES



“Housing Provider” Discharge Notice

- ❖ Consumer received a notice that they would be discharged from program within a short amount of time, effectively terminating services & leaving Consumer homeless.
- ❖ Discharge based on alleged visitor policy violations & other alleged rule violations.
- ❖ Discharge also based on Consumer’s treatment of Service Provider’s staff.
- ❖ Service Provider agreed to wait on discharge pending an appeal.
- ❖ HCAP made the following arguments:
 - ❖ *Service Provider & Consumer have put in a lot of time & effort to resolve problems; a discharge would negate this.*
 - ❖ *The client had a reason for the alleged actions.*
 - ❖ *While acknowledging the experience of Service Provider’s staff, the gravity of a discharge is severe.*
- ❖ Service Provider withdrew the discharge notice on the condition that Consumer sign a behavioral agreement.

SUCCESS STORIES



Discharge Notice from “Residential Substance Use” Provider

- ❖ Consumer received a notice that they would be discharged, effectively terminating services & leaving Consumer homeless.
- ❖ Discharge based on alleged substance use policy violations & other alleged rule violations.
- ❖ After HCAP requested an investigation, Service Provider withdrew the discharge notice as there was an internal problem with the notice and the behavioral contract the staff had drafted.
- ❖ During a meeting with Service Provider’s staff, there was an allegation by Consumer that staff had falsified a prior drug test, so a test was done during the meeting and came back with no indication of substance use.
- ❖ During the same meeting, it was alleged that the staff disclosed Consumer’s HIV status to other consumers in a different program that Service Provider runs.
- ❖ HCAP requested Consumer be moved to another residential program & requested an investigation into the disclosure.

SUCCESS STORIES



“I’m sorry” could have changed it all.

- ❖ Consumer was accused of taking more food than was allowed at a food service provider.
- ❖ Consumer was able to show they did not take more than allowed.
- ❖ Volunteer at Service Provider didn’t apologize; instead walked away.
- ❖ Consumer requested Service Provider investigate the incident, but felt the investigation was not thorough.
- ❖ Frustrated, Consumer reached out to HCAP.
- ❖ HCAP assisted Consumer in filing a grievance.
- ❖ HCAP hosted a mediation with Consumer and Service Provider.
- ❖ The investigation was explained, Service Provider apologized during the mediation, & Service Provider sent Consumer an apology letter afterwards.

SUCCESS STORIES



Emergency Financial Assistance Requested

- ❖ *Consumer's property management held their rent check for 20 days before cashing it.*
- ❖ *Consumer, believing the check had been cashed, used their money to buy medications and other necessities.*
- ❖ *This caused Consumer's bank account to become overdrawn when the rent check was finally cashed.*
- ❖ *Consumer needed assistance paying their current and next month's rent due to the overdrawn account and fees.*
- ❖ *HCAP made a warm referral to Service Provider, which included assisting Consumer in getting the necessary documents and submitting an application.*
- ❖ *Service Provider made the check available 2 days later, and HCAP sent the check to the property manager.*

SUCCESS STORIES



Provider Success Story

- ❖ End of 2017 – 18 contract year, Consumer reached out to HCAP
- ❖ Service Provider had a policy of not allowing consumers on their board of directors
- ❖ Service Provider & HCAP had conversations about the importance of giving consumers a voice by sitting on the board of directors
- ❖ During the 2018 – 19 contract year, HCAP participated in a mediation, had meetings with Service Provider, got Service Provider in touch with other providers, assisted Service Provider with drafting applications for a Client Advisory Board, and helped to organize a town hall style meeting.
- ❖ Through HCAP's assistance and Service Provider's hard work, a Client Advisory Board was created.
- ❖ Since then, Service Provider has reversed their decision and now allows consumers to sit on their board of directors.

For HCAP assistance:

(415) 701-1200 x 322

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