

2019-20 ANNUAL REPORT



HIV
CONSUMER
ADVOCACY
PROJECT

MY HOPES FOR TODAY



- ❖ **About HCAP**
- ❖ **Annual report to the San Francisco HIV Community Planning Council**
- ❖ **About challenges that consumers face**
- ❖ **Successes of the program**

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 the San Francisco EMA is the only one to fund this service.

QUALIFYING FOR HCAP SERVICES



- ❖ **Person 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 Counties**

What are HCAP's goals and services?

Keep the client
CONNECTED to the
system of care!



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,
Suite 500**

Consumers and staff from organizations can reach the HCAP Staff Attorney by calling

**(415) 701-1200 ext. 322 or by emailing
stephen@alrp.org**



Annual Report

CONSUMERS SERVED



- ❖ 90 unduplicated clients with a total of 123 HCAP matters during the 2019 – 20 contract year.
- ❖ Previous years:
 - ❖ 91 unduplicated clients in 2018 – 19
 - ❖ 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 client was in Marin, no cases were in San Mateo, 90 clients were in San Francisco.

SELF-REPORTED CONSUMER DATA



- ❖ **Age:** 61 UDC over the age of 50
- ❖ **Gender:** 78 Male, 9 Female, 2 Transgender Female
- ❖ **Race/Ethnicity:** 49 White, 16 Latinx, 15 African American/Black
- ❖ **Sexual Orientation:** 64 Gay/Lesbian, 16 Heterosexual, 7 Bisexual
- ❖ **Income:** 72 under \$15,000

- Information on greater detail on pages 2 and 3 of the Annual Report

SERVICES



- ❖ **Top 4 Categories:** Emergency Financial Assistance (23) Primary Medical (21), Housing (14), Psychosocial Support (12)
 - ❖ Marin and San Mateo
- ❖ **Top 4 Issues:** Information and Referral (79), Access (17), Miscommunication (16), Termination (13)

SERVICES (CONTINUED)



❖ **Top 3 Services Rendered*:**

Advice/Consultation (81), Agency Referrals (52)
Representation in Meeting (14)

❖ **Top 3 Outcomes**:** Services Rendered (112), Grievance Filed (7), and Agency Action sustained (4)

- *Some cases have multiple services rendered and outcomes
- **other than Pending cases/No services Rendered

WHAT DOES THIS ALL MEAN?



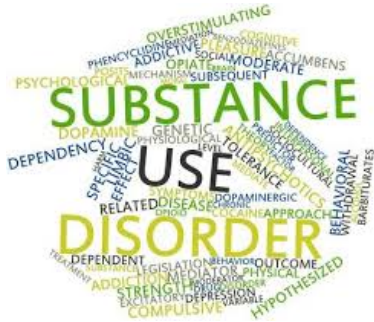
Based on **HCAP** cases:

- ❖ Housing-related Emergency Financial Assistance is the greatest need, indicating continued instability surrounding housing
- ❖ Majority of consumers are 51 or older (consistent with patterns from other presentations)
- ❖ Consumers are extremely low income



- ❖ There was a shift in service categories from previous years
- ❖ Consumers increasingly needed referrals to service providers
- ❖ A shift toward the least adversarial methods of conflict resolution

CONSUMER CHALLENGES



CONSUMER CHALLENGES



Housing , Homelessness, Stress and HIV

❖ Housing is a human right!

- ❖ It's been a mantra and it must be internalized.
 - ❖ What it means is that anyone facing an eviction is having a basic human right threatened or denied. Their baseline is going to include the associated fear and anger that accompany that.
 - ❖ That stress, anxiety, and fear can impact a consumer's mental health and/or substance use disorder, and could cause termination/suspension from other much needed services.
 - ❖ Anger? Of course!
- ❖ HCAP's connection to service providers can help to informally resolve issues and avoid litigation, which is likely to have a deleterious effect on consumers' overall health and T-cell count.

CONSUMER CHALLENGES



Mental Health & Substance Use Disorders

- ❖ A large number of HCAP clients have coexisting mental health issues and substance use disorders
- ❖ Behavioral issues can create barriers to services. Certainly providers need to feel safe but then what??
 - ❖ Psych-emergency?
 - ❖ Jail?
 - ❖ Fleeing the EMA to go where?
- ❖ We should all be providers of last resort
 - ❖ We're charged with hanging in there

CONSUMER CHALLENGES



Aging with HIV/AIDS

- ❖ As the population of people living with HIV/AIDS becomes older, consumers face new challenges:
 - ❖ *On-going struggles with isolation*
 - ❖ *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*
 - ❖ *Lack of empathy by younger community members and service providers.*
 - ❖ *Cultural sensitivity*
 - ❖ *Trauma informed care*

Successes of the Program

PROMISING SERVICE TRENDS



- ❖ **Increase in Mediation and Representation in Meetings – 21 cases up from 9 cases**
 - ❖ Telephonic and face-to-face
 - ❖ Informal dispute resolution and negotiations are less stressful for PLHIV because there is more control and agency.
- ❖ **Decrease in Grievances filed**
 - ❖ May indicate less problematic policies
 - ❖ May also indicate a stronger tendency toward cooperation as in above.

PROGRAM EVALUATIONS

❖ Satisfaction surveys

- ❖ 113 satisfaction surveys sent out
- ❖ 7 surveys completed and returned (4.4% response rate)
 - ❖ 100% of the surveys received were positive.

❖ Consumer Outreach surveys

- ❖ 8 outreach presentations
- ❖ 93% of consumers who completed the survey rated HCAP's presentation a 4 or 5 out of 5.

❖ Provider Outreach surveys

- ❖ 11 outreach presentations
- ❖ 93% of providers who completed the survey rated HCAP's presentation a 4 or 5 out of 5.

SUCCESS STORIES



- ❖ HCAP consumer with cognitive challenges needed a new State ID in order to recertify for their Housing subsidy. HCAP's cooperation with other agencies resulted in success and we were able to complete the recertification.
- ❖ More than that, the engagement in HCAP's services by that consumer has helped keep them connected to care. They come to my office to drop off paperwork every couple of weeks, tell me what's going on and share frustrations.
- ❖ HCAP's connections with service providers helps improve that consumer's life and health.

For HCAP assistance:
(415) 701-1200 x 322

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