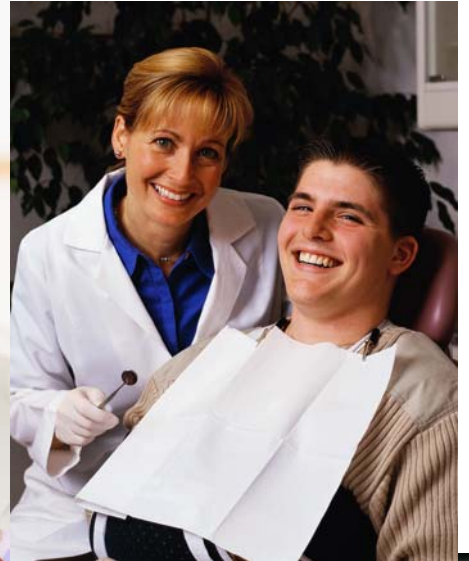


Palm Beach County Florida, Eligible Metropolitan Area

# Survey of PLWHA

August 2006



Prepared by  
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The Palm Beach County HIV CARE Council would like to thank all of the people that contributed their time and effort to this project. We would like to especially thank Annette Murzike-Dunn and dedicate this report to her. She contributed her personal time and energy to gather data from the heart of the community by going out into the areas most heavily impacted by HIV/AIDS. She spoke to persons on the streets and in their homes. She found persons that are aware of their status, but are not in care. Their comments are included in this report and enrich our understanding of their needs.

There were many others who assisted in this project including many of the Title I providers, Planning Committee members and Grantee staff. We would like to thank you for supporting this project.

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Dedicated to

# Annette Murzike-Dunn

for her never ending commitment and perseverance in linking PLWHAs to care. Mrs. Murzike-Dunn has worked on many studies throughout the past several years. She is willing to do what it takes to bring the

*Voice of the Community*

to the Palm Beach County HIV CARE Council so that they can plan for the most effective and efficient HIV care system.

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## Introduction

Since 2004, the Florida Department of Health Bureau of HIV/AIDS has been encouraging Florida's EMAs to coordinate and synchronize their Title I and Title II planning cycles.

A memo from Andrea Davis, Quality Management Institute, Florida Department of Health dated June 10, 2005 summarizes the intent and scope of the Bureau's initiative:

**“In an effort to enable the state to meet HRSA’s requirements, and analyze information on a state-level basis, it is the intent of the Patient Care Section of the Bureau of HIV/AIDS to use a standardized instrument across the state in the future.** Due to the fact that some areas in Florida had recently conducted a needs assessment of their own just prior to the development of this instrument, local consortia were requested to use the standardized needs assessment on a voluntary basis for 2005. Seven of the 14 (50%) planning areas used the instrument this time. **It is hoped that in the future all of the consortia will collaborate with the other Titles in their area so that 100% of the planning bodies will be using the same tool.** Areas that did not use the standardized instrument were asked to submit reports and data so information from all areas of the state could be incorporated into a state-wide summary, which would then be used for the statewide Comprehensive Plan and Statewide Coordinated Statement of Need (SCSN).”

As part of this continued effort, the Bureau conducted a workshop at the 2006 “All Titles” conference regarding needs assessment design and implementation. Workshop participants included Title I and Title II planners from throughout the state.

Subsequent to that workshop meeting and telephone discussions with other Ryan White planners and our HRSA officials, a decision was made by some EMAs to postpone the Comprehensive Needs Assessment process until next year. Instead, as approved by our Project Officer Yukiko Tani, we decided to conduct this PLWHA survey to support the priorities and allocations process for fiscal year 2007-2008.

## Methodology

### Survey Design

Each year the Ryan White Title I Planning Council engages in a formal process to decide how Title I monies should be prioritized and allocated. This survey was conducted in order to assist the planning council in its decision-making process. The results will aid the planning council in determining the needs and priorities of those PLWHAs residing in Palm Beach County.

The PLWHA Survey 2006 utilized a survey instrument similar to that which was used in the 2000 & 2003 Comprehensive Needs Assessments. With the guidance and approval of the Planning Committee, additional components were added regarding utilization of medical care and case management as well as the degree to which respondents are achieving HIV medication adherence. Service categories specified in the survey were consistent with those used by the planning council and HRSA to promote consistency of the data and subsequent analysis.

## Data Collection and Sampling

In order to maintain continuity and consistency, the data collection and sampling methodology which the state Title II program used in their Consumer Survey 2005 was replicated in this survey. Using an on-line data collection tool, "Survey Monkey", the survey instrument was posted on the CARE Council's website ([www.carecouncil.org](http://www.carecouncil.org)). PLWHA were encouraged to respond to the survey questions directly on the website, or complete the survey on a paper copy. The paper surveys were entered into the website database by the planner.

Surveys were collected from June 7, 2006 through July 28, 2006. Once the data collection period was over, the data were extracted from Survey Monkey into Excel and imported into an SPSS database.

As noted in our 2002 study entitled "Speak Out Be Heard,"

"The target group is known to be relatively reticent about disclosing information relevant to the topic of HIV/AIDS (Denis, Wechsberg, McDermeita, Campbell & Raschc, 2001), clients were recruited using variants of convenience sampling (Carlson, Wang, Siegal, Falck, & Guo, 1994) combined with purposive sampling strategies."

Several HIV/AIDS service providers offered to conduct the surveys at their locations. The surveys were administered to PLWHAs by staff or the PLWHAs completed the surveys on their own with staff available to answer questions and clarify directions as needed. In addition, thirty (30%) percent (52 out of 176) of the surveys were conducted in high-risk neighborhoods by a trained data collector who guided the PLWHAs through the survey. Surveys were also promoted and distributed at community forums and other appropriate venues. The surveys were distributed throughout the four main geographic areas of the county to ensure a broad and representative sample. Throughout the surveying process, aggregate demographic information of the respondents was monitored by the health planner to ensure a reflective sample. After completing the survey, respondents received a \$5.00 gift certificate.

## Characteristics of Survey Respondents

With some notable exceptions, the demographic profile of the survey sample was similar to the profile of PLWHA in the Palm Beach County. HIV/AIDS Case Prevalence data cited in this section were provided by the Florida Department of Health Bureau of HIV/AIDS.

As shown in the following table, of the 176 survey respondents, 55.1% (97) were male compared to 60.5% (4,136) of the PLWHAs in the area. Females were somewhat over-represented; 43.8% (77) of survey respondents were female while only 39.5% (2,697) of the PLWHA in the area are female.

**Comparison of HIV/AIDS Case Prevalence in Palm Beach County with Survey Respondents**

| Gender      | HIV/AIDS Case Prevalence Through 2005 |         | Survey Respondents |         |
|-------------|---------------------------------------|---------|--------------------|---------|
|             | number                                | percent | number             | percent |
| Male        | 4,136                                 | 60.5%   | 97                 | 55.1%   |
| Female      | 2,697                                 | 39.5%   | 77                 | 43.8%   |
| Transgender | not available                         |         | 2                  | 1.1%    |
| Total       | 6,833                                 | 100.0%  | 176                | 100.0%  |

Source: Florida Department of Health, Bureau of HIV/AIDS, HIV/AIDS Reporting System

Black Not Hispanics were somewhat underrepresented at 58.5% (103) compared to the rate of Black Not Hispanic PLWHAs in the county of 65.0% (4,442). The proportion of Hispanic respondents 12.5% (22) was slightly higher than the rate of Hispanic PLWHAs in the area 10.2% (697).

**Comparison of HIV/AIDS Case Prevalence in Palm Beach County with Survey Respondents**

| Race/Ethnicity     | HIV/AIDS Case Prevalence Through 2005 |         | Survey Respondents |         |
|--------------------|---------------------------------------|---------|--------------------|---------|
|                    | number                                | percent | number             | percent |
| Black Not Hispanic | 4,442                                 | 65.0%   | 103                | 58.5%   |
| White Not Hispanic | 1,628                                 | 23.8%   | 48                 | 27.3%   |
| Hispanic           | 697                                   | 10.2%   | 22                 | 12.5%   |
| Other/Unknown      | 66                                    | 1.0%    | 3                  | 1.7%    |
| Total              | 6,833                                 | 100.0%  | 176                | 100.0%  |

Source: Florida Department of Health, Bureau of HIV/AIDS, HIV/AIDS Reporting System



As summarized in this table, survey respondents in the age ranges 25-29 were overrepresented while those in the age range 30-39 and over 60 were underrepresented compared to PLWHAs in the county.

**Comparison of HIV/AIDS Case Prevalence in Palm Beach County with Survey Respondents**

| Age      | HIV/AIDS Case Prevalence Through 2005 |         | Survey Respondents |         |
|----------|---------------------------------------|---------|--------------------|---------|
|          | number                                | percent | number             | percent |
| Below 19 | 125                                   | 1.8%    | 6                  | 3.4%    |
| 20-24    | 148                                   | 2.2%    | 7                  | 4.0%    |
| 25-29    | 336                                   | 4.9%    | 20                 | 11.4%   |
| 30-39    | 1,591                                 | 23.3%   | 27                 | 15.3%   |
| 40-49    | 2,546                                 | 37.3%   | 65                 | 36.9%   |
| 50-59    | 1,431                                 | 20.9%   | 44                 | 25.0%   |
| Over 60  | 656                                   | 9.6%    | 7                  | 4.0%    |
| Total    | 6,833                                 | 100.0%  | 176                | 100.0%  |

Source: Florida Department of Health, Bureau of HIV/AIDS, HIV/AIDS Reporting System

25.6% (45) of survey respondents were men who have sex with men (MSM) compared with .27.1% (1,852) of the PLWHAs in the county.

**Comparison of HIV/AIDS Case Prevalence in Palm Beach County with Survey Respondents**

| Sexual Orientation | HIV/AIDS Case Prevalence Through 2005 |         | Survey Respondents |         |
|--------------------|---------------------------------------|---------|--------------------|---------|
|                    | number                                | percent | number             | percent |
| Heterosexual/Other | 4,981                                 | 72.9%   | 131                | 74.4%   |
| MSM                | 1,852                                 | 27.1%   | 45                 | 25.6%   |
| Total              | 6,833                                 | 100.0%  | 176                | 100.0%  |

Source: Florida Department of Health, Bureau of HIV/AIDS, HIV/AIDS Reporting System

**Instrumentation**

Data were collected using a 73-item survey instrument constructed to collect information from PLWHAs within Palm Beach County relating to service priorities and needs. Information was gathered on demographic characteristics such as gender, sexual orientation, race, ethnicity, age, and geographic area of residence. Questions regarding utilization of medical care were followed by open-ended questions asking those not receiving medical care to explain why they were not in care and what it would take to get them into care. The survey also included questions about medication adherence and case management utilization.

## Data Analyses

All analyses were performed using Excel and SPSS 11.5. Frequencies and percentages were calculated on all scale items and cross-tabs were computed between selected variables to explore relationships between survey items. The following report includes tables and graphs that summarize the survey responses. For many questions the data were analyzed by sub-populations including gender, race, ethnicity, geographic region and sexual orientation.

## Limitations

Due to limited time and financial resources only 176 surveys, were completed and analyzed. However, this sample size is similar to the sample size of previous needs assessment and special surveys of PLWHAs conducted by the EMA and the data so collected were used to inform the priorities and allocations decision-making process.

## Key Findings

Survey respondents were asked to describe their level of utilization of the 31 service categories that the planning council prioritizes. The PLWHAs chose “need and use” if they utilize the service, “do not need” if they do not utilize the service, “need can’t get” to show possible gaps in services, and “can get, won’t use” to show barriers in service utilization. The five services that ranked the highest among the respondents are in bold font.

The five most commonly ranked utilized services for all respondents were:

- Case Management
- Laboratory/Diagnostic Testing
- Dental Care
- Ambulatory Primary Outpatient Medical Care
- HIV Prevention

The five services that were most commonly ranked as “need, can’t get”, which shows gaps in services were:

- Complementary Therapies (Massage)
- Complementary Therapies (Acupuncture/Reiki Therapies)
- Food
- Housing
- Direct Emergency Assistance

Overall the number of respondents that said they “can get, won’t use” a service were very low. The five services most commonly ranked by respondents as ‘can get, won’t use’, which shows barriers in services were:

- Legal Services
- Day Respite Care
- Clinical Trials

- Complementary Therapies (Massage)
- Complementary Therapies (Acupuncture and Reiki Therapy)
- Home Healthcare
- Substance Abuse Treatment-Outpatient

The following table summarizes all responses regarding utilization, gaps, and barriers. Please see Appendix D for comparisons within special populations and the 2000 and 2003 comprehensive needs assessments.

**Service Category by Utilization, Gap, and Barrier**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category  | Utilization<br>(Need and Use) |     |         | Gaps<br>(Need, Can't Get) |    |         | Barriers<br>(Can Get, Won't Use) |    |         |
|---|-------------------------------|-----|---------|---------------------------|----|---------|----------------------------------|----|---------|
|   | rank                          | #   | percent | rank                      | #  | percent | rank                             | #  | percent |
| Ambulatory/Primary Outpatient Medical Care                | 4                             | 124 | 70.5%   | 19                        | 9  | 5.1%    | 8                                | 2  | 1.1%    |
| Buddy Companion   | 17                            | 65  | 36.9%   | 13                        | 18 | 10.2%   | 4                                | 6  | 3.4%    |
| Case Management   | 1                             | 146 | 83.0%   | 22                        | 5  | 2.8%    | 8                                | 2  | 1.1%    |
| Clinical Trials   | 19                            | 57  | 32.4%   | 9                         | 27 | 15.3%   | 3                                | 7  | 4.0%    |
| Counseling (other)<br>(with license professional or peer) | 11                            | 84  | 47.7%   | 12                        | 20 | 11.4%   | 5                                | 5  | 2.8%    |
| Complementary Therapies<br>(Acupuncture, Reiki Therapy)   | 27                            | 31  | 17.6%   | 2                         | 54 | 30.7%   | 3                                | 7  | 4.0%    |
| Complementary Therapies<br>(Massage)                      | 26                            | 35  | 19.9%   | 1                         | 62 | 35.2%   | 3                                | 7  | 4.0%    |
| Day and Respite Care                                      | 18                            | 63  | 35.8%   | 11                        | 24 | 13.6%   | 2                                | 8  | 4.5%    |
| Dental Care Services                                      | 3                             | 131 | 74.4%   | 9                         | 27 | 15.3%   | 4                                | 6  | 3.4%    |
| Direct Emergency Assistance                               | 7                             | 100 | 56.8%   | 5                         | 34 | 19.3%   | 8                                | 2  | 1.1%    |
| Drug Reimbursement  | 16                            | 71  | 40.3%   | 6                         | 30 | 17.0%   | 7                                | 3  | 1.7%    |
| Food Bank/Home Delivered Meals                            | 13                            | 77  | 43.8%   | 3                         | 47 | 26.7%   | 9                                | 1  | 0.6%    |
| Health Insurance Continuation                             | 15                            | 74  | 42.0%   | 7                         | 29 | 16.5%   | 8                                | 2  | 1.1%    |
| HIV Prevention  | 5                             | 117 | 66.5%   | 26                        | 2  | 1.1%    | 5                                | 5  | 2.8%    |
| Home Health Care Services                                 | 25                            | 37  | 21.0%   | 15                        | 15 | 8.5%    | 3                                | 7  | 4.0%    |
| Hospice   | 28                            | 23  | 13.1%   | 20                        | 7  | 4.0%    | 6                                | 4  | 2.3%    |
| Housing   | 8                             | 91  | 51.7%   | 4                         | 35 | 19.9%   | 8                                | 2  | 1.1%    |
| Inpatient Hospital Coordination                           | 24                            | 40  | 22.7%   | 17                        | 11 | 6.3%    | 7                                | 3  | 1.7%    |
| Laboratory Diagnostic Testing                             | 2                             | 141 | 80.1%   | 19                        | 9  | 5.1%    | 7                                | 3  | 1.7%    |
| Legal Services/Permanency                                 | 11                            | 84  | 47.7%   | 11                        | 24 | 13.6%   | 1                                | 11 | 6.3%    |
| Mental Health   | 12                            | 79  | 44.9%   | 16                        | 14 | 8.0%    | 4                                | 6  | 3.4%    |
| Nurse Care Coordination                                   | 22                            | 48  | 27.3%   | 15                        | 15 | 8.5%    | 6                                | 4  | 2.3%    |
| Outreach  | 9                             | 90  | 51.1%   | 18                        | 10 | 5.7%    | 4                                | 6  | 3.4%    |
| Peer Advocacy   | 14                            | 75  | 42.6%   | 18                        | 10 | 5.7%    | 6                                | 4  | 2.3%    |
| Specialty Outpatient Medical Services                     | 6                             | 107 | 60.8%   | 14                        | 17 | 9.7%    | 6                                | 4  | 2.3%    |
| Substance Abuse Outpatient                                | 23                            | 45  | 25.6%   | 23                        | 3  | 1.7%    | 3                                | 7  | 4.0%    |
| Substance Abuse Residential                               | 26                            | 35  | 19.9%   | 24                        | 3  | 1.7%    | 5                                | 5  | 2.8%    |
| Translation   | 20                            | 55  | 31.3%   | 21                        | 6  | 3.4%    | 7                                | 3  | 1.7%    |
| Transportation  | 9                             | 90  | 51.1%   | 8                         | 28 | 15.9%   | 8                                | 2  | 1.1%    |
| Treatment Adherence                                       | 10                            | 86  | 48.9%   | 25                        | 3  | 1.7%    | 5                                | 5  | 2.8%    |
| Vocational Rehabilitation                                 | 23                            | 45  | 25.6%   | 10                        | 25 | 14.2%   | 6                                | 4  | 2.3%    |

Respondents were asked about the frequency of taking HIV medications in order to determine the degree to which they are achieving HIV medication adherence. The data was disaggregated to display the differences in responses from seven sub-populations.

Overall 14.8% (26 of 176) respondents said they were not taking their HIV medications. Another 14.3% (25 of 176) said that they were taking their HIV medications somewhat less or much less frequently than prescribed by their doctor.

Men who have Sex with Men (MSM) 91.1% (41 of 45), White not Hispanic 87.5% (42 of 48), and Male 85.6% (83 of 97) respondents had the highest percentages of those taking their medications as prescribed by their doctor.

The populations with the least ability to achieve HIV medication adherence include: females with only 51.9% (40 of 77) taking HIV medications as prescribed and 26% (20 of 77) not taking HIV medications at all. Respondents that were Black not Hispanic and from the Western or rural area of the county also had high percentages not taking HIV medications at all, 18.4% (19 of 103) and 10.3% (4 of 9) respectively.

There are many reasons why a respondent may not be taking their HIV medications including; side effects; lack of access to health care services; medication hiatus; physician has not yet prescribed medications due to patient's good health and lab work. The results within this table may be of concern, but would need further investigation as to the reasons the PLWHA is not taking their HIV medications.

#### Frequency of Taking HIV Medications by Survey Respondents

Survey Question 10. I take my HIV medications...

| I take my HIV medications...                             | All Respondents |        | Male |        | Female |        | Black Not Hispanic |        | White Not Hispanic |        | Hispanic |        | Western |        | MSM |        |
|--|-----------------|--------|------|--------|--------|--------|--------------------|--------|--------------------|--------|----------|--------|---------|--------|-----|--------|
|  | #               | %      | #    | %      | #      | %      | #                  | %      | #                  | %      | #        | %      | #       | %      | #   | %      |
| ...as prescribed by my doctor                            | 125             | 71.0%  | 83   | 85.6%  | 40     | 51.9%  | 64                 | 62.1%  | 42                 | 87.5%  | 17       | 77.3%  | 29      | 74.4%  | 41  | 91.1%  |
| ...somewhat less frequently than prescribed by my doctor | 16              | 9.1%   | 5    | 5.2%   | 11     | 14.3%  | 12                 | 11.7%  | 2                  | 4.2%   | 2        | 9.1%   | 3       | 7.7%   | 1   | 2.2%   |
| ...much less frequently than prescribed by my doctor     | 9               | 5.1%   | 3    | 3.1%   | 6      | 7.8%   | 8                  | 7.8%   | 0                  | 0.0%   | 1        | 4.5%   | 3       | 7.7%   | 3   | 6.7%   |
| ...I do not take my HIV medications at all               | 26              | 14.8%  | 6    | 6.2%   | 20     | 26.0%  | 19                 | 18.4%  | 4                  | 8.3%   | 2        | 9.1%   | 4       | 10.3%  | 0   | 0.0%   |
| Total  | 176             | 100.0% | 97   | 100.0% | 77     | 100.0% | 103                | 100.0% | 48                 | 100.0% | 22       | 100.0% | 39      | 100.0% | 45  | 100.0% |

Note: Percentages were calculated as follows: The number of responses divided by the total number of respondents in each category.

Respondents were asked if they had received medical care within the past 12 months. Receiving medical care was defined as “had an appointment with a medical professional, received medications, had lab work done”. 9.7% (17 of 176) of the respondents marked that they were not in medical care. When the data is disaggregated by 12 sub-populations certain populations have a higher percentage of “those not in care”, than others.

Of the Black not Hispanic respondents 13.6% (14 of 103) said they were not in medical care. Respondents from the western or rural area of the county 15.4% (6 of 39) said they had not received medical care within the last 12 months. Of the female respondents 14.3% (11 of 77) said they had not received medical care within the last 12 months.

Populations with the highest percentage of those in medical care were MSMs 97.8% (44 of 45), White not Hispanic 97.9% (47 of 48), and Male 93.8% (91 of 97).

### Summary of Respondents Receiving Medical Care During the Past 12 Months

Survey Question 7. Have you received medical care (had an appointment with a medical professional, received medications, had lab work done) within the last 12 months?

| Population                | Yes    |         | No     |         | Total  |         |
|---------------------------|--------|---------|--------|---------|--------|---------|
|                           | number | percent | number | percent | number | percent |
| All Survey Respondents    | 159    | 90.3%   | 17     | 9.7%    | 176    | 100.0%  |
| <b>Race/Ethnicity</b>     |        |         |        |         |        |         |
| Black Not Hispanic        | 89     | 86.4%   | 14     | 13.6%   | 103    | 100.0%  |
| White Not Hispanic        | 47     | 97.9%   | 1      | 2.1%    | 48     | 100.0%  |
| Hispanic                  | 20     | 90.9%   | 2      | 9.1%    | 22     | 100.0%  |
| Asian Pacific Islander    | 1      | 100.0%  | 0      | 0.0%    | 1      | 100.0%  |
| No Response               | 2      | 100.0%  | 0      | 0.0%    | 2      | 100.0%  |
| <b>Geography</b>          |        |         |        |         |        |         |
| Eastern Palm Beach County | 125    | 91.9%   | 11     | 8.1%    | 136    | 100.0%  |
| Western Palm Beach County | 33     | 84.6%   | 6      | 15.4%   | 39     | 100.0%  |
| Other*                    | 1      | 100.0%  | 0      | 0.0%    | 1      | 100.0%  |
| <b>Gender</b>             |        |         |        |         |        |         |
| Male                      | 91     | 93.8%   | 6      | 6.2%    | 97     | 100.0%  |
| Female                    | 66     | 85.7%   | 11     | 14.3%   | 77     | 100.0%  |
| Transgender               | 2      | 100.0%  | 0      | 0.0%    | 2      | 100.0%  |
| <b>Sexual Orientation</b> |        |         |        |         |        |         |
| MSM                       | 44     | 97.8%   | 1      | 2.2%    | 45     | 100.0%  |

\*Note: One respondent indicated that he resides in Puerto Rico.

The respondents that said they had not received medical care within the last 12 months were asked to describe the reasons why. The table below includes those responses by seven populations. The statements were also analyzed and categorized by themes that were established by the planning council after the completion of the Comprehensive System Assessment Demonstration Project (CSAD) August 2005 which included stigma, confidentiality/support, single-point of entry/eligibility, treatment adherence, and education.

**Respondents' Stated Reasons for Not Being in Care**

Survey Question 8. If you have not received medical care (had an appointment with a medical professional, received medications, had lab work done) within the last 12 months could you describe the reasons why?

| Barriers to Care  | Female | Male | MSM | Eastern | Western | White Not Hispanic | Black Not Hispanic | Hispanic |
|---|--------|------|-----|---------|---------|--------------------|--------------------|----------|
| <b>Theme 1: Stigma</b>  |        |      |     |         |         |                    |                    |          |
| "Stigma that surrounds the sickness."   | ✓      |      |     | ✓       |         |                    | ✓                  |          |
| "She can't read that good. She had two children and needs help but doesn't want anyone to know that she is positive. She has a few friends that don't want to have anything to do with her. She don't want that and asked me not to tell anyone she is HIV positive." | ✓      |      |     | ✓       |         |                    | ✓                  |          |
| "He just don't want to go. He said that he rather die than to go to any clinic where HIV/AIDS people go. He said he's been positive since 2002. He said he don't want to have anything to do with HIV."   |        | ✓    |     | ✓       |         |                    | ✓                  |          |
| <b>Theme 2: Confidentiality/Support</b>   |        |      |     |         |         |                    |                    |          |
| "It's nobody's business but his."   |        | ✓    | ✓   | ✓       |         |                    | ✓                  |          |
| "Worry about people talking about me and feeling alone."  | ✓      |      |     | ✓       |         |                    | ✓                  |          |
| "Too many people know me at the clinic. I don't want no one to know I have HIV."  |        | ✓    |     | ✓       |         |                    | ✓                  |          |
| <b>Theme 3: Single Point of Entry/Eligibility</b>   |        |      |     |         |         |                    |                    |          |
| "She just moved back into town. She has to go back through the process. She says they made her go here and there to be denied for other programs in order to get her meds."   | ✓      |      |     | ✓       |         |                    |                    | ✓        |
| "I do not have medical insurance."  | ✓      |      |     |         | ✓       | ✓                  |                    |          |
| "Was in a program for a couple of months and has not seen the doctor."  | ✓      |      |     |         | ✓       |                    | ✓                  |          |
| "I am in the need of dental repair and care. However I am uninsured dentally. I need special eye care, but am uninsured bor special eye care and treatment."  |        | ✓    | ✓   | ✓       |         | ✓                  |                    |          |
| "I had an appointment with Medicaid on the 5th of the month, but I ended up being put into the hospital. When I called my caseworker back, I was told that I had to come into the office and wait, and maybe I would see the lady!"                                   |        | ✓    | ✓   | ✓       |         | ✓                  |                    |          |
| Has not applied   |        |      |     | ✓       |         |                    | ✓                  |          |
| <b>Theme 4: Treatment Adherence</b>   |        |      |     |         |         |                    |                    |          |
| No barriers were noted.   |        |      |     |         |         |                    |                    |          |
| <b>Theme 5: Familial or Cultural Barriers</b>   |        |      |     |         |         |                    |                    |          |
| "Child"   |        | ✓    |     |         | ✓       |                    | ✓                  |          |
| <b>Theme 6: Education</b>   |        |      |     |         |         |                    |                    |          |
| "She only took the test and never went back for care. She said she don't feel sick at all. There's no need to go back for help right now."  | ✓      |      |     | ✓       |         |                    | ✓                  |          |

The respondents that answered that they had not received medical care in the last 12 months were also asked what it would take to get them back into care. In the table below are the responses by seven populations. The statements are also placed into the themes that were established by the planning council after the completion of the Comprehensive System Assessment Demonstration Project (CSAD) August 2005 which included stigma, confidentiality/support, single point of entry/eligibility, treatment adherence, and education.

**Respondents' Stated Remedies to Not Being in Medical Care**

Survey Question 9. If you have not received medical care (had an appointment with a medical professional, received medications, had lab work done) within the last 12 months could you tell us what it would take to get you back into medical care?

| Suggested Remedies to Barriers  | Female | Male | MSM | Eastern | Western | White Not Hispanic | Black Not Hispanic | Hispanic |
|---|--------|------|-----|---------|---------|--------------------|--------------------|----------|
| <b>Theme 1: Stigma</b>  |        |      |     |         |         |                    |                    |          |
| <i>Note: There were no suggested remedies relevant to this theme. The following response illustrates some of the persistent challenges associated with the stigma of HIV/AIDS: "Nothing, he said. He'd rather die. He said none of his people know, meaning his family members or friends. He said he don't want to loose what he has."</i>           |        | ✓    |     | ✓       |         |                    | ✓                  |          |
| <b>Theme 2: Confidentiality/Support</b>   |        |      |     |         |         |                    |                    |          |
| "Privacy"   | ✓      |      |     | ✓       |         |                    | ✓                  |          |
| "Support"   | ✓      |      |     | ✓       |         |                    | ✓                  |          |
| "Motivation"  | ✓      |      |     |         | ✓       |                    | ✓                  |          |
| "To have someone who care about her and won't give out her information to people about her HIV. They do tell other people when they not supposed to."   | ✓      |      |     | ✓       |         |                    | ✓                  |          |
| <b>Theme 3: Single Point of Entry/Eligibility</b>   |        |      |     |         |         |                    |                    |          |
| "The way the system is, it's hard to get all the information they want. Going from place to place is not fair. By the time you are accepted he's lost interest. They should approve a person right on the spot, that will help others to stay in care."   |        | ✓    | ✓   | ✓       |         |                    | ✓                  |          |
| "Recently I started case management agency is helping me"   |        | ✓    |     | ✓       |         |                    | ✓                  |          |
| "Don't know. Done everything that was asked of me."   | ✓      |      |     | ✓       |         |                    |                    | ✓        |
| "If I could get medical insurance I would go see a doctor."   | ✓      |      |     |         | ✓       | ✓                  |                    |          |
| "No Medicare know I don't qualify for it because of my pay rate and I do not think that is right. Especially whenever three months back to them to be denied again when they have the same information as before some of it is too much information and still waiting for help. I need Health Insurance Continuation but the process takes too long." |        | ✓    |     | ✓       |         |                    | ✓                  |          |
| "Has not applied"   |        |      |     | ✓       |         |                    |                    |          |
| "As far as I am concerned, this county has a very good system with Health Care District. But they keep you in a poverty level status just to have it. Some of us can and do work, but were not sick enough for Disability."   |        | ✓    | ✓   | ✓       |         | ✓                  |                    |          |
| <b>Theme 4: Treatment Adherence</b>   |        |      |     |         |         |                    |                    |          |
| "She made up her mind that she needs to be on medication. She said she feels tired most of the time."   | ✓      |      |     | ✓       |         |                    |                    | ✓        |
| "I take my meds much less frequently than my doctor prescribed because they make me sick."  | ✓      |      |     | ✓       |         |                    | ✓                  |          |
| "The medication makes me sick. Change the meds with no side effects."   |        | ✓    |     | ✓       |         |                    | ✓                  |          |
| <b>Theme 5: Familial or Cultural Barriers</b>   |        |      |     |         |         |                    |                    |          |
| "Child"   |        | ✓    |     |         | ✓       |                    | ✓                  |          |
| "She heard that the medicine keep people sick. She said she can't get sick with 2 children."  | ✓      |      |     | ✓       |         |                    | ✓                  |          |
| <b>Theme 6: Education</b>   |        |      |     |         |         |                    |                    |          |
| "I am changing doctors right now. The new doctor does not want me to take meds at this time."   | ✓      |      |     |         | ✓       |                    | ✓                  |          |

When asked, “When was the last time you received case management services?” the majority, 74.4% (131 of 176), of the respondents said that they had received case management in the last month. This percentage may be unusually high due to the fact that many of the surveys were conducted during case management visits. Given the high utilization and prioritization rates of case management it is clear that this service is extremely important to the respondents.

When the responses are disaggregated to view only those respondents not receiving medical care it is evident that 47.1% (8 of 17) have never receive case management services.

**Frequency of Receiving Case Management Services by Survey Respondents**

Survey Question 11. When was the last time you received case management services?

| Timeframe              | All Respondents |         | Respondents Not Receiving Medical Care |         |
|------------------------|-----------------|---------|--|---------|
|                        | number          | percent | number                                 | percent |
| In the last month      | 131             | 74.4%   | 6                                      | 35.3%   |
| In the last six months | 19              | 10.8%   | 2                                      | 11.8%   |
| In the last year       | 9               | 5.1%    | 1                                      | 5.9%    |
| Never                  | 16              | 9.1%    | 8                                      | 47.1%   |
| No response            | 1               | 0.6%    | 0                                      | 0.0%    |
| Total                  | 176             | 100.0%  | 17                                     | 100.0%  |

The table below summarizes the ten most highly ranked service categories by all respondents as well as seven populations. There were many differences in how various populations identified their most highly ranked services. The five most highly ranked services are displayed in **bold font**. The highlights are as follows:

- Overall, respondents’ most highly ranked service categories were Laboratory/Diagnostic, Case Management, Housing, Dental Care, Direct Emergency Assistance, and Ambulatory Primary Outpatient Medical Care.
- Health Insurance Continuation was of the five most highly ranked service priorities among Males, White not Hispanics, Hispanics and MSMs. For Females and Black not Hispanics this category was less important.
- HIV prevention was of the five most highly ranked service categories for Male, Black not Hispanic, Hispanic, MSM, and Western or rural respondents.
- Ambulatory Outpatient Primary Medical Care was not ranked in the highest ten service categories for Female and Hispanic respondents.



- Legal Services ranked as one of the highest five services for White not Hispanic, Hispanic, MSM, and Western or rural respondents.
- Outreach ranked as one of the highest five services for White not Hispanic, Hispanic and MSM respondents.
- Food ranked in the highest five ranked services for Hispanic and Western or rural respondents.
- MSM respondents were the only population that ranked Mental Health as one of the highest five services.

**Summary of Ten Most Highly Ranked Service Categories by Respondent Populations**

Survey Questions 12-42. Rank each of the following services from 1 to 5 by circling a number 1 through 5, 1 being of MOST IMPORTANCE to you and 5 being of LEAST IMPORTANCE to you.

| Service Category                           | All Respondents (N=176) |     |       | Male Respondents (n=97) |    |       | Female Respondents (n=77) |    |       | Black Not Hispanic Respondents (n=103) |    |       | White Not Hispanic Respondents (n=48) |    |       | Hispanic Respondents (n=22) |    |       | MSM Respondents (n=45) |    |       | Western Respondents (n=39) |    |       |
|--|-------------------------|-----|-------|-------------------------|----|-------|---------------------------|----|-------|--|----|-------|---------------------------------------|----|-------|-----------------------------|----|-------|------------------------|----|-------|----------------------------|----|-------|
|  | Rank                    | #   | %     | Rank                    | #  | %     | Rank                      | #  | %     | Rank                                   | #  | %     | Rank                                  | #  | %     | Rank                        | #  | %     | Rank                   | #  | %     | Rank                       | #  | %     |
| Laboratory/Diagnostic                      | 1                       | 140 | 79.5% | 2                       | 74 | 76.3% | 1                         | 65 | 84.4% | 1                                      | 83 | 80.6% | 3                                     | 35 | 72.9% | 2                           | 19 | 86.4% | 2                      | 34 | 75.6% | 2                          | 36 | 92.3% |
| Case Management                            | 2                       | 135 | 76.7% | 1                       | 78 | 80.4% | 5                         | 55 | 71.4% | 5                                      | 75 | 72.8% | 2                                     | 39 | 81.3% | 3                           | 18 | 81.8% | 1                      | 38 | 84.4% | 2                          | 36 | 92.3% |
| Housing                                    | 3                       | 131 | 74.4% | 4                       | 72 | 74.2% | 4                         | 57 | 74.0% | 2                                      | 80 | 77.7% | 5                                     | 30 | 62.5% | 3                           | 18 | 81.8% | 5                      | 31 | 68.9% | 3                          | 35 | 89.7% |
| Dental Care                                | 4                       | 129 | 73.3% | 6                       | 68 | 70.1% | 3                         | 59 | 76.6% | 5                                      | 75 | 72.8% | 4                                     | 34 | 70.8% | 3                           | 18 | 81.8% | 6                      | 30 | 66.7% | 3                          | 35 | 89.7% |
| Direct Emergency Assistance                | 4                       | 129 | 73.3% | 7                       | 66 | 68.0% | 2                         | 61 | 79.2% | 3                                      | 79 | 76.7% | 5                                     | 30 | 62.5% | 3                           | 18 | 81.8% | 5                      | 31 | 68.9% | 1                          | 37 | 94.9% |
| Ambulatory Primary Outpatient Medical Care | 5                       | 126 | 71.6% | 1                       | 78 | 80.4% | n/a                       | 0  | 0.0%  | 8                                      | 68 | 66.0% | 1                                     | 40 | 83.3% | n/a                         | 0  | 0.0%  | 1                      | 38 | 84.4% | 5                          | 32 | 82.1% |
| HIV Prevention                             | 6                       | 125 | 71.0% | 5                       | 70 | 72.2% | 6                         | 54 | 70.1% | 4                                      | 76 | 73.8% | 6                                     | 29 | 60.4% | 3                           | 18 | 81.8% | 4                      | 32 | 71.1% | 4                          | 33 | 84.6% |
| Health Insurance Continuation              | 6                       | 125 | 71.0% | 3                       | 73 | 75.3% | 9                         | 50 | 64.9% | 8                                      | 68 | 66.0% | 3                                     | 35 | 72.9% | 1                           | 20 | 90.9% | 2                      | 34 | 75.6% | 6                          | 31 | 79.5% |
| Transportation                             | 7                       | 118 | 67.0% | 8                       | 65 | 67.0% | 8                         | 52 | 67.5% | 6                                      | 74 | 71.8% | 7                                     | 28 | 58.3% | n/a                         | 0  | 0.0%  | 7                      | 29 | 64.4% | 1                          | 37 | 94.9% |
| Legal Services                             | 8                       | 115 | 65.3% | 8                       | 65 | 67.0% | 10                        | 49 | 63.6% | 10                                     | 65 | 63.1% | 5                                     | 30 | 62.5% | 3                           | 18 | 81.8% | 3                      | 33 | 73.3% | 5                          | 32 | 82.1% |
| Food Bank                                  | 9                       | 114 | 64.8% | 9                       | 64 | 66.0% | 10                        | 49 | 63.6% | 7                                      | 69 | 67.0% | 9                                     | 25 | 52.1% | 3                           | 18 | 81.8% | 7                      | 29 | 64.4% | 3                          | 35 | 89.7% |
| Outreach                                   | 10                      | 112 | 63.6% | 10                      | 62 | 63.9% | 10                        | 49 | 63.6% | n/a                                    | 0  | 0.0%  | 5                                     | 30 | 62.5% | 3                           | 18 | 81.8% | 4                      | 32 | 71.1% | 5                          | 32 | 82.1% |
| Specialty Outpatient Medical Care          | n/a                     | 0   | 0.0%  | n/a                     | 0  | 0.0%  | 7                         | 53 | 68.8% | 9                                      | 67 | 65.0% | n/a                                   | 0  | 0.0%  | 3                           | 18 | 81.8% | 8                      | 25 | 55.6% | 7                          | 30 | 76.9% |
| Drug Reimbursement Program                 | n/a                     | 0   | 0.0%  | 10                      | 62 | 63.9% | n/a                       | 0  | 0.0%  | n/a                                    | 0  | 0.0%  | 8                                     | 27 | 56.3% | 3                           | 18 | 81.8% | 7                      | 29 | 64.4% | n/a                        | 0  | 0.0%  |
| Mental Health Therapy                      | n/a                     | 0   | 0.0%  | n/a                     | 0  | 0.0%  | n/a                       | 0  | 0.0%  | n/a                                    | 0  | 0.0%  | 8                                     | 27 | 56.3% | n/a                         | 0  | 0.0%  | 5                      | 31 | 68.9% | 6                          | 31 | 79.5% |
| Peer Advocacy                              | n/a                     | 0   | 0.0%  | n/a                     | 0  | 0.0%  | n/a                       | 0  | 0.0%  | n/a                                    | 0  | 0.0%  | 8                                     | 27 | 56.3% | n/a                         | 0  | 0.0%  | 7                      | 29 | 64.4% | n/a                        | 0  | 0.0%  |
| Complementary Therapies (Massage)          | n/a                     | 0   | 0.0%  | n/a                     | 0  | 0.0%  | n/a                       | 0  | 0.0%  | n/a                                    | 0  | 0.0%  | 10                                    | 23 | 47.9% | n/a                         | 0  | 0.0%  | n/a                    | 0  | 0.0%  | n/a                        | 0  | 0.0%  |

Note: Not all respondents ranked each service category. Percentages were calculated as follows: the number of responses divided by the total number of respondents in

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## Appendix A PLWHA Survey

## **SURVEY OF NEED**

The Palm Beach County HIV CARE Council wants to find out what the HIV care service needs are for people living with the virus in Palm Beach County, Florida. This information will influence funding decisions that directly affect you. Your input does matter.

All responses are strictly anonymous. Please do not sign your name anywhere on the survey form.

**PLEASE COMPLETE THIS SURVEY ONE TIME ONLY!**

If you have any questions, call Sonja Swanson at the  
The Palm Beach County CARE Council  
4152 West Blue Heron Blvd Ste. 228  
Riviera Beach, FL 33404  
(561) 844-4430, ext. 14

**PLEASE RETURN BY JULY 7, 2006!**

**If you have done this survey in 2006, please STOP. Do not complete the survey more than one time.**

**A Little Information About You**

These questions are being asked to make sure all racial, ethnic, gender and sexual orientations are represented.

1. My sex/gender is...

- Female
- Male
- Transgender (Male to Female)
- Transgender (Female to Male)

2. My sexual orientation is...

- Straight/heterosexual
- Gay/lesbian/homosexual
- Bisexual
- Not sure

3. My racial/ethnic background is...

- White
- Black
- Asian/Pacific Islander
- American Indian/Alaskan Native

4. My ethnicity is...

- Hispanic
- Not Hispanic

5. My age is...

- Below 19
- 20 to 24
- 25 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- Over 60

6. What part of the county do you live in?

- South (Boca Raton to Hypoluxo)
- Central (Lantana to West Palm Beach to Loxahatchee)
- North (North of West Palm Beach, Riviera Beach to Jupiter)
- West (Glades area)
- Other (please specify \_\_\_\_\_)

7. Have you received medical care (had an appointment with a medical professional, received medications, had lab work done) within the last 12 months?

- Yes
- No

8. If you have not received medical care (had an appointment with a medical professional, received medications, had lab work done) within the last 12 months could you describe the reasons why?

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9. If you have not received medical care (had an appointment with a medical professional, received medications, had lab work done) within the last 12 months could you tell us what it would take to get you back into medical care?

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10. I take my HIV medications..

- As prescribed by my doctor
- Somewhat less frequently than prescribed by my doctor
- Much less frequently than prescribed by my doctor
- I do not take my HIV medications at all

11. When was the last time you received case management services?

- In the last month
- In the last six months
- In the last year
- Never

**Rate each of the following services from 1 to 5 by circling a number 1 through 5.**  
**1 being of MOST IMPORTANCE to you and 5 being of LEAST IMPORTANCE to you.**

- |  |          |          |          |          |                         |
|--|----------|----------|----------|----------|-------------------------|
| <b>12. Ambulatory/Primary Outpatient Medical Care (appointment with HIV doctor, General Practitioner, Family Practice)</b>               |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>13. Buddy/Companion Services (a buddy/companion helping someone with HIV access HIV services)</b>                                     |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>14. Case Management</b>   |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>15. Clinical Trials</b>   |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>16. Complementary Therapies (massage therapy)</b>   |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>17. Complementary Therapies (other) (acupuncture, Reiki Therapy)</b>  |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>18. Counseling (Other) (with licensed professional or peer)</b>   |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>19. Day and Respite Care (Drop In Center, a daytime program where one can go to talk about personal issues and get moral support)</b> |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>20. Dental Care Services</b>  |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>21. Direct Emergency Assistance (help paying for utilities, appliances, etc.)</b>   |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>22. Drug Reimbursement Program (Medications and Nutritional Supplement)</b>   |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>23. Food Bank/Home Delivered Meals/Food Voucher</b>   |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |
|  | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b>                |
| <b>24. Health Insurance Continuation (payment of Healthcare Insurance Premium)</b>   |          |          |          |          |                         |
| <i>MOST IMPORTANCE</i>   |          |          |          |          | <i>LEAST IMPORTANCE</i> |



|  | 1 | 2 | 3 | 4 | 5                       |
|--|---|---|---|---|-------------------------|
| 25. <b>HIV Prevention</b><br><i>MOST IMPORTANCE</i>  |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 26. <b>Home Health Care Services</b><br><i>MOST IMPORTANCE</i>   |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 27. <b>Hospice (Home Based, Residential)</b><br><i>MOST IMPORTANCE</i>   |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 28. <b>Housing Assistance</b><br><i>MOST IMPORTANCE</i>  |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 29. <b>Inpatient Hospital Coordination</b><br><i>MOST IMPORTANCE</i>   |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 30. <b>Laboratory Diagnostic Testing (labs)</b><br><i>MOST IMPORTANCE</i>  |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 31. <b>Legal Services(Social Security hearings, will, health care proxy) /Permanency Planning (assistance in placing children in cases where PLWHA can not care for them due to sickness or death)</b><br><i>MOST IMPORTANCE</i> |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 32. <b>Mental Health Therapy/Counseling (with psychiatrist/psychologist)</b><br><i>MOST IMPORTANCE</i>   |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 33. <b>Nurse Care Coordination</b><br><i>MOST IMPORTANCE</i>   |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 34. <b>Outreach (raising community awareness about HIV services to increase the number of people in care)</b><br><i>MOST IMPORTANCE</i>  |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 35. <b>Peer Advocacy</b><br><i>MOST IMPORTANCE</i>   |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 36. <b>Specialty Outpatient Medical Care [Ophthalmology (CMV), GYN (abnormal pap), Dermatology (lesions)]</b><br><i>MOST IMPORTANCE</i>  |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 37. <b>Substance Abuse Treatment Outpatient</b><br><i>MOST IMPORTANCE</i>  |   |   |   |   | <i>LEAST IMPORTANCE</i> |
| 38. <b>Substance Abuse Treatment Residential</b><br><i>MOST IMPORTANCE</i>   |   |   |   |   | <i>LEAST IMPORTANCE</i> |

| 1                                    | 2 | 3 | 4 | 5                       |
|--------------------------------------|---|---|---|-------------------------|
| <b>39. Transportation Assistance</b> |   |   |   |                         |
| <i>MOST IMPORTANCE</i>               |   |   |   | <i>LEAST IMPORTANCE</i> |

| 1  | 2 | 3 | 4 | 5                       |
|--|---|---|---|-------------------------|
| <b>40. Translation/Interpretation Services</b> |   |   |   |                         |
| <i>MOST IMPORTANCE</i>                         |   |   |   | <i>LEAST IMPORTANCE</i> |

| 1   | 2 | 3 | 4 | 5                       |
|---|---|---|---|-------------------------|
| <b>41. Treatment Adherence Education (education about taking medications as prescribed)</b> |   |   |   |                         |
| <i>MOST IMPORTANCE</i>  |   |   |   | <i>LEAST IMPORTANCE</i> |

| 1   | 2 | 3 | 4 | 5                       |
|---|---|---|---|-------------------------|
| <b>42. Vocational Rehabilitation (Job Training)</b> |   |   |   |                         |
| <i>MOST IMPORTANCE</i>                              |   |   |   | <i>LEAST IMPORTANCE</i> |

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
|---|---|---|---|---|

Please check off  how the following services apply to you.

| Service   | Need and Use | Do Not Need | Need/ Can't Get | Can Get/ Won't Use | Comments |
|---|--------------|-------------|-----------------|--------------------|----------|
| 43. Ambulatory/Primary Outpatient Medical Care (appointment with HIV doctor, General Practitioner, Family Practice)               |              |             |                 |                    |          |
| 44. Buddy/Companion Services (a buddy/companion helping someone with HIV access HIV services)                                     |              |             |                 |                    |          |
| 45. Case Management   |              |             |                 |                    |          |
| 46. Clinical Trials   |              |             |                 |                    |          |
| 47. Complementary Therapies (massage therapy)   |              |             |                 |                    |          |
| 48. Complementary Therapies (other) (acupuncture, Reiki Therapy)  |              |             |                 |                    |          |
| 49. Counseling (Other) (with licensed professional or peer)   |              |             |                 |                    |          |
| 50. Day and Respite Care (Drop In Center, a daytime program where one can go to talk about personal issues and get moral support) |              |             |                 |                    |          |
| 51. Dental Care Services  |              |             |                 |                    |          |
| 52. Direct Emergency Assistance (help paying for utilities, appliances, etc.)   |              |             |                 |                    |          |
| 53. Drug Reimbursement Program (Medications and Nutritional Supplements)  |              |             |                 |                    |          |
|   |              |             |                 |                    |          |

| 54. Food Bank/Home Delivered Meals/Food Voucher   |                     |                    |                       |                          |                 |
|---|---------------------|--------------------|-----------------------|--------------------------|-----------------|
| <b>Service</b>  | <b>Need and Use</b> | <b>Do Not Need</b> | <b>Need/Can't Get</b> | <b>Can Get/Won't Use</b> | <b>Comments</b> |
| 55. Health Insurance Continuation (payment of Healthcare Insurance Premium)   |                     |                    |                       |                          |                 |
| 56. HIV Prevention  |                     |                    |                       |                          |                 |
| 57. Home Health Care Services   |                     |                    |                       |                          |                 |
| 58. Hospice (Home Based, Residential)   |                     |                    |                       |                          |                 |
| 59. Housing Assistance  |                     |                    |                       |                          |                 |
| 60. Inpatient Hospital Coordination   |                     |                    |                       |                          |                 |
| 61. Laboratory Diagnostic Testing (labs)  |                     |                    |                       |                          |                 |
| 62. Legal Services (Social Security hearings, will, health care proxy)/Permanency Planning (assistance in placing children in cases where PLWHA can not care for them due to sickness or death) |                     |                    |                       |                          |                 |
| 63. Mental Health Therapy/Counseling (with psychiatrist/psychologist)   |                     |                    |                       |                          |                 |
| 64. Nurse Care Coordination   |                     |                    |                       |                          |                 |
| 65. Outreach (raising community awareness about HIV services to increase the number of people in care)  |                     |                    |                       |                          |                 |
| 66. Peer Advocacy   |                     |                    |                       |                          |                 |

|  |                     |                    |                        |                           |                 |
|--|---------------------|--------------------|------------------------|---------------------------|-----------------|
| 67. Specialty Outpatient Medical Care [Ophthalmology (CMV), GYN (abnormal pap), Dermatology (lesions)] |                     |                    |                        |                           |                 |
| 68. Substance Abuse Treatment Outpatient   |                     |                    |                        |                           |                 |
| <b>Service</b>   | <b>Need and Use</b> | <b>Do Not Need</b> | <b>Need/ Can't Get</b> | <b>Can Get/ Won't Use</b> | <b>Comments</b> |
| 69. Substance Abuse Treatment Residential  |                     |                    |                        |                           |                 |
| 70. Transportation Assistance  |                     |                    |                        |                           |                 |
| 71. Translation/Interpretation Services  |                     |                    |                        |                           |                 |
| 72. Treatment Adherence Education (education about taking medications as prescribed)                   |                     |                    |                        |                           |                 |
| 73. Vocational Rehabilitation (Job Training)   |                     |                    |                        |                           |                 |

**Please add any other comments below.**

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We appreciate your feedback. If you would like to learn more about the CARE Council and/or to get involved with planning for the system of HIV care in Palm Beach County, contact us.

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Appendix B  
Florida Department of Health, Bureau of HIV/AIDS, HIV/AIDS  
Reporting System Statistics for Area 9

Section 2 – Table 1a: HIV and AIDS Incidence, HIV/AIDS Deaths (excl DOC).

| Demographic Group/ Exposure Category | AIDS Incidence in 2004 & 2005   |               |            |               |               | HIV Cases (regardless of current AIDS Status) Reported in 2004 & 2005  |               |            |               |               | HIV/AIDS Case Deaths in 2004 & 2005   |               |            |               |               |
|--------------------------------------|---|---------------|------------|---------------|---------------|--|---------------|------------|---------------|---------------|---|---------------|------------|---------------|---------------|
|                                      | AIDS incidence is defined as the number of new AIDS cases diagnosed during the period specified, data as of 01/06/06. |               |            |               |               | HIV Cases (regardless of current AIDS Status) Reported: is defined as the number of new HIV cases reported during the period specified, data as of 01/06/06. |               |            |               |               | HIV or AIDS cases that died (regardless of cause) in 2005, data as of 04/05/06. |               |            |               |               |
| <b>Race/Ethnicity</b>                | 2004  | % of Total    | 2005       | % of Total    | % change      | 2004   | % of Total    | 2005       | % of Total    | % change      | 2004  | % of Total    | 2005       | % of Total    | % change      |
| White, not Hispanic                  | 103   | 24%           | 67         | 19%           | -35.0%        | 126  | 28%           | 99         | 25%           | -21.4%        | 49  | 20%           | 52         | 25%           | 6.1%          |
| Black, not Hispanic                  | 264   | 61%           | 224        | 62%           | -15.2%        | 248  | 54%           | 238        | 60%           | -4.0%         | 157   | 64%           | 138        | 65%           | -12.1%        |
| Hispanic                             | 64  | 15%           | 64         | 18%           | 0.0%          | 72   | 16%           | 59         | 15%           | -18.1%        | 36  | 15%           | 17         | 8%            | -52.8%        |
| Asian/Pacific Islander               | 1   | 0%            | 1          | 0%            | 0.0%          | 7  | 2%            | 0          | 0%            | -100.0%       | 0   | 0%            | 1          | 0%            | #DIV/0!       |
| American Indian/Alaskan Native       | 0   | 0%            | 0          | 0%            | #DIV/0!       | 0  | 0%            | 0          | 0%            | #DIV/0!       | 0   | 0%            | 1          | 0%            | #DIV/0!       |
| Not Specified/Other                  | 4   | 1%            | 4          | 1%            | 0.0%          | 4  | 1%            | 1          | 0%            | -75.0%        | 2   | 1%            | 3          | 1%            | 50.0%         |
| <b>Total:</b>                        | <b>436</b>  | <b>100%</b>   | <b>360</b> | <b>100%</b>   | <b>-17.4%</b> | <b>457</b>   | <b>100%</b>   | <b>397</b> | <b>100%</b>   | <b>-13.1%</b> | <b>244</b>  | <b>100%</b>   | <b>212</b> | <b>100%</b>   | <b>-13.1%</b> |
| <b>Gender</b>                        | 2004  | % of Total    | 2005       | % of Total    | % change      | 2004   | % of Total    | 2005       | % of Total    | % change      | 2004  | % of Total    | 2005       | % of Total    | % change      |
| Male                                 | 283   | 64.9%         | 215        | 59.7%         | -24.0%        | 275  | 60.2%         | 226        | 56.9%         | -17.8%        | 162   | 66.4%         | 123        | 58.0%         | -24.1%        |
| Female                               | 153   | 35.1%         | 145        | 40.3%         | -5.2%         | 182  | 39.8%         | 171        | 43.1%         | -6.0%         | 82  | 33.6%         | 89         | 42.0%         | 8.5%          |
| <b>Total:</b>                        | <b>436</b>  | <b>100.0%</b> | <b>360</b> | <b>100.0%</b> | <b>-17.4%</b> | <b>457</b>   | <b>100.0%</b> | <b>397</b> | <b>100.0%</b> | <b>-13.1%</b> | <b>244</b>  | <b>100.0%</b> | <b>212</b> | <b>100.0%</b> | <b>-13.1%</b> |
| <b>Age at Diagnosis (Years)</b>      | 2004  | % of Total    | 2005       | % of Total    | % change      | 2004   | % of Total    | 2005       | % of Total    | % change      | 2004  | % of Total    | 2005       | % of Total    | % change      |
| 0- 2 years                           | 0   | 0.0%          | 0          | 0.0%          | #DIV/0!       | 0  | 0.0%          | 3          | 0.8%          | #DIV/0!       | 2   | 0.8%          | 0          | 0.0%          | -100.0%       |
| 3-12 years                           | 2   | 0.5%          | 1          | 0.3%          | -50.0%        | 1  | 0.2%          | 3          | 0.8%          | 200.0%        | 0   | 0.0%          | 0          | 0.0%          | #DIV/0!       |
| 13-19 years                          | 4   | 0.9%          | 4          | 1.1%          | 0.0%          | 14   | 3.1%          | 10         | 2.5%          | -28.6%        | 3   | 1.2%          | 6          | 2.8%          | 100.0%        |
| 20-24 years                          | 15  | 3.4%          | 13         | 3.6%          | -13.3%        | 26   | 5.7%          | 34         | 8.6%          | 30.8%         | 15  | 6.1%          | 10         | 4.7%          | -33.3%        |
| 25-29 years                          | 29  | 6.7%          | 27         | 7.5%          | -6.9%         | 46   | 10.1%         | 44         | 11.1%         | -4.3%         | 22  | 9.0%          | 23         | 10.8%         | 4.5%          |
| 30-39 years                          | 134   | 30.7%         | 119        | 33.1%         | -11.2%        | 143  | 31.3%         | 110        | 27.7%         | -23.1%        | 86  | 35.2%         | 63         | 29.7%         | -26.7%        |
| 40-44 years                          | 83  | 19.0%         | 71         | 19.7%         | -14.5%        | 86   | 18.8%         | 67         | 16.9%         | -22.1%        | 35  | 14.3%         | 39         | 18.4%         | 11.4%         |
| 45-49 years                          | 73  | 16.7%         | 50         | 13.9%         | -31.5%        | 64   | 14.0%         | 44         | 11.1%         | -31.3%        | 21  | 8.6%          | 24         | 11.3%         | 14.3%         |
| 50-59 years                          | 72  | 16.5%         | 58         | 16.1%         | -19.4%        | 58   | 12.7%         | 63         | 15.9%         | 8.6%          | 38  | 15.6%         | 33         | 15.6%         | -13.2%        |
| 60+ years                            | 24  | 5.5%          | 17         | 4.7%          | -29.2%        | 19   | 4.2%          | 19         | 4.8%          | 0.0%          | 22  | 9.0%          | 14         | 6.6%          | -36.4%        |
| <b>Total:</b>                        | <b>436</b>  | <b>100.0%</b> | <b>360</b> | <b>100.0%</b> | <b>-17.4%</b> | <b>457</b>   | <b>100.0%</b> | <b>397</b> | <b>100.0%</b> | <b>-13.1%</b> | <b>244</b>  | <b>100.0%</b> | <b>212</b> | <b>100.0%</b> | <b>-13.1%</b> |

HIV data (for 2005) includes those cases that have converted to AIDS. These HIV cases cannot be added with AIDS cases to get combined totals since the categories are not mutually

Section 2 – Table 1b: Background Data Used for the Calculations of AIDS Prevalence, and HIV (not AIDS) Prevalence (excl DOC).

| Demographic Group/ Exposure Category   | AIDS Case Prevalence (excl DOC) through 2005 as of 04/05/06                                    |               | HIV (not AIDS) Case Prevalence (excl DOC) through 2005 as of 04/05/06  |               | HIV/AIDS Case Prevalence PLWHA (excl DOC) through 2005 as of 04/05/06  |               | HIV Prevalence Estimate, 2005, as of 04/05/06  |               | AIDS Prevalence & Aware Estimates (excl DOC) through 2005 as of 04/05/06  |               | HIV (not AIDS) Prevalence & Aware Estimates (excl DOC) through 2005 as of 04/05/06   |               | Total PLWAH & Aware Estimates (excl DOC), (diagnosed) through 2005 as of 04/05/06 |               | PLWA receiving primary medical services in a 12-month period via HARS (12%, ADAP or Medicaid).   |               | PLWH receiving primary medical services in a 12-month period via HARS (12%, ADAP or Medicaid).   |               |
|--|--|---------------|--|---------------|--|---------------|--|---------------|---|---------------|--|---------------|---|---------------|--|---------------|--|---------------|
|  | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number   | % of Total    |
|  | AIDS Case Prevalence is defined as the number of reported AIDS Cases as of the date specified. |               | HIV Case Prevalence is defined as the number of reported living HIV (not AIDS) cases as of the date specified. |               | HIV/AIDS Case Prevalence is defined as the number of reported living HIV (not AIDS) and AIDS cases as of the date specified. |               | Includes PLWAH, those diagnosed but not reported. Statewide HIV prevalence estimate (excl DOC's) for 2005 is 119,000.00. (PLWAH x 1.6) |               | AIDS Prevalence is defined as the number of reported AIDS Cases plus 5% for unreported AIDS cases. (AIDS Cases / 0.95). Assumes 100% are <u>aware</u> . |               | Adjusted for underreporting PLWH (not AIDS) and includes those <u>diagnosed but not reported</u> . (Total PLWAH <u>Aware</u> (& diagnosed) minus AIDS Prevalence). |               | Assuming 80% of all PLWAH are <u>Aware</u> (HIV Estimate X 0.80)                  |               | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. |               | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. |               |
| <b>Race/Ethnicity</b>                  | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number   | % of Total    |
| White, not Hispanic                    | 985  | 23.2%         | 643  | 24.9%         | 1,628  | 23.8%         | 2,605  | 23.8%         | 1,037   | 23.2%         | 1,047  | 24.5%         | 2,084   | 23.8%         | 389  | 21.0%         | 101  | 24.0%         |
| Black, not Hispanic                    | 2,796  | 65.8%         | 1,646  | 63.7%         | 4,442  | 65.0%         | 7,107  | 65.0%         | 2,943   | 65.8%         | 2,743  | 64.2%         | 5,686   | 65.0%         | 1,242  | 67.0%         | 249  | 59.1%         |
| Hispanic                               | 435  | 10.2%         | 262  | 10.1%         | 697  | 10.2%         | 1,115  | 10.2%         | 458   | 10.2%         | 434  | 10.2%         | 892   | 10.2%         | 202  | 10.9%         | 62   | 14.7%         |
| Asian/Pacific Islander                 | 3  | 0.1%          | 16   | 0.6%          | 19   | 0.3%          | 30   | 0.3%          | 3   | 0.1%          | 21   | 0.5%          | 24  | 0.3%          | 2  | 0.1%          | 2  | 0.5%          |
| American Indian/Alaskan Native         | 1  | 0.0%          | 0  | 0.0%          | 1  | 0.0%          | 2  | 0.0%          | 1   | 0.0%          | 0  | 0.0%          | 1   | 0.0%          | 1  | 0.1%          | 0  | 0.0%          |
| Not Specified/Other                    | 30   | 0.7%          | 16   | 0.6%          | 46   | 0.7%          | 74   | 0.7%          | 32  | 0.7%          | 27   | 0.6%          | 59  | 0.7%          | 18   | 1.0%          | 7  | 1.7%          |
| <b>Total:</b>                          | <b>4,250</b>   | <b>100.0%</b> | <b>2,583</b>   | <b>100.0%</b> | <b>6,833</b>   | <b>100.0%</b> | <b>10,933</b>  | <b>100.0%</b> | <b>4,474</b>  | <b>100.0%</b> | <b>4,273</b>   | <b>100.0%</b> | <b>8,746</b>  | <b>100.0%</b> | <b>1,854</b>   | <b>100.0%</b> | <b>421</b>   | <b>100.0%</b> |
| <b>Gender</b>                          | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number   | % of Total    |
| Male                                   | 2,727  | 64.2%         | 1,409  | 54.5%         | 4,136  | 60.5%         | 6,618  | 60.5%         | 2,871   | 64.2%         | 2,424  | 56.7%         | 5,294   | 60.5%         | 1,107  | 59.7%         | 188  | 44.7%         |
| Female                                 | 1,523  | 35.8%         | 1,174  | 45.5%         | 2,697  | 39.5%         | 4,315  | 39.5%         | 1,603   | 35.8%         | 1,849  | 43.3%         | 3,452   | 39.5%         | 747  | 40.3%         | 233  | 55.3%         |
| <b>Total:</b>                          | <b>4,250</b>   | <b>100.0%</b> | <b>2,583</b>   | <b>100.0%</b> | <b>6,833</b>   | <b>100.0%</b> | <b>10,933</b>  | <b>100.0%</b> | <b>4,474</b>  | <b>100.0%</b> | <b>4,273</b>   | <b>100.0%</b> | <b>8,746</b>  | <b>100.0%</b> | <b>1,854</b>   | <b>100.0%</b> | <b>421</b>   | <b>100.0%</b> |
| <b>Current Age on 12/31/05 (Years)</b> | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number   | % of Total    |
| 0- 2 years                             | 0  | 0.0%          | 0  | 0.0%          | 0  | 0.0%          | 0  | 0.0%          | 0   | 0.0%          | 0  | 0.0%          | 0   | 0.0%          | 0  | 0.0%          | 1  | 0.2%          |
| 3-12 years                             | 36   | 0.8%          | 9  | 0.3%          | 45   | 0.7%          | 72   | 0.7%          | 38  | 0.8%          | 20   | 0.5%          | 58  | 0.7%          | 29   | 1.6%          | 7  | 1.7%          |
| 13-19 years                            | 57   | 1.3%          | 23   | 0.9%          | 80   | 1.2%          | 128  | 1.2%          | 60  | 1.3%          | 42   | 1.0%          | 102   | 1.2%          | 34   | 1.8%          | 6  | 1.4%          |
| 20-24 years                            | 42   | 1.0%          | 106  | 4.1%          | 148  | 2.2%          | 237  | 2.2%          | 44  | 1.0%          | 145  | 3.4%          | 189   | 2.2%          | 24   | 1.3%          | 20   | 4.8%          |
| 25-29 years                            | 118  | 2.8%          | 218  | 8.4%          | 336  | 4.9%          | 538  | 4.9%          | 124   | 2.8%          | 306  | 7.2%          | 430   | 4.9%          | 61   | 3.3%          | 32   | 7.6%          |
| 30-39 years                            | 857  | 20.2%         | 734  | 28.4%         | 1,591  | 23.3%         | 2,546  | 23.3%         | 902   | 20.2%         | 1,134  | 26.6%         | 2,036   | 23.3%         | 383  | 20.7%         | 102  | 24.2%         |
| 40-44 years                            | 846  | 19.9%         | 479  | 18.5%         | 1,325  | 19.4%         | 2,120  | 19.4%         | 891   | 19.9%         | 805  | 18.9%         | 1,696   | 19.4%         | 373  | 20.1%         | 74   | 17.6%         |
| 45-49 years                            | 828  | 19.5%         | 393  | 15.2%         | 1,221  | 17.9%         | 1,954  | 17.9%         | 872   | 19.5%         | 691  | 16.2%         | 1,563   | 17.9%         | 343  | 18.5%         | 73   | 17.3%         |
| 50-59 years                            | 1,004  | 23.6%         | 427  | 16.5%         | 1,431  | 20.9%         | 2,290  | 20.9%         | 1,057   | 23.6%         | 775  | 18.1%         | 1,832   | 20.9%         | 436  | 23.5%         | 77   | 18.3%         |
| 60+ years                              | 462  | 10.9%         | 194  | 7.5%          | 656  | 9.6%          | 1,050  | 9.6%          | 486   | 10.9%         | 353  | 8.3%          | 840   | 9.6%          | 171  | 9.2%          | 29   | 6.9%          |
| <b>Total:</b>                          | <b>4,250</b>   | <b>100.0%</b> | <b>2,583</b>   | <b>100.0%</b> | <b>6,833</b>   | <b>100.0%</b> | <b>10,933</b>  | <b>100.0%</b> | <b>4,474</b>  | <b>100.0%</b> | <b>4,273</b>   | <b>100.0%</b> | <b>8,746</b>  | <b>100.0%</b> | <b>1,854</b>   | <b>100.0%</b> | <b>421</b>   | <b>100.0%</b> |



| Demographic Group/ Exposure Category                          | AIDS Case Prevalence (excl DOC) through 2005 as of 04/05/06                                    |               | HIV (not AIDS) Case Prevalence (excl DOC) through 2005 as of 04/05/06  |               | HIV/AIDS Case Prevalence PLWHA (excl DOC) through 2005 as of 04/05/06  |               | HIV Prevalence Estimate, 2005, as of 04/05/06  |               | AIDS Prevalence & Aware Estimates (excl DOC) through 2005 as of 04/05/06  |               | HIV (not AIDS) Prevalence & Aware Estimates (excl DOC) through 2005 as of 04/05/06   |               | Total PLWAH & Aware Estimates (excl DOC), (diagnosed) through 2005 as of 04/05/06 |               | PLWA receiving primary medical services in a 12-month period via HARS (12%, ADAP or Medicaid)  |               | PLWH receiving primary medical services in a 12-month period via HARS (12%, ADAP or Medicaid)  |               |
|---|--|---------------|--|---------------|--|---------------|--|---------------|---|---------------|--|---------------|---|---------------|--|---------------|--|---------------|
|   | AIDS Case Prevalence is defined as the number of reported AIDS Cases as of the date specified. |               | HIV Case Prevalence is defined as the number of reported living HIV (not AIDS) cases as of the date specified. |               | HIV/AIDS Case Prevalence is defined as the number of reported living HIV (not AIDS) and AIDS cases as of the date specified. |               | Includes PLWAH, those diagnosed but not reported. Statewide HIV prevalence estimate (excl DOC's) for 2005 is 119,000.00. (PLWAH x 1.6) |               | AIDS Prevalence is defined as the number of reported AIDS Cases plus 5% for unreported AIDS cases. (AIDS Cases / 0.95). Assumes 100% are <u>aware</u> . |               | Adjusted for underreporting PLWH (not AIDS) and includes those <u>diagnosed but not reported</u> . (Total PLWAH <u>Aware</u> (& diagnosed) minus AIDS Prevalence). |               | Assuming 80% of all PLWAH are <u>Aware</u> (HIV Estimate X 0.80)                  |               | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. |               | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. |               |
| <b>Male Adult Exposure Category Risks Redistributed</b>       | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number   | % of Total    |
| MSM   | 1,195  | 44.1%         | 657  | 46.7%         | 1,852  | 45.0%         | 2,963  | 45.0%         | 1,258   | 44.1%         | 1,113  | 46.0%         | 2,371   | 45.0%         | 500  | 45.9%         | 101  | 54.3%         |
| IDU   | 221  | 8.1%          | 88   | 6.3%          | 309  | 7.5%          | 494  | 7.5%          | 232   | 8.1%          | 163  | 6.7%          | 395   | 7.5%          | 80   | 7.3%          | 12   | 6.6%          |
| MSM/IDU   | 112  | 4.1%          | 35   | 2.5%          | 147  | 3.6%          | 235  | 3.6%          | 118   | 4.1%          | 70   | 2.9%          | 188   | 3.6%          | 52   | 4.7%          | 6  | 3.5%          |
| Heterosexual  | 1,144  | 42.2%         | 620  | 44.1%         | 1,764  | 42.9%         | 2,823  | 42.9%         | 1,204   | 42.2%         | 1,054  | 43.6%         | 2,258   | 42.9%         | 441  | 40.4%         | 64   | 34.6%         |
| Other   | 37   | 1.4%          | 6  | 0.5%          | 44   | 1.1%          | 70   | 1.1%          | 39  | 1.4%          | 17   | 0.7%          | 56  | 1.1%          | 18   | 1.7%          | 2  | 1.1%          |
| <b>Total:</b>   | <b>2,709</b>   | <b>100.0%</b> | <b>1,407</b>   | <b>100.0%</b> | <b>4,116</b>   | <b>100.0%</b> | <b>6,586</b>   | <b>100.0%</b> | <b>2,852</b>  | <b>100.0%</b> | <b>2,417</b>   | <b>100.0%</b> | <b>5,268</b>  | <b>100.0%</b> | <b>1,091</b>   | <b>100.0%</b> | <b>186</b>   | <b>100.0%</b> |
| <b>Female Adult Exposure Category Risks Redistributed</b>     | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number   | % of Total    |
| IDU   | 195  | 13.0%         | 113  | 9.6%          | 308  | 11.5%         | 492  | 11.5%         | 206   | 13.0%         | 188  | 10.3%         | 394   | 11.5%         | 84   | 11.4%         | 29   | 12.9%         |
| Heterosexual  | 1,264  | 84.0%         | 1,044  | 89.4%         | 2,307  | 86.4%         | 3,692  | 86.4%         | 1,330   | 84.0%         | 1,623  | 88.4%         | 2,953   | 86.4%         | 624  | 85.0%         | 195  | 86.1%         |
| Other   | 45   | 3.0%          | 11   | 0.9%          | 56   | 2.1%          | 89   | 2.1%          | 48  | 3.0%          | 24   | 1.3%          | 72  | 2.1%          | 26   | 3.5%          | 2  | 1.0%          |
| <b>Total:</b>   | <b>1,504</b>   | <b>100.0%</b> | <b>1,167</b>   | <b>100.0%</b> | <b>2,671</b>   | <b>100.0%</b> | <b>4,274</b>   | <b>100.0%</b> | <b>1,583</b>  | <b>100.0%</b> | <b>1,836</b>   | <b>100.0%</b> | <b>3,419</b>  | <b>100.0%</b> | <b>734</b>   | <b>100.0%</b> | <b>227</b>   | <b>100.0%</b> |
| <b>Pediatric AIDS Exposure Categories (current ages 0-12)</b> | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number  | % of Total    | # number   | % of Total    | # number   | % of Total    |
| Mother with/at risk for HIV infection                         | 36   | 97.3%         | 9  | 100.0%        | 45   | 97.8%         | 72   | 97.8%         | 38  | 97.3%         | 20   | 98.9%         | 58  | 97.8%         | 29   | 100.0%        | 8  | 100.0%        |
| Risk not reported/Other                                       | 1  | 2.7%          | 0  | 0.0%          | 1  | 2.2%          | 2  | 2.2%          | 1   | 2.7%          | 0  | 1.1%          | 1   | 2.2%          | 0  | 0.0%          | 0  | 0.0%          |
| <b>Total:</b>   | <b>37</b>  | <b>100.0%</b> | <b>9</b>   | <b>100.0%</b> | <b>46</b>  | <b>100.0%</b> | <b>74</b>  | <b>100.0%</b> | <b>39</b>   | <b>100.0%</b> | <b>20</b>  | <b>100.0%</b> | <b>59</b>   | <b>100.0%</b> | <b>29</b>  | <b>100.0%</b> | <b>8</b>   | <b>100.0%</b> |

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| Demographic Group/ Exposure Category               | AIDS Case Prevalence (excl DOC) through 2005 as of 04/05/06 |            | HIV (not AIDS) Case Prevalence (excl DOC) through 2005 as of 04/05/06 |            | HIV/AIDS Case Prevalence PLWHA (excl DOC) through 2005 as of 04/05/06 |            | HIV Prevalence Estimate, 2005, as of 04/05/06 |            | AIDS Prevalence & Aware Estimates (excl DOC) through 2005 as of 04/05/06 |            | HIV (not AIDS) Prevalence & Aware Estimates (excl DOC) through 2005 as of 04/05/06 |            | Total PLWHA & Aware Estimates (excl DOC), (diagnosed) through 2005 as of 04/05/06 |            | PLWA receiving primary medical services in a 12-month period via HARS (12%, ADAP or Medicaid) |            | PLWH receiving primary medical services in a 12-month period via HARS (12%, ADAP or Medicaid) |            |
|--|---|------------|---|------------|---|------------|---|------------|--|------------|--|------------|---|------------|---|------------|---|------------|
|  | # number  | % of Total | # number  | % of Total | # number  | % of Total | # number                                      | % of Total | # number   | % of Total | # number   | % of Total | # number  | % of Total | # number  | % of Total | # number  | % of Total |
| <b>Special Populations Risks NOT Redistributed</b> |   |            |   |            |   |            |   |            |  |            |  |            |   |            |   |            |   |            |
| White MSM  | 628   | N/A        | 329   | N/A        | 957   | N/A        | 1,531   | N/A        | 661  | N/A        | 564  | N/A        | 1,225   | N/A        | 243   | N/A        | 51  | N/A        |
| Black MSM  | 368   | N/A        | 165   | N/A        | 533   | N/A        | 853   | N/A        | 387  | N/A        | 295  | N/A        | 682   | N/A        | 191   | N/A        | 22  | N/A        |
| Hispanic MSM                                       | 153   | N/A        | 93  | N/A        | 246   | N/A        | 394   | N/A        | 161  | N/A        | 154  | N/A        | 315   | N/A        | 72  | N/A        | 26  | N/A        |
| White Male IDU                                     | 80  | N/A        | 32  | N/A        | 112   | N/A        | 179   | N/A        | 84   | N/A        | 59   | N/A        | 143   | N/A        | 35  | N/A        | 5   | N/A        |
| Black Male IDU                                     | 158   | N/A        | 49  | N/A        | 207   | N/A        | 331   | N/A        | 166  | N/A        | 99   | N/A        | 265   | N/A        | 70  | N/A        | 8   | N/A        |
| Hispanic Male IDU                                  | 50  | N/A        | 18  | N/A        | 68  | N/A        | 109   | N/A        | 53   | N/A        | 34   | N/A        | 87  | N/A        | 16  | N/A        | 4   | N/A        |
| White Female IDU                                   | 56  | N/A        | 42  | N/A        | 98  | N/A        | 157   | N/A        | 59   | N/A        | 66   | N/A        | 125   | N/A        | 29  | N/A        | 13  | N/A        |
| Black Female IDU                                   | 94  | N/A        | 36  | N/A        | 130   | N/A        | 208   | N/A        | 99   | N/A        | 67   | N/A        | 166   | N/A        | 38  | N/A        | 10  | N/A        |
| Hispanic Female IDU                                | 20  | N/A        | 10  | N/A        | 30  | N/A        | 48  | N/A        | 21   | N/A        | 17   | N/A        | 38  | N/A        | 10  | N/A        | 3   | N/A        |
| White Male Homeless                                | 3   | N/A        | 1   | N/A        | 4   | N/A        | 6   | N/A        | 3  | N/A        | 2  | N/A        | 5   | N/A        | 2   | N/A        | 0   | N/A        |
| Black Male Homeless                                | 10  | N/A        | 2   | N/A        | 12  | N/A        | 19  | N/A        | 11   | N/A        | 5  | N/A        | 15  | N/A        | 2   | N/A        | 0   | N/A        |
| Hispanic Male Homeless                             | 1   | N/A        | 0   | N/A        | 1   | N/A        | 2   | N/A        | 1  | N/A        | 0  | N/A        | 1   | N/A        | 0   | N/A        | 0   | N/A        |
| White Female Homeless                              | 0   | N/A        | 1   | N/A        | 1   | N/A        | 2   | N/A        | 0  | N/A        | 1  | N/A        | 1   | N/A        | 0   | N/A        | 0   | N/A        |
| Black Female Homeless                              | 5   | N/A        | 4   | N/A        | 9   | N/A        | 14  | N/A        | 5  | N/A        | 6  | N/A        | 12  | N/A        | 2   | N/A        | 0   | N/A        |
| Hispanic Female Homeless                           | 0   | N/A        | 1   | N/A        | 1   | N/A        | 2   | N/A        | 0  | N/A        | 1  | N/A        | 1   | N/A        | 0   | N/A        | 0   | N/A        |
| Male Haitian Born                                  | 550   | N/A        | 178   | N/A        | 728   | N/A        | 1,165   | N/A        | 579  | N/A        | 353  | N/A        | 932   | N/A        | 195   | N/A        | 19  | N/A        |
| Female Haitian Born                                | 290   | N/A        | 200   | N/A        | 490   | N/A        | 784   | N/A        | 305  | N/A        | 322  | N/A        | 627   | N/A        | 134   | N/A        | 35  | N/A        |
| White Male Youth (current ages 13-24)              | 2   | N/A        | 4   | N/A        | 6   | N/A        | 10  | N/A        | 2  | N/A        | 6  | N/A        | 8   | N/A        | 0   | N/A        | 0   | N/A        |
| Black Male Youth (current ages 13-24)              | 43  | N/A        | 34  | N/A        | 77  | N/A        | 123   | N/A        | 45   | N/A        | 53   | N/A        | 99  | N/A        | 21  | N/A        | 4   | N/A        |
| Hispanic Male Youth (current ages 13-24)           | 2   | N/A        | 10  | N/A        | 12  | N/A        | 19  | N/A        | 2  | N/A        | 13   | N/A        | 15  | N/A        | 2   | N/A        | 2   | N/A        |
| White Female Youth (current ages 13-24)            | 4   | N/A        | 12  | N/A        | 16  | N/A        | 26  | N/A        | 4  | N/A        | 16   | N/A        | 20  | N/A        | 4   | N/A        | 2   | N/A        |
| Black Female Youth (current ages 13-24)            | 47  | N/A        | 62  | N/A        | 109   | N/A        | 174   | N/A        | 49   | N/A        | 90   | N/A        | 140   | N/A        | 28  | N/A        | 14  | N/A        |
| Hispanic Female Youth (current ages 13-24)         | 4   | N/A        | 12  | N/A        | 16  | N/A        | 26  | N/A        | 4  | N/A        | 16   | N/A        | 20  | N/A        | 2   | N/A        | 4   | N/A        |
| White WCBA* (current ages 15-44)                   | 113   | N/A        | 135   | N/A        | 248   | N/A        | 397   | N/A        | 119  | N/A        | 198  | N/A        | 317   | N/A        | 61  | N/A        | 20  | N/A        |
| Black WCBA* (current ages 15-44)                   | 642   | N/A        | 622   | N/A        | 1,264   | N/A        | 2,022   | N/A        | 676  | N/A        | 942  | N/A        | 1,618   | N/A        | 313   | N/A        | 104   | N/A        |
| Hispanic WCBA* (current ages 15-44)                | 78  | N/A        | 66  | N/A        | 144   | N/A        | 230   | N/A        | 82   | N/A        | 102  | N/A        | 184   | N/A        | 40  | N/A        | 18  | N/A        |
| White Ped Cases (current current ages 0-12)        | 1   | N/A        | 1   | N/A        | 2   | N/A        | 3   | N/A        | 1  | N/A        | 2  | N/A        | 3   | N/A        | 1   | N/A        | 1   | N/A        |
| Black Ped Cases (current ages 0-12)                | 34  | N/A        | 7   | N/A        | 41  | N/A        | 66  | N/A        | 7  | N/A        | 17   | N/A        | 52  | N/A        | 26  | N/A        | 6   | N/A        |
| Hispanic Ped Cases (current ages 0-12)             | 2   | N/A        | 1   | N/A        | 3   | N/A        | 5   | N/A        | 2  | N/A        | 2  | N/A        | 4   | N/A        | 2   | N/A        | 1   | N/A        |
| DOC Cases  | 37  | N/A        | 18  | N/A        | 55  | N/A        | 88  | N/A        | 39   | N/A        | 31   | N/A        | 70  | N/A        | 6   | N/A        | 2   | N/A        |

\*WCBA=Women of Child Bearing Age

MSM includes MSM & MSM/IDU and Male IDU includes IDU & MSM/IDU

Table 1: AIDS INCIDENCE, AIDS PREVALENCE AND HIV (NOT AIDS) PREVALENCE

| Demographic Group/ Exposure Category<br>RISKS REDISTRIBUTED    | AIDS Incidence in 2004-2005   |             | AIDS Prevalence Estimates (excl DOC) through 2005 as of 04/05/06                                   |             | HIV (not AIDS) Prevalence Estimate, 2005, as of 04/05/06  |             |
|--|---|-------------|--|-------------|---|-------------|
|  | AIDS incidence is defined as the number of new AIDS cases diagnosed during the period specified, data as of 01/06/06. |             | AIDS Prevalence is defined as the number of reported AIDS Cases plus 5% for unreported AIDS cases. |             | Adjusted for underreporting PLWH (not AIDS) and includes those diagnosed but not reported. (Total PLWAH minus AIDS Prevalence). |             |
| <b>Race/Ethnicity</b>  | #   | % of Total  | #  | % of Total  | #   | % of Total  |
| White, not Hispanic  | 170   | 21%         | 1,037  | 23%         | 1,568   | 24%         |
| Black, not Hispanic  | 488   | 61%         | 2,943  | 66%         | 4,164   | 64%         |
| Hispanic   | 128   | 16%         | 458  | 10%         | 657   | 10%         |
| Asian/Pacific Islander   | 2   | 0%          | 3  | 0%          | 27  | 0%          |
| American Indian/Alaskan Native                                 | 0   | 0%          | 1  | 0%          | 1   | 0%          |
| Not Specified/Other  | 8   | 1%          | 32   | 1%          | 42  | 1%          |
| <b>Total:</b>  | <b>796</b>  | <b>100%</b> | <b>4,474</b>   | <b>100%</b> | <b>6,459</b>  | <b>100%</b> |
| <b>Gender</b>  | #   | % of Total  | #  | % of Total  | #   | % of Total  |
| Male   | 498   | 63%         | 2,871  | 64%         | 3,747   | 58%         |
| Female   | 298   | 37%         | 1,603  | 36%         | 2,712   | 42%         |
| <b>Total:</b>  | <b>796</b>  | <b>100%</b> | <b>4,474</b>   | <b>100%</b> | <b>6,459</b>  | <b>100%</b> |
| <b>Age at Diagnosis (Incidence) / Current Age (Prevalence)</b> | #   | % of Total  | #  | % of Total  | #   | % of Total  |
| 0-12 years   | 3   | 0%          | 38   | 1%          | 34  | 1%          |
| 13-19 years  | 8   | 1%          | 60   | 1%          | 68  | 1%          |
| 20-44 years  | 491   | 62%         | 1,961  | 44%         | 3,479   | 54%         |
| 45+ years  | 294   | 37%         | 2,415  | 54%         | 2,878   | 45%         |
| <b>Total:</b>  | <b>796</b>  | <b>100%</b> | <b>4,474</b>   | <b>100%</b> | <b>6,459</b>  | <b>100%</b> |

Table 1: AIDS INCIDENCE, AIDS PREVALENCE AND HIV (NOT AIDS) PREVALENCE (CONT'D)

| Demographic Group/ Exposure Category<br>RISKS REDISTRIBUTED | AIDS Incidence in 2004-2005   |             | AIDS Prevalence Estimates (excl DOC) through 2005 as of 04/05/06                                   |             | HIV (not AIDS) Prevalence Estimate, 2005, as of 04/05/06  |             |
|---|---|-------------|--|-------------|---|-------------|
|   | AIDS incidence is defined as the number of new AIDS cases diagnosed during the period specified, data as of 01/06/06. |             | AIDS Prevalence is defined as the number of reported AIDS Cases plus 5% for unreported AIDS cases. |             | Adjusted for underreporting PLWH (not AIDS) and includes those diagnosed but not reported. (Total PLWAH minus AIDS Prevalence). |             |
| <b>Adult/Adolescent AIDS Exposure Category</b>              | #   | % of Total  | #  | % of Total  | #   | % of Total  |
| MSM   | 249   | 31%         | 1,258  | 28%         | 1,706   | 27%         |
| IDU   | 59  | 7%          | 438  | 10%         | 549   | 9%          |
| MSM/IDU   | 11  | 1%          | 118  | 3%          | 117   | 2%          |
| Heterosexual  | 468   | 59%         | 2,534  | 57%         | 3,980   | 62%         |
| Other   | 6   | 1%          | 87   | 2%          | 73  | 1%          |
| <b>Total:</b>   | <b>793</b>  | <b>100%</b> | <b>4,435</b>   | <b>100%</b> | <b>6,424</b>  | <b>100%</b> |
| <b>Pediatric AIDS Exposure Categories (ages 0-12)</b>       | #   | % of Total  | #  | % of Total  | #   | % of Total  |
| Mother with/at risk for HIV infection                       | 3   | 100%        | 38   | 97%         | 34  | 98%         |
| Risk not reported/Other                                     | 0   | 0%          | 1  | 3%          | 1   | 2%          |
| <b>Total:</b>   | <b>3</b>  | <b>100%</b> | <b>39</b>  | <b>100%</b> | <b>35</b>   | <b>100%</b> |

Table 2: Unmet Need Framework Table

| Demographic Group / Exposure Category | Number of persons living with AIDS (PLWA) (excl DOC) through 2005 as of 04/05/06. (Value for Row A of Unmet Need)                    |             | PLWA known to be receiving primary medical services in a 12-month period.  |             | Number of persons living with HIV not AIDS (PLWH) AWARE (excl DOC) through 2005 as of 04/05/06. (Value for Row B of Unmet Need)                             |             | PLWH known to be receiving primary medical services in a 12-month period.  |             | Total PLWHAs (excl DOC) through 2005 as of 04/05/06. (Value for Row C of Unmet Need) |             | Total PLWHA known to be receiving primary medical services in a 12-month period.            |             |
|---------------------------------------|--|-------------|--|-------------|---|-------------|--|-------------|--|-------------|---|-------------|
|                                       | PLWA is defined as the number of reported AIDS cases plus 5% for unreported AIDS cases. (AIDS Cases / 0.95). Assumes 100% are aware. |             | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. Inflated by 1.6 to account for unreported cases who are also in care. |             | Adjusted for underreporting PLWH (not AIDS) and includes those diagnosed but not reported. (Total PLWAH <u>A</u> ware (& diagnosed) minus AIDS Prevalence). |             | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. Inflated by 1.6 to account for unreported cases who are also in care. |             | Calculated by adding (row A) plus (row B).   |             | Calculated by adding PLWA and PLWH receiving primary medical services in a 12-month period. |             |
| Race/Ethnicity                        | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  |
| White, not Hispanic                   | 1,037  | 23%         | 622  | 21%         | 1,047   | 25%         | 162  | 24%         | 2,084  | 24%         | 784   | 22%         |
| Black, not Hispanic                   | 2,943  | 66%         | 1,987  | 67%         | 2,743   | 64%         | 398  | 59%         | 5,686  | 65%         | 2,386   | 66%         |
| Hispanic                              | 458  | 10%         | 323  | 11%         | 434   | 10%         | 99   | 15%         | 892  | 10%         | 422   | 12%         |
| Asian/Pacific Islander                | 3  | 0%          | 3  | 0%          | 21  | 0%          | 3  | 0%          | 24   | 0%          | 6   | 0%          |
| American Indian/Alaskan Native        | 1  | 0%          | 2  | 0%          | 0   | 0%          | 0  | 0%          | 1  | 0%          | 2   | 0%          |
| Not Specified/Other                   | 32   | 1%          | 29   | 1%          | 27  | 1%          | 11   | 2%          | 59   | 1%          | 40  | 1%          |
| <b>Total:</b>                         | <b>4,474</b>   | <b>100%</b> | <b>2,966</b>   | <b>100%</b> | <b>4,273</b>  | <b>100%</b> | <b>674</b>   | <b>100%</b> | <b>8,746</b>   | <b>100%</b> | <b>3,640</b>  | <b>100%</b> |
| Gender                                | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  |
| Male                                  | 2,871  | 64%         | 1,771  | 60%         | 2,424   | 57%         | 301  | 45%         | 5,294  | 61%         | 2,072   | 57%         |
| Female                                | 1,603  | 36%         | 1,195  | 40%         | 1,849   | 43%         | 373  | 55%         | 3,452  | 39%         | 1,568   | 43%         |
| <b>Total:</b>                         | <b>4,474</b>   | <b>100%</b> | <b>2,966</b>   | <b>100%</b> | <b>4,273</b>  | <b>100%</b> | <b>674</b>   | <b>100%</b> | <b>8,746</b>   | <b>100%</b> | <b>3,640</b>  | <b>100%</b> |
| Current Age (Prevalence)              | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  |
| 0- 2 years                            | 0  | 0%          | 0  | 0%          | 0   | 0%          | 2  | 0%          | 0  | 0%          | 2   | 0%          |
| 3-12 years                            | 38   | 1%          | 46   | 2%          | 20  | 0%          | 11   | 2%          | 58   | 1%          | 58  | 2%          |
| 13-19 years                           | 60   | 1%          | 54   | 2%          | 42  | 1%          | 10   | 1%          | 102  | 1%          | 64  | 2%          |
| 20-24 years                           | 44   | 1%          | 38   | 1%          | 145   | 3%          | 32   | 5%          | 189  | 2%          | 70  | 2%          |
| 25-29 years                           | 124  | 3%          | 98   | 3%          | 306   | 7%          | 51   | 8%          | 430  | 5%          | 149   | 4%          |
| 30-39 years                           | 902  | 20%         | 613  | 21%         | 1,134   | 27%         | 163  | 24%         | 2,036  | 23%         | 776   | 21%         |
| 40-49 years                           | 891  | 20%         | 597  | 20%         | 805   | 19%         | 118  | 18%         | 1,696  | 19%         | 715   | 20%         |
| 44-49 years                           | 872  | 19%         | 549  | 19%         | 691   | 16%         | 117  | 17%         | 1,563  | 18%         | 666   | 18%         |
| 50-59 years                           | 1,057  | 24%         | 698  | 24%         | 775   | 18%         | 123  | 18%         | 1,832  | 21%         | 821   | 23%         |
| 60+ years                             | 486  | 11%         | 274  | 9%          | 353   | 8%          | 46   | 7%          | 840  | 10%         | 320   | 9%          |
| <b>Total:</b>                         | <b>4,474</b>   | <b>100%</b> | <b>2,966</b>   | <b>100%</b> | <b>4,273</b>  | <b>100%</b> | <b>674</b>   | <b>100%</b> | <b>8,746</b>   | <b>100%</b> | <b>3,640</b>  | <b>100%</b> |

Be sure to explain in your application that you are comparing of in- care and total HIV/AIDS population rather than an out-of-care demographic analysis since in-care data is NOT complete.

| Demographic Group / Exposure Category                     | Number of persons living with AIDS (PLWA) (excl DOC) through 2005 as of 04/05/06. (Value for Row A of Unmet Need)                            |             | PLWA known to be receiving primary medical services in a 12-month period.  |             | Number of persons living with HIV not AIDS (PLWH) AWARE (excl DOC) through 2005 as of 04/05/06. (Value for Row B of Unmet Need)                            |             | PLWH known to be receiving primary medical services in a 12-month period.  |             | Total PLWHAs (excl DOC) through 2005 as of 04/05/06. (Value for Row C of Unmet Need) |             | Total PLWHA known to be receiving primary medical services in a 12-month period.            |             |
|---|--|-------------|--|-------------|--|-------------|--|-------------|--|-------------|---|-------------|
|   | PLWA is defined as the number of reported AIDS cases plus 5% for unreported AIDS cases. (AIDS Cases / 0.95). Assumes 100% are <u>aware</u> . |             | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. Inflated by 1.6 to account for unreported cases who are also in care. |             | Adjusted for underreporting PLWH (not AIDS) and includes those diagnosed but not reported. (Total PLWAH <u>Aware</u> (& diagnosed) minus AIDS Prevalence). |             | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. Inflated by 1.6 to account for unreported cases who are also in care. |             | Calculated by adding (row A) plus (row B).   |             | Calculated by adding PLWA and PLWH receiving primary medical services in a 12-month period. |             |
| <b>Male Adult Exposure Category Risks Redistributed</b>   | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  |
| MSM   | 1,258  | 44%         | 801  | 46%         | 1,113  | 26%         | 161  | 54%         | 2,371  | 33%         | 962   | 47%         |
| IDU   | 232  | 8%          | 128  | 7%          | 352  | 8%          | 20   | 7%          | 584  | 8%          | 147   | 7%          |
| MSM/IDU   | 118  | 4%          | 83   | 5%          | 70   | 2%          | 10   | 3%          | 188  | 3%          | 93  | 5%          |
| Heterosexual  | 1,204  | 42%         | 705  | 40%         | 2,677  | 63%         | 103  | 35%         | 3,882  | 55%         | 808   | 40%         |
| Other   | 39   | 1%          | 29   | 2%          | 41   | 1%          | 3  | 1%          | 80   | 1%          | 32  | 2%          |
| <b>Total:</b>   | <b>2,852</b>   | <b>100%</b> | <b>1,746</b>   | <b>100%</b> | <b>4,253</b>   | <b>100%</b> | <b>298</b>   | <b>100%</b> | <b>7,104</b>   | <b>100%</b> | <b>2,043</b>  | <b>100%</b> |
| <b>Female Adult Exposure Category Risks Redistributed</b> | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  |
| IDU   | 206  | 13%         | 134  | 11%         | 188  | 10%         | 47   | 13%         | 394  | 12%         | 181   | 12%         |
| Heterosexual  | 1,330  | 84%         | 999  | 85%         | 1,623  | 88%         | 313  | 86%         | 2,953  | 86%         | 1,311   | 85%         |
| Other   | 48   | 3%          | 41   | 4%          | 24   | 1%          | 3  | 1%          | 72   | 2%          | 45  | 3%          |
| <b>Total:</b>   | <b>1,583</b>   | <b>100%</b> | <b>1,174</b>   | <b>100%</b> | <b>1,836</b>   | <b>100%</b> | <b>363</b>   | <b>100%</b> | <b>3,419</b>   | <b>100%</b> | <b>1,538</b>  | <b>100%</b> |
| Pediatric AIDS Exposure Categories (current ages 0-12)    | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number   | % of Total  | # number  | % of Total  |
| Mother with/at risk for HIV infection                     | 38   | 97%         | 46   | 100%        | 20   | 99%         | 13   | 100%        | 58   | 98%         | 59  | 100%        |
| Risk not reported/Other                                   | 1  | 3%          | 0  | 0%          | 0  | 1%          | 0  | 0%          | 1  | 2%          | 0   | 0%          |
| <b>Total:</b>   | <b>39</b>  | <b>100%</b> | <b>46</b>  | <b>100%</b> | <b>20</b>  | <b>100%</b> | <b>13</b>  | <b>100%</b> | <b>59</b>  | <b>100%</b> | <b>59</b>   | <b>100%</b> |

Be sure to explain in your application that you are comparing of in- care and total HIV/AIDS population rather than an out-of-care demographic analysis since in-care data is NOT complete.

Palm Beach County EMA  
Survey of PLWHA 2006

| Demographic Group / Exposure Category       | Number of persons living with AIDS (PLWA) (excl DOC) through 2005 as of 04/05/06. (Value for Row A of Unmet Need)                            |            | PLWA known to be receiving primary medical services in a 12-month period.  |            | Number of persons living with HIV not AIDS (PLWH) AWARE (excl DOC) through 2005 as of 04/05/06. (Value for Row B of Unmet Need)                            |            | PLWH known to be receiving primary medical services in a 12-month period.  |            | Total PLWHAs (excl DOC) through 2005 as of 04/05/06. (Value for Row C of Unmet Need) |            | Total PLWHA known to be receiving primary medical services in a 12-month period.            |            |
|---|--|------------|--|------------|--|------------|--|------------|--|------------|---|------------|
|   | PLWA is defined as the number of reported AIDS cases plus 5% for unreported AIDS cases. (AIDS Cases / 0.95). Assumes 100% are <u>aware</u> . |            | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. Inflated by 1.6 to account for unreported cases who are also in care. |            | Adjusted for underreporting PLWH (not AIDS) and includes those diagnosed but not reported. (Total PLWAH <u>Aware</u> (& diagnosed) minus AIDS Prevalence). |            | Matching HARS data with ADAP and Medicaid to determine which cases had the specified HIV primary medical care services in 12-month period. Inflated by 1.6 to account for unreported cases who are also in care. |            | Calculated by adding (row A) plus (row B).   |            | Calculated by adding PLWA and PLWH receiving primary medical services in a 12-month period. |            |
| Special Populations Risks NOT Redistributed | # number   | % of Total | # number   | % of Total | # number   | % of Total | # number   | % of Total | # number   | % of Total | # number  | % of Total |
| White MSM                                   | 661  | N/A        | 389  | N/A        | 564  | N/A        | 82   | N/A        | 1,225  | N/A        | 470   | N/A        |
| Black MSM                                   | 387  | N/A        | 306  | N/A        | 295  | N/A        | 35   | N/A        | 682  | N/A        | 341   | N/A        |
| Hispanic MSM                                | 161  | N/A        | 115  | N/A        | 154  | N/A        | 42   | N/A        | 315  | N/A        | 157   | N/A        |
| White Male IDU                              | 84   | N/A        | 56   | N/A        | 59   | N/A        | 8  | N/A        | 143  | N/A        | 64  | N/A        |
| Black Male IDU                              | 166  | N/A        | 112  | N/A        | 99   | N/A        | 13   | N/A        | 265  | N/A        | 125   | N/A        |
| Hispanic Male IDU                           | 53   | N/A        | 26   | N/A        | 34   | N/A        | 6  | N/A        | 87   | N/A        | 32  | N/A        |
| White Female IDU                            | 59   | N/A        | 46   | N/A        | 66   | N/A        | 21   | N/A        | 125  | N/A        | 67  | N/A        |
| Black Female IDU                            | 99   | N/A        | 61   | N/A        | 67   | N/A        | 16   | N/A        | 166  | N/A        | 77  | N/A        |
| Hispanic Female IDU                         | 21   | N/A        | 16   | N/A        | 17   | N/A        | 5  | N/A        | 38   | N/A        | 21  | N/A        |
| White Male Homeless                         | 3  | N/A        | 3  | N/A        | 2  | N/A        | 0  | N/A        | 5  | N/A        | 3   | N/A        |
| Black Male Homeless                         | 11   | N/A        | 3  | N/A        | 5  | N/A        | 0  | N/A        | 15   | N/A        | 3   | N/A        |
| Hispanic Male Homeless                      | 1  | N/A        | 0  | N/A        | 0  | N/A        | 0  | N/A        | 1  | N/A        | 0   | N/A        |
| White Female Homeless                       | 0  | N/A        | 0  | N/A        | 1  | N/A        | 0  | N/A        | 1  | N/A        | 0   | N/A        |
| Black Female Homeless                       | 5  | N/A        | 3  | N/A        | 6  | N/A        | 0  | N/A        | 12   | N/A        | 3   | N/A        |
| Hispanic Female Homeless                    | 0  | N/A        | 0  | N/A        | 1  | N/A        | 0  | N/A        | 1  | N/A        | 0   | N/A        |
| Male Haitian Born                           | 579  | N/A        | 312  | N/A        | 353  | N/A        | 30   | N/A        | 932  | N/A        | 342   | N/A        |
| Female Haitian Born                         | 305  | N/A        | 214  | N/A        | 322  | N/A        | 56   | N/A        | 627  | N/A        | 270   | N/A        |
| White Male Youth (current ages 13-24)       | 2  | N/A        | 0  | N/A        | 6  | N/A        | 0  | N/A        | 8  | N/A        | 0   | N/A        |
| Black Male Youth (current ages 13-24)       | 45   | N/A        | 34   | N/A        | 53   | N/A        | 6  | N/A        | 99   | N/A        | 40  | N/A        |
| Hispanic Male Youth (current ages 13-24)    | 2  | N/A        | 3  | N/A        | 13   | N/A        | 3  | N/A        | 15   | N/A        | 6   | N/A        |
| White Female Youth (current ages 13-24)     | 4  | N/A        | 6  | N/A        | 16   | N/A        | 3  | N/A        | 20   | N/A        | 10  | N/A        |
| Black Female Youth (current ages 13-24)     | 49   | N/A        | 45   | N/A        | 90   | N/A        | 22   | N/A        | 140  | N/A        | 67  | N/A        |
| Hispanic Female Youth (current ages 13-24)  | 4  | N/A        | 3  | N/A        | 16   | N/A        | 6  | N/A        | 20   | N/A        | 10  | N/A        |
| White WCBA* (current ages 15-44)            | 119  | N/A        | 98   | N/A        | 198  | N/A        | 32   | N/A        | 317  | N/A        | 130   | N/A        |
| Black WCBA* (current ages 15-44)            | 676  | N/A        | 501  | N/A        | 942  | N/A        | 166  | N/A        | 1,618  | N/A        | 667   | N/A        |
| Hispanic WCBA* (current ages 15-44)         | 82   | N/A        | 64   | N/A        | 102  | N/A        | 29   | N/A        | 184  | N/A        | 93  | N/A        |
| White Ped Cases (current ages 0-12)         | 1  | N/A        | 2  | N/A        | 2  | N/A        | 2  | N/A        | 3  | N/A        | 3   | N/A        |
| Black Ped Cases (current ages 0-12)         | 36   | N/A        | 42   | N/A        | 17   | N/A        | 10   | N/A        | 52   | N/A        | 51  | N/A        |
| Hispanic Ped Cases (current ages 0-12)      | 2  | N/A        | 3  | N/A        | 2  | N/A        | 2  | N/A        | 4  | N/A        | 5   | N/A        |
| DOC Cases                                   | 39   | N/A        | 10   | N/A        | 31   | N/A        | 3  | N/A        | 70   | N/A        | 13  | N/A        |

\*WCBA=Women of Child Bearing Age

MSM includes MSM & MSM/IDU and Male IDU includes IDU & MSM/IDU

**Note: Keep in mind, due to the principles of estimating, some small counties may show more than 100% in care. However, this averages out at the district level.**

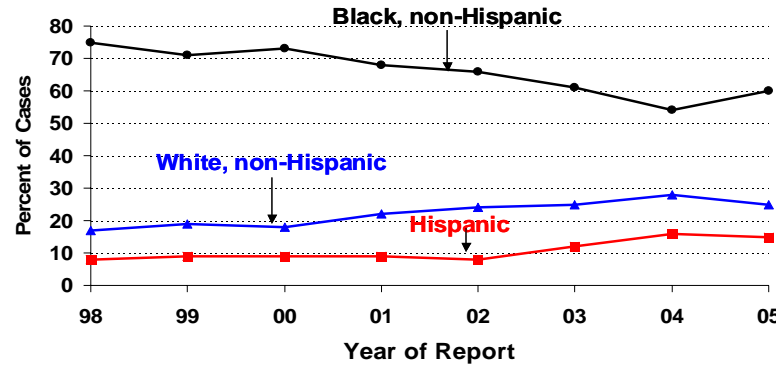
Be sure to explain in your application that you are comparing of in- care and total HIV/AIDS population rather than an out-of-care demographic analysis since in-care data is NOT complete.

**Directions:**

In the spaces provided (Figure 1 and Figure 2) below, insert a graph which indicates trends or changes in the HIV/AIDS data over the past five (5) years, broken down by race and gender.

Section 2: Figure 3: Trends or changes in the HIV (regardless of AIDS status) case data (RACE)

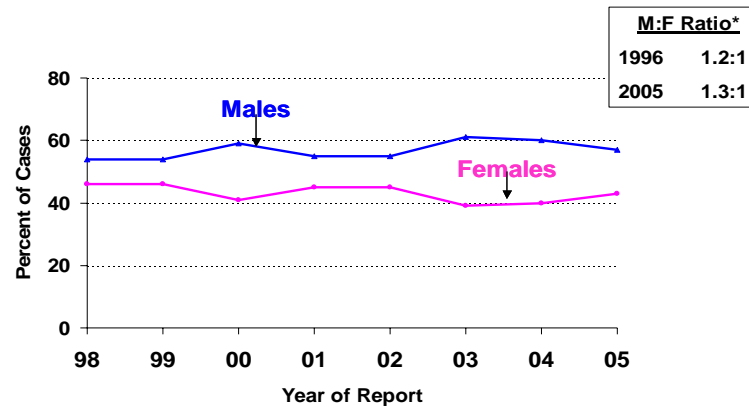
**Adult HIV Cases  
by Race/Ethnicity and Year of Report  
Partnership 9, 1998-2005**



Comment: In absolute numbers, from 2000-2005, HIV cases among blacks decreased by 30%, while increasing by 20% among whites. The decreases among blacks may correspond to some extent with recent targeted prevention, while the increases among whites may be associated with recent increases in HIV transmission among white MSM.

Section 2: Figure 4: Trends or changes in the HIV (regardless of AIDS status) case data (GENDER)

**Adult HIV Cases by Sex and Year of Report  
Partnership 9, 1998-2005**



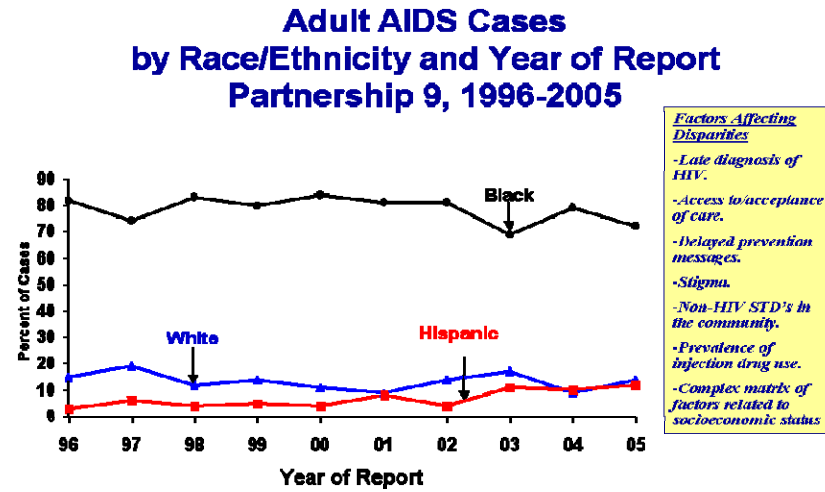
Comment: The trend for HIV cases by sex is the opposite of that for AIDS cases. Recent trends in HIV transmission are best described by the HIV case data. The relative increases in male HIV cases might be attributed to proportional increases in HIV transmission among men who have sex with men (MSM), which may influence future AIDS trends.



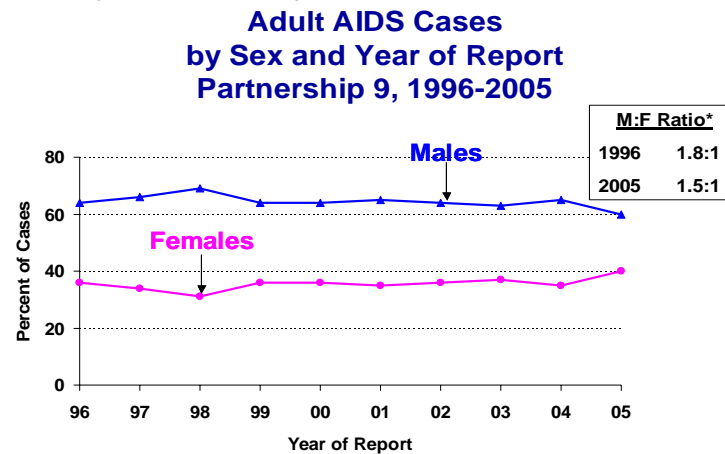
**Directions:**

In the spaces provided (Figure 1 and Figure 2) below, insert a graph which indicates trends or changes in the HIV/AIDS data over the past five (5) years, broken down by race and gender.

Section 2: Figure 1: Trends or changes in the AIDS case data (RACE)



Section 2: Figure 2: Trends or changes in the AIDS case data (GENDER)



Comment: AIDS cases tend to represent HIV transmission that occurred many years ago. The relative increases in female cases reflect the changing face of the AIDS epidemic over time. \*The male-to-female ratio is the number or percent of cases among males divided by the number or percent of female cases.

## Appendix C

### Utilization, Gap and Barrier Charts

**Utilization of Service Categories Across the 2006, 2003, 2000 Needs Assessments**

| Service Category                                       | 2006 (n=176) |     |         | 2003 (n=400) |         | 2000 (n=271) |         |
|--|--------------|-----|---------|--------------|---------|--------------|---------|
|  | rank         | #   | percent | rank         | percent | rank         | percent |
| Ambulatory/Primary Outpatient Medical Care             | 4            | 124 | 70.5%   | 8            | 52.8%   | 3            | 59.0%   |
| Buddy Companion  | 17           | 65  | 36.9%   | 40           | 6.3%    | 32           | 14.0%   |
| Case Management  | 1            | 146 | 83.0%   | 1            | 73.5%   | 2            | 68.0%   |
| Clinical Trials  | 19           | 57  | 32.4%   | 30           | 16.0%   | 26           | 24.0%   |
| Counseling (other) (with license professional or peer) | 11           | 84  | 47.7%   | 21           | 29.8%   | 27           | 23.0%   |
| Complementary Therapy- Acupuncture                     | 27           | 31  | 17.6%   | 35           | 9.3%    | 44           | 7.0%    |
| Complementary Therapy- Massage                         | 26           | 35  | 19.9%   | 33           | 13.0%   | 30           | 19.0%   |
| Day and Respite Care                                   | 18           | 63  | 35.8%   | 36           | 9.0%    | 33           | 12.0%   |
| Dental Care Services                                   | 3            | 131 | 74.4%   | 5            | 61.5%   | 6            | 58.0%   |
| Direct Emergency Assistance                            | 7            | 100 | 56.8%   | 18           | 36.5%   | 25           | 25.0%   |
| Drug Reimbursement                                     | 16           | 71  | 40.3%   | 7            | 56.3%   | 8            | 53.0%   |
| Food Bank/Home Delivered Meals                         | 13           | 77  | 43.8%   | 15           | 44.8%   | 11           | 43.0%   |
| Health Insurance Continuation                          | 15           | 74  | 42.0%   | 25           | 22.3%   | 23           | 27.0%   |
| HIV Prevention   | 5            | 117 | 66.5%   | 6            | 58.5%   | 13           | 43.0%   |
| Home Health Care Services                              | 25           | 37  | 21.0%   | 42           | 5.5%    | 45           | 6.0%    |
| Hospice  | 28           | 23  | 13.1%   | 41           | 5.8%    | 35           | 11.0%   |
| Housing  | 8            | 91  | 51.7%   | 19           | 33.5%   | 28           | 21.0%   |
| Inpatient Hospital Coordination                        | 24           | 40  | 22.7%   | n/a          | n/a     | n/a          | n/a     |
| Laboratory Diagnostic Testing                          | 2            | 141 | 80.1%   | 2            | 72.0%   | 1            | 75.0%   |
| Legal Services/Permanency                              | 11           | 84  | 47.7%   | 20           | 34.3%   | 17           | 33.0%   |
| Mental Health  | 12           | 79  | 44.9%   | 23           | 27.0%   | 16           | 35.0%   |
| Nurse Care Coordination                                | 22           | 48  | 27.3%   | 43           | 5.0%    | n/a          | n/a     |
| Outreach   | 9            | 90  | 51.1%   | n/a          | n/a     | n/a          | n/a     |
| Peer Advocacy  | 14           | 75  | 42.6%   | 26           | 20.3%   | 22           | 28.0%   |
| Specialty Outpatient Medical Services                  | 6            | 107 | 60.8%   | n/a          | n/a     | n/a          | n/a     |
| Substance Abuse Outpatient                             | 23           | 45  | 25.6%   | 24           | 22.8%   | n/a          | n/a     |
| Substance Abuse Residential                            | 26           | 35  | 19.9%   | 24           | 22.8%   | n/a          | n/a     |
| Translation  | 20           | 55  | 31.3%   | 29           | 17.3%   | 40           | 10.0%   |
| Transportation   | 9            | 90  | 51.1%   | 15           | 44.8%   | 24           | 27.0%   |
| Treatment Adherence                                    | 10           | 86  | 48.9%   | n/a          | n/a     | n/a          | n/a     |
| Vocational Rehabilitation                              | 23           | 45  | 25.6%   | 28           | 18.0%   | 41           | 10.0%   |

**Gaps by Service Categories across the  
2006, 2003, and 2000 Needs Assessments**

| Service Category                                       | 2006 (n=176) |    |         | 2003 (n=400) |         | 2000 (n=271) |         |
|--|--------------|----|---------|--------------|---------|--------------|---------|
|  | rank         | #  | percent | rank         | percent | rank         | percent |
| Ambulatory/Primary Outpatient Medical Care             | 19           | 9  | 5.1%    | 26           | 9.5%    | 21           | 6.0%    |
| Buddy Companion  | 13           | 18 | 10.2%   | 13           | 16.5%   | 18           | 10.0%   |
| Case Management  | 22           | 5  | 2.8%    | 24           | 10.0%   | 19           | 9.0%    |
| Clinical Trials  | 9            | 27 | 15.3%   | 13           | 16.5%   | 16           | 12.0%   |
| Counseling (other) (with license professional or peer) | 12           | 20 | 11.4%   | 18           | 12.8%   | 18           | 10.0%   |
| Complementary Therapy- Acupuncture                     | 2            | 54 | 30.7%   | 16           | 13.8%   | 11           | 20.0%   |
| Complementary Therapy- Massage                         | 1            | 62 | 35.2%   | 8            | 22.0%   | 6            | 29.0%   |
| Day and Respite Care                                   | 11           | 24 | 13.6%   | 22           | 11.0%   | 20           | 8.0%    |
| Dental Care Services                                   | 9            | 27 | 15.3%   | 9            | 20.0%   | 12           | 19.0%   |
| Direct Emergency Assistance                            | 5            | 34 | 19.3%   | 5            | 26.3%   | 2            | 34.0%   |
| Drug Reimbursement                                     | 6            | 30 | 17.0%   | 20           | 11.5%   | 17           | 11.0%   |
| Food Bank/Home Delivered Meals                         | 3            | 47 | 26.7%   | 3            | 27.0%   | 12           | 19.0%   |
| Health Insurance Continuation                          | 7            | 29 | 16.5%   | 7            | 23.8%   | 9            | 22.0%   |
| HIV Prevention   | 26           | 2  | 1.1%    | n/a          | n/a     | 22           | 5.0%    |
| Home Health Care Services                              | 15           | 15 | 8.5%    | 29           | 8.8%    | 23           | 4.0%    |
| Hospice  | 20           | 7  | 4.0%    | 21           | 11.8%   | 23           | 4.0%    |
| Housing  | 4            | 35 | 19.9%   | 1            | 33.8%   | 4            | 31.0%   |
| Inpatient Hospital Coordination                        | 17           | 11 | 6.3%    | n/a          | n/a     | n/a          | n/a     |
| Laboratory Diagnostic Testing                          | 19           | 9  | 5.1%    | 31           | 7.8%    | 24           | 2.0%    |
| Legal Services/Permanency                              | 11           | 24 | 13.6%   | 19           | 12.3%   | 11           | 20.0%   |
| Mental Health  | 16           | 14 | 8.0%    | 23           | 10.8%   | 19           | 9.0%    |
| Nurse Care Coordination                                | 15           | 15 | 8.5%    | 25           | 9.8%    | n/a          | n/a     |
| Outreach   | 18           | 10 | 5.7%    | n/a          | n/a     | n/a          | n/a     |
| Peer Advocacy  | 18           | 10 | 5.7%    | 15           | 14.8%   | 13           | 17.0%   |
| Specialty Outpatient Medical Services                  | 14           | 17 | 9.7%    | n/a          | n/a     | n/a          | n/a     |
| Substance Abuse Outpatient                             | 23           | 3  | 1.7%    | 28           | 9.0%    | n/a          | n/a     |
| Substance Abuse Residential                            | 24           | 3  | 1.7%    | 28           | 9.0%    | n/a          | n/a     |
| Translation  | 21           | 6  | 3.4%    | 33           | 6.8%    | 23           | 4.0%    |
| Transportation   | 8            | 28 | 15.9%   | 17           | 13.5%   | 10           | 21.0%   |
| Treatment Adherence                                    | 25           | 3  | 1.7%    | n/a          | n/a     | n/a          | n/a     |
| Vocational Rehabilitation                              | 10           | 25 | 14.2%   | 11           | 17.3%   | n/a          | n/a     |

**Barriers by Service Categories across the  
2006, 2003, and 2000 Needs Assessments**

| Service Category                                       | 2006 (n=176) |    |         | 2003 (n=400) |         | 2000 (n=271) |         |
|--|--------------|----|---------|--------------|---------|--------------|---------|
|  | rank         | #  | percent | rank         | percent | rank         | percent |
| Ambulatory/Primary Outpatient Medical Care             | 8            | 2  | 1.1%    | 18           | 1.0%    | 13           | 1.0%    |
| Buddy Companion  | 4            | 6  | 3.4%    | 16           | 1.5%    | 3            | 6.0%    |
| Case Management  | 8            | 2  | 1.1%    | 15           | 1.8%    | 9            | 3.0%    |
| Clinical Trials  | 3            | 7  | 4.0%    | 11           | 2.8%    | 3            | 6.0%    |
| Counseling (other) (with license professional or peer) | 5            | 5  | 2.8%    | 15           | 1.8%    | 3            | 6.0%    |
| Complementary Therapy- Acupuncture                     | 3            | 7  | 4.0%    | 7            | 4.0%    | 5            | 5.0%    |
| Complementary Therapy- Massage                         | 3            | 7  | 4.0%    | 5            | 5.0%    | 7            | 4.0%    |
| Day and Respite Care                                   | 2            | 8  | 4.5%    | 19           | 0.8%    | 6            | 4.0%    |
| Dental Care Services                                   | 4            | 6  | 3.4%    | 14           | 2.0%    | 4            | 6.0%    |
| Direct Emergency Assistance                            | 8            | 2  | 1.1%    | 17           | 1.3%    | 11           | 3.0%    |
| Drug Reimbursement                                     | 7            | 3  | 1.7%    | 10           | 3.0%    | 8            | 4.0%    |
| Food Bank/Home Delivered Meals                         | 9            | 1  | 0.6%    | 16           | 1.5%    | 8            | 4.0%    |
| Health Insurance Continuation                          | 8            | 2  | 1.1%    | 17           | 1.3%    | 9            | 3.0%    |
| HIV Prevention   | 5            | 5  | 2.8%    | 11           | 2.8%    | 7            | 4.0%    |
| Home Health Care Services                              | 3            | 7  | 4.0%    | 16           | 1.5%    | 6            | 4.0%    |
| Hospice  | 6            | 4  | 2.3%    | 14           | 2.0%    | 10           | 3.0%    |
| Housing  | 8            | 2  | 1.1%    | 21           | 0.3%    | 12           | 2.0%    |
| Inpatient Hospital Coordination                        | 7            | 3  | 1.7%    | n/a          | n/a     | n/a          | n/a     |
| Laboratory Diagnostic Testing                          | 7            | 3  | 1.7%    | 19           | 0.8%    | 12           | 2.0%    |
| Legal Services/Permanency                              | 1            | 11 | 6.3%    | 15           | 1.8%    | 10           | 3.0%    |
| Mental Health  | 4            | 6  | 3.4%    | 13           | 2.3%    | 5            | 5.0%    |
| Nurse Care Coordination                                | 6            | 4  | 2.3%    | 11           | 2.8%    | n/a          | n/a     |
| Outreach   | 4            | 6  | 3.4%    | n/a          | n/a     | n/a          | n/a     |
| Peer Advocacy  | 6            | 4  | 2.3%    | 6            | 4.3%    | 10           | 3.0%    |
| Specialty Outpatient Medical Services                  | 6            | 4  | 2.3%    | n/a          | n/a     | n/a          | n/a     |
| Substance Abuse Outpatient                             | 3            | 7  | 4.0%    | 9            | 3.3%    | 1            | 7.0%    |
| Substance Abuse Residential                            | 5            | 5  | 2.8%    | 9            | 3.3%    | 1            | 7.0%    |
| Translation  | 7            | 3  | 1.7%    | 18           | 1.0%    | 12           | 2.0%    |
| Transportation   | 8            | 2  | 1.1%    | 20           | 0.5%    | 13           | 1.0%    |
| Treatment Adherence                                    | 5            | 5  | 2.8%    | n/a          | n/a     | n/a          | n/a     |
| Vocational Rehabilitation                              | 6            | 4  | 2.3%    | 12           | 2.5%    | 7            | 4.0%    |

**Service Category by Utilization, Gaps, and Barriers among  
Hispanic Respondents n=22**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category  | Utilization<br>(Need and Use) |    |         | Do Not Need |    |         | Gaps<br>(Need, Can't Get) |   |         | Barriers<br>(Can Get, Won't Use) |   |         |
|---|-------------------------------|----|---------|-------------|----|---------|---------------------------|---|---------|----------------------------------|---|---------|
|   | rank                          | #  | percent | rank        | #  | percent | rank                      | # | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care                | 6                             | 13 | 59.1%   | 8           | 7  | 31.8%   | 7                         | 2 | 9.1%    | 2                                | 0 | 0.0%    |
| Buddy Companion   | 15                            | 3  | 13.6%   | 1           | 17 | 77.3%   | 7                         | 2 | 9.1%    | 2                                | 0 | 0.0%    |
| Case Management   | 1                             | 22 | 100.0%  | 14          | 0  | 0.0%    | 9                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Clinical Trials   | 11                            | 8  | 36.4%   | 9           | 6  | 27.3%   | 4                         | 5 | 22.7%   | 1                                | 1 | 4.5%    |
| Complementary Therapies<br>(Acupuncture, Reiki Therapy)   | 14                            | 4  | 18.2%   | 6           | 9  | 40.9%   | 1                         | 8 | 36.4%   | 1                                | 1 | 4.5%    |
| Complementary Therapies<br>(Massage)                      | 14                            | 4  | 18.2%   | 6           | 9  | 40.9%   | 2                         | 7 | 31.8%   | 1                                | 1 | 4.5%    |
| Counseling (other)<br>(with license professional or peer) | 10                            | 9  | 40.9%   | 5           | 10 | 45.5%   | 6                         | 3 | 13.6%   | 2                                | 0 | 0.0%    |
| Day and Respite Care                                      | 11                            | 8  | 36.4%   | 6           | 9  | 40.9%   | 4                         | 5 | 22.7%   | 2                                | 0 | 0.0%    |
| Dental Care Services                                      | 3                             | 17 | 77.3%   | 14          | 0  | 0.0%    | 5                         | 4 | 18.2%   | 1                                | 1 | 4.5%    |
| Direct Emergency Assistance                               | 9                             | 10 | 45.5%   | 12          | 2  | 9.1%    | 2                         | 7 | 31.8%   | 1                                | 1 | 4.5%    |
| Drug Reimbursement  | 5                             | 14 | 63.6%   | 11          | 3  | 13.6%   | 4                         | 5 | 22.7%   | 2                                | 0 | 0.0%    |
| Food Bank/Home Delivered Meals                            | 8                             | 11 | 50.0%   | 10          | 5  | 22.7%   | 3                         | 6 | 27.3%   | 2                                | 0 | 0.0%    |
| Health Insurance Continuation                             | 6                             | 13 | 59.1%   | 12          | 2  | 9.1%    | 3                         | 6 | 27.3%   | 1                                | 1 | 4.5%    |
| HIV Prevention  | 6                             | 13 | 59.1%   | 8           | 7  | 31.8%   | 9                         | 0 | 0.0%    | 1                                | 1 | 4.5%    |
| Home Health Care Services                                 | 13                            | 5  | 22.7%   | 3           | 15 | 68.2%   | 7                         | 2 | 9.1%    | 2                                | 0 | 0.0%    |
| Hospice   | 16                            | 2  | 9.1%    | 1           | 17 | 77.3%   | 7                         | 2 | 9.1%    | 2                                | 0 | 0.0%    |
| Housing   | 5                             | 14 | 63.6%   | 10          | 5  | 22.7%   | 6                         | 3 | 13.6%   | 2                                | 0 | 0.0%    |
| Inpatient Hospital Coordination                           | 14                            | 4  | 18.2%   | 2           | 16 | 72.7%   | 7                         | 2 | 9.1%    | 2                                | 0 | 0.0%    |
| Laboratory Diagnostic Testing                             | 2                             | 19 | 86.4%   | 13          | 1  | 4.5%    | 7                         | 2 | 9.1%    | 2                                | 0 | 0.0%    |
| Legal Services/Permanency                                 | 7                             | 12 | 54.5%   | 11          | 3  | 13.6%   | 3                         | 6 | 27.3%   | 1                                | 1 | 4.5%    |
| Mental Health   | 10                            | 9  | 40.9%   | 5           | 10 | 45.5%   | 7                         | 2 | 9.1%    | 1                                | 1 | 4.5%    |
| Nurse Care Coordination                                   | 14                            | 4  | 18.2%   | 2           | 16 | 72.7%   | 7                         | 2 | 9.1%    | 2                                | 0 | 0.0%    |
| Outreach  | 6                             | 13 | 59.1%   | 8           | 7  | 31.8%   | 8                         | 1 | 4.5%    | 2                                | 0 | 0.0%    |
| Peer Advocacy   | 9                             | 10 | 45.5%   | 5           | 10 | 45.5%   | 8                         | 1 | 4.5%    | 1                                | 1 | 4.5%    |
| Specialty Outpatient Medical Services                     | 4                             | 15 | 68.2%   | 12          | 2  | 9.1%    | 4                         | 5 | 22.7%   | 2                                | 0 | 0.0%    |
| Substance Abuse Outpatient                                | 12                            | 7  | 31.8%   | 3           | 15 | 68.2%   | 9                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Substance Abuse Residential                               | 13                            | 5  | 22.7%   | 2           | 16 | 72.7%   | 8                         | 1 | 4.5%    | 2                                | 0 | 0.0%    |
| Translation   | 8                             | 11 | 50.0%   | 6           | 9  | 40.9%   | 8                         | 1 | 4.5%    | 2                                | 0 | 0.0%    |
| Transportation  | 8                             | 11 | 50.0%   | 7           | 8  | 36.4%   | 6                         | 3 | 13.6%   | 2                                | 0 | 0.0%    |
| Treatment Adherence                                       | 6                             | 13 | 59.1%   | 6           | 9  | 40.9%   | 9                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Vocational Rehabilitation                                 | 12                            | 7  | 31.8%   | 4           | 11 | 50.0%   | 5                         | 4 | 18.2%   | 2                                | 0 | 0.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
White not Hispanic Respondents n=48**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category  | Utilization<br>(Need and Use) |    |         | Do Not Need |    |         | Gaps<br>(Need, Can't Get) |    |         | Barriers<br>(Can Get, Won't Use) |   |         |
|---|-------------------------------|----|---------|-------------|----|---------|---------------------------|----|---------|----------------------------------|---|---------|
|   | rank                          | #  | percent | rank        | #  | percent | rank                      | #  | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care                | 2                             | 39 | 81.3%   | 18          | 6  | 12.5%   | 14                        | 2  | 4.2%    | 5                                | 1 | 2.1%    |
| Buddy Companion   | 10                            | 19 | 39.6%   | 9           | 21 | 43.8%   | 10                        | 6  | 12.5%   | 4                                | 2 | 4.2%    |
| Case Management   | 1                             | 40 | 83.3%   | 18          | 6  | 12.5%   | 15                        | 1  | 2.1%    | 5                                | 1 | 2.1%    |
| Clinical Trials   | 20                            | 4  | 8.3%    | 8           | 27 | 56.3%   | 3                         | 15 | 31.3%   | 4                                | 2 | 4.2%    |
| Complementary Therapies<br>(Acupuncture, Reiki Therapy)   | 21                            | 3  | 6.3%    | 14          | 16 | 33.3%   | 2                         | 25 | 52.1%   | 4                                | 2 | 4.2%    |
| Complementary Therapies<br>(Massage)                      | 18                            | 7  | 14.6%   | 17          | 11 | 22.9%   | 1                         | 28 | 58.3%   | 5                                | 1 | 2.1%    |
| Counseling (other)<br>(with license professional or peer) | 4                             | 28 | 58.3%   | 15          | 13 | 27.1%   | 12                        | 4  | 8.3%    | 4                                | 2 | 4.2%    |
| Day and Respite Care                                      | 11                            | 18 | 37.5%   | 12          | 18 | 37.5%   | 9                         | 7  | 14.6%   | 2                                | 4 | 8.3%    |
| Dental Care Services                                      | 3                             | 32 | 66.7%   | 19          | 3  | 6.3%    | 7                         | 10 | 20.8%   | 3                                | 3 | 6.3%    |
| Direct Emergency Assistance                               | 10                            | 19 | 39.6%   | 14          | 16 | 33.3%   | 5                         | 12 | 25.0%   | 5                                | 1 | 2.1%    |
| Drug Reimbursement  | 8                             | 22 | 45.8%   | 14          | 16 | 33.3%   | 8                         | 9  | 18.8%   | 5                                | 1 | 2.1%    |
| Food Bank/Home Delivered Meals                            | 12                            | 17 | 35.4%   | 14          | 16 | 33.3%   | 4                         | 14 | 29.2%   | 5                                | 1 | 2.1%    |
| Health Insurance Continuation                             | 9                             | 20 | 41.7%   | 11          | 19 | 39.6%   | 9                         | 7  | 14.6%   | 5                                | 1 | 2.1%    |
| HIV Prevention  | 5                             | 27 | 56.3%   | 11          | 19 | 39.6%   | 16                        | 0  | 0.0%    | 4                                | 2 | 4.2%    |
| Home Health Care Services                                 | 17                            | 8  | 16.7%   | 6           | 31 | 64.6%   | 10                        | 6  | 12.5%   | 3                                | 3 | 6.3%    |
| Hospice   | 22                            | 2  | 4.2%    | 1           | 41 | 85.4%   | 12                        | 4  | 8.3%    | 5                                | 1 | 2.1%    |
| Housing   | 11                            | 18 | 37.5%   | 13          | 17 | 35.4%   | 6                         | 11 | 22.9%   | 4                                | 2 | 4.2%    |
| Inpatient Hospital Coordination                           | 16                            | 9  | 18.8%   | 5           | 32 | 66.7%   | 12                        | 4  | 8.3%    | 5                                | 1 | 2.1%    |
| Laboratory Diagnostic Testing                             | 1                             | 40 | 83.3%   | 20          | 2  | 4.2%    | 14                        | 2  | 4.2%    | 4                                | 2 | 4.2%    |
| Legal Services/Permanency                                 | 6                             | 26 | 54.2%   | 16          | 12 | 25.0%   | 12                        | 4  | 8.3%    | 1                                | 6 | 12.5%   |
| Mental Health   | 4                             | 28 | 58.3%   | 15          | 13 | 27.1%   | 13                        | 3  | 6.3%    | 3                                | 3 | 6.3%    |
| Nurse Care Coordination                                   | 18                            | 7  | 14.6%   | 4           | 35 | 72.9%   | 11                        | 5  | 10.4%   | 5                                | 1 | 2.1%    |
| Outreach  | 6                             | 26 | 54.2%   | 12          | 18 | 37.5%   | 14                        | 2  | 4.2%    | 4                                | 2 | 4.2%    |
| Peer Advocacy   | 7                             | 23 | 47.9%   | 11          | 19 | 39.6%   | 12                        | 4  | 8.3%    | 4                                | 2 | 4.2%    |
| Specialty Outpatient Medical Services                     | 8                             | 22 | 45.8%   | 10          | 20 | 41.7%   | 12                        | 4  | 8.3%    | 4                                | 2 | 4.2%    |
| Substance Abuse Outpatient                                | 14                            | 12 | 25.0%   | 5           | 32 | 66.7%   | 15                        | 1  | 2.1%    | 3                                | 3 | 6.3%    |
| Substance Abuse Residential                               | 18                            | 7  | 14.6%   | 3           | 38 | 79.2%   | 16                        | 0  | 0.0%    | 3                                | 3 | 6.3%    |
| Translation   | 19                            | 5  | 10.4%   | 2           | 40 | 83.3%   | 14                        | 2  | 4.2%    | 5                                | 1 | 2.1%    |
| Transportation  | 10                            | 19 | 39.6%   | 12          | 18 | 37.5%   | 8                         | 9  | 18.8%   | 4                                | 2 | 4.2%    |
| Treatment Adherence                                       | 13                            | 16 | 33.3%   | 7           | 29 | 60.4%   | 15                        | 1  | 2.1%    | 4                                | 2 | 4.2%    |
| Vocational Rehabilitation                                 | 15                            | 11 | 22.9%   | 5           | 32 | 66.7%   | 12                        | 4  | 8.3%    | 5                                | 1 | 2.1%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
Black not Hispanic Respondents n=103**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category  | Utilization<br>(Need and Use) |    |         | Do Not Need |    |         | Gaps<br>(Need, Can't Get) |    |         | Barriers<br>(Can Get, Won't Use) |   |         |
|---|-------------------------------|----|---------|-------------|----|---------|---------------------------|----|---------|----------------------------------|---|---------|
|   | rank                          | #  | percent | rank        | #  | percent | rank                      | #  | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care                | 5                             | 69 | 67.0%   | 18          | 27 | 26.2%   | 12                        | 5  | 4.9%    | 5                                | 1 | 1.0%    |
| Buddy Companion   | 13                            | 42 | 40.8%   | 11          | 45 | 43.7%   | 9                         | 10 | 9.7%    | 3                                | 3 | 2.9%    |
| Case Management   | 1                             | 81 | 78.6%   | 22          | 16 | 15.5%   | 13                        | 4  | 3.9%    | 5                                | 1 | 1.0%    |
| Clinical Trials   | 12                            | 44 | 42.7%   | 11          | 45 | 43.7%   | 11                        | 7  | 6.8%    | 3                                | 3 | 2.9%    |
| Complementary Therapies<br>(Acupuncture, Reiki Therapy)   | 21                            | 23 | 22.3%   | 7           | 53 | 51.5%   | 3                         | 21 | 20.4%   | 2                                | 4 | 3.9%    |
| Complementary Therapies<br>(Massage)                      | 20                            | 24 | 23.3%   | 12          | 44 | 42.7%   | 1                         | 27 | 26.2%   | 1                                | 5 | 4.9%    |
| Counseling (other)<br>(with license professional or peer) | 11                            | 45 | 43.7%   | 15          | 40 | 38.8%   | 7                         | 13 | 12.6%   | 3                                | 3 | 2.9%    |
| Day and Respite Care                                      | 16                            | 37 | 35.9%   | 10          | 48 | 46.6%   | 8                         | 12 | 11.7%   | 2                                | 4 | 3.9%    |
| Dental Care Services                                      | 2                             | 79 | 76.7%   | 24          | 7  | 6.8%    | 7                         | 13 | 12.6%   | 4                                | 2 | 1.9%    |
| Direct Emergency Assistance                               | 5                             | 69 | 67.0%   | 21          | 18 | 17.5%   | 6                         | 15 | 14.6%   | 6                                | 0 | 0.0%    |
| Drug Reimbursement  | 17                            | 34 | 33.0%   | 10          | 48 | 46.6%   | 5                         | 16 | 15.5%   | 4                                | 2 | 1.9%    |
| Food Bank/Home Delivered Meals                            | 10                            | 47 | 45.6%   | 17          | 28 | 27.2%   | 2                         | 26 | 25.2%   | 6                                | 0 | 0.0%    |
| Health Insurance Continuation                             | 14                            | 39 | 37.9%   | 13          | 43 | 41.7%   | 5                         | 16 | 15.5%   | 6                                | 0 | 0.0%    |
| HIV Prevention  | 3                             | 74 | 71.8%   | 19          | 23 | 22.3%   | 15                        | 2  | 1.9%    | 4                                | 2 | 1.9%    |
| Home Health Care Services                                 | 20                            | 24 | 23.3%   | 4           | 63 | 61.2%   | 11                        | 7  | 6.8%    | 2                                | 4 | 3.9%    |
| Hospice   | 22                            | 19 | 18.4%   | 1           | 75 | 72.8%   | 16                        | 1  | 1.0%    | 3                                | 3 | 2.9%    |
| Housing   | 7                             | 57 | 55.3%   | 20          | 22 | 21.4%   | 3                         | 21 | 20.4%   | 6                                | 0 | 0.0%    |
| Inpatient Hospital Coordination                           | 18                            | 27 | 26.2%   | 5           | 62 | 60.2%   | 12                        | 5  | 4.9%    | 4                                | 2 | 1.9%    |
| Laboratory Diagnostic Testing                             | 2                             | 79 | 76.7%   | 23          | 14 | 13.6%   | 12                        | 5  | 4.9%    | 5                                | 1 | 1.0%    |
| Legal Services/Permanency                                 | 11                            | 45 | 43.7%   | 16          | 38 | 36.9%   | 7                         | 13 | 12.6%   | 2                                | 4 | 3.9%    |
| Mental Health   | 13                            | 42 | 40.8%   | 10          | 48 | 46.6%   | 10                        | 8  | 7.8%    | 4                                | 2 | 1.9%    |
| Nurse Care Coordination                                   | 16                            | 37 | 35.9%   | 9           | 50 | 48.5%   | 10                        | 8  | 7.8%    | 3                                | 3 | 2.9%    |
| Outreach  | 9                             | 50 | 48.5%   | 16          | 38 | 36.9%   | 11                        | 7  | 6.8%    | 2                                | 4 | 3.9%    |
| Peer Advocacy   | 13                            | 42 | 40.8%   | 8           | 51 | 49.5%   | 12                        | 5  | 4.9%    | 5                                | 1 | 1.0%    |
| Specialty Outpatient Medical Services                     | 4                             | 70 | 68.0%   | 21          | 18 | 17.5%   | 10                        | 8  | 7.8%    | 4                                | 2 | 1.9%    |
| Substance Abuse Outpatient                                | 19                            | 26 | 25.2%   | 3           | 66 | 64.1%   | 15                        | 2  | 1.9%    | 2                                | 4 | 3.9%    |
| Substance Abuse Residential                               | 21                            | 23 | 22.3%   | 2           | 72 | 69.9%   | 15                        | 2  | 1.9%    | 4                                | 2 | 1.9%    |
| Translation   | 15                            | 38 | 36.9%   | 6           | 59 | 57.3%   | 14                        | 3  | 2.9%    | 5                                | 1 | 1.0%    |
| Transportation  | 6                             | 58 | 56.3%   | 18          | 27 | 26.2%   | 5                         | 16 | 15.5%   | 5                                | 1 | 1.0%    |
| Treatment Adherence                                       | 8                             | 56 | 54.4%   | 14          | 41 | 39.8%   | 15                        | 2  | 1.9%    | 3                                | 3 | 2.9%    |
| Vocational Rehabilitation                                 | 19                            | 26 | 25.2%   | 7           | 53 | 51.5%   | 4                         | 17 | 16.5%   | 3                                | 3 | 2.9%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.



**Service Category by Utilization, Gaps, and Barriers among  
MSM Hispanic Respondents n=7**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category  | Utilization<br>(Need and Use) |   |         | Do Not Need |   |         | Gaps<br>(Need, Can't<br>Get) |   |         | Barriers<br>(Can Get, Won't<br>Use) |   |         |
|---|-------------------------------|---|---------|-------------|---|---------|------------------------------|---|---------|-------------------------------------|---|---------|
|   | rank                          | # | percent | rank        | # | percent | rank                         | # | percent | rank                                | # | percent |
| Ambulatory/Primary Outpatient Medical Care                | 3                             | 4 | 57.1%   | 5           | 3 | 42.9%   | 5                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Buddy Companion   | 6                             | 1 | 14.3%   | 2           | 6 | 85.7%   | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Case Management   | 1                             | 7 | 100.0%  | 8           | 0 | 0.0%    | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Clinical Trials   | 6                             | 1 | 14.3%   | 6           | 2 | 28.6%   | 3                            | 3 | 42.9%   | 1                                   | 1 | 14.3%   |
| Complementary Therapies<br>(Acupuncture, Reiki Therapy)   | 6                             | 1 | 14.3%   | 7           | 1 | 14.3%   | 2                            | 4 | 57.1%   | 1                                   | 1 | 14.3%   |
| Complementary Therapies<br>(Massage)                      | 5                             | 2 | 28.6%   | 7           | 1 | 14.3%   | 3                            | 3 | 42.9%   | 1                                   | 1 | 14.3%   |
| Counseling (other)<br>(with license professional or peer) | 3                             | 4 | 57.1%   | 7           | 1 | 14.3%   | 4                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Day and Respite Care                                      | 3                             | 4 | 57.1%   | 6           | 2 | 28.6%   | 5                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Dental Care Services                                      | 3                             | 4 | 57.1%   | 8           | 0 | 0.0%    | 4                            | 2 | 28.6%   | 1                                   | 1 | 14.3%   |
| Direct Emergency Assistance                               | 7                             | 0 | 0.0%    | 7           | 1 | 14.3%   | 1                            | 5 | 71.4%   | 1                                   | 1 | 14.3%   |
| Drug Reimbursement  | 4                             | 3 | 42.9%   | 7           | 1 | 14.3%   | 3                            | 3 | 42.9%   | 2                                   | 0 | 0.0%    |
| Food Bank/Home Delivered Meals                            | 4                             | 3 | 42.9%   | 7           | 1 | 14.3%   | 3                            | 3 | 42.9%   | 2                                   | 0 | 0.0%    |
| Health Insurance Continuation                             | 4                             | 3 | 42.9%   | 8           | 0 | 0.0%    | 3                            | 3 | 42.9%   | 1                                   | 1 | 14.3%   |
| HIV Prevention  | 3                             | 4 | 57.1%   | 6           | 2 | 28.6%   | 6                            | 0 | 0.0%    | 1                                   | 1 | 14.3%   |
| Home Health Care Services                                 | 7                             | 0 | 0.0%    | 1           | 7 | 100.0%  | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Hospice   | 7                             | 0 | 0.0%    | 2           | 6 | 85.7%   | 5                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Housing   | 5                             | 2 | 28.6%   | 4           | 4 | 57.1%   | 5                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Inpatient Hospital Coordination                           | 6                             | 1 | 14.3%   | 2           | 6 | 85.7%   | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Laboratory Diagnostic Testing                             | 1                             | 7 | 100.0%  | 8           | 0 | 0.0%    | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Legal Services/Permanency                                 | 4                             | 3 | 42.9%   | 6           | 2 | 28.6%   | 4                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Mental Health   | 3                             | 4 | 57.1%   | 6           | 2 | 28.6%   | 5                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Nurse Care Coordination                                   | 6                             | 1 | 14.3%   | 3           | 5 | 71.4%   | 5                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Outreach  | 3                             | 4 | 57.1%   | 5           | 3 | 42.9%   | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Peer Advocacy   | 2                             | 5 | 71.4%   | 6           | 2 | 28.6%   | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Specialty Outpatient Medical Services                     | 4                             | 3 | 42.9%   | 7           | 1 | 14.3%   | 3                            | 3 | 42.9%   | 2                                   | 0 | 0.0%    |
| Substance Abuse Outpatient                                | 5                             | 2 | 28.6%   | 3           | 5 | 71.4%   | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Substance Abuse Residential                               | 7                             | 0 | 0.0%    | 2           | 6 | 85.7%   | 5                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Translation   | 5                             | 2 | 28.6%   | 3           | 5 | 71.4%   | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Transportation  | 5                             | 2 | 28.6%   | 4           | 4 | 57.1%   | 5                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Treatment Adherence                                       | 3                             | 4 | 57.1%   | 5           | 3 | 42.9%   | 6                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Vocational Rehabilitation                                 | 5                             | 2 | 28.6%   | 5           | 3 | 42.9%   | 4                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
MSM White not Hispanic Respondents n=32**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |    |         | Do Not Need |    |         | Gaps<br>(Need, Can't Get) |    |         | Barriers<br>(Can Get, Won't Use) |   |         |
|--|-------------------------------|----|---------|-------------|----|---------|---------------------------|----|---------|----------------------------------|---|---------|
|  | rank                          | #  | percent | rank        | #  | percent | rank                      | #  | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 2                             | 28 | 87.5%   | 18          | 3  | 9.4%    | 12                        | 1  | 3.1%    | 3                                | 0 | 0.0%    |
| Buddy Companion  | 5                             | 16 | 50.0%   | 12          | 11 | 34.4%   | 9                         | 4  | 12.5%   | 2                                | 1 | 3.1%    |
| Case Management  | 1                             | 29 | 90.6%   | 19          | 2  | 6.3%    | 13                        | 0  | 0.0%    | 2                                | 1 | 3.1%    |
| Clinical Trials  | 15                            | 2  | 6.3%    | 9           | 16 | 50.0%   | 2                         | 12 | 37.5%   | 1                                | 2 | 6.3%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 15                            | 2  | 6.3%    | 15          | 7  | 21.9%   | 1                         | 20 | 62.5%   | 2                                | 1 | 3.1%    |
| Complementary Therapies (Massage)                      | 13                            | 5  | 15.6%   | 16          | 5  | 15.6%   | 1                         | 20 | 62.5%   | 2                                | 1 | 3.1%    |
| Counseling (other) (with license professional or peer) | 3                             | 21 | 65.6%   | 17          | 4  | 12.5%   | 9                         | 4  | 12.5%   | 1                                | 2 | 6.3%    |
| Day and Respite Care                                   | 6                             | 15 | 46.9%   | 13          | 10 | 31.3%   | 8                         | 5  | 15.6%   | 1                                | 2 | 6.3%    |
| Dental Care Services                                   | 3                             | 21 | 65.6%   | 18          | 3  | 9.4%    | 7                         | 6  | 18.8%   | 1                                | 2 | 6.3%    |
| Direct Emergency Assistance                            | 9                             | 11 | 34.4%   | 13          | 10 | 31.3%   | 3                         | 11 | 34.4%   | 3                                | 0 | 0.0%    |
| Drug Reimbursement                                     | 5                             | 16 | 50.0%   | 14          | 9  | 28.1%   | 6                         | 7  | 21.9%   | 3                                | 0 | 0.0%    |
| Food Bank/Home Delivered Meals                         | 8                             | 13 | 40.6%   | 14          | 9  | 28.1%   | 4                         | 10 | 31.3%   | 3                                | 0 | 0.0%    |
| Health Insurance Continuation                          | 7                             | 14 | 43.8%   | 10          | 13 | 40.6%   | 9                         | 4  | 12.5%   | 3                                | 0 | 0.0%    |
| HIV Prevention   | 3                             | 21 | 65.6%   | 12          | 11 | 34.4%   | 13                        | 0  | 0.0%    | 3                                | 0 | 0.0%    |
| Home Health Care Services                              | 12                            | 6  | 18.8%   | 7           | 20 | 62.5%   | 8                         | 5  | 15.6%   | 2                                | 1 | 3.1%    |
| Hospice  | 15                            | 2  | 6.3%    | 3           | 26 | 81.3%   | 9                         | 4  | 12.5%   | 3                                | 0 | 0.0%    |
| Housing  | 10                            | 10 | 31.3%   | 12          | 11 | 34.4%   | 4                         | 10 | 31.3%   | 2                                | 1 | 3.1%    |
| Inpatient Hospital Coordination                        | 11                            | 8  | 25.0%   | 7           | 20 | 62.5%   | 9                         | 4  | 12.5%   | 3                                | 0 | 0.0%    |
| Laboratory Diagnostic Testing                          | 2                             | 28 | 87.5%   | 19          | 2  | 6.3%    | 12                        | 1  | 3.1%    | 3                                | 0 | 0.0%    |
| Legal Services/Permanency                              | 4                             | 19 | 59.4%   | 15          | 7  | 21.9%   | 9                         | 4  | 12.5%   | 1                                | 2 | 6.3%    |
| Mental Health  | 3                             | 21 | 65.6%   | 15          | 7  | 21.9%   | 10                        | 3  | 9.4%    | 2                                | 1 | 3.1%    |
| Nurse Care Coordination                                | 12                            | 6  | 18.8%   | 5           | 22 | 68.8%   | 9                         | 4  | 12.5%   | 3                                | 0 | 0.0%    |
| Outreach   | 3                             | 21 | 65.6%   | 13          | 10 | 31.3%   | 12                        | 1  | 3.1%    | 3                                | 0 | 0.0%    |
| Peer Advocacy  | 4                             | 19 | 59.4%   | 13          | 10 | 31.3%   | 11                        | 2  | 6.3%    | 2                                | 1 | 3.1%    |
| Specialty Outpatient Medical Services                  | 5                             | 16 | 50.0%   | 10          | 13 | 40.6%   | 10                        | 3  | 9.4%    | 3                                | 0 | 0.0%    |
| Substance Abuse Outpatient                             | 12                            | 6  | 18.8%   | 4           | 25 | 78.1%   | 12                        | 1  | 3.1%    | 3                                | 0 | 0.0%    |
| Substance Abuse Residential                            | 14                            | 3  | 9.4%    | 1           | 29 | 90.6%   | 13                        | 0  | 0.0%    | 3                                | 0 | 0.0%    |
| Translation  | 14                            | 3  | 9.4%    | 2           | 27 | 84.4%   | 11                        | 2  | 6.3%    | 3                                | 0 | 0.0%    |
| Transportation   | 9                             | 11 | 34.4%   | 11          | 12 | 37.5%   | 5                         | 8  | 25.0%   | 2                                | 1 | 3.1%    |
| Treatment Adherence                                    | 8                             | 13 | 40.6%   | 8           | 18 | 56.3%   | 13                        | 0  | 0.0%    | 2                                | 1 | 3.1%    |
| Vocational Rehabilitation                              | 11                            | 8  | 25.0%   | 6           | 21 | 65.6%   | 10                        | 3  | 9.4%    | 3                                | 0 | 0.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
MSM Black not Hispanic Respondents n=5**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |   |         | Do Not Need |   |         | Gaps<br>(Need, Can't Get) |   |         | Barriers<br>(Can Get, Won't Use) |   |         |
|--|-------------------------------|---|---------|-------------|---|---------|---------------------------|---|---------|----------------------------------|---|---------|
|  | rank                          | # | percent | rank        | # | percent | rank                      | # | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 4                             | 2 | 40.0%   | 3           | 2 | 40.0%   | 3                         | 1 | 20.0%   | 2                                | 0 | 0.0%    |
| Buddy Companion  | 6                             | 0 | 0.0%    | 2           | 3 | 60.0%   | 3                         | 1 | 20.0%   | 1                                | 1 | 20.0%   |
| Case Management  | 2                             | 4 | 80.0%   | 5           | 0 | 0.0%    | 3                         | 1 | 20.0%   | 2                                | 0 | 0.0%    |
| Clinical Trials  | 3                             | 3 | 60.0%   | 4           | 1 | 20.0%   | 3                         | 1 | 20.0%   | 2                                | 0 | 0.0%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 6                             | 0 | 0.0%    | 4           | 1 | 20.0%   | 1                         | 3 | 60.0%   | 1                                | 1 | 20.0%   |
| Complementary Therapies (Massage)                      | 6                             | 0 | 0.0%    | 3           | 2 | 40.0%   | 2                         | 2 | 40.0%   | 2                                | 0 | 0.0%    |
| Counseling (other) (with license professional or peer) | 6                             | 0 | 0.0%    | 3           | 2 | 40.0%   | 1                         | 3 | 60.0%   | 2                                | 0 | 0.0%    |
| Day and Respite Care                                   | 5                             | 1 | 20.0%   | 3           | 2 | 40.0%   | 2                         | 2 | 40.0%   | 2                                | 0 | 0.0%    |
| Dental Care Services                                   | 4                             | 2 | 40.0%   | 5           | 0 | 0.0%    | 1                         | 3 | 60.0%   | 2                                | 0 | 0.0%    |
| Direct Emergency Assistance                            | 2                             | 4 | 80.0%   | 4           | 1 | 20.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Drug Reimbursement                                     | 5                             | 1 | 20.0%   | 3           | 2 | 40.0%   | 2                         | 2 | 40.0%   | 2                                | 0 | 0.0%    |
| Food Bank/Home Delivered Meals                         | 4                             | 2 | 40.0%   | 3           | 2 | 40.0%   | 3                         | 1 | 20.0%   | 2                                | 0 | 0.0%    |
| Health Insurance Continuation                          | 4                             | 2 | 40.0%   | 3           | 2 | 40.0%   | 3                         | 1 | 20.0%   | 2                                | 0 | 0.0%    |
| HIV Prevention   | 2                             | 4 | 80.0%   | 4           | 1 | 20.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Home Health Care Services                              | 4                             | 2 | 40.0%   | 2           | 3 | 60.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Hospice  | 5                             | 1 | 20.0%   | 1           | 4 | 80.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Housing  | 2                             | 4 | 80.0%   | 5           | 0 | 0.0%    | 3                         | 1 | 20.0%   | 2                                | 0 | 0.0%    |
| Inpatient Hospital Coordination                        | 6                             | 0 | 0.0%    | 1           | 4 | 80.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Laboratory Diagnostic Testing                          | 2                             | 4 | 80.0%   | 4           | 1 | 20.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Legal Services/Permanency                              | 4                             | 2 | 40.0%   | 2           | 3 | 60.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Mental Health  | 4                             | 2 | 40.0%   | 3           | 2 | 40.0%   | 3                         | 1 | 20.0%   | 2                                | 0 | 0.0%    |
| Nurse Care Coordination                                | 5                             | 1 | 20.0%   | 1           | 4 | 80.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Outreach   | 5                             | 1 | 20.0%   | 2           | 3 | 60.0%   | 3                         | 1 | 20.0%   | 2                                | 0 | 0.0%    |
| Peer Advocacy  | 5                             | 1 | 20.0%   | 1           | 4 | 80.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Specialty Outpatient Medical Services                  | 2                             | 4 | 80.0%   | 4           | 1 | 20.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Substance Abuse Outpatient                             | 3                             | 3 | 60.0%   | 3           | 2 | 40.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Substance Abuse Residential                            | 4                             | 2 | 40.0%   | 2           | 3 | 60.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Translation  | 5                             | 1 | 20.0%   | 1           | 4 | 80.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Transportation   | 1                             | 5 | 100.0%  | 5           | 0 | 0.0%    | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Treatment Adherence                                    | 2                             | 4 | 80.0%   | 4           | 1 | 20.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |
| Vocational Rehabilitation                              | 5                             | 1 | 20.0%   | 1           | 4 | 80.0%   | 4                         | 0 | 0.0%    | 2                                | 0 | 0.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
Heterosexual White not Hispanic Respondents n=13**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |    |         | Do Not Need |    |         | Gaps<br>(Need, Can't Get) |   |         | Barriers<br>(Can Get, Won't Use) |   |         |
|--|-------------------------------|----|---------|-------------|----|---------|---------------------------|---|---------|----------------------------------|---|---------|
|  | rank                          | #  | percent | rank        | #  | percent | rank                      | # | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 2                             | 9  | 69.2%   | 9           | 3  | 23.1%   | 5                         | 1 | 7.7%    | 4                                | 0 | 0.0%    |
| Buddy Companion  | 8                             | 2  | 15.4%   | 4           | 8  | 61.5%   | 4                         | 2 | 15.4%   | 3                                | 1 | 7.7%    |
| Case Management  | 3                             | 8  | 61.5%   | 8           | 4  | 30.8%   | 5                         | 1 | 7.7%    | 4                                | 0 | 0.0%    |
| Clinical Trials  | 9                             | 1  | 7.7%    | 3           | 9  | 69.2%   | 3                         | 3 | 23.1%   | 4                                | 0 | 0.0%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 10                            | 0  | 0.0%    | 4           | 8  | 61.5%   | 2                         | 4 | 30.8%   | 3                                | 1 | 7.7%    |
| Complementary Therapies (Massage)                      | 9                             | 1  | 7.7%    | 6           | 6  | 46.2%   | 1                         | 6 | 46.2%   | 4                                | 0 | 0.0%    |
| Counseling (other) (with license professional or peer) | 4                             | 6  | 46.2%   | 5           | 7  | 53.8%   | 6                         | 0 | 0.0%    | 4                                | 0 | 0.0%    |
| Day and Respite Care                                   | 8                             | 2  | 15.4%   | 5           | 7  | 53.8%   | 4                         | 2 | 15.4%   | 3                                | 1 | 7.7%    |
| Dental Care Services                                   | 2                             | 9  | 69.2%   | 10          | 0  | 0.0%    | 3                         | 3 | 23.1%   | 3                                | 1 | 7.7%    |
| Direct Emergency Assistance                            | 4                             | 6  | 46.2%   | 7           | 5  | 38.5%   | 5                         | 1 | 7.7%    | 3                                | 1 | 7.7%    |
| Drug Reimbursement                                     | 6                             | 4  | 30.8%   | 6           | 6  | 46.2%   | 4                         | 2 | 15.4%   | 3                                | 1 | 7.7%    |
| Food Bank/Home Delivered Meals                         | 7                             | 3  | 23.1%   | 6           | 6  | 46.2%   | 3                         | 3 | 23.1%   | 3                                | 1 | 7.7%    |
| Health Insurance Continuation                          | 5                             | 5  | 38.5%   | 7           | 5  | 38.5%   | 4                         | 2 | 15.4%   | 3                                | 1 | 7.7%    |
| HIV Prevention   | 5                             | 5  | 38.5%   | 6           | 6  | 46.2%   | 6                         | 0 | 0.0%    | 2                                | 2 | 15.4%   |
| Home Health Care Services                              | 9                             | 1  | 7.7%    | 2           | 10 | 76.9%   | 5                         | 1 | 7.7%    | 3                                | 1 | 7.7%    |
| Hospice  | 10                            | 0  | 0.0%    | 1           | 12 | 92.3%   | 6                         | 0 | 0.0%    | 3                                | 1 | 7.7%    |
| Housing  | 4                             | 6  | 46.2%   | 7           | 5  | 38.5%   | 5                         | 1 | 7.7%    | 3                                | 1 | 7.7%    |
| Inpatient Hospital Coordination                        | 10                            | 0  | 0.0%    | 2           | 10 | 76.9%   | 6                         | 0 | 0.0%    | 3                                | 1 | 7.7%    |
| Laboratory Diagnostic Testing                          | 1                             | 10 | 76.9%   | 10          | 0  | 0.0%    | 5                         | 1 | 7.7%    | 3                                | 1 | 7.7%    |
| Legal Services/Permanency                              | 4                             | 6  | 46.2%   | 7           | 5  | 38.5%   | 6                         | 0 | 0.0%    | 2                                | 2 | 15.4%   |
| Mental Health  | 5                             | 5  | 38.5%   | 7           | 5  | 38.5%   | 6                         | 0 | 0.0%    | 2                                | 2 | 15.4%   |
| Nurse Care Coordination                                | 9                             | 1  | 7.7%    | 2           | 10 | 76.9%   | 5                         | 1 | 7.7%    | 3                                | 1 | 7.7%    |
| Outreach   | 6                             | 4  | 30.8%   | 6           | 6  | 46.2%   | 5                         | 1 | 7.7%    | 2                                | 2 | 15.4%   |
| Peer Advocacy  | 7                             | 3  | 23.1%   | 5           | 7  | 53.8%   | 4                         | 2 | 15.4%   | 3                                | 1 | 7.7%    |
| Specialty Outpatient Medical Services                  | 6                             | 4  | 30.8%   | 6           | 6  | 46.2%   | 5                         | 1 | 7.7%    | 2                                | 2 | 15.4%   |
| Substance Abuse Outpatient                             | 5                             | 5  | 38.5%   | 6           | 6  | 46.2%   | 6                         | 0 | 0.0%    | 2                                | 2 | 15.4%   |
| Substance Abuse Residential                            | 7                             | 3  | 23.1%   | 5           | 7  | 53.8%   | 6                         | 0 | 0.0%    | 1                                | 3 | 23.1%   |
| Translation  | 8                             | 2  | 15.4%   | 2           | 10 | 76.9%   | 6                         | 0 | 0.0%    | 3                                | 1 | 7.7%    |
| Transportation   | 4                             | 6  | 46.2%   | 7           | 5  | 38.5%   | 5                         | 1 | 7.7%    | 3                                | 1 | 7.7%    |
| Treatment Adherence                                    | 8                             | 2  | 15.4%   | 3           | 9  | 69.2%   | 5                         | 1 | 7.7%    | 3                                | 1 | 7.7%    |
| Vocational Rehabilitation                              | 8                             | 2  | 15.4%   | 3           | 9  | 69.2%   | 5                         | 1 | 7.7%    | 3                                | 1 | 7.7%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
Heterosexual Hispanic Respondents n=10**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |    |         | Do Not Need |   |         | Gaps<br>(Need, Can't<br>Get) |   |         | Barriers<br>(Can Get, Won't<br>Use) |   |         |
|--|-------------------------------|----|---------|-------------|---|---------|------------------------------|---|---------|-------------------------------------|---|---------|
|  | rank                          | #  | percent | rank        | # | percent | rank                         | # | percent | rank                                | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 4                             | 7  | 70.0%   | 6           | 2 | 20.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Buddy Companion  | 9                             | 2  | 20.0%   | 2           | 6 | 60.0%   | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |
| Case Management  | 1                             | 10 | 100.0%  | 8           | 0 | 0.0%    | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Clinical Trials  | 7                             | 4  | 40.0%   | 5           | 3 | 30.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 8                             | 3  | 30.0%   | 4           | 4 | 40.0%   | 1                            | 3 | 30.0%   | 2                                   | 0 | 0.0%    |
| Complementary Therapies (Massage)                      | 9                             | 2  | 20.0%   | 4           | 4 | 40.0%   | 1                            | 3 | 30.0%   | 2                                   | 0 | 0.0%    |
| Counseling (other) (with license professional or peer) | 7                             | 4  | 40.0%   | 3           | 5 | 50.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Day and Respite Care                                   | 7                             | 4  | 40.0%   | 4           | 4 | 40.0%   | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |
| Dental Care Services                                   | 2                             | 9  | 90.0%   | 8           | 0 | 0.0%    | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Direct Emergency Assistance                            | 6                             | 5  | 50.0%   | 7           | 1 | 10.0%   | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |
| Drug Reimbursement                                     | 3                             | 8  | 80.0%   | 8           | 0 | 0.0%    | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |
| Food Bank/Home Delivered Meals                         | 6                             | 5  | 50.0%   | 6           | 2 | 20.0%   | 1                            | 3 | 30.0%   | 2                                   | 0 | 0.0%    |
| Health Insurance Continuation                          | 4                             | 7  | 70.0%   | 8           | 0 | 0.0%    | 1                            | 3 | 30.0%   | 2                                   | 0 | 0.0%    |
| HIV Prevention   | 6                             | 5  | 50.0%   | 4           | 4 | 40.0%   | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Home Health Care Services                              | 8                             | 3  | 30.0%   | 3           | 5 | 50.0%   | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |
| Hospice  | 9                             | 2  | 20.0%   | 2           | 6 | 60.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Housing  | 4                             | 7  | 70.0%   | 7           | 1 | 10.0%   | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |
| Inpatient Hospital Coordination                        | 8                             | 3  | 30.0%   | 2           | 6 | 60.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Laboratory Diagnostic Testing                          | 4                             | 7  | 70.0%   | 7           | 1 | 10.0%   | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |
| Legal Services/Permanency                              | 6                             | 5  | 50.0%   | 7           | 1 | 10.0%   | 1                            | 3 | 30.0%   | 1                                   | 1 | 10.0%   |
| Mental Health  | 7                             | 4  | 40.0%   | 4           | 4 | 40.0%   | 3                            | 1 | 10.0%   | 1                                   | 1 | 10.0%   |
| Nurse Care Coordination                                | 9                             | 2  | 20.0%   | 1           | 7 | 70.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Outreach   | 6                             | 5  | 50.0%   | 5           | 3 | 30.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Peer Advocacy  | 7                             | 4  | 40.0%   | 4           | 4 | 40.0%   | 3                            | 1 | 10.0%   | 1                                   | 1 | 10.0%   |
| Specialty Outpatient Medical Services                  | 4                             | 7  | 70.0%   | 7           | 1 | 10.0%   | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |
| Substance Abuse Outpatient                             | 7                             | 4  | 40.0%   | 2           | 6 | 60.0%   | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Substance Abuse Residential                            | 8                             | 3  | 30.0%   | 1           | 7 | 70.0%   | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Translation  | 7                             | 4  | 40.0%   | 4           | 4 | 40.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Transportation   | 5                             | 6  | 60.0%   | 5           | 3 | 30.0%   | 3                            | 1 | 10.0%   | 2                                   | 0 | 0.0%    |
| Treatment Adherence                                    | 6                             | 5  | 50.0%   | 3           | 5 | 50.0%   | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Vocational Rehabilitation                              | 8                             | 3  | 30.0%   | 3           | 5 | 50.0%   | 2                            | 2 | 20.0%   | 2                                   | 0 | 0.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
Heterosexual Black not Hispanic Respondents n=93**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |    |         | Do Not Need |    |         | Gaps<br>(Need, Can't Get) |    |         | Barriers<br>(Can Get, Won't Use) |   |         |
|--|-------------------------------|----|---------|-------------|----|---------|---------------------------|----|---------|----------------------------------|---|---------|
|  | rank                          | #  | percent | rank        | #  | percent | rank                      | #  | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 5                             | 66 | 71.0%   | 21          | 22 | 23.7%   | 14                        | 4  | 4.3%    | 5                                | 0 | 0.0%    |
| Buddy Companion  | 13                            | 41 | 44.1%   | 13          | 39 | 41.9%   | 9                         | 9  | 9.7%    | 4                                | 1 | 1.1%    |
| Case Management  | 1                             | 76 | 81.7%   | 25          | 13 | 14.0%   | 15                        | 3  | 3.2%    | 5                                | 0 | 0.0%    |
| Clinical Trials  | 13                            | 41 | 44.1%   | 12          | 40 | 43.0%   | 12                        | 6  | 6.5%    | 3                                | 2 | 2.2%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 21                            | 23 | 24.7%   | 7           | 48 | 51.6%   | 4                         | 18 | 19.4%   | 3                                | 2 | 2.2%    |
| Complementary Therapies (Massage)                      | 20                            | 24 | 25.8%   | 14          | 38 | 40.9%   | 1                         | 25 | 26.9%   | 1                                | 4 | 4.3%    |
| Counseling (other) (with license professional or peer) | 11                            | 44 | 47.3%   | 16          | 34 | 36.6%   | 8                         | 10 | 10.8%   | 2                                | 3 | 3.2%    |
| Day and Respite Care                                   | 15                            | 36 | 38.7%   | 11          | 42 | 45.2%   | 8                         | 10 | 10.8%   | 2                                | 3 | 3.2%    |
| Dental Care Services                                   | 2                             | 73 | 78.5%   | 26          | 7  | 7.5%    | 8                         | 10 | 10.8%   | 4                                | 1 | 1.1%    |
| Direct Emergency Assistance                            | 7                             | 61 | 65.6%   | 24          | 17 | 18.3%   | 6                         | 14 | 15.1%   | 5                                | 0 | 0.0%    |
| Drug Reimbursement                                     | 17                            | 32 | 34.4%   | 10          | 43 | 46.2%   | 6                         | 14 | 15.1%   | 4                                | 1 | 1.1%    |
| Food Bank/Home Delivered Meals                         | 11                            | 44 | 47.3%   | 20          | 23 | 24.7%   | 2                         | 24 | 25.8%   | 5                                | 0 | 0.0%    |
| Health Insurance Continuation                          | 15                            | 36 | 38.7%   | 14          | 38 | 40.9%   | 6                         | 14 | 15.1%   | 5                                | 0 | 0.0%    |
| HIV Prevention   | 4                             | 67 | 72.0%   | 22          | 21 | 22.6%   | 16                        | 2  | 2.2%    | 4                                | 1 | 1.1%    |
| Home Health Care Services                              | 22                            | 22 | 23.7%   | 4           | 56 | 60.2%   | 11                        | 7  | 7.5%    | 2                                | 3 | 3.2%    |
| Hospice  | 24                            | 17 | 18.3%   | 1           | 68 | 73.1%   | 17                        | 1  | 1.1%    | 3                                | 2 | 2.2%    |
| Housing  | 9                             | 51 | 54.8%   | 23          | 20 | 21.5%   | 3                         | 19 | 20.4%   | 5                                | 0 | 0.0%    |
| Inpatient Hospital Coordination                        | 18                            | 27 | 29.0%   | 5           | 54 | 58.1%   | 13                        | 5  | 5.4%    | 4                                | 1 | 1.1%    |
| Laboratory Diagnostic Testing                          | 3                             | 71 | 76.3%   | 25          | 13 | 14.0%   | 13                        | 5  | 5.4%    | 5                                | 0 | 0.0%    |
| Legal Services/Permanency                              | 12                            | 42 | 45.2%   | 17          | 33 | 35.5%   | 7                         | 13 | 14.0%   | 3                                | 2 | 2.2%    |
| Mental Health  | 14                            | 40 | 43.0%   | 11          | 42 | 45.2%   | 11                        | 7  | 7.5%    | 4                                | 1 | 1.1%    |
| Nurse Care Coordination                                | 16                            | 35 | 37.6%   | 10          | 43 | 46.2%   | 10                        | 8  | 8.6%    | 3                                | 2 | 2.2%    |
| Outreach   | 10                            | 49 | 52.7%   | 18          | 31 | 33.3%   | 12                        | 6  | 6.5%    | 2                                | 3 | 3.2%    |
| Peer Advocacy  | 14                            | 40 | 43.0%   | 9           | 44 | 47.3%   | 13                        | 5  | 5.4%    | 5                                | 0 | 0.0%    |
| Specialty Outpatient Medical Services                  | 6                             | 62 | 66.7%   | 24          | 17 | 18.3%   | 10                        | 8  | 8.6%    | 4                                | 1 | 1.1%    |
| Substance Abuse Outpatient                             | 21                            | 23 | 24.7%   | 3           | 60 | 64.5%   | 16                        | 2  | 2.2%    | 2                                | 3 | 3.2%    |
| Substance Abuse Residential                            | 23                            | 20 | 21.5%   | 2           | 66 | 71.0%   | 16                        | 2  | 2.2%    | 4                                | 1 | 1.1%    |
| Translation  | 16                            | 35 | 37.6%   | 6           | 53 | 57.0%   | 15                        | 3  | 3.2%    | 5                                | 0 | 0.0%    |
| Transportation   | 9                             | 51 | 54.8%   | 19          | 25 | 26.9%   | 5                         | 16 | 17.2%   | 5                                | 0 | 0.0%    |
| Treatment Adherence                                    | 8                             | 52 | 55.9%   | 15          | 36 | 38.7%   | 16                        | 2  | 2.2%    | 3                                | 2 | 2.2%    |
| Vocational Rehabilitation                              | 19                            | 25 | 26.9%   | 8           | 46 | 49.5%   | 5                         | 16 | 17.2%   | 3                                | 2 | 2.2%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.



**Service Category by Utilization, Gaps, and Barriers among  
Heterosexual Hispanic Female Respondents n=7**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |   |         | Do Not Need |   |         | Gaps<br>(Need, Can't<br>Get) |   |         | Barriers<br>(Can Get, Won't<br>Use) |   |         |
|--|-------------------------------|---|---------|-------------|---|---------|------------------------------|---|---------|-------------------------------------|---|---------|
|  | rank                          | # | percent | rank        | # | percent | rank                         | # | percent | rank                                | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 3                             | 5 | 71.4%   | 5           | 1 | 14.3%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Buddy Companion  | 7                             | 1 | 14.3%   | 2           | 4 | 57.1%   | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Case Management  | 1                             | 7 | 100.0%  | 6           | 0 | 0.0%    | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Clinical Trials  | 5                             | 3 | 42.9%   | 5           | 1 | 14.3%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 6                             | 2 | 28.6%   | 3           | 3 | 42.9%   | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Complementary Therapies (Massage)                      | 7                             | 1 | 14.3%   | 2           | 4 | 57.1%   | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Counseling (other) (with license professional or peer) | 5                             | 3 | 42.9%   | 3           | 3 | 42.9%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Day and Respite Care                                   | 5                             | 3 | 42.9%   | 4           | 2 | 28.6%   | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Dental Care Services                                   | 2                             | 6 | 85.7%   | 6           | 0 | 0.0%    | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Direct Emergency Assistance                            | 5                             | 3 | 42.9%   | 5           | 1 | 14.3%   | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Drug Reimbursement                                     | 3                             | 5 | 71.4%   | 6           | 0 | 0.0%    | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Food Bank/Home Delivered Meals                         | 4                             | 4 | 57.1%   | 5           | 1 | 14.3%   | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Health Insurance Continuation                          | 4                             | 4 | 57.1%   | 6           | 0 | 0.0%    | 1                            | 3 | 42.9%   | 2                                   | 0 | 0.0%    |
| HIV Prevention   | 4                             | 4 | 57.1%   | 4           | 2 | 28.6%   | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Home Health Care Services                              | 6                             | 2 | 28.6%   | 3           | 3 | 42.9%   | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Hospice  | 7                             | 1 | 14.3%   | 2           | 4 | 57.1%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Housing  | 3                             | 5 | 71.4%   | 6           | 0 | 0.0%    | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Inpatient Hospital Coordination                        | 6                             | 2 | 28.6%   | 2           | 4 | 57.1%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Laboratory Diagnostic Testing                          | 3                             | 5 | 71.4%   | 6           | 0 | 0.0%    | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Legal Services/Permanency                              | 5                             | 3 | 42.9%   | 5           | 1 | 14.3%   | 1                            | 3 | 42.9%   | 2                                   | 0 | 0.0%    |
| Mental Health  | 5                             | 3 | 42.9%   | 3           | 3 | 42.9%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Nurse Care Coordination                                | 7                             | 1 | 14.3%   | 1           | 5 | 71.4%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Outreach   | 4                             | 4 | 57.1%   | 5           | 1 | 14.3%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Peer Advocacy  | 5                             | 3 | 42.9%   | 4           | 2 | 28.6%   | 3                            | 1 | 14.3%   | 1                                   | 1 | 14.3%   |
| Specialty Outpatient Medical Services                  | 3                             | 5 | 71.4%   | 6           | 0 | 0.0%    | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |
| Substance Abuse Outpatient                             | 5                             | 3 | 42.9%   | 2           | 4 | 57.1%   | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Substance Abuse Residential                            | 6                             | 2 | 28.6%   | 1           | 5 | 71.4%   | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Translation  | 5                             | 3 | 42.9%   | 4           | 2 | 28.6%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Transportation   | 4                             | 4 | 57.1%   | 4           | 2 | 28.6%   | 3                            | 1 | 14.3%   | 2                                   | 0 | 0.0%    |
| Treatment Adherence                                    | 4                             | 4 | 57.1%   | 3           | 3 | 42.9%   | 4                            | 0 | 0.0%    | 2                                   | 0 | 0.0%    |
| Vocational Rehabilitation                              | 6                             | 2 | 28.6%   | 3           | 3 | 42.9%   | 2                            | 2 | 28.6%   | 2                                   | 0 | 0.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
Heterosexual White not Hispanic Female Respondents n=7**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |   |         | Do Not Need |   |         | Gaps<br>(Need, Can't Get) |   |         | Barriers<br>(Can Get, Won't Use) |   |         |
|--|-------------------------------|---|---------|-------------|---|---------|---------------------------|---|---------|----------------------------------|---|---------|
|  | rank                          | # | percent | rank        | # | percent | rank                      | # | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 3                             | 4 | 57.1%   | 6           | 2 | 28.6%   | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Buddy Companion  | 7                             | 0 | 0.0%    | 2           | 6 | 85.7%   | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Case Management  | 2                             | 5 | 71.4%   | 6           | 2 | 28.6%   | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |
| Clinical Trials  | 7                             | 0 | 0.0%    | 3           | 5 | 71.4%   | 3                         | 2 | 28.6%   | 3                                | 0 | 0.0%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 7                             | 0 | 0.0%    | 3           | 5 | 71.4%   | 3                         | 2 | 28.6%   | 3                                | 0 | 0.0%    |
| Complementary Therapies (Massage)                      | 7                             | 0 | 0.0%    | 4           | 4 | 57.1%   | 1                         | 3 | 42.9%   | 3                                | 0 | 0.0%    |
| Counseling (other) (with license professional or peer) | 3                             | 4 | 57.1%   | 5           | 3 | 42.9%   | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |
| Day and Respite Care                                   | 5                             | 2 | 28.6%   | 4           | 4 | 57.1%   | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Dental Care Services                                   | 2                             | 5 | 71.4%   | 7           | 0 | 0.0%    | 3                         | 2 | 28.6%   | 3                                | 0 | 0.0%    |
| Direct Emergency Assistance                            | 4                             | 3 | 42.9%   | 4           | 4 | 57.1%   | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |
| Drug Reimbursement                                     | 6                             | 1 | 14.3%   | 3           | 5 | 71.4%   | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Food Bank/Home Delivered Meals                         | 6                             | 1 | 14.3%   | 5           | 3 | 42.9%   | 2                         | 3 | 42.9%   | 3                                | 0 | 0.0%    |
| Health Insurance Continuation                          | 5                             | 2 | 28.6%   | 5           | 3 | 42.9%   | 3                         | 2 | 28.6%   | 3                                | 0 | 0.0%    |
| HIV Prevention   | 3                             | 4 | 57.1%   | 6           | 2 | 28.6%   | 5                         | 0 | 0.0%    | 2                                | 1 | 14.3%   |
| Home Health Care Services                              | 7                             | 0 | 0.0%    | 2           | 6 | 85.7%   | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Hospice  | 7                             | 0 | 0.0%    | 1           | 7 | 100.0%  | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |
| Housing  | 3                             | 4 | 57.1%   | 6           | 2 | 28.6%   | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Inpatient Hospital Coordination                        | 7                             | 0 | 0.0%    | 2           | 6 | 85.7%   | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |
| Laboratory Diagnostic Testing                          | 1                             | 6 | 85.7%   | 7           | 0 | 0.0%    | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Legal Services/Permanency                              | 4                             | 3 | 42.9%   | 5           | 3 | 42.9%   | 5                         | 0 | 0.0%    | 2                                | 1 | 14.3%   |
| Mental Health  | 4                             | 3 | 42.9%   | 4           | 4 | 57.1%   | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |
| Nurse Care Coordination                                | 6                             | 1 | 14.3%   | 3           | 5 | 71.4%   | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Outreach   | 6                             | 1 | 14.3%   | 4           | 4 | 57.1%   | 4                         | 1 | 14.3%   | 2                                | 1 | 14.3%   |
| Peer Advocacy  | 6                             | 1 | 14.3%   | 4           | 4 | 57.1%   | 3                         | 2 | 28.6%   | 3                                | 0 | 0.0%    |
| Specialty Outpatient Medical Services                  | 5                             | 2 | 28.6%   | 4           | 4 | 57.1%   | 5                         | 0 | 0.0%    | 2                                | 1 | 14.3%   |
| Substance Abuse Outpatient                             | 5                             | 2 | 28.6%   | 4           | 4 | 57.1%   | 5                         | 0 | 0.0%    | 2                                | 1 | 14.3%   |
| Substance Abuse Residential                            | 6                             | 1 | 14.3%   | 4           | 4 | 57.1%   | 5                         | 0 | 0.0%    | 1                                | 2 | 28.6%   |
| Translation  | 5                             | 2 | 28.6%   | 3           | 5 | 71.4%   | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |
| Transportation   | 3                             | 4 | 57.1%   | 6           | 2 | 28.6%   | 4                         | 1 | 14.3%   | 3                                | 0 | 0.0%    |
| Treatment Adherence                                    | 5                             | 2 | 28.6%   | 3           | 5 | 71.4%   | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |
| Vocational Rehabilitation                              | 6                             | 1 | 14.3%   | 2           | 6 | 85.7%   | 5                         | 0 | 0.0%    | 3                                | 0 | 0.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.



**Service Category by Utilization, Gaps, and Barriers among  
Heterosexual Black not Hispanic Female Respondents n=53**

Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |    |         | Do Not Need |    |         | Gaps<br>(Need, Can't Get) |    |         | Barriers<br>(Can Get, Won't Use) |   |         |
|--|-------------------------------|----|---------|-------------|----|---------|---------------------------|----|---------|----------------------------------|---|---------|
|  | rank                          | #  | percent | rank        | #  | percent | rank                      | #  | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 5                             | 36 | 67.9%   | 15          | 13 | 24.5%   | 11                        | 3  | 5.7%    | 3                                | 0 | 0.0%    |
| Buddy Companion  | 13                            | 19 | 35.8%   | 10          | 25 | 47.2%   | 8                         | 6  | 11.3%   | 2                                | 1 | 1.9%    |
| Case Management  | 2                             | 40 | 75.5%   | 17          | 10 | 18.9%   | 12                        | 2  | 3.8%    | 3                                | 0 | 0.0%    |
| Clinical Trials  | 12                            | 21 | 39.6%   | 11          | 23 | 43.4%   | 10                        | 4  | 7.5%    | 1                                | 2 | 3.8%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 21                            | 9  | 17.0%   | 5           | 31 | 58.5%   | 4                         | 11 | 20.8%   | 3                                | 0 | 0.0%    |
| Complementary Therapies (Massage)                      | 20                            | 10 | 18.9%   | 11          | 23 | 43.4%   | 1                         | 16 | 30.2%   | 1                                | 2 | 3.8%    |
| Counseling (other) (with license professional or peer) | 9                             | 25 | 47.2%   | 13          | 21 | 39.6%   | 8                         | 6  | 11.3%   | 3                                | 0 | 0.0%    |
| Day and Respite Care                                   | 15                            | 16 | 30.2%   | 7           | 29 | 54.7%   | 8                         | 6  | 11.3%   | 3                                | 0 | 0.0%    |
| Dental Care Services                                   | 2                             | 40 | 75.5%   | 21          | 5  | 9.4%    | 9                         | 5  | 9.4%    | 2                                | 1 | 1.9%    |
| Direct Emergency Assistance                            | 5                             | 36 | 67.9%   | 20          | 6  | 11.3%   | 5                         | 10 | 18.9%   | 3                                | 0 | 0.0%    |
| Drug Reimbursement                                     | 16                            | 15 | 28.3%   | 9           | 27 | 50.9%   | 6                         | 8  | 15.1%   | 3                                | 0 | 0.0%    |
| Food Bank/Home Delivered Meals                         | 10                            | 23 | 43.3%   | 14          | 14 | 26.4%   | 2                         | 14 | 26.4%   | 3                                | 0 | 0.0%    |
| Health Insurance Continuation                          | 16                            | 15 | 28.3%   | 10          | 25 | 47.2%   | 5                         | 10 | 18.9%   | 3                                | 0 | 0.0%    |
| HIV Prevention   | 3                             | 39 | 73.6%   | 16          | 12 | 22.6%   | 13                        | 1  | 1.9%    | 3                                | 0 | 0.0%    |
| Home Health Care Services                              | 19                            | 11 | 20.8%   | 4           | 35 | 66.0%   | 11                        | 3  | 5.7%    | 2                                | 1 | 1.9%    |
| Hospice  | 22                            | 7  | 13.2%   | 1           | 43 | 81.1%   | 14                        | 0  | 0.0%    | 3                                | 0 | 0.0%    |
| Housing  | 6                             | 31 | 58.5%   | 18          | 8  | 15.1%   | 3                         | 12 | 22.6%   | 3                                | 0 | 0.0%    |
| Inpatient Hospital Coordination                        | 18                            | 12 | 22.6%   | 4           | 35 | 66.0%   | 12                        | 2  | 3.8%    | 3                                | 0 | 0.0%    |
| Laboratory Diagnostic Testing                          | 1                             | 41 | 77.4%   | 19          | 7  | 13.2%   | 11                        | 3  | 5.7%    | 3                                | 0 | 0.0%    |
| Legal Services/Permanency                              | 12                            | 21 | 39.6%   | 12          | 22 | 41.5%   | 7                         | 7  | 13.2%   | 2                                | 1 | 1.9%    |
| Mental Health  | 11                            | 22 | 41.5%   | 9           | 27 | 50.9%   | 11                        | 3  | 5.7%    | 3                                | 0 | 0.0%    |
| Nurse Care Coordination                                | 14                            | 17 | 32.1%   | 7           | 29 | 54.7%   | 11                        | 3  | 5.7%    | 2                                | 1 | 1.9%    |
| Outreach   | 9                             | 25 | 47.2%   | 13          | 21 | 39.6%   | 11                        | 3  | 5.7%    | 1                                | 2 | 3.8%    |
| Peer Advocacy  | 13                            | 19 | 35.8%   | 7           | 29 | 54.7%   | 11                        | 3  | 5.7%    | 3                                | 0 | 0.0%    |
| Specialty Outpatient Medical Services                  | 4                             | 38 | 71.7%   | 18          | 8  | 15.1%   | 10                        | 4  | 7.5%    | 3                                | 0 | 0.0%    |
| Substance Abuse Outpatient                             | 21                            | 9  | 17.0%   | 3           | 40 | 75.5%   | 14                        | 0  | 0.0%    | 2                                | 1 | 1.9%    |
| Substance Abuse Residential                            | 22                            | 7  | 13.2%   | 2           | 42 | 79.2%   | 13                        | 1  | 1.9%    | 3                                | 0 | 0.0%    |
| Translation  | 13                            | 19 | 35.8%   | 6           | 30 | 56.6%   | 12                        | 2  | 3.8%    | 3                                | 0 | 0.0%    |
| Transportation   | 7                             | 30 | 56.6%   | 14          | 14 | 26.4%   | 6                         | 8  | 15.1%   | 3                                | 0 | 0.0%    |
| Treatment Adherence                                    | 8                             | 27 | 50.9%   | 11          | 23 | 43.4%   | 13                        | 1  | 1.9%    | 2                                | 1 | 1.9%    |
| Vocational Rehabilitation                              | 17                            | 14 | 26.4%   | 8           | 28 | 52.8%   | 6                         | 8  | 15.1%   | 3                                | 0 | 0.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

**Service Category by Utilization, Gaps, and Barriers among  
Heterosexual Black not Hispanic Male Respondents n=40**

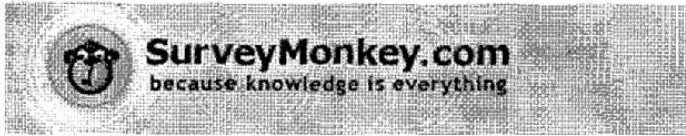
Questions 43-73. Please check off how the following services apply to you:  
Need and Use, Do not Need, Need/Can't Get, Can Get/Won't Use

| Service Category                                       | Utilization<br>(Need and Use) |    |         | Do Not Need |    |         | Gaps<br>(Need, Can't Get) |    |         | Barriers<br>(Can Get, Won't Use) |   |         |
|--|-------------------------------|----|---------|-------------|----|---------|---------------------------|----|---------|----------------------------------|---|---------|
|  | rank                          | #  | percent | rank        | #  | percent | rank                      | #  | percent | rank                             | # | percent |
| Ambulatory/Primary Outpatient Medical Care             | 3                             | 30 | 75.0%   | 16          | 9  | 22.5%   | 10                        | 1  | 2.5%    | 4                                | 0 | 0.0%    |
| Buddy Companion  | 7                             | 22 | 55.0%   | 11          | 14 | 35.0%   | 8                         | 3  | 7.5%    | 4                                | 0 | 0.0%    |
| Case Management  | 1                             | 36 | 90.0%   | 18          | 3  | 7.5%    | 10                        | 1  | 2.5%    | 4                                | 0 | 0.0%    |
| Clinical Trials  | 9                             | 20 | 50.0%   | 8           | 17 | 42.5%   | 9                         | 2  | 5.0%    | 4                                | 0 | 0.0%    |
| Complementary Therapies (Acupuncture, Reiki Therapy)   | 15                            | 14 | 35.0%   | 8           | 17 | 42.5%   | 4                         | 7  | 17.5%   | 2                                | 2 | 5.0%    |
| Complementary Therapies (Massage)                      | 15                            | 14 | 35.0%   | 10          | 15 | 37.5%   | 2                         | 9  | 22.5%   | 2                                | 2 | 5.0%    |
| Counseling (other) (with license professional or peer) | 10                            | 19 | 47.5%   | 12          | 13 | 32.5%   | 7                         | 4  | 10.0%   | 1                                | 3 | 7.5%    |
| Day and Respite Care                                   | 9                             | 20 | 50.0%   | 12          | 13 | 32.5%   | 7                         | 4  | 10.0%   | 1                                | 3 | 7.5%    |
| Dental Care Services                                   | 2                             | 33 | 82.5%   | 19          | 2  | 5.0%    | 6                         | 5  | 12.5%   | 4                                | 0 | 0.0%    |
| Direct Emergency Assistance                            | 5                             | 25 | 62.5%   | 14          | 11 | 27.5%   | 7                         | 4  | 10.0%   | 4                                | 0 | 0.0%    |
| Drug Reimbursement                                     | 12                            | 17 | 42.5%   | 9           | 16 | 40.0%   | 5                         | 6  | 15.0%   | 3                                | 1 | 2.5%    |
| Food Bank/Home Delivered Meals                         | 8                             | 21 | 52.5%   | 16          | 9  | 22.5%   | 1                         | 10 | 25.0%   | 4                                | 0 | 0.0%    |
| Health Insurance Continuation                          | 8                             | 21 | 52.5%   | 12          | 13 | 32.5%   | 7                         | 4  | 10.0%   | 4                                | 0 | 0.0%    |
| HIV Prevention   | 4                             | 28 | 70.0%   | 16          | 9  | 22.5%   | 10                        | 1  | 2.5%    | 3                                | 1 | 2.5%    |
| Home Health Care Services                              | 17                            | 11 | 27.5%   | 4           | 21 | 52.5%   | 7                         | 4  | 10.0%   | 2                                | 2 | 5.0%    |
| Hospice  | 18                            | 10 | 25.0%   | 1           | 25 | 62.5%   | 10                        | 1  | 2.5%    | 2                                | 2 | 5.0%    |
| Housing  | 9                             | 20 | 50.0%   | 13          | 12 | 30.0%   | 4                         | 7  | 17.5%   | 4                                | 0 | 0.0%    |
| Inpatient Hospital Coordination                        | 14                            | 15 | 37.5%   | 6           | 19 | 47.5%   | 8                         | 3  | 7.5%    | 3                                | 1 | 2.5%    |
| Laboratory Diagnostic Testing                          | 3                             | 30 | 75.0%   | 17          | 6  | 15.0%   | 9                         | 2  | 5.0%    | 4                                | 0 | 0.0%    |
| Legal Services/Permanency                              | 8                             | 21 | 52.5%   | 14          | 11 | 27.5%   | 5                         | 6  | 15.0%   | 3                                | 1 | 2.5%    |
| Mental Health  | 11                            | 18 | 45.0%   | 10          | 15 | 37.5%   | 7                         | 4  | 10.0%   | 3                                | 1 | 2.5%    |
| Nurse Care Coordination                                | 11                            | 18 | 45.0%   | 11          | 14 | 35.0%   | 6                         | 5  | 12.5%   | 3                                | 1 | 2.5%    |
| Outreach   | 6                             | 24 | 60.0%   | 15          | 10 | 25.0%   | 8                         | 3  | 7.5%    | 3                                | 1 | 2.5%    |
| Peer Advocacy  | 8                             | 21 | 52.5%   | 10          | 15 | 37.5%   | 9                         | 2  | 5.0%    | 4                                | 0 | 0.0%    |
| Specialty Outpatient Medical Services                  | 6                             | 24 | 60.0%   | 16          | 9  | 22.5%   | 7                         | 4  | 10.0%   | 3                                | 1 | 2.5%    |
| Substance Abuse Outpatient                             | 15                            | 14 | 35.0%   | 5           | 20 | 50.0%   | 9                         | 2  | 5.0%    | 2                                | 2 | 5.0%    |
| Substance Abuse Residential                            | 16                            | 13 | 32.5%   | 2           | 24 | 60.0%   | 10                        | 1  | 2.5%    | 3                                | 1 | 2.5%    |
| Translation  | 13                            | 16 | 40.0%   | 3           | 23 | 57.5%   | 10                        | 1  | 2.5%    | 4                                | 0 | 0.0%    |
| Transportation   | 8                             | 21 | 52.5%   | 14          | 11 | 27.5%   | 3                         | 8  | 20.0%   | 4                                | 0 | 0.0%    |
| Treatment Adherence                                    | 5                             | 25 | 62.5%   | 12          | 13 | 32.5%   | 10                        | 1  | 2.5%    | 3                                | 1 | 2.5%    |
| Vocational Rehabilitation                              | 17                            | 11 | 27.5%   | 7           | 18 | 45.0%   | 3                         | 8  | 20.0%   | 2                                | 2 | 5.0%    |

Note: Not all respondents answered each question. Percentages were calculated as follows: the number of responses by the total number of respondents.

## Appendix D

### Survey Monkey Aggregated Results



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[Home](#) [New Survey](#) [My Surveys](#) [List Management](#) [My Account](#) [Help Center](#)

Wednesday, September 20, 2006

## Results Summary

Show All Pages and Questions

[Export...](#) [View](#)

### Filter Results

To analyze a subset of your data, you can create one or more filters.

[Add Filter...](#)

**Total:** 176

**Visible:** 176

### Share Results

Your results can be shared with others, without giving access to your account.

[Configure...](#)

**Status:** Enabled

**Reports:** Summary and Detail

## 2. Information About You

### 1. My sex/gender is...

|                              | Response Percent | Response Total |
|------------------------------|------------------|----------------|
| Male                         | 55.1%            | 97             |
| Female                       | 43.8%            | 77             |
| Transgender (Male to Female) | 1.1%             | 2              |
| Transgender (Female to Male) | 0%               | 0              |
| <b>Total Respondents</b>     |                  | <b>176</b>     |
| (skipped this question)      |                  | 0              |

### 2. My sexual orientation is...

|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| Straight/heterosexual    | 67.6%            | 117            |
| Gay/lesbian/homosexual   | 28.3%            | 49             |
| Bisexual                 | 4%               | 7              |
| Not sure                 | 0%               | 0              |
| <b>Total Respondents</b> |                  | <b>173</b>     |
| (skipped this question)  |                  | 3              |

### 3. My race is..

|       | Response Percent | Response Total |
|-------|------------------|----------------|
| White | 36.2%            | 63             |

Survey Summary

|                                |  |                          |            |
|--------------------------------|--|--------------------------|------------|
| <b>Black</b>                   |  | <b>63.2%</b>             | <b>110</b> |
| Asian/Pacific Islander         |  | 0.6%                     | 1          |
| American Indian/Alaskan Native |  | 0%                       | 0          |
|                                |  | <b>Total Respondents</b> | <b>174</b> |
|                                |  | (skipped this question)  | 2          |

4. My ethnicity is..

|                     |  | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|---------------------|--|-----------------------------|---------------------------|
| Hispanic            |  | 12.6%                       | 22                        |
| <b>Not Hispanic</b> |  | <b>87.4%</b>                | <b>152</b>                |
|                     |  | <b>Total Respondents</b>    | <b>174</b>                |
|                     |  | (skipped this question)     | 2                         |

5. My age is...



|                 |  | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|-----------------|--|-----------------------------|---------------------------|
| Below 19        |  | 3.4%                        | 6                         |
| 20 to 24        |  | 4%                          | 7                         |
| 25 to 29        |  | 11.4%                       | 20                        |
| 30 to 39        |  | 15.3%                       | 27                        |
| <b>40 to 49</b> |  | <b>36.9%</b>                | <b>65</b>                 |
| 50 to 59        |  | 25%                         | 44                        |
| Over 60         |  | 4%                          | 7                         |
|                 |  | <b>Total Respondents</b>    | <b>176</b>                |
|                 |  | (skipped this question)     | 0                         |

6. What part of the county do you live in?

|  |  | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--|--|-----------------------------|---------------------------|
| South (Boca Raton to Hypoluxo)                                 |  | 20.6%                       | 36                        |
| <b>Central (Lantana to West Palm<br/>Beach to Loxahatchee)</b> |  | <b>34.3%</b>                | <b>60</b>                 |
| North (North of West Palm Beach,<br>Riviera Beach to Jupiter)  |  | 22.3%                       | 39                        |
| West (Glades area)   |  | 22.3%                       | 39                        |
| <a href="#">View</a> Other (please specify)                    |  | 0.6%                        | 1                         |
|  |  | <b>Total Respondents</b>    | <b>175</b>                |
|  |  | (skipped this question)     | 1                         |

**3. Service Utilization**

7. Have you received medical care (had an appointment with a medical professional, received medications, had lab work done) within the last 12 months?

|  | Response Percent | Response Total |
|--|------------------|----------------|
| Yes  | 90.3%            | 159            |
| No    | 9.7%             | 17             |
| <b>Total Respondents</b>   |                  | <b>176</b>     |
| (skipped this question)  |                  | 0              |





8. If you have not received medical care (had an appointment with a medical professional, received medications, had lab work done) within the past 12 months could you describe the reasons why?

|  |     |
|--|-----|
| <a href="#">View</a> Total Respondents | 22  |
| (skipped this question)                | 154 |




9. If you have not received medical care (had an appointment with a medical professional, received medications, had lab work done) within the past 12 months could you tell us what it would take to get you back into medical care?

|  |     |
|--|-----|
| <a href="#">View</a> Total Respondents | 21  |
| (skipped this question)                | 155 |

10. I take my HIV medications...

|   | Response Percent | Response Total |
|---|------------------|----------------|
| As prescribed by my doctor                             | 71%              | 125            |
| Somewhat less frequently than prescribed by my doctor  | 9.1%             | 16             |
| Much less frequently than prescribed by my doctor      | 5.1%             | 9              |
| I do not take my HIV medications at all                | 14.8%            | 26             |
| <b>Total Respondents</b>  |                  | <b>176</b>     |
| (skipped this question)   |                  | 0              |






11. When was the last time you received case management services?

|  | Response Percent | Response Total |
|--|------------------|----------------|
| In the last month      | 74.9%            | 131            |
| In the last six months  | 10.9%            | 19             |
| In the last year        | 5.1%             | 9              |
| Never                   | 9.1%             | 16             |

**Total Respondents** 175  
(skipped this question) 1

**4. Service Needs**






12. Ambulatory/Primary Outpatient Medical Care (appointment with an HIV doctor, General Practitioner, Family Practice)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1  | 72%              | 126            |
| 2  | 9.1%             | 16             |
| 3  | 8%               | 14             |
| 4  | 3.4%             | 6              |
| 5  | 7.4%             | 13             |
| <b>Total Respondents</b>  |                  | <b>175</b>     |
| (skipped this question)   |                  | 1              |

13. Buddy/Companion Services (a buddy/companion helping someone with HIV access HIV services)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1  | 41.6%            | 72             |
| 2  | 17.9%            | 31             |
| 3  | 17.9%            | 31             |
| 4  | 12.1%            | 21             |
| 5  | 10.4%            | 18             |
| <b>Total Respondents</b>  |                  | <b>173</b>     |
| (skipped this question)   |                  | 3              |

14. Case Management

|  | Response Percent | Response Total |
|--|------------------|----------------|
| 1  | 77.1%            | 135            |
| 2   | 9.1%             | 16             |
| 3   | 6.3%             | 11             |
| 4   | 1.1%             | 2              |
| 5   | 6.3%             | 11             |
| <b>Total Respondents</b>   |                  | <b>175</b>     |
| (skipped this question)  |                  | 1              |

15. Clinical Trials

|                                | Response Percent | Response Total |
|--------------------------------|------------------|----------------|
| 1                              | 43.6%            | 75             |
| 2                              | 14.5%            | 25             |
| 3                              | 16.3%            | 28             |
| 4                              | 11%              | 19             |
| 5                              | 14.5%            | 25             |
| <b>Total Respondents</b>       |                  | <b>172</b>     |
| <b>(skipped this question)</b> |                  | <b>4</b>       |

16. Complementary Therapies (massage therapy)

|                                | Response Percent | Response Total |
|--------------------------------|------------------|----------------|
| 1                              | 41%              | 71             |
| 2                              | 22.5%            | 39             |
| 3                              | 13.9%            | 24             |
| 4                              | 12.7%            | 22             |
| 5                              | 9.8%             | 17             |
| <b>Total Respondents</b>       |                  | <b>173</b>     |
| <b>(skipped this question)</b> |                  | <b>3</b>       |

17. Complementary Therapies (other) (acupuncture, Reiki Therapy)

|                                | Response Percent | Response Total |
|--------------------------------|------------------|----------------|
| 1                              | 34.1%            | 59             |
| 2                              | 17.3%            | 30             |
| 3                              | 20.2%            | 35             |
| 4                              | 11.6%            | 20             |
| 5                              | 16.8%            | 29             |
| <b>Total Respondents</b>       |                  | <b>173</b>     |
| <b>(skipped this question)</b> |                  | <b>3</b>       |

18. Counseling (Other) (with licensed professional or peer)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1 | 50%              | 86             |
| 2 | 18%              | 31             |



Survey Summary

|                          |   |      |            |
|--------------------------|---|------|------------|
| 3                        |  | 14%  | 24         |
| 4                        |  | 8.1% | 14         |
| 5                        |  | 9.9% | 17         |
| <b>Total Respondents</b> |   |      | <b>172</b> |
| (skipped this question)  |   |      | <b>4</b>   |






19. Day and Respite Care (Drop In Center, a daytime program where one can go to talk about personal issues and get moral support)

|                          |   | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------|---|-----------------------------|---------------------------|
| 1                        |  | 44%                         | 77                        |
| 2                        |  | 13.7%                       | 24                        |
| 3                        |  | 17.1%                       | 30                        |
| 4                        |  | 12%                         | 21                        |
| 5                        |  | 13.1%                       | 23                        |
| <b>Total Respondents</b> |   |                             | <b>175</b>                |
| (skipped this question)  |   |                             | <b>1</b>                  |


20. Dental Care Services

|                          |   | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------|---|-----------------------------|---------------------------|
| 1                        |  | 74.1%                       | 129                       |
| 2                        |  | 14.4%                       | 25                        |
| 3                        |  | 4.6%                        | 8                         |
| 4                        |  | 2.9%                        | 5                         |
| 5                        |  | 4%                          | 7                         |
| <b>Total Respondents</b> |   |                             | <b>174</b>                |
| (skipped this question)  |   |                             | <b>2</b>                  |

21. Direct Emergency Assistance (help paying for utilities, appliances, etc.)

|                          |   | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------|---|-----------------------------|---------------------------|
| 1                        |  | 74.1%                       | 129                       |
| 2                        |  | 8.6%                        | 15                        |
| 3                        |  | 7.5%                        | 13                        |
| 4                        |  | 2.3%                        | 4                         |
| 5                        |  | 7.5%                        | 13                        |
| <b>Total Respondents</b> |   |                             | <b>174</b>                |
| (skipped this question)  |   |                             | <b>2</b>                  |






22. Drug Reimbursement Program (Medications and Nutritional Supplements)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1  | 59.4%            | 104            |
| 2  | 13.7%            | 24             |
| 3  | 10.3%            | 18             |
| 4  | 5.1%             | 9              |
| 5  | 11.4%            | 20             |
| <b>Total Respondents</b>  |                  | <b>175</b>     |
| (skipped this question)   |                  | 1              |

23. Food Bank/Home Delivered Meals/Food Voucher

|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1    | 65.9%            | 114            |
| 2   | 13.3%            | 23             |
| 3  | 8.1%             | 14             |
| 4  | 4%               | 7              |
| 5  | 8.7%             | 15             |
| <b>Total Respondents</b>  |                  | <b>173</b>     |
| (skipped this question)   |                  | 3              |

24. Health Insurance Continuation (payment of Healthcare Insurance Premium)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1  | 71.8%            | 125            |
| 2  | 8.6%             | 15             |
| 3  | 3.4%             | 6              |
| 4  | 2.3%             | 4              |
| 5  | 13.8%            | 24             |
| <b>Total Respondents</b>  |                  | <b>174</b>     |
| (skipped this question)   |                  | 2              |






25. HIV Prevention

|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1  | 72.3%            | 125            |

Survey Summary

|                                |   |       |            |
|--------------------------------|---|-------|------------|
| 2                              |  | 12.1% | 21         |
| 3                              |  | 5.8%  | 10         |
| 4                              |  | 4%    | 7          |
| 5                              |  | 5.8%  | 10         |
| <b>Total Respondents</b>       |   |       | <b>173</b> |
| <b>(skipped this question)</b> |   |       | <b>3</b>   |





26. Home Health Care Services

|                                |   | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------------|---|-----------------------------|---------------------------|
| 1                              |  | 48%                         | 83                        |
| 2                              |  | 17.3%                       | 30                        |
| 3                              |  | 13.9%                       | 24                        |
| 4                              |  | 9.8%                        | 17                        |
| 5                              |  | 11%                         | 19                        |
| <b>Total Respondents</b>       |   |                             | <b>173</b>                |
| <b>(skipped this question)</b> |   |                             | <b>3</b>                  |

27. Hospice (Home Based, Residential)

|                                |   | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------------|---|-----------------------------|---------------------------|
| 1                              |  | 36%                         | 63                        |
| 2                              |  | 18.9%                       | 33                        |
| 3                              |  | 16.6%                       | 29                        |
| 4                              |  | 12%                         | 21                        |
| 5                              |  | 16.6%                       | 29                        |
| <b>Total Respondents</b>       |   |                             | <b>175</b>                |
| <b>(skipped this question)</b> |   |                             | <b>1</b>                  |

28. Housing Assistance






|                          |   | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------|---|-----------------------------|---------------------------|
| 1                        |  | 75.3%                       | 131                       |
| 2                        |  | 9.8%                        | 17                        |
| 3                        |  | 4.6%                        | 8                         |
| 4                        |  | 3.4%                        | 6                         |
| 5                        |  | 6.9%                        | 12                        |
| <b>Total Respondents</b> |   |                             | <b>174</b>                |

(skipped this question) 2

29. Inpatient Hospital Coordination

|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1  | 40.2%            | 70             |
| 2  | 20.1%            | 35             |
| 3  | 18.4%            | 32             |
| 4  | 11.5%            | 20             |
| 5  | 9.8%             | 17             |
| <b>Total Respondents</b>  |                  | <b>174</b>     |
| (skipped this question)   |                  | 2              |

30. Laboratory Diagnostic Testing (Labs)






|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1   | 79.5%            | 140            |
| 2   | 9.1%             | 16             |
| 3  | 4.5%             | 8              |
| 4  | 1.7%             | 3              |
| 5  | 5.1%             | 9              |
| <b>Total Respondents</b>  |                  | <b>176</b>     |
| (skipped this question)   |                  | 0              |

31. Legal Services (Social Security hearings, will, health care proxy)/Permanency Planning (assistance in placing children in cases where PLWHA can not care for them due to sickness or death)





|   | Response Percent | Response Total |
|---|------------------|----------------|
| 1  | 65.7%            | 115            |
| 2  | 14.3%            | 25             |
| 3  | 6.9%             | 12             |
| 4  | 4%               | 7              |
| 5  | 9.1%             | 16             |
| <b>Total Respondents</b>  |                  | <b>175</b>     |
| (skipped this question)   |                  | 1              |

32. Mental Health Therapy/Counseling (with psychiatrist/psychologist)

Response Percent Response Total

|                                |   |       |            |
|--------------------------------|---|-------|------------|
| 1                              |  | 49.1% | 86         |
| 2                              |  | 15.4% | 27         |
| 3                              |  | 13.1% | 23         |
| 4                              |  | 9.7%  | 17         |
| 5                              |  | 12.6% | 22         |
| <b>Total Respondents</b>       |   |       | <b>175</b> |
| <b>(skipped this question)</b> |   |       | <b>1</b>   |






33. Nurse Care Coordination

|                                |   | Response<br>Percent | Response<br>Total |
|--------------------------------|---|---------------------|-------------------|
| 1                              |  | 35.4%               | 62                |
| 2                              |  | 20.6%               | 36                |
| 3                              |  | 19.4%               | 34                |
| 4                              |  | 14.3%               | 25                |
| 5                              |  | 10.3%               | 18                |
| <b>Total Respondents</b>       |   |                     | <b>175</b>        |
| <b>(skipped this question)</b> |   |                     | <b>1</b>          |

34. Outreach (raising community awareness about HIV services to increase the number of people in care)

|                                |   | Response<br>Percent | Response<br>Total |
|--------------------------------|---|---------------------|-------------------|
| 1                              |  | 64.4%               | 112               |
| 2                              |  | 14.4%               | 25                |
| 3                              |  | 12.1%               | 21                |
| 4                              |  | 2.3%                | 4                 |
| 5                              |  | 6.9%                | 12                |
| <b>Total Respondents</b>       |   |                     | <b>174</b>        |
| <b>(skipped this question)</b> |   |                     | <b>2</b>          |

35. Peer Advocacy

|   |   | Response<br>Percent | Response<br>Total |
|---|---|---------------------|-------------------|
| 1 |  | 52.9%               | 90                |
| 2 |  | 17.6%               | 30                |
| 3 |  | 14.1%               | 24                |
| 4 |  | 8.2%                | 14                |
| 5 |  | 7.1%                | 12                |

**Total Respondents** 170  
(skipped this question) 6

36. Specialty Outpatient Medical Care [Ophthalmology (CMV), GYN (abnormal pap), Dermatology (lesions)]

|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| 1                        | 61.8%            | 107            |
| 2                        | 18.5%            | 32             |
| 3                        | 5.8%             | 10             |
| 4                        | 7.5%             | 13             |
| 5                        | 6.4%             | 11             |
| <b>Total Respondents</b> | <b>173</b>       | <b>173</b>     |
| (skipped this question)  |                  | 3              |





37. Substance Abuse Treatment Outpatient

|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| 1                        | 46%              | 80             |
| 2                        | 13.2%            | 23             |
| 3                        | 15.5%            | 27             |
| 4                        | 7.5%             | 13             |
| 5                        | 17.8%            | 31             |
| <b>Total Respondents</b> | <b>174</b>       | <b>174</b>     |
| (skipped this question)  |                  | 2              |

38. Substance Abuse Treatment Residential

|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| 1                        | 43.4%            | 75             |
| 2                        | 15.6%            | 27             |
| 3                        | 13.3%            | 23             |
| 4                        | 9.2%             | 16             |
| 5                        | 18.5%            | 32             |
| <b>Total Respondents</b> | <b>173</b>       | <b>173</b>     |
| (skipped this question)  |                  | 3              |


39. Transportation Assistance

|   | Response<br>Percent | Response<br>Total |
|---|---------------------|-------------------|
| 1  | 67.4%               | 118               |
| 2  | 13.7%               | 24                |
| 3  | 5.1%                | 9                 |
| 4  | 3.4%                | 6                 |
| 5  | 10.3%               | 18                |
| <b>Total Respondents</b>  |                     | <b>175</b>        |
| (skipped this question)   |                     | 1                 |

40. Translation/Interpretation Services

|   | Response<br>Percent | Response<br>Total |
|---|---------------------|-------------------|
| 1    | 53.1%               | 93                |
| 2    | 13.1%               | 23                |
| 3   | 9.1%                | 16                |
| 4  | 5.7%                | 10                |
| 5  | 18.9%               | 33                |
| <b>Total Respondents</b>  |                     | <b>175</b>        |
| (skipped this question)   |                     | 1                 |

41. Treatment Adherence Education (education about taking medications as prescribed)

|   | Response<br>Percent | Response<br>Total |
|---|---------------------|-------------------|
| 1  | 53.1%               | 93                |
| 2  | 15.4%               | 27                |
| 3  | 13.1%               | 23                |
| 4  | 6.9%                | 12                |
| 5  | 11.4%               | 20                |
| <b>Total Respondents</b>  |                     | <b>175</b>        |
| (skipped this question)   |                     | 1                 |





42. Vocational Rehabilitation (Job Training)

|   | Response<br>Percent | Response<br>Total |
|---|---------------------|-------------------|
| 1  | 52.9%               | 92                |
| 2  | 11.5%               | 20                |

|                          |   |       |            |
|--------------------------|---|-------|------------|
| 3                        |  | 13.2% | 23         |
| 4                        |  | 8%    | 14         |
| 5                        |  | 14.4% | 25         |
| <b>Total Respondents</b> |   |       | <b>174</b> |
| (skipped this question)  |   |       | <b>2</b>   |

**5. Untitled Page**

43. Ambulatory/Primary Outpatient Medical Care (appointment with an HIV doctor, General Practitioner, Family Practice)

|                          |   | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------|---|-----------------------------|---------------------------|
| <b>Need and Use</b>      |  | <b>70.9%</b>                | <b>124</b>                |
| Do Not Need              |  | 22.9%                       | 40                        |
| Need but Can't Get       |  | 5.1%                        | 9                         |
| Can Get but Won't Use    |  | 1.1%                        | 2                         |
| <b>Total Respondents</b> |   |                             | <b>175</b>                |
| (skipped this question)  |   |                             | <b>1</b>                  |

44. Buddy/Companion Services (a buddy/companion helping someone with HIV access HIV services)

|                          |   | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------|---|-----------------------------|---------------------------|
| Need and Use             |  | 37.6%                       | 65                        |
| <b>Do Not Need</b>       |  | <b>48.6%</b>                | <b>84</b>                 |
| Need but Can't Get       |  | 10.4%                       | 18                        |
| Can Get but Won't Use    |  | 3.5%                        | 6                         |
| <b>Total Respondents</b> |   |                             | <b>173</b>                |
| (skipped this question)  |   |                             | <b>3</b>                  |





45. Case Management

|                          |  | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------|--|-----------------------------|---------------------------|
| <b>Need and Use</b>      |  | <b>83.4%</b>                | <b>146</b>                |
| Do Not Need              |   | 12.6%                       | 22                        |
| Need but Can't Get       |   | 2.9%                        | 5                         |
| Can Get but Won't Use    |   | 1.1%                        | 2                         |
| <b>Total Respondents</b> |  |                             | <b>175</b>                |
| (skipped this question)  |  |                             | <b>1</b>                  |







Survey Summary





46. Clinical Trials

|   | Response Percent | Response Total |
|---|------------------|----------------|
| Need and Use           | 33.5%            | 57             |
| <b>Do Not Need</b>     | <b>46.5%</b>     | <b>79</b>      |
| Need but Can't Get     | 15.9%            | 27             |
| Can Get but Won't Use  | 4.1%             | 7              |
| <b>Total Respondents</b>  |                  | <b>170</b>     |
| (skipped this question)   |                  | 6              |

47. Complementary Therapies (massage therapy)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| Need and Use           | 20.5%            | 35             |
| <b>Do Not Need</b>     | <b>39.2%</b>     | <b>67</b>      |
| Need but Can't Get     | 36.3%            | 62             |
| Can Get but Won't Use  | 4.1%             | 7              |
| <b>Total Respondents</b>  |                  | <b>171</b>     |
| (skipped this question)   |                  | 5              |

48. Complementary Therapies (other) (acupuncture, Reiki Therapy)





|   | Response Percent | Response Total |
|---|------------------|----------------|
| Need and Use           | 18%              | 31             |
| <b>Do Not Need</b>     | <b>46.5%</b>     | <b>80</b>      |
| Need but Can't Get     | 31.4%            | 54             |
| Can Get but Won't Use  | 4.1%             | 7              |
| <b>Total Respondents</b>  |                  | <b>172</b>     |
| (skipped this question)   |                  | 4              |

49. Counseling (Other) (with licensed professional or peer)





|   | Response Percent | Response Total |
|---|------------------|----------------|
| <b>Need and Use</b>    | <b>48.6%</b>     | <b>84</b>      |
| Do Not Need            | 37%              | 64             |
| Need and Can't Get     | 11.6%            | 20             |
| Can Get but Won't Use  | 2.9%             | 5              |
| <b>Total Respondents</b>  |                  | <b>173</b>     |

(skipped this question) 3





50. Day and Respite Care (Drop In Center, a daytime program where one can go to talk about personal issues and get moral support)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| Need and Use           | 36.4%            | 63             |
| <b>Do Not Need</b>     | <b>45.1%</b>     | <b>78</b>      |
| Need but Can't Get     | 13.9%            | 24             |
| Can Get but Won't Use  | 4.6%             | 8              |
| <b>Total Respondents</b>  |                  | <b>173</b>     |
| (skipped this question)   |                  | 3              |

51. Dental Care Services

|   | Response Percent | Response Total |
|---|------------------|----------------|
| <b>Need and Use</b>     | <b>75.3%</b>     | <b>131</b>     |
| Do Not Need              | 5.7%             | 10             |
| Need but Can't Get     | 15.5%            | 27             |
| Can Get but Won't Use  | 3.4%             | 6              |
| <b>Total Respondents</b>  |                  | <b>174</b>     |
| (skipped this question)   |                  | 2              |

52. Direct Emergency Assistance (help paying for utilities, appliances, etc.)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| <b>Need and Use</b>    | <b>57.8%</b>     | <b>100</b>     |
| Do Not Need            | 21.4%            | 37             |
| Need but Can't Get     | 19.7%            | 34             |
| Can Get but Won't Use  | 1.2%             | 2              |
| <b>Total Respondents</b>  |                  | <b>173</b>     |
| (skipped this question)   |                  | 3              |

53. Drug Reimbursement Program (Medications and Nutritional Supplements)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| <b>Need and Use</b>  | <b>41%</b>       | <b>71</b>      |
| Do Not Need          | 39.9%            | 69             |
| Need but Can't Get   | 17.3%            | 30             |

|                          |      |            |
|--------------------------|------|------------|
| Can Get but Won't Use    | 1.7% | 3          |
| <b>Total Respondents</b> |      | <b>173</b> |
| (skipped this question)  |      | 3          |

54. Food Bank/Home Delivered Meals/Food Voucher

|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| <b>Need and Use</b>      | <b>44.3%</b>     | <b>77</b>      |
| Do Not Need              | 28.2%            | 49             |
| Need but Can't Get       | 27%              | 47             |
| Can Get but Won't Use    | 0.6%             | 1              |
| <b>Total Respondents</b> |                  | <b>174</b>     |
| (skipped this question)  |                  | 2              |

55. Health Insurance Continuation (payment of Healthcare Insurance Premium)


|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| <b>Need and Use</b>      | <b>43.5%</b>     | <b>74</b>      |
| Do Not Need              | 38.2%            | 65             |
| Need but Can't Get       | 17.1%            | 29             |
| Can Get but Won't Use    | 1.2%             | 2              |
| <b>Total Respondents</b> |                  | <b>170</b>     |
| (skipped this question)  |                  | 6              |

56. HIV Prevention





|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| <b>Need and Use</b>      | <b>67.6%</b>     | <b>117</b>     |
| Do Not Need              | 28.3%            | 49             |
| Need but Can't Get       | 1.2%             | 2              |
| Can Get but Won't Use    | 2.9%             | 5              |
| <b>Total Respondents</b> |                  | <b>173</b>     |
| (skipped this question)  |                  | 3              |

57. Home Health Care Services





|                    | Response Percent | Response Total |
|--------------------|------------------|----------------|
| Need and Use       | 21.6%            | 37             |
| <b>Do Not Need</b> | <b>65.5%</b>     | <b>112</b>     |

|                          |   |      |            |
|--------------------------|---|------|------------|
| Need but Can't Get       |  | 8.8% | 15         |
| Can Get but Won't Use    |  | 4.1% | 7          |
| <b>Total Respondents</b> |   |      | <b>171</b> |
| (skipped this question)  |   |      | 5          |





58. Hospice (Home Based, Residential)

|                          |  | Response Percent | Response Total |
|--------------------------|--|------------------|----------------|
| Need and Use             |   | 13.5%            | 23             |
| <b>Do Not Need</b>       |  | <b>80%</b>       | <b>136</b>     |
| Need but Can't Get       |   | 4.1%             | 7              |
| Can Get but Won't Use    |   | 2.4%             | 4              |
| <b>Total Respondents</b> |  |                  | <b>170</b>     |
| (skipped this question)  |  |                  | 6              |

59. Housing Assistance

|                          |   | Response Percent | Response Total |
|--------------------------|---|------------------|----------------|
| <b>Need and Use</b>      |  | <b>52.6%</b>     | <b>91</b>      |
| Do Not Need              |  | 26%              | 45             |
| Need but Can't Get       |  | 20.2%            | 35             |
| Can Get but Won't Use    |  | 1.2%             | 2              |
| <b>Total Respondents</b> |   |                  | <b>173</b>     |
| (skipped this question)  |   |                  | 3              |

60. Inpatient Hospital Coordination

|                          |   | Response Percent | Response Total |
|--------------------------|---|------------------|----------------|
| Need and Use             |  | 24%              | 40             |
| <b>Do Not Need</b>       |  | <b>67.7%</b>     | <b>113</b>     |
| Need but Can't Get       |  | 6.6%             | 11             |
| Can Get but Won't Use    |  | 1.8%             | 3              |
| <b>Total Respondents</b> |   |                  | <b>167</b>     |
| (skipped this question)  |   |                  | 9              |

61. Laboratory Diagnostic Testing (labs)

Response Response

|                          | Percent      | Total      |
|--------------------------|--------------|------------|
| <b>Need and Use</b>      | <b>82.9%</b> | <b>141</b> |
| Do Not Need              | 10%          | 17         |
| Need but Can't Get       | 5.3%         | 9          |
| Can Get but Won't Use    | 1.8%         | 3          |
| <b>Total Respondents</b> |              | <b>170</b> |
| (skipped this question)  |              | 6          |

62. Legal Services (Social Security hearings, will, health care proxy)/Permanency Planning (assistance in placing children in cases where PLWHA can not care for them due to sickness or death)

|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| <b>Need and Use</b>      | <b>48.6%</b>     | <b>84</b>      |
| Do Not Need              | 31.2%            | 54             |
| Need but Can't Get       | 13.9%            | 24             |
| Can Get but Won't Use    | 6.4%             | 11             |
| <b>Total Respondents</b> |                  | <b>173</b>     |
| (skipped this question)  |                  | 3              |





63. Mental Health Therapy/Counseling (with psychiatrist/psychologist)

|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| <b>Need and Use</b>      | <b>45.9%</b>     | <b>79</b>      |
| Do Not Need              | 42.4%            | 73             |
| Need but Can't Get       | 8.1%             | 14             |
| Can Get but Won't Use    | 3.5%             | 6              |
| <b>Total Respondents</b> |                  | <b>172</b>     |
| (skipped this question)  |                  | 4              |




64. Nurse Care Coordination

|                          | Response Percent | Response Total |
|--------------------------|------------------|----------------|
| Need and Use             | 28.1%            | 48             |
| <b>Do Not Need</b>       | <b>60.8%</b>     | <b>104</b>     |
| Need but Can't Get       | 8.8%             | 15             |
| Can Get but Won't Use    | 2.3%             | 4              |
| <b>Total Respondents</b> |                  | <b>171</b>     |
| (skipped this question)  |                  | 5              |





65. Outreach (raising community awareness about HIV services to increase the number of people in care)

|   | Response Percent | Response Total |
|---|------------------|----------------|
| <b>Need and Use</b>    | <b>52.6%</b>     | <b>90</b>      |
| Do Not Need            | 38%              | 65             |
| Need but Can't Get     | 5.8%             | 10             |
| Can Get but Won't Use  | 3.5%             | 6              |
| <b>Total Respondents</b>  |                  | <b>171</b>     |
| (skipped this question)   |                  | 5              |




66. Peer Advocacy

|   | Response Percent | Response Total |
|---|------------------|----------------|
| Need and Use             | 43.6%            | 75             |
| <b>Do Not Need</b>       | <b>48.3%</b>     | <b>83</b>      |
| Need but Can't Get      | 5.8%             | 10             |
| Can Get but Won't Use  | 2.3%             | 4              |
| <b>Total Respondents</b>  |                  | <b>172</b>     |
| (skipped this question)   |                  | 4              |

67. Specialty Outpatient Medical Care [Ophthalmology (CMV), GYN (abnormal pap), Dermatology (lesions)]

|   | Response Percent | Response Total |
|---|------------------|----------------|
| <b>Need and Use</b>    | <b>62.6%</b>     | <b>107</b>     |
| Do Not Need            | 25.1%            | 43             |
| Need but Can't Get     | 9.9%             | 17             |
| Can Get but Won't Use  | 2.3%             | 4              |
| <b>Total Respondents</b>  |                  | <b>171</b>     |
| (skipped this question)   |                  | 5              |

68. Substance Abuse Treatment Outpatient

|   | Response Percent | Response Total |
|---|------------------|----------------|
| Need and Use           | 26.3%            | 45             |
| <b>Do Not Need</b>     | <b>67.8%</b>     | <b>116</b>     |
| Need but Can't Get     | 1.8%             | 3              |
| Can Get but Won't Use  | 4.1%             | 7              |

**Total Respondents** 171  
**(skipped this question)** 5

69. Substance Abuse Treatment Residential

|                                | Response Percent | Response Total |
|--------------------------------|------------------|----------------|
| Need and Use                   | 20.3%            | 35             |
| <b>Do Not Need</b>             | <b>75%</b>       | <b>129</b>     |
| Need but Can't Get             | 1.7%             | 3              |
| Can Get but Won't Use          | 2.9%             | 5              |
| <b>Total Respondents</b>       |                  | <b>172</b>     |
| <b>(skipped this question)</b> |                  | <b>4</b>       |

70. Transportation Assistance

|                                | Response Percent | Response Total |
|--------------------------------|------------------|----------------|
| <b>Need and Use</b>            | <b>51.4%</b>     | <b>90</b>      |
| Do Not Need                    | 30.9%            | 54             |
| Need but Can't Get             | 16%              | 28             |
| Can Get but Won't Use          | 1.7%             | 3              |
| <b>Total Respondents</b>       |                  | <b>175</b>     |
| <b>(skipped this question)</b> |                  | <b>1</b>       |

71. Translation/Interpretation Services

|                                | Response Percent | Response Total |
|--------------------------------|------------------|----------------|
| Need and Use                   | 31.8%            | 55             |
| <b>Do Not Need</b>             | <b>63.6%</b>     | <b>110</b>     |
| Need but Can't Get             | 3.5%             | 6              |
| Can Get but Won't Use          | 1.2%             | 2              |
| <b>Total Respondents</b>       |                  | <b>173</b>     |
| <b>(skipped this question)</b> |                  | <b>3</b>       |

72. Treatment Adherence Education (education about taking medications as prescribed)

|                     | Response Percent | Response Total |
|---------------------|------------------|----------------|
| <b>Need and Use</b> | <b>49.1%</b>     | <b>86</b>      |
| Do Not Need         | 46.3%            | 81             |
| Need but Can't Get  | 1.7%             | 3              |

Survey Summary

|                                |      |            |
|--------------------------------|------|------------|
| Can Get but Won't Use          | 2.9% | 5          |
| <b>Total Respondents</b>       |      | <b>175</b> |
| <b>(skipped this question)</b> |      | <b>1</b>   |

73. Vocational Rehabilitation (Job Training)

|                                | <b>Response<br/>Percent</b> | <b>Response<br/>Total</b> |
|--------------------------------|-----------------------------|---------------------------|
| Need and Use                   | 26.2%                       | 45                        |
| <b>Do Not Need</b>             | <b>57%</b>                  | <b>98</b>                 |
| Need but Can't Get             | 14.5%                       | 25                        |
| Can Get but Won't Use          | 2.3%                        | 4                         |
| <b>Total Respondents</b>       |                             | <b>172</b>                |
| <b>(skipped this question)</b> |                             | <b>4</b>                  |

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