

## Ryan White Client Satisfaction Survey 2020 Summary Report Highlights<sup>1</sup>

### Background

The 2020 Ryan White Client Satisfaction Survey was conducted in December of 2020 through February 2021 by the Orange County Health Care Agency (HCA) HIV Planning and Coordination. The survey assessed client's satisfaction with Ryan White Act-funded services in Orange County. This was the eighth time the survey had been conducted by the HCA in a centralized manner. There were 665 surveys (English and Spanish) distributed via mail and at Ryan White-funded service sites throughout the community. In addition, an online version of the survey was made available this year for the sixth time. By the end of February, 88 surveys were completed; 50 were in English (45 print and 5 online) and 38 were in Spanish (38 print). This represents a response rate of approximately 13.2%. Respondents identified the services they used and rated their experiences with services received during the previous 12 months. Respondents were given the opportunity to provide comments regarding services they were using and suggestions for improvements.

### Results

The following survey results provide information on client's experiences with select Ryan White services, the impact of the service on client's health or their ability to access the service. Average rating for services include a comparison of 2020 survey results to the average ratings from the 2018 Client Satisfaction Survey; **(+)** indicates increase in rating compared to 2018 average rating, **(-)** indicates decrease in rating compared to 2018 average rating, and **(=)** indicates no change in rating. The 2020 average rating for all Ryan White services was 3.8, which is higher than the average rating of 3.6 for 2018.

How often...	Never (1)	Sometimes (2)	Usually (3)	Always (4)	Average Rating 2018 vs. 2020
<b>Case Management</b>					
Did your case manager talk to you about health problems or concerns?	2 (3.1%)	4 (6.3%)	5 (7.8%)	53 (82.8%)	3.7 (+0.1)
<b>Medical Care</b>					
Did your doctor encourage you to talk about your health problems or concerns?	1 (1.4%)	1 (1.4%)	6 (8.7%)	61 (88.4%)	3.8 (=)
<b>Dental Care</b>					
Did staff show respect for what you had to say?	0 (0%)	3 (5.3%)	3 (5.3%)	51 (89.5%)	3.8 (+0.1)
<b>Food Bank</b>					
Did you get a food order as soon as it was needed?	3 (8.1%)	1 (2.7%)	7 (18.9%)	26 (70.3%)	3.5 (-0.1)
<b>Nutritional Supplements</b>					
Did you receive nutritional supplements as soon as it was needed?	1 (5.6%)	0 (0%)	0 (0%)	17 (94.4%)	3.3 (+0.5)
<b>Nutritional Therapy</b>					
Did the registered dietitian encourage you to talk about your health problems or concerns?	1 (4.8%)	0 (0.0%)	2 (9.5%)	18 (85.7%)	3.8 (+0.1)

<sup>1</sup> A complete report is available upon request.

**Of clients receiving the following services:**

- **Eligibility Screening:** 97% indicated an eligibility worker gave easy to understand information about the application process for benefits they were eligible for in 2020 which was the same percentage for 2018.
- **Benefits Counseling:** 92% indicated a benefits counselor helped them get benefits they would have otherwise not been able to access in 2020, which is higher than the 88% rating in 2018.
- **AIDS Drug Assistance Program (ADAP):** 80% indicated that an eligibility worker helped them understand the changes to ADAP and/or Office of AIDS (OA)-Health Insurance Premium Program (HIPP), which is a higher percentage than 69% in 2018.
- **Home Delivered Meals:** 79% indicated that they received meals that were nutritious, which is a much lower percentage than 92% in 2018.
- **Medical Transportation:** 83% indicated that their van ride helped them get to their appointment on time in 2020, which is a lower percentage than 86% in 2018. 81% indicated that their taxi ride helped them get to their appointment on time in 2020, which is a slightly higher percentage than 80% in 2018.
- **Housing Services:** 64% indicated that housing services helped them get stable housing so they were able to stay in medical care in 2020, which is a much lower percentage than 83% in 2018.
- **Housing Coordination:** 84% indicated that housing coordination services help them understand their housing options in 2020, which is a higher percentage than 71% in 2018.
- **Individual Therapy/Counseling:** 84% indicated that they were involved in creating their goals with their therapist in 2020, which is a lower percentage than 90% in 2018.
- **Legal Services:** 100% indicated that the legal service staff helped address their legal issue, which is a much higher percentage than 69% in 2018. (See Note 2.)
- **Home Health Care:** 83% indicated that the home health care staff gave them easy to understand instructions about how to maintain their daily activities, which is the same percentage for 2018.

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The following questions were included in the Ryan White Survey to allow comparison of ratings with Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. The CAHPS program is a public-private initiative to develop standardized surveys of patients' experiences with medical care.

**Ryan White Results:**

“How often did you get _____ as soon as it was needed?”	Never (1)		Sometimes (2)		Usually (3)		Always (4)		Average Rating 2018 vs. 2020
a case management appointment	1	(1.5%)	4	(5.9%)	7	(10.3%)	56	(82.4%)	3.7 (=)
an eligibility screening appointment	0	(0%)	1	(1.4%)	7	(9.5%)	66	(89.2%)	3.9 (+0.2)
a benefits counseling appointment	1	(1.9%)	0	(0%)	4	(7.5%)	48	(90.6%)	3.9 (+0.1)
a dental appointment	2	(3.4%)	4	(6.8%)	9	(15.3%)	44	(74.6%)	3.6 (+0.2)
a medical appointment	1	(1.4%)	1	(1.4%)	8	(11.0%)	63	(86.3%)	3.8 (+0.1)
a specialty medical appointment	2	(3.6%)	3	(5.5%)	2	(3.6%)	48	(87.3%)	3.8 (+0.2)
a food order	3	(8.1%)	1	(2.7%)	7	(18.9%)	26	(70.3%)	3.5 (-0.1)
nutritional supplements	1	(5.6%)	0	(0%)	0	(0.0%)	17	(94.4%)	3.8 (+0.5)
a home delivered meal	0	(0%)	0	(0%)	2	(11.8%)	15	(88.2%)	3.9 (+0.4)
a nutritional counseling appointment	0	(0%)	1	(4.3%)	0	(0%)	22	(95.7%)	3.9 (+0.4)
a medical transportation service	0	(0%)	1	(3.6%)	4	(14.3%)	23	(82.1%)	3.8 (+0.2)
a housing appointment (Note 1)	0	(0%)	1	(3.8%)	1	(3.8%)	24	(92.3%)	3.9 (+0.2)
a housing coordination appointment	1	(5.9%)	1	(5.9%)	0	(0%)	15	(88.2%)	3.7 (+0.2)
a health insurance premium (HIPP) appointment	0	(0%)	0	(0%)	0	(0%)	23	(100.0%)	4.0 (+0.3)
an emergency financial assistance (EFA) for medications	0	(0%)	1	(3.8%)	1	(3.8%)	24	(92.3%)	3.9 (+0.4)
an individual therapy appointment	1	(3.7%)	1	(3.7%)	1	(3.7%)	24	(88.9%)	3.8 (+0.1)
a group therapy session	1	(7.1%)	1	(7.1%)	2	(14.3%)	10	(71.4%)	3.5 (-0.2)
a legal service appointment (Note 2)	0	(0%)	1	(8.3%)	1	(8.3%)	10	(83.3%)	3.8 (+0.7)
a home health care visit	0	(0.0%)	0	(0.0%)	1	(7.7%)	12	(92.3%)	3.9 (+0.8)

The average rating for all services for 2020 was 3.8, which is an increase compared to the average rating for 2018 of 3.5.

**Ryan White Results (Cont.)**

“How often did _____ show respect for what you had to say?”	Never (1)		Sometimes (2)		Usually (3)		Always (4)		Average Rating 2018 vs. 2020
your case manager	0	(0%)	1	(1.5%)	6	(9.2%)	58	(89.2%)	3.9 (=)
the eligibility counselor	1	(1.3%)	0	(0%)	4	(5.3%)	70	(93.3%)	3.9 (+0.1)
the benefits counselor	0	(0%)	0	(0%)	2	(4.1%)	47	(95.9%)	4.0 (+0.1)
the dental staff	0	(0%)	3	(5.3%)	3	(5.3%)	51	(89.5%)	3.8 (+0.1)
the doctor/nurse	1	(1.4%)	0	(0%)	8	(11.4%)	61	(87.1%)	3.8 (+0.2)
this specialist	2	(3.8%)	0	(0%)	4	(7.7%)	46	(88.5%)	3.8 (=)
food pantry staff	1	(2.8%)	1	(2.8%)	4	(11.1%)	30	(83.3%)	3.8 (+0.1)
the nutritional supplements staff	0	(0%)	0	(0%)	1	(5.9%)	16	(94.1%)	3.9 (+0.1)
home-delivered meals staff	0	(0%)	1	(6.3%)	1	(6.3%)	14	(87.5%)	3.8 (+0.1)
registered dietician	1	(5.0%)	0	(0%)	0	(0%)	19	(95.0%)	3.8 (+0.1)
the transportation staff	0	(0%)	1	(3.8%)	5	(19.2%)	20	(76.9%)	3.7 (=)

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the housing staff (Note 1)	1 (3.8%)	1 (3.8%)	2 (7.7%)	22 (84.6%)	<b>3.7 (-0.1)</b>
the housing coordination staff	1 (5.9%)	0 (0%)	0 (0%)	16 (94.1%)	<b>3.8 (+0.2)</b>
the life skills staff	0 (0%)	0 (0%)	0 (0%)	17 (100.0%)	<b>4.0 (+0.3)</b>
the HIPP staff	0 (0%)	0 (0%)	2 (10.0%)	18 (90.0%)	<b>3.9 (+0.1)</b>
the EFA medications staff	1 (3.8%)	1 (3.8%)	2 (7.7%)	22 (84.6%)	<b>3.7 (+0.1)</b>
this therapist [individual therapy]	1 (4.2%)	0 (0%)	2 (8.3%)	21 (87.5%)	<b>3.8 (=)</b>
the therapist who ran the group(s)	1 (7.1%)	0 (0%)	0 (0%)	13 (92.9%)	<b>3.8 (=)</b>
the legal service staff	0 (0%)	0 (0%)	0 (0%)	10 (100%)	<b>4.0 (+0.6)</b>
the home health staff	0 (0.0%)	0 (0.0%)	1 (9.1%)	10 (90.9%)	<b>3.9 (+0.5)</b>
the residential treatment staff (See Note 3)	-	-	-	-	<b>N/A</b>

**The average rating for all services for 2020 was 3.8 which is a slight increase compared to the average rating for 2018 of 3.7.**

Note 1: In the 2020 survey, short-term supportive housing and Emergency Financial Assistance (EFA) for housing were combined into one category.

Note 2: Depending on the legal matter, the issue may not be resolved during the timeframe for this survey. Additionally, legal matters that cannot be resolved by legal services offered through Ryan White are referred to pro-bono attorneys.

Note 3: Residential Substance Abuse Treatment is no longer a service that is funded through the Ryan White program in Orange County and that is why it was not included in 2020 survey.