



Ryan White Part A

2023 Client Experience Survey Results

Portland, OR Transitional Grant Area

HIV Grant Administration and Planning

February 2024

Acknowledgements

A special thank you to the Black Indigenous & People of Color (BIPOC) Data Review Committee and consumer participants for your thoughtful advisement and ongoing support for ensuring BIPOC voices and stories are represented.

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Finally, we want to extend our deepest gratitude to all the people living with HIV and consumers of services that took the time to complete this survey. Your feedback about Ryan White services is valued and will be used to continuously improve the system of care.

Executive Summary

The Ryan White Portland, Oregon, Transitional Grant Area (TGA) service delivery system provides an array of vital services to people living with HIV (PLWH). This system is administered locally by the Multnomah County Health Department HIV Grant Administration and Planning (HGAP) program. Approximately 3,028 individuals are served annually, which represents about half of all people living with HIV who reside in the TGA service area.

Every other year, HGAP conducts a client survey in order to better understand the extent to which consumers are satisfied with services provided. This survey also measures the demographics of our clients, their social determinants of health, solicits feedback on areas of improvement for our providers. Throughout the years, clients have reported high levels of satisfaction and this year is somewhat different. Thank you so much to the consumers who helped craft the 2023 client survey, who assisted with the methodology, and who spent many collective hours completing a survey.

Key Findings

Surveys were distributed primarily via an electronic survey (paper was also an option) during the fall and winter months of 2023 and data collection finalized in January of 2024. A total of 531 consumers completed a survey and we achieved a nearly representative sample size.

The local Ryan White program services a community that is about 40% Black Indigenous and Persons of Color (BIPOC), 85% male, 21% Latinx, and 67% residents of Multnomah County. The survey sample in 2023 closely mirrored this demographic profile: 34% BIPOC, 79% male, 16% Latinx, 71% residents of Multnomah County. A total of 51% of the survey sample reported at least one disability.

Client Satisfaction

Clients were asked about levels of satisfaction across three areas. This analysis is split by demographic groups, some participants are included in multiple groups due to intersectionality. For example, a person who is both BIPOC and disabled, would be counted in both the BIPOC group and the disabled group. Groups with higher satisfaction are highlighted in green, groups with lower satisfaction are highlighted in red. We looked for a 5% or greater difference in satisfaction compared to the percentage for the overall TGA. Not all participants responded to all questions, including demographic questions. Missing or skipped questions were not imputed.

Demographic Sample Sizes:

Disabled people: 226 people, 52% of respondents

BIPOC: 175, 36% of respondents

Women/Gender Diverse People: 97, 21% of respondents

Transgender People: 17, 4% of respondents

LGBQ+: 400, 87% of respondents

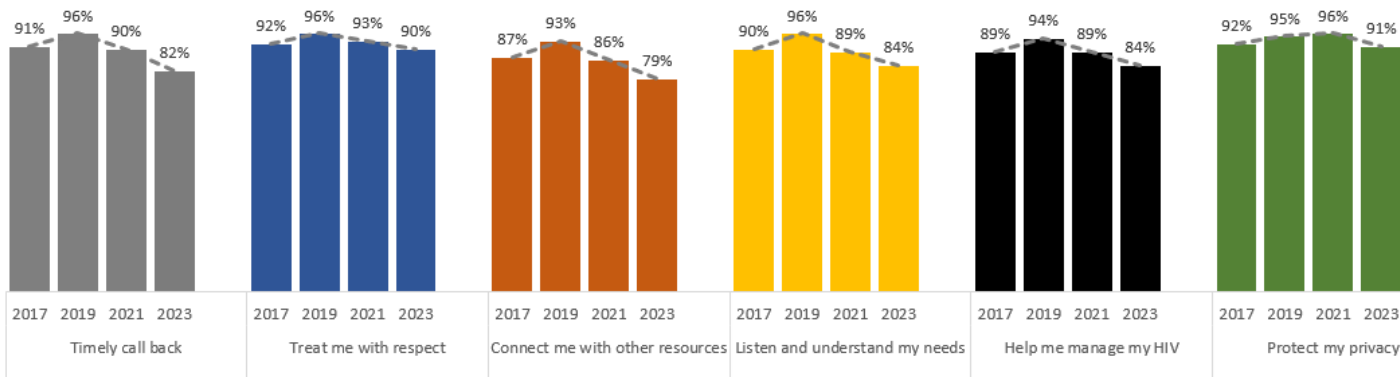
% Satisfied: Unless otherwise noted, all percentages below are the proportion of clients who responded "Very Satisfied" or "Somewhat Satisfied".

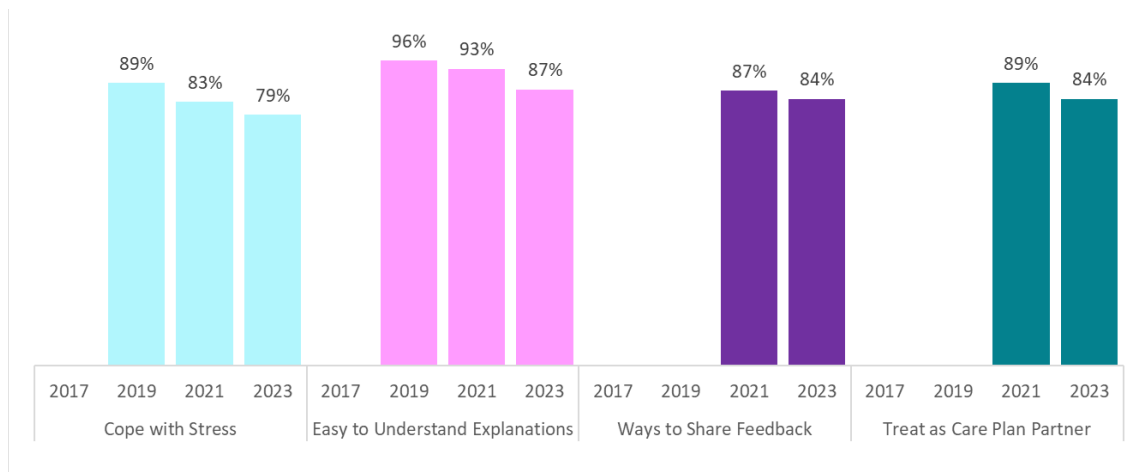
General - Satisfaction was high in 2023 across these dimensions, and significant demographic differences were included where relevant.

1. (82%) Get back to me when I call with questions or needs. (N=518)
 - Disabled people (81%)
 - BIPOC (82%)
 - **Women/Gender Diverse People (87%)**
 - **Transgender People (93%)**
 - LGBTQ+ (81%)
2. (87%) Explain things to me in a way that was easy to understand. (N=512)
 - Disabled people (86%)
 - BIPOC (86%)
 - Women/Gender Diverse People (90%)
 - **Transgender people (100%)**
 - LGBTQ+ (86%)
3. (90%) Treat me with respect. (N=516)
 - Disabled people (92%)
 - BIPOC (89%)
 - **Women/Gender Diverse People (95%)**
 - **Transgender People (100%)**
 - LGBTQ+ (89%)
4. (79%) Share information about other programs for social, financial, and support services (food, housing, utilities etc.) (N=476)
 - Disabled people (78%)
 - BIPOC (80%)
 - **Women/Gender Diverse People (87%)**
 - **Transgender People (93%)**
 - LGBTQ+ (79%)
5. (84%) Listens and understand my needs. (N=520)
 - Disabled people (82%)
 - BIPOC (84%)
 - **Women/Gender Diverse People (91%)**
 - **Transgender People (100%)**
 - LGBTQ+ (83%)
6. (91%) Keeps my personal information private. (N=505)
 - Disabled people (90%)
 - BIPOC (88%)
 - Women/Gender Diverse People (91%)
 - **Transgender People (100%)**
 - LGBTQ+ (90%)
7. (84%) Helps me manage my HIV and other health issues. (N=448)
 - Disabled people (82%)
 - BIPOC (86%)
 - Women/Gender Diverse People (88%)
 - **Transgender People (100%)**
 - LGBTQ+ (83%)
8. (79%) Helps me cope with stress. (N=428)
 - Disabled people (76%)
 - BIPOC (82%)
 - **Women/Gender Diverse People (85%)**

- **Transgender People (92%)**
 - LGBTQ+ (80%)
9. (84%) Treats me as a partner in making my care plan. (N=471)
- Disabled people (82%)
 - BIPOC (85%)
 - **Women/Gender Diverse People (89%)**
 - **Transgender People (100%)**
 - LGBTQ+ (84%)
10. (84%) Provides me with reasonable ways to share feedback and/or concerns about services. (N=479)
- Disabled people (83%)
 - BIPOC (83%)
 - **Women/Gender Diverse People (91%)**
 - **Transgender People (93%)**
 - LGBTQ+ (83%)
11. (85%) Provide clear guidelines for the agency's community. (N=341)
- Disabled people (84%),
 - BIPOC (85%)
 - Women/Gender Diverse People (86%)
 - **Transgender People (90%)**
 - LGBTQ+ (84%)

General Satisfaction Yearly Trends: However, compared with recent years, satisfaction appears to be decreasing.



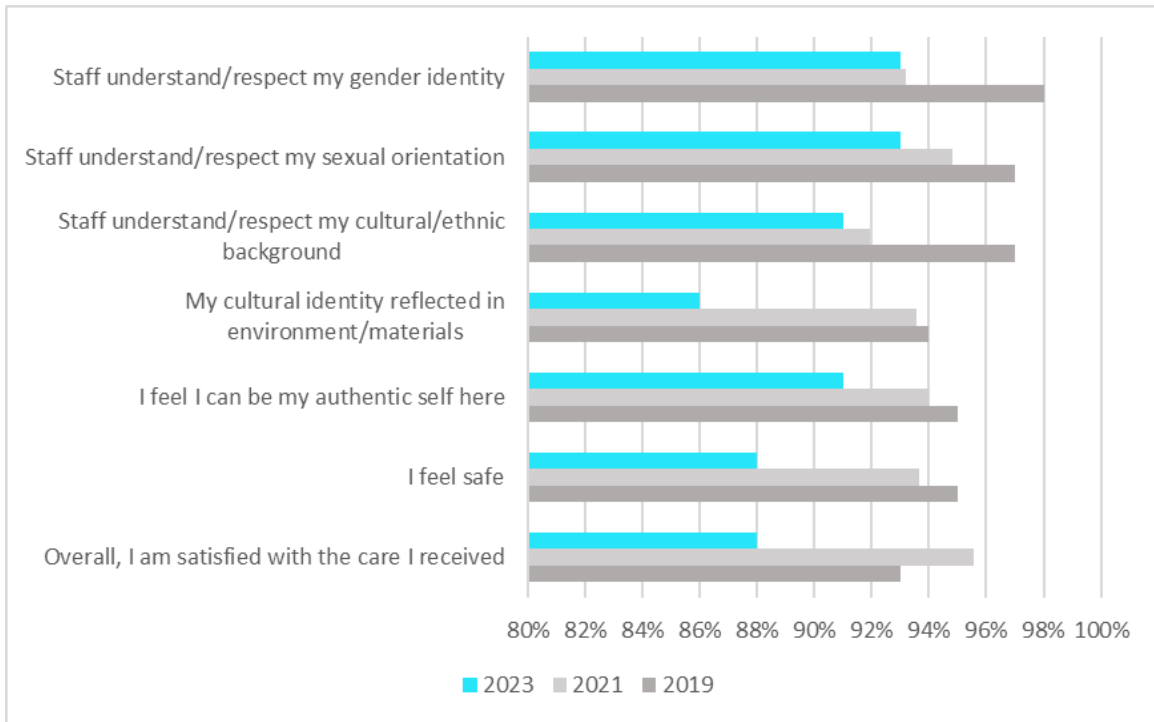


Trauma Informed Care – Measured over the past two years, there were also high levels of satisfaction with the extent to which services were trauma informed across the following dimensions:

1. (88%) Feeling safe while receiving services. (N=479)
 - Disabled people (87%)
 - BIPOC (90%)
 - Women/Gender Diverse People (92%)
 - Transgender People (92%)
 - LGBTQ+ (88%)
2. (86%) Cultural identity reflected in environment/materials. (N=390)
 - Disabled people (84%)
 - BIPOC (83%)
 - Women/Gender Diverse People (89%)
 - **Transgender People (92%)**
 - LGBTQ+ (86%)
3. (91%) Staff understanding and respecting my cultural/ethnic background. (N=392)
 - Disabled people (89%)
 - BIPOC (90%)
 - Women/Gender Diverse People (93%)
 - Transgender People (93%)
 - LGBTQ+ (91%)
4. (93%) Staff understanding and respecting my gender identity. (N=416)
 - Disabled people (92%),
 - BIPOC (96%)
 - Women/Gender Diverse People (96%)
 - **Transgender People (100%)**
 - LGBTQ+ (92%)
5. (93%) Staff understanding and respecting my sexual orientation. (N=439)
 - Disabled people (91%)
 - BIPOC (93%)
 - Women/Gender Diverse People (95%)
 - **Transgender People (100%)**

- LGBTQ+ (93%)
- 6. (81%) Staff understanding and respecting how money impacts my life. (N=421)
 - Disabled people (79%)
 - BIPOC (84%)
 - Women/Gender Diverse People (79%)
 - **Transgender People (91%)**
 - LGBTQ+ (83%)
- 7. (89%) Staff understanding and respecting my use of substances for treatment. (N=301)
 - Disabled people (86%)
 - BIPOC (92%)
 - Women/Gender Diverse People (88%)
 - **Transgender People (100%)**
 - LGBTQ+ (91%)
- 8. (91%) Feeling I can be my authentic self at the agency. (N=465)
 - Disabled people (88%)
 - BIPOC (92%)
 - Women/Gender Diverse People (94%)
 - **Transgender People (100%)**
 - LGBTQ+ (91%)
- 9. (88%) The overall care that I received. (N=492)
 - Disabled people (85%)
 - BIPOC (90%)
 - Women/Gender Diverse People (92%)
 - **Transgender People (100%)**
 - LGBTQ+ (87%)

Trauma-Informed Care Yearly Trends: Compared with recent years, satisfaction appears to be decreasing.

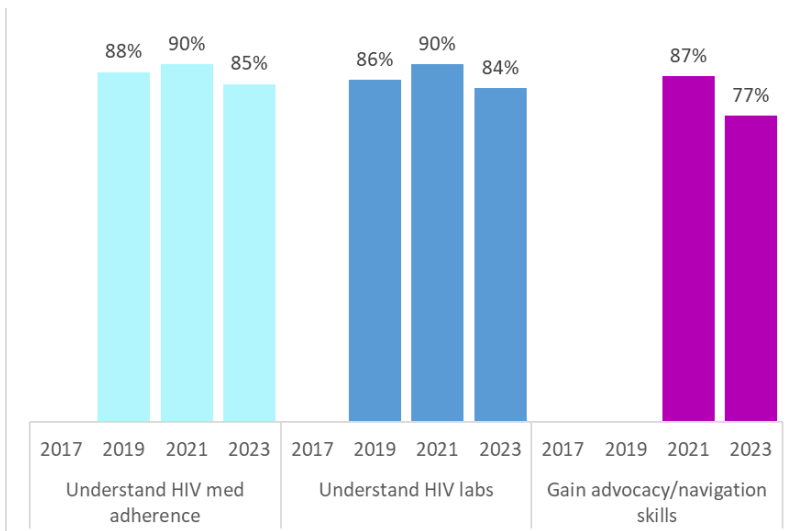
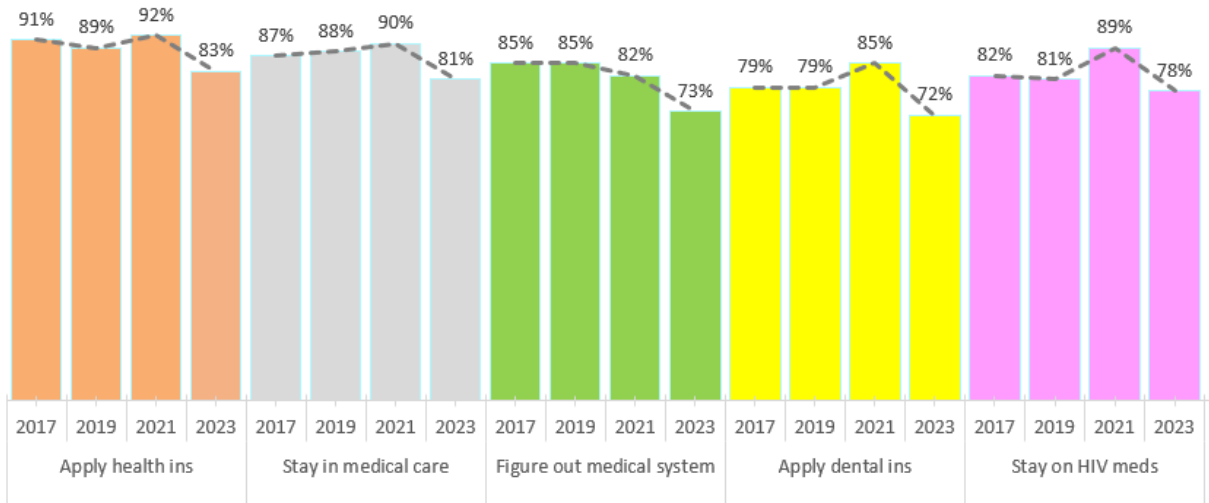


Medical Case Management (MCM) - Satisfaction with MCM was high in 2023 across these dimensions, and significant demographic differences were included where relevant.:

1. (81%) Stay in HIV medical care. (N=310)
 - Disabled people (80%)
 - BIPOC (81%)
 - Women/Gender Diverse People (84%)
 - **Transgender people (90%)**
 - LGBTQ+ (82%)
2. (83%) Apply for health insurance. (N=281)
 - Disabled people (80%)
 - BIPOC (83%)
 - **Women/Gender Diverse People (90%)**
 - **Transgender people (100%)**
 - LGBTQ+ (82%)
3. (72%) Apply for dental insurance. (N=264)
 - **Disabled people (67%)**
 - BIPOC (76%)
 - **Women/Gender Diverse People (78%)**
 - **Transgender People (89%)**
 - LGBTQ+ (74%)
4. (78%) Stay on my HIV medication. (N=284)
 - Disabled people (78%)
 - BIPOC (80%)
 - Women/Gender Diverse People (81%)
 - **Transgender People (100%)**

- LGBTQ+ (79%)
- 5. (73%) Figure out/coordinate additional medical and dental care needs. (N=294)
 - Disabled people (72%)
 - BIPOC (75%)
 - **Women/Gender Diverse People (78%)**
 - **Transgender People (82%)**
 - LGBTQ+ (74%)
- 6. (85%) Understand HIV medication adherence. (N=279)
 - Disabled people (82%)
 - BIPOC (87%)
 - Women/Gender Diverse People (89%)
 - **Transgender People (100%)**
 - LGBTQ+ (87%)
- 7. (84%) Understand my HIV labs. (N=285)
 - Disabled people (80%)
 - BIPOC (84%)
 - Women/Gender Diverse People (84%)
 - **Transgender People (100%)**
 - LGBTQ+ (85%)
- 8. (77%) Gain the skills to navigate my care. (N=293)
 - Disabled people (73%)
 - BIPOC (81%)
 - **Women/Gender Diverse People (84%)**
 - Transgender People (80%)
 - LGBTQ+ (77%)
- 9. (76%) Build or maintain trust with an MCM provider. (N=291)
 - Disabled people (73%)
 - BIPOC (79%)
 - Women/Gender Diverse People (79%)
 - Transgender people (80%)
 - LGBTQ+ (77%)
- 10. (78%) Feel confident in services provided by medical case management. (N=322)
 - Disabled people (76%)
 - BIPOC (79%)
 - Women/Gender Diverse People (80%)
 - **Transgender People (91%)**
 - LGBTQ+ (79%)

Medical Case Management Yearly Trends: Overall, there appears to be a slight downward trend from 2021.



Newly Diagnosed Clients

In 2023, 8% (40) of respondents were diagnosed with HIV within the past 2 years (2021-2023).

- (79%) HIV medical case management
- (79%) HIV medical care
- (71%) Other HIV services
- (67%) Information or classes provided on HIV/HIV management
 - Disabled people less likely to be satisfied
- (68%) Information and referral to other types of needed services
 - Disabled people and Women/gender diverse people less likely to be satisfied

Adverse Experiences & Barriers to HIV Care

A wide range of adverse experiences were reported during the past two years. Below are the most commonly reported adverse experiences by clients.

- (63%) Depression, anxiety or other mental health issues
- (40%) Social Isolation
- (40%) Other major life stressor

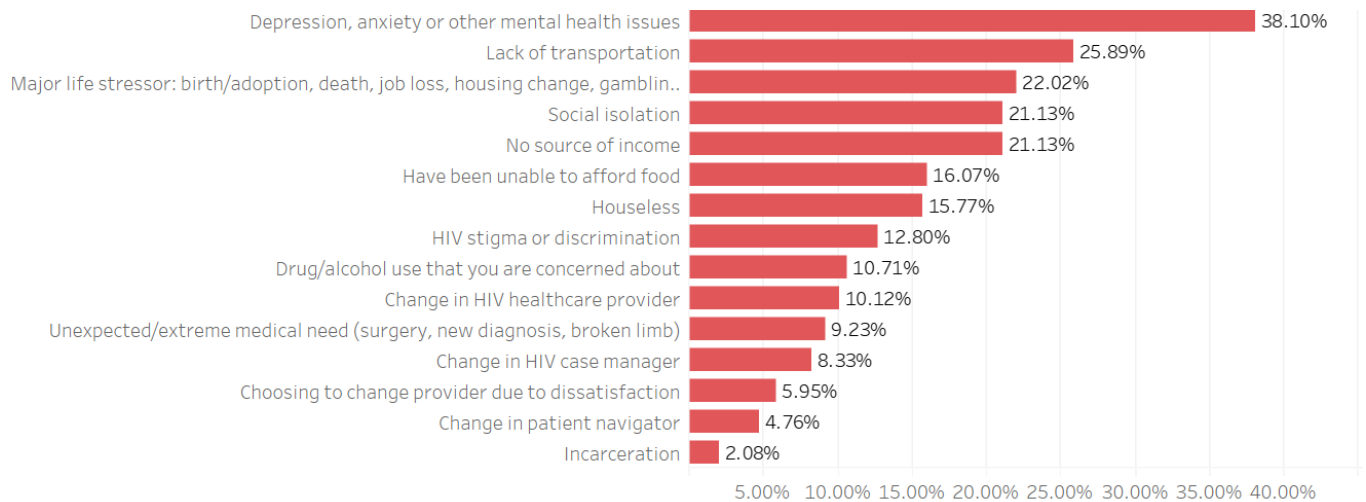
Count of Adverse Experiences by Demographic

	Does Not Apply	1 Stressor	2 Stressors	3 Stressors	4 Stressors	5 or more Stressors
BIPOC	18%	16%	8%	14%	7%	37%
Disabled people	13%	10%	6%	13%	12%	46%
Women/Gender Diverse People	23%	7%	8%	14%	10%	39%
LGB+	12%	17%	8%	15%	11%	38%
All Clients	12%	16%	8%	15%	11%	39%

Of these adverse experiences, several were reported as major barriers to clients accessing HIV care:

- (38%) Depression, anxiety or other mental health issues
- (26%) Lack of transportation
- (22%) Other major life stressor
- (21%) Social isolation
- (21%) Having no source of income

Adverse Experiences that Impeded Care (% of Total) N=410:



Both food and housing insecurity were issues for respondents:

- (62%) Food insecurity
- (34%) Housing insecurity

Agency Contacts & Client Communication

A higher percentage of respondents reported that they had just the right number of contacts (71%) from agencies compared to 2019. BIPOC respondents reported too few contacts at 22%, while white respondents reported too few contacts at 26%.

Alcohol and Drug Treatment

Of the 39 respondents who accessed substance use disorder (SUD) services within past year:

- 14 accessed inpatient services
- 20 accessed outpatient services
- 23 accessed peer services

Most respondents who accessed SUD services reported it took them two weeks or less to access, though wait times for inpatient were longer on average than outpatient. Satisfaction with SUD services was high (80-100%).

Introduction

The HIV Grant Administration and Planning (HGAP) program manages the Ryan White Part A federal grant which addresses the unmet health needs of low-income persons living with HIV in the Portland metropolitan area. The federal grant-defined Portland metropolitan area consists of five counties in Oregon (Clackamas, Columbia, Multnomah, Washington, and Yamhill) and one in Washington (Clark), and is referred to as the Portland Transitional Grant Area (TGA). The Portland TGA system of care also received program income from Ryan White Part B funding directly from the Oregon Health Authority (OHA). Both Part A and Program Income Part B funding are distributed through contracts with eight organizations, including community-based non-profits, local health departments, and medical centers, in which clients access primary health care and support services. These services are targeted and designed with the explicit purpose to increase retention in care, improve health outcomes, increase the quality of life for those living with HIV, and ultimately reduce the transmission of HIV. As part of their administrative responsibilities, HGAP conducts a client survey every other year.

Consumer feedback in the form of client surveys provides a structured method to obtain client insight around satisfaction with service provision. Specific questions around client service needs, barriers to care, technology, and communication were added to the survey in 2021 and 2023, due to the huge impact that the COVID-19 pandemic had on not only our local Portland TGA system of care, but also the entire world. Data collected is of interest to multiple key parties (providers, consumers, HIV Services Planning Council, HGAP, community members, etc.) and is used as a tool to help Ryan White funded organizations develop quality improvement goals. Measuring client satisfaction is also important for the following reasons:

- Strengthens communication between clients and agencies
- Enables agencies to assess the strengths and weaknesses of their programs from the clients' perspective
- Creates baseline data against which to measure changes in clients' satisfaction over time
- Provides data around which quality improvement efforts can be formed

Client survey data gathered was analyzed at the agency level as well the TGA level. Each participating agency received a summary of the client satisfaction survey results for their agency. TGA-level client survey results were presented to both the agencies and the HIV Services Planning Council. This report contains TGA-level client survey results.

Methodology

Of the nine Ryan White funded organizations, seven participated in this client survey endeavor. One organization did not participate due to logistical challenges inherent in the placement of clients in residential SUD treatment programs. Instead of surveying these specific clients, SUD-specific questions were asked of all clients surveyed to obtain information about client experience across the spectrum of SUD services utilized. The other did not participate as they were a new contract added mid-year in 2023.

Consumers who sit on the HIV Services Planning Council BIPOC Data Review Committee (DRC) greatly assisted in the development of the final survey content. Additionally, the BIPOC DRC also helped develop a dissemination methodology in 2021, to garner a more representative sample of respondents that closely resembled the demographic profile of TGA RW clients.

Survey dissemination occurred through electronic survey (e-survey) distribution, in person surveys distributed at specific agencies (with the option of returning them via on-site drop box or mailing in a business-reply envelope) and surveys mailed to client home addresses. The electronic survey design allowed clients the ability to access questions on up to two agencies where they received services rather than just one on paper surveys. Most respondents completed a Qualtrics e-survey. These anonymous surveys were available in both English and Spanish, and agencies only emailed e-surveys and mailed paper surveys to clients who had given them prior communications consent.

Beginning in mid-October 2023 and continuing through mid-January 2024, the seven participating organizations sent clients an e-link to the client experience survey in Qualtrics via email (for those who had a current email address in their provider electronic data system) or through an EPIC MyChart message (for those signed up with My Chart). A total of two e-mail blasts went out to clients who had an active and electronic email stored in the agency's data system, and in some cases a third "survey extension" email. Providers also distributed the e-survey via online newsletters, websites, and email signatures. Five agencies utilized on-site tablets during the data collection time period. The tablets were stationed in the reception area of one agency. Two agencies utilized tablets for consumers to access during regularly scheduled support groups. Additionally, paper surveys were available at five of the participating agencies and were directly distributed to clients who received home-delivered meals from two agencies. Surveys were also mailed to a select number of clients who have been underrepresented in past client experience surveys to ensure additional access. As an incentive, clients who completed the e-survey were given the option of continuing to a separate link to enter a raffle. (Those who completed a paper survey could complete a paper raffle ticket or call/text staff to enter.) At the close of the survey, six names were randomly drawn and each winner was given a \$50 gift card.

Data were analyzed using Stata SE v.17. All open-ended agency-specific qualitative data were disseminated to the respective agencies in its raw form.

Who Participated?

Across these seven participating Ryan White funded agencies, approximately 3,028 unduplicated clients were served in 2023. Of these clients, approximately 531 clients completed at least one survey question. 42 clients of the 531 clients responded in Spanish.

The demographic characteristics (age, race/ethnicity, gender, sexual orientation, county of residence, and disability status) of those who completed a client survey are important for the following reasons:

- Determine if the survey sample is representative of the clients who received Ryan White TGA services.
- Understand more about the individuals who answered the survey.
- Determine if any group differences exist with survey responses.

Participants who graciously took the time to complete a client survey were mostly male (79%), white (66%), and residents of Multnomah County (72%). The below table displays the demographic characteristics of client participants.

Demographic Characteristics of Ryan White Portland TGA Survey Participants (N=531)

		#	%			#	%
Age (by group)				Sexual Orientation			
Under 20		0	0%	LGB+		400	75%
20-29		13	2%	Heterosexual		62	12%
30-39		71	13%	<i>Missing/Prefer not to answer</i>		69	13%
40-49		88	17%	County of residence			
50-59		115	22%	Multnomah		334	63%
60-69		94	18%	Clark (WA)		24	5%
70+		19	4%	Washington		52	10%
<i>Missing/Prefer not to answer</i>		131	24%	Clackamas		22	4%
Race/ethnicity				Yamhill		8	2%
White		307	58%	Columbia		7	<1%
Hispanic/Latino		75	14%	Other		16	3%
Black/African-American		54	10%	<i>Missing/Prefer not to answer</i>		62	12%
Asian		11	2%	Disability Status			
American Indian/Alaska Native		21	4%	Disabled		259	49%
Native Hawaiian/Pacific Islander		5	1%	Non-Disabled		190	36%
Other		9	2%	<i>Missing/Prefer not to answer</i>		82	16%
<i>Missing</i>		50	9%				
Gender							
Male		370	70%				
Female		69	13%				
Gender Diverse/Transgender		28	5%				
<i>Missing/Prefer not to answer</i>		65	12%				

*Totals may vary from the totals reported in the satisfaction questions, as not all respondents answered all questions.

**Percentages reported of 531 total, missing responses included.

Disability status was added to the survey in 2023. Just under 50% of participants self-reported a disability. The Race/Ethnicity and Disability portion of 2023 survey comes from from REALD (Race, Ethnicity, Language, and Disability). REALD is an effort to increase and standardize race, ethnicity, language, and disability data collection in the state of Oregon. REALD includes a set of standardized data categories and questions. The gender identity and sexual orientation questions in this 2023 survey were also used for alignment with SOGI (Sexual Orientation and Gender Identity). SOGI is an effort to increase and standardize sexual orientation and gender identity.

The survey sample, when compared with the demographics of those who accessed Ryan White TGA services, was mostly similar across gender, race, and age. We are still under-sampled for our BIPOC clients, particularly Latinx clients, and oversampled for Multnomah County residents. More consideration will be given to reaching these demographic groups in future years.

Demographic Comparison of Survey Participants and Ryan White (RW) TGA Clients

Demographic characteristic	Survey sample	RW TGA Clients*
Male	79%	85%

Average age (in years)	51 years	47 years
BIPOC	34%	40%
Latinx Ethnicity	16%	21%
Multnomah County resident	72%	67%

**Clients who received at least one Ryan White TGA service during the 2021 calendar year.*

Summary of Key Findings

Client satisfaction is a measurement that helps inform our RW program the extent to which services meet the expectations of RW clients. Our local service delivery system is comprised of nine RW funded agencies. These agencies provide a wide array of services from food assistance and housing case management to HIV medical care.

Overall, across the past four survey cycles (2018, 2019, 2021, and 2023) respondents reported lower general satisfaction, medical case management satisfaction, and trauma-informed care satisfaction than previous years. Sub-analyses of satisfaction by demographic group revealed that these drops in satisfaction were not unique to a particular demographic group but reflective of overall lower satisfaction in the Portland TGA. Sub-analyses by RW-funded provider similarly revealed that most (seven out of eight) providers saw lower satisfaction among their clients this year compared to previous years. After examination of the qualitative data collected in survey text-box fields as well as data collected during RW Roundtable Discussions, we found that clients are struggling to have their needs met in the current economic conditions. This appears to be influenced by the unwinding of public Covid-19 support funds, inflation, and the Portland-area housing crisis. Respondents were particularly critical of medical case management and housing support services, citing long waiting lists, large caseloads, and a feeling of impersonal care or apathy on behalf of providers. Recent panel presentations by medical case management staff and housing staff, respectively, also highlighted ever-increasing caseloads and understaffing/staff turnover as key issues they navigate as funding has generally not increased enough to compensate for inflation. Though satisfaction is generally still fairly high, our Portland TGA is struggling to meet the needs of our entire client population, many of whom have new complex critical needs in the wake of the Covid-19 pandemic and its reverberating effects. HGAP met with each provider to discuss these results and better understand the overall system strain. We are working to implement new quality management and quality improvement projects with the aim of improving overall client satisfaction to at least pre-pandemic levels.